



Castle Vale
Community Housing
Part of The Pioneer Group

Anti-Social Behaviour

*Your guide to how we intend to
deal with and support victims
of anti-social behaviour*

Anti-social Behaviour

Dealing with Anti-social Behaviour

What is the service we are offering?

Anti-social behaviour (ASB) is where the behaviour of a person, their family or visitor directly affects your quality of life.

Our approach is to focus on resolving anti-social behaviour problems; working with our partners and making best use of the non legal and legal routes open to us.

The aims of the service are to:

- Make you aware of your responsibilities and rights in relation to anti social behaviour
- Demonstrate our commitment to preventing and tackling ASB and to work in partnership with other agencies
- Ensure prompt, appropriate and decisive action is taken to deal with ASB before it escalates, which focuses on resolving the problem having regard to the full range of tools and legal powers available
- Ensure that all tenants and residents can easily report ASB, are kept informed about the status of their case where responsibility rests with us, and to signpost where the responsibility lies elsewhere
- Provide support to ASB victims and witnesses of ASB

How the service is organised

Our Community Housing Team, which is comprised of Community Coordinators and a Community Safety Coordinator, work together with other agencies such as the police to tackle anti-social behaviour on the estate.

Your Community Coordinator is your first point of contact to report any incidents of anti-social behaviour you may experience. If things escalate we can consider action to stop the behaviour through the courts. The Community Safety Coordinator will be asked by the Community Coordinator to do this. There are occasions when the incident is so serious the Community Coordinator and the Community Safety Coordinator have to wait for the Police to complete their investigations before any decisions are made about whether the incident has affected the conditions of tenancy, or whether police action needs to take priority over this.

What is anti-social behaviour?

There are many reasons that a person's actions could be described as anti-social. The legal definition taken from the Crime and Disorder Act 1998 and the Housing Act 1996 describe anti-social behaviour as:

'Acting in an anti-social manner that causes or is likely to cause harassment, alarm or distress to one or more persons not of the same household as the perpetrator'

(Crime and Disorder Act 1998)

'Any conduct that is capable of causing a nuisance or annoyance to any person and that relates to, or affects, the housing management functions of (in this case) CVCH'

(Housing Act 1996)

'Any conduct that consists of, or involves, the use (or threat of use) of any CVCH housing accommodation for unlawful purposes'

(Housing Act 1996)

The definition used covers the examples of anti-social behaviour set out in your Tenancy Agreement, such as:

- Harassment and intimidation
- Domestic violence
- Damage, or the threat of damage, to another person's home or possessions
- Failure to control a pet, and/or allowing it to foul or cause damage to property

- Hate behaviour that targets individuals or groups because of their perceived differences
- Allowing household members and/or visitors to behave in a noisy and disruptive manner

Anti-social behaviour ruins lives. It doesn't just make life unpleasant; it creates an environment where more serious crime can take hold.

What does CVCH do to reduce anti social behaviour?

Your Tenancy Agreement covers standards of behaviour expected from all CVCH tenants. The Tenancy Agreement is a legal contract between CVCH and you, the tenant. That means the Tenancy Agreement can be legally enforced, where necessary.

CVCH expects its tenants to be good neighbours. CVCH cannot expect that they will become good friends.

A good neighbour is someone who acts reasonably and considerately and respects the different values and lifestyles of others in the community. To most people such behaviour comes naturally. However, if the behaviour of any tenant, household member (including children) or visitor falls short of this reasonable expectation, CVCH is committed to taking appropriate action.

Partnership Working

Due to the serious nature of this sort of behaviour, CVCH works in partnership with one or more of the following agencies, depending on their relevance to the case:

- West Midlands Police
- Local schools
- Youth Offending Services
- Victim Support
- CCTV
- North Local Community Safety & Early Help Partnership

Informal ways to deal with anti-social behaviour

Restorative Justice

Restorative Justice brings those harmed by crime or conflict and those responsible for the harm into communication, enabling everyone affected by a particular incident to play a part in repairing the harm and finding a positive way forward.

Restorative practice can be used anywhere to prevent conflict, build relationships and repair harm by enabling people to communicate effectively and positively. Restorative practice is increasingly being used in schools, children's services, workplaces, hospitals, communities and the criminal justice system.

Restorative practice can involve both a proactive approach to preventing harm and conflict and activities that repair harm where conflicts have already arisen.

Where the latter is required, a facilitated restorative meeting can be held. This enables individuals and groups to work together to improve their mutual understanding of an issue and jointly reach the best available solution. But in many cases a less formal approach may be more appropriate.

Restorative practice supports people to recognise that all of their activities affect others and that people are responsible for their choices and actions and can be held accountable for them. It enables people to reflect on how they interact with each other and consider how best to prevent harm and conflict.

Mediation

Mediation is an effective way of resolving disputes without the need to go to court. It involves an independent third party - a mediator - who helps both sides come to an agreement.

Mediation is a flexible process that can be used to settle disputes in a whole range of situations such as family disputes and neighbourhood disputes.

The role of the mediator is to help parties reach a solution to their problem and to arrive at an outcome that both parties are happy to accept. Mediators avoid taking sides, making judgements or giving guidance. They are simply responsible for developing effective communications and building consensus between the parties. The focus of a mediation meeting is to reach a common sense settlement agreeable to both parties in a case.

Mediation is a voluntary process and will only take place if both parties agree. It is a confidential process where the terms of discussion are not disclosed to any party outside the mediation hearing.

What happens if informal interventions don't work?

If the situation cannot be resolved by more informal measures, CVCH works with its partner agencies to take further action which will depend on the severity of the case.

- We may send warning letters and request interviews with those people who are the subject of the complaint
- The Court may issue parenting orders, individual support orders, noise abatement notices, fixed penalty notices, Civil Injunctions and IPNA's (injunctions to prevent nuisance & annoyance), dispersal notices, Closure Notices and Orders and Criminal Behaviour Orders (CBO's)
- We may end a Tenancy Agreement by applying to the court to repossess a property, especially if it is being used for unlawful purposes

Some of these actions will result in serious consequences for those who involve themselves in anti-social behaviour. However, this should never deter any tenant from reporting such behaviour, knowing that they will have the full support of CVCH and its partnering agencies to take the appropriate action.

Harassment

Harassment is behaviour that, on more than one occasion, was deliberately intended to intimidate, dominate or harm an individual or group. Racial harassment has probably the highest profile, but there are other ways of defining this form of anti-social behaviour:

- Any conduct that is intended to belittle others because of their gender, sexual orientation, creed, disability, religion, age, appearance, marital status or for any other reason

Those subjected to this behaviour may suffer racist behaviour, verbal and physical abuse, foul language, insults, jokes, personal attacks and/or damage to property. For more information call into our office at 11 High Street or telephone CVCH on 0121 748 8100.

Domestic Violence

Domestic violence is any incident of threatening behaviour, violence, physical/mental abuse between persons who are, or have been, intimate partners or family members. It can be committed by men against women, women against men and on partners in gay and lesbian relationships. For more information contact our office at 11 High Street or call CVCH on 0121 748 8100.

Witness Support

A witness is someone who has personal experience of anti-social behaviour and as a result may require support. For more information contact our office at 11 High Street or call CVCH on 0121 748 8100.

How we will make sure this service is delivered

We will always:

- Contact you to discuss your case within 2 working days if the anti-social behaviour involves; racial harassment, hate crime, sexual harassment, threats of violence or actual violence or within 5 working days for all other anti-social behaviour
- Assign your complaint to a named Community Coordinator at the time of reporