



A GUIDE TO

RECOGNISING, RECORDING & REPORTING

ANTISOCIAL BEHAVIOUR

RECOGNISING

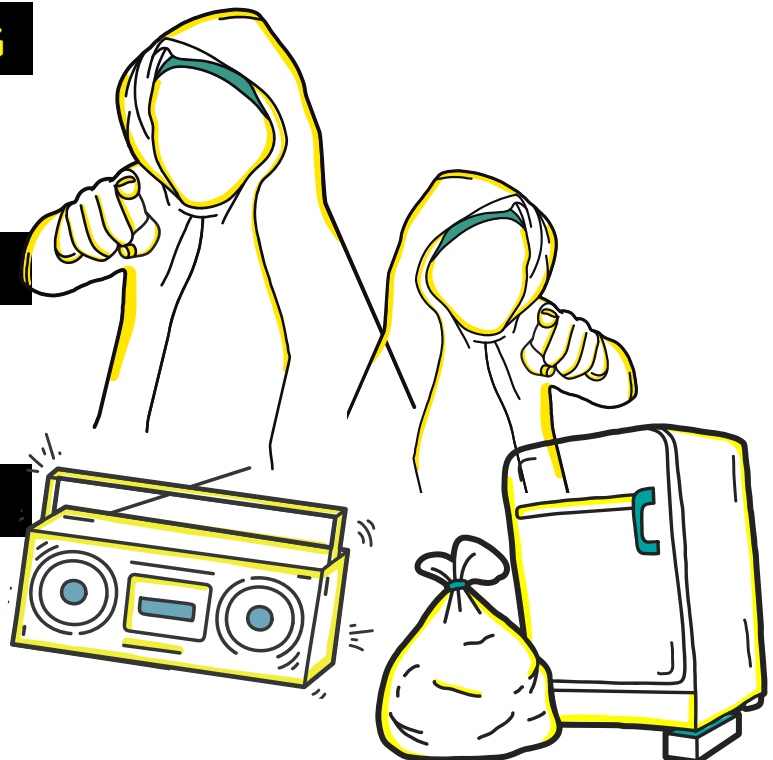
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CREATING SAFER, CONNECTED & ACTIVE COMMUNITIES

Neighbourhood Watch Network is a charity registered in England & Wales, CIO no: 1173349

HOW TO RECOGNISE

NEIGHBOUR DISPUTES



Wherever you live, you and your neighbours will inevitably have different values or opinions, different timetables, and different expectations of others.

Disagreements between neighbours are quite common and often easily resolved through good communication. It is important to remember that being a **good neighbour involves compromise**. It is important to resolve disagreements quickly to avoid long-standing disputes with your neighbour, which can be much more challenging to resolve and may need to involve [mediation or The Community Trigger](#).

TALK TO YOUR NEIGHBOUR

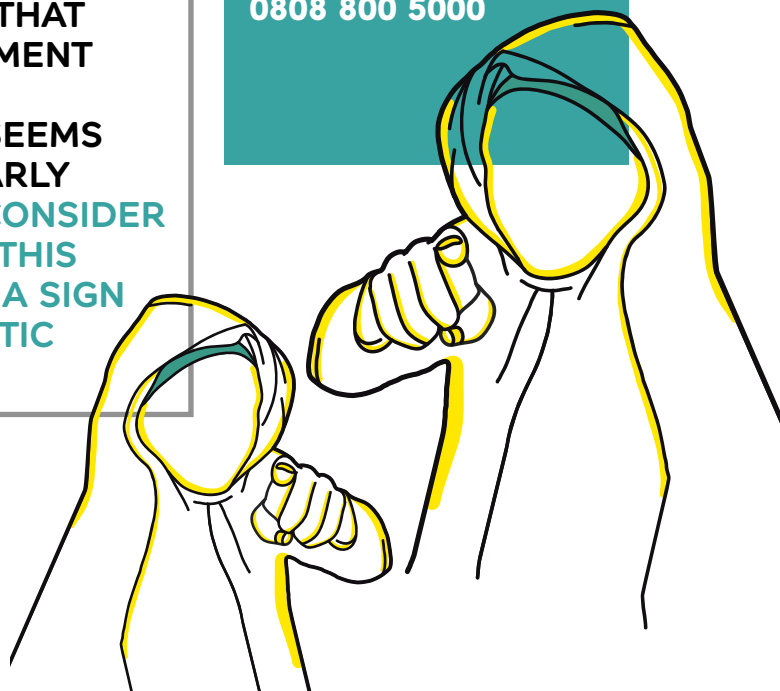
Wherever possible and when it is safe to do so **try talking to your neighbour**. If you decide to approach your neighbour, pick a time when you are feeling calm. **Shouting or being angry will cause more problems**. Think through what you want to say and don't stray from the main problem. Explain what is causing you an issue and why, and **don't jump to conclusions**.

