

Gathering evidence

We can't take action against someone simply because another person has complained about them - we need evidence. The most important evidence is the incident diary that we will give you to write down the incidents you see or hear. Your neighbourhood officer will be able to advise you about filling it in.

We may need to collect other evidence like photographs, video or tape recordings of the incidents as they happen.

We may also need to speak to other people who have witnessed the incidents. It could be difficult to take the problem any further without these other witnesses.

Taking action

When we have collected evidence we will decide if the other person has a case to answer. If we feel there is a case, we will take action.

In very serious cases - where you or another person are in danger - we will go straight to legal action. We will also provide support for you if you are in serious danger - such as a mobile phone, a personal alarm or more security for your home.

In other situations we will take a more step-by-step approach to try to get them to change their behaviour. If this fails, we will consider taking legal action against them.

Other action

Please remember you can also contact the police in criminal acts such as hate crime, robbery etc.

Further details

If you would like to see the full anti social behaviour policy please log on to our website www.svha.co.uk or contact the head office for a paper copy.

Get in Touch

We can provide this information in a number of alternative formats to meet your needs, including a telephone translation service, printed in other languages, CD, large print or electronic format. Customers with hearing disability can call the mini-com number on 18002 0161 772 2156.

Możemy udostępnić te informacje w innych formatach zależnie od twoich potrzeb, między innymi tłumaczenie przez telefon, druk w innych językach, CD, duży druk lub format elektroniczny. Klienci z problemami ze słuchem mogą kontaktować się z nami poprzez minicom pod numerem 18002 0161 772 2156.

ہم یہ معلومات آپ کی ضرورت کو پورا کرنے کیلئے متبادل صورتوں میں فراہم کر سکتے ہیں، بشمول ٹیلیفون تراجم سروس، دوسری زبانوں میں پرنٹنگ، سی ڈی، موٹے حروف میں لکھائی یا ایکٹروٹکٹ میں۔ ہمارے دو صارفین جنہیں سنیے کی معذوری ہے وہ ہمارے سنیے کی کام 18002 0161 772 2156 پر سنیے فون کر سکتے ہیں۔

Out of Office Anti-Social Behaviour helpline

Telephone 0845 2170714
5pm - 9am weekdays
ALL DAY weekends and bank holidays.

Central Office

1st Floor, Metropolitan House, 20 Brindley Road,
Old Trafford, Manchester M16 9HQ
Telephone 0161 772 2120
Telephone 0845 606 6565
Mobile 07983 564892
Fax 0161 772 2121
E-mail enquiry@svha.co.uk
Minicom 18002 0161 772 2156

Haslingden Office

41 Bury Road, Haslingden, Lancashire BB4 5PG
Telephone 0845 050 0570
Fax 01706 260412

The Manchester Foyer

61 Booth Street West, Manchester M15 6PP
Telephone 0161 276 1000
Fax 0161 276 1001

The Blackburn with Darwen Foyer

1A Princes Street, Blackburn BB2 1LS
Telephone 01254 222030
Fax 01254 222043

اگر آپ کو اس معلومات کا ترجمہ چاہیے ہو تو براہ کرم اپنے مقامی آفس سے رابطہ کریں



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Dealing with Hate Crime & Anti Social Behaviour

A guide to reporting and dealing with these issues



Anti-social behaviour can take many forms including noise, intimidation, hate crimes, harassment, aggressive and threatening behaviour, violence, drug dealing, dumping rubbish, the list goes on.

St Vincent's Housing Association places great importance on dealing with acts of Anti Social Behaviour. We know that Anti Social Behaviour can ruin peoples' lives and break up communities unless dealt with quickly. We also know that the vast majority of our tenants will wish to live a peaceful life and show mutual respect to their neighbours.

What we can do:

Our service standards for dealing with Anti Social Behaviour are:

- **We will contact you within 1 working day to discuss your complaint of Anti Social Behaviour**
- **We will ask you preferred method of contact and send out an acknowledgement with the officer who is dealing with your case, case reference number, date when you can expect to be contacted for further details and the category given to your complaint.**

- **For ease of identification we will give your complaint one of 3 categories:**

CATEGORY A example - domestic violence, hate crimes, threats and/or acts of violence

CATEGORY B example - persistent noise and youth nuisance, aggressive, rude and offensive behaviour or language

CATEGORY C example - neighbour disputes, alcohol nuisance, youth nuisance or suspected drug abuse

- **We provide an out of hours reporting support service for Anti Social Behaviour complaints. Out of Hours ASB Helpline - 0845 2170714 (lines open 5pm - 9am) the complaints will be picked up by an officer the next working day to action.**
- **We aim to remove offensive graffiti (for example racist or abusive) within one working day.**
- **We will agree with you to how often to keep you informed of the progress of the complaint.**
- **We will offer a wide range of solutions to help resolve your complaint. Such as advice, support or legal action.**

Letting us know

You can tell us about incidents of Anti Social Behaviour or harassment by telephone, writing, email or via our website www.svha.co.uk. Or you can ask someone else, such as a relative or councillor to contact us on your behalf. We will write to you to confirm that we are looking into the matter.

Looking into your complaint

If the problem is an obvious one, we may be able to sort it out easily. For example, if you report a rubbish-filled garden, we will go round to check and take action. But most cases aren't so simple and we will need to talk to you before we start an investigation. In serious cases (such as hate crime which can involve racial harassment, homophobic, disability or religious hate crime) we will try to see you within 1 working day. When we see you, at a venue of your choice, we will ask you about what has been happening and try to get a full picture of the events that are distressing you. If you want, bring a friend or relative to the meeting for support.

Dealing with your complaint

At the end of our first meeting with you, we will agree a plan with you that describes what you should do and what we will do to get the problems sorted out.

This is called an action plan and this action plan will be updated if the problem is not sorted out quickly. Once we have spoken to you, we will probably need to interview the person you are making the allegations about. You can ask us not to do this, but it could make it difficult to take further action.

Talking it through

If the case does not involve threats, violence or serious harassment, the plan might start with a suggestion that you talk the problem through with the other person. There is always a better chance of solving a dispute if you try to see each other's point of view. If the other person is unreasonable, just walk away. Don't get involved in an argument.

Mediation

If you feel uneasy about approaching a neighbour on your own, we can set up a meeting for you. We can be there to help you talk through the problem together. Or a mediation service may be able to help you find a solution - they are experts at helping people to sort out disputes. Ask your Neighbourhood Officer about this service.