

Tackling Anti Social Behaviour

Incident Diary

For you to fill in

Your full name:

.....

Your address:

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.....

Your telephone No:

.....

For the Investigating Officer to fill in

First complaint (date):

..... / /

Return Date:

..... / /

Diary Issued:

..... / /

Diary Number:

Call Ref:

.....

**No English?
No problem**

If you require this publication in large print, braille or on audio tape please call us on 01246 217670

Rykneld
HOMES
The road to success

TALKBACK **EITI**

☎ 01246 217670 (ENGLISH)
We care. We want all of our customers to be able to access all of our services. To talk to someone in English, ring this number.
 You will not be charged for the TALKBACK service.

☎ 01430 457390 (CANTONESE) 廣東話
 ☎ 01430 457391 (MANDARIN) 國語
 本市政府關心閣下，我們希望區內所有的市民都能夠使用我們所有的服務。請致電上列這一個號碼，可用廣東話或國語和我們交談。
 免費為你提供此項服務。
 免費為你提供此項服務。

☎ 01430 457392 (ITALIAN)
Noi ci prendiamo cura di voi. Il nostro obiettivo è quello di dare a tutti i nostri clienti la possibilità di accedere ai nostri servizi. Per parlare in italiano, chiamate questo numero.
 Questo servizio è senza spese o commissioni.

☎ 01430 457394 (URDU) اردو
 ان ہر کوئی کو شہکار کرنے کے لیے آپ سے کوئی معاوضہ نہیں چاہئے۔
 یہ سروس براہ کرم بغیر کسی معاوضہ یا کمیشن کے فراہم کی جائے گی۔

☎ 01430 457395 (POLISH)
Dbamy o naszych klientów. Pragniemy, by wszyscy mogli skorzystać z naszych usług. Aby porozumiewać w języku polskim, wybierz ten numer telefonu.
 Korzystanie z tej usługi jest bezpłatne.

☎ 01430 457396 (PUNJABI)
 ਅਸੀਂ ਦੇਖ-ਭਾਲ ਕਰਦੇ ਹਾਂ। ਅਸੀਂ ਚਾਹੁੰਦੇ ਹਾਂ ਕਿ ਸਾਡੇ ਸਾਰੇ ਗਾਹਕ ਸਾਡੀਆਂ ਸੇਵਾਵਾਂ ਤੋਂ ਲਾਭ ਪ੍ਰਾਪਤ ਕਰ ਸਕਣ। ਜਿਸੇ ਭਾਸ਼ਾ ਖੋਲ੍ਹਣ ਦੀ ਜ਼ਰੂਰਤ ਹੈ ਉਸਦੀ ਭਾਸ਼ਾ ਵਿਚ ਸਾਡੀ ਸੇਵਾ ਕਰੋ।
 ਇਹ ਸੇਵਾ ਤੋਂ ਕੋਈ ਫੀਸ ਵਸੂਲੀ ਨਹੀਂ ਕੀਤੀ ਜਾਵੇਗੀ।

☎ 0800 731 7878 (OTHER LANGUAGES)

Tackling Anti Social Behaviour *Incident Diary*

“Everyone has the right to enjoy life in their own way as long as they don’t upset people living near them”

Many neighbour problems can be sorted out by talking calmly with the other person but action can be taken quickly to assist you if this approach fails or if someone’s behaviour is very anti-social.

We can only help you if we know in detail what is going on. You can make this possible by keeping a diary of everything that happens. We can then work out together the best way to sort out your problems.

Other evidence

If you can, it’s a good idea to collect other evidence to back up the incident diary. Photographs can help in some cases – such as when you are being bothered by car repairs, overgrown gardens and graffiti for example. Put the time and date the photograph was taken on the back and sign it.

You could make a tape recording if the problem is very loud music or shouting. Speak to a Community Sustainment Officer or a Police Officer if you need help or advice.

Make sure you keep to these five simple rules:

1. This diary is your own personal record of what you see and hear. You should not write down something that anyone else has witnessed. They should keep their own diary – or you can give them one of the tear-off sheets from this diary to complete and sign.
2. You must fill in the diary sheet as soon as possible while the incident is still fresh in your mind. If you do it right away you'll remember the details more accurately.
3. Complete the date, time and specific details of the incident each time the anti social behaviour occurs – even if it is on the same day. Each time a new page in the diary is started, add your name and address at the top of it and each time you complete a page in the diary, sign and date at the bottom of it.
4. Write down everything you see and hear in as much detail as possible. A general summary isn't as useful as a word-for-word account. You should also include any swear words as this is much more effective than "he used abusive language". Writing such words can be upsetting but it gives a better understanding of what happened and how it has affected you.
5. Try to identify people involved on each occasion. If you don't know the people you are making the report about or their full name but you know their nickname, or they have some identifying characteristics (clothing, hairstyle, etc) or you have another way of identifying them, please put this down.

Incident Diary

Specific Points

- **Your name and your address...**

These should be completed on each sheet you use.

- **Date...**

This is the date the incident occurred.

- **Start time and finish time...**

You should record the time of an event including am or pm. In the case of noise complaints you should record what time the noise started and finished.

- **What happened...**

- Include as much detail as possible about the events that you witnessed including where you were, what you saw, what you heard or what you were involved in
- If the complaint is noise related, describe the noise as best you can, for example it is was loud music was it from the television, radio or music system and could you recognise the song or type of music. If possible, include where you think the music was coming from, for example a car outside, flat above or living room.

- If you receive verbal abuse or obscene language is used, please try to record the precise language you heard, even if you find it offensive.

- If the Police are called, make a note of the Officer's name and number and the incident number.

- **Who was involved...**

Use the names of the people involved in the incident where possible. If you do not know the names, you should include nicknames or full descriptions of the person(s).

- **How did this affect you/your family...**

You should record how the problem is affecting your quality of life and that of anyone who lives with you. For example in the case of a noise complaint is the music so loud that it prevents you from sleeping.

If you need more information or help, you should contact the Officer who is investigating your complaint.

There is an example overleaf of how to complete the incident diary.

INCIDENT DIARY



Your Name: Mary Smith

Your Address: 32 Derby Road

| Date | Start time | Finish time | What happened | Who was involved | How did this affect you/your family |
|--------|------------|-------------|---|------------------------------|---|
| 7.1.11 | 9.50pm | 11.15pm | I heard banging and shouting outside. I looked out of my kitchen window and saw Mark Glover, who lives at number 25 banging and kicking at his front door. He was shouting at the person inside to open the door. Then at one point he shouted very loudly, "open the door or I'm going to kill you". A woman inside kept screaming "go away, I'm not letting you in". He picked up a brick and threw it at the hall window. The window smashed and he tried to get in. Kevin, my son, called the police who arrived and took him, Mark Glover, away. PC Jones (number 6758) from Clay Cross Police Station came. He wrote it all down. | Mark Glover 25 Derby Road | This incident is typical of Mr Glover's behaviour. There have been things like this every weekend for the last 7 or 8 weeks (see previous diaries). My children who are 6 and 8 are woken up regularly. They are getting very unsettled. I am on sleeping tablets because of the noise and upset. |
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"I believe that the information I have given above is a true description of what I saw and/or heard"

Signed Mary Smith Date 7 January 2011

INCIDENT DIARY



Your Name:

Your Address:

| Date | Start time | Finish time | What happened | Who was involved | How did this affect you/your family |
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Signed Date

INCIDENT DIARY



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Your Address:

| Date | Start time | Finish time | What happened | Who was involved | How did this affect you/your family |
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