LISTEN

Listen to the person's response as they may have a good reason for their behaviour or it might have been a one-off occasion. Always try to reach a solution that you are both happy with and **walk away if you or the other person is getting angry**.

IF YOU REGULARLY HEAR YOUR NEIGHBOURS SHOUTING AND ARGUING OR YOU FEEL THAT THE ARGUMENT YOU ARE HEARING SEEMS PARTICULARLY VIOLENT, **CONSIDER WHETHER THIS COULD BE A SIGN OF DOMESTIC ABUSE**.

- If you are concerned for anyone's safety within the household, then **contact the police on 999 in an emergency or 101**
- Alternatively, call the **National Domestic Violence Helpline for free on 0808 2000 247**
- If there are **children involved**, contact your local authority child protection scheme via www.gov.uk or the **NSPCC on 0808 800 5000**



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HOW TO RECOGNISE

NOISE NUISANCE



Noise from neighbours can annoy, cause stress, and generally affect the quality of life in a residential area.

It can be loud music and parties, lots of **banging** or **DIY in the middle of the night** – anything that you consider unreasonable and is affecting your life. **Don't let a situation get out of control** – if not dealt with quickly, it can escalate and could end up involving the police.

LOUD MUSIC

Loud music is not anti-social behaviour unless it's **persistent or excessive**. One-off parties or events are often acceptable, providing the noise is not excessive and does not result in other antisocial behaviour or criminal activity. But if you think your neighbour's music is often too loud, **goes on for excessively long periods** or they are often having loud parties, any of which are having an adverse effect on you, we advise that you speak to them as this is the

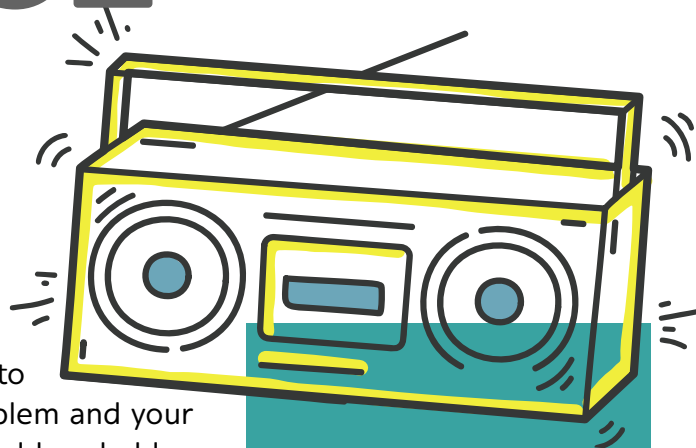
quickest and simplest way to solve the problem and your neighbour would probably prefer that you **speak to them before reporting the noise**.

BANGING

This type of noise can be constant slamming of doors inside a property or when entering and leaving the property as well as constant banging on walls.

DIY AT UNSOCIABLE HOURS

Most people have tasks which need doing around the home, especially if they have just moved in, or are decorating. Many people must work during the day and need to do this DIY in the evenings and on weekends. However, it is unreasonable if noise from your neighbour's DIY project extends into the night disturbing your sleep.



Nuisance neighbours make up 37% of the most common form of antisocial behaviour, with noise disturbance being by far the most reported issue to local authorities, housing associations and the police.

ROWDY BEHAVIOUR

This covers any rowdy behaviour or **general nuisance caused by neighbours**.

REMEMBER:
IT'S USUALLY GOOD TO TALK TO YOUR NEIGHBOURS.
ONE IN THREE PEOPLE HAVE FOUND THAT THIS HAS SOLVED ANY PROBLEMS IMMEDIATELY.

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HOW TO RECOGNISE

HARASSMENT AND INTIMIDATION



Threatening and ABUSIVE BEHAVIOUR can include being violent or aggressive, making threats, controlling someone's behaviour, putting them down, verbally abusing them or pressuring someone to do things they don't feel comfortable with.

HARASSMENT

Harassment is unwanted behaviour which you find offensive, or which makes you feel intimidated or humiliated. It can happen on its own or alongside other forms of discrimination.

It could be spoken, or written words of abuse such as offensive emails, tweets or comments on social networking sites. It could also be unspoken actions such as stalking or repeated intimidating actions.

INTIMIDATION

Intimidation is a personalised form of antisocial behaviour, deliberately aimed at particular individuals to make them frightened enough to do what the perpetrator wants them to do. People can experience repeated incidents and problems of intimidation and harassment day after day making them feel constantly fearful.

In some cases, the victim and the perpetrator live close to each other, often as neighbours.

VERBAL ABUSE

Verbal abuse, directing negative comments towards someone, can often cause as much emotional harm as behaviours that are more physical. Examples of verbal abuse are being verbally threatening, insulting or humiliating towards another person.



HATE INCIDENTS

If you or anyone else believes that an incident is targeted at a person because of their ethnic origin, religious belief, sexual orientation, gender identity or disability it is a hate incident.

FIND OUT MORE ON
ourwatch.org.uk/hate-crime-and-incidents

ourwatch.org.uk

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HOW TO RECOGNISE ENVIRONMENTAL ANTISOCIAL BEHAVIOUR

Environment antisocial behaviour is when a person's actions affect the wider environment, such as public spaces or buildings.

Don't just accept that there is graffiti in your neighbourhood, or litter thrown around everywhere, or dog poo in the middle of the street. **Do not accept that Antisocial behaviour is normal.**

DUMPING RUBBISH

Fly tipping, excessive litter and dumped rubbish can be a health hazard, not to mention an eyesore. It can cause unpleasant smells, attract pests, and **create a dangerous environment for children**, pets, and wildlife in particular. If the problem is not dealt with quickly, it can lead to an increase in fly-tipping making the area more obviously unpleasant and unsafe.

ANIMAL NUISANCE

This type of nuisance covers any situation where animals are creating a nuisance or people's behaviour associated with people's behaviour associated with caring for animals is deemed

as antisocial. It includes **uncontrolled animals, stray dogs, barking**, fouling and intimidation by an animal.

VANDALISM & DAMAGE TO PROPERTY

Vandalism includes **unauthorised graffiti, light smashing**, removing/bending signage or ornamentation, breaking windows, or other damage to property. **Graffiti is marks, scratching or drawings** made on a surface on a public place, without the property owner's permission.

ANTISOCIAL DRINKING

Drinking in public places and in large groups can intimidate people, cause noise and nuisance and deter other residents from using community spaces.

DRIVING CARELESSLY

Antisocial driving is any activity involving a vehicle which causes alarm and distress. It can be **excessive noise or loud music** coming

from the vehicle, wheel spinning or doing tyre burnouts.

ARSON

Arson is the intentional and malicious **causing of a dangerous fire or explosion** for the purpose of destroying one's own or another's property.

Agencies can use restorative action to deal with offenders in relation graffiti, vandalism, litter and similar offences, which will often include them clearing up the mess.



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HOW TO RECORD

ANTISOCIAL BEHAVIOUR



It is important to keep a record of antisocial incidents and behaviours as this will better help investigation and tackling it. It can also help you to get some perspective on how often it happens. If you decide to take formal action at some stage, it can help others see an established pattern of nuisance over time. Use our **ASB 14-Day Diary** to record events over a period of **14 continuous days**. You can ask someone else

(a neighbour or visitor) who has witnessed the nuisance to sign the entry in the **"names & addresses of any witnesses"** column. The completed diary will be useful evidence to accompany any report you make about the antisocial behaviour to the **Local Authority ASB team** or your landlord. If you live in private accommodation, or if you live in a local authority or housing association property, send it to your housing officer.

DON'T FORGET...

TO USE OUR ASB 14-DAY DIARY TO RECORD EVENTS OVER A PERIOD OF 14 CONTINUOUS DAYS.

Visit our website on www.ourwatch.org.uk/asb to download this ASB Diary.

Guidance notes for completing an ASB diary

General Notes
Consider discussing the problem with the person causing the nuisance. Many noise problems are simply caused by a misunderstanding. For example, the person with their radio on loud may not realise that you can hear it or that it is bad feeling. However, if you are at all concerned about how the person will react, or would feel vulnerable or afraid, do not approach them, especially on your own.

This diary **must** be completed over a period of **14 continuous days**. If on some days no noise or nuisance occurs this **MUST** be recorded also.

The diary **MUST** be truthful and accurate. If someone else (a neighbour or visitor) witnesses the nuisance ask them to sign the entry in the "names & addresses of any witnesses" column.

The diary could be used in any court action that may result, so it is vital that it is accurate and honest.

The notes you make should only relate to times when there is an **"unreasonable and substantial interference with your property, or its use, or your enjoyment of the property"**. Consider whether the nuisance is really affecting you. (i.e. does it go on for a long time, or only very shorty? Is it late at night when you are trying to sleep or during the day? In the "how has it affected you?" column record how the nuisance did affect you (i.e. "I couldn't sleep, it woke the baby" or "I was scared for my safety, etc.).

Any entries in the diary must be recorded immediately, whilst it is still fresh in your mind. Record the exact time it started and when it finished. Write down exactly what happened.

The identity of the complainant will not be disclosed to the person making the nuisance in the initial stages of the Housing Officer's enquiries. However, remember it may be obvious to the person that you are the one making the complaint.

Other useful information
Incidents of anti-social behaviour should be reported to the "101" phone line. "101" is a 24-hour number provided by your police and local council to deal with community safety issues, including certain non-emergency crime.

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HOW TO REPORT

ANTISOCIAL BEHAVIOUR

Antisocial behaviour can ruin lives and devastate communities. Reporting antisocial behaviour early on is important to prevent it from escalating.

The Local authority, social housing landlords and the police all have powers to deal with antisocial behaviour. It is important that on reporting behaviour, that you detail the **impact that it is having on your health and wellbeing, and can demonstrate a pattern of behaviour.**

IF THE ANTISOCIAL BEHAVIOUR IS NOT SERIOUS, CRIMINAL, OR CAUSING A RISK TO A PERSON:

- You should contact either the **Local Authority** or your **Social Housing Landlord** in the first instance, and if necessary, then report it to the police.
- If you are unsure who to report to [ASB Help](#) provides a useful **Act Now!** online interactive guide that takes you through a series of questions to show you who you should contact.

IF THE ANTISOCIAL BEHAVIOUR IS SERIOUS, CRIMINAL, OR CAUSING A RISK TO A PERSON: FIRST, REPORT IT TO THE POLICE

- If it's an **emergency** and the crime is still taking place, **call 999 and ask for the police.**
- If it's **not an emergency**, call the non-emergency number **101** instead.
- For more ways to report to the police, see our [reporting page](#).

SECOND, CONTACT EITHER THE LOCAL AUTHORITY OR YOUR SOCIAL HOUSING LANDLORD

- If you are a **tenant or a leaseholder** of a social housing landlord, contact them to report the issues. Landlords should take complaints seriously and act professionally. If you ask, they **must publish and provide documents** that set out the types of behaviours they can help to tackle. Your landlord should clarify



USEFUL CONTACTS

MY SPACE

0800 678 1602

VICTIM SUPPORT

0808 808 8141

CITIZENS ADVICE

BUREAU 0800 144 8848

what information they need from you and what help they can provide, and must keep you updated until your case has been closed. They should also **tell you about the help available** from other agencies with different powers and responsibilities, such as your local authority or the police, and support you to approach them. They should also put you in touch with services such as mediation and **Victim Support** if needed.

- If you are in **private rented accommodation or a homeowner**, contact your local authority who will have dedicated personnel that deal with antisocial behaviour.

We would like to say a special thank you to

RESOLVE

a Centre of Excellence solely focused upon community safety and antisocial behaviour, for their support in creating this guide. resolveuk.org.uk

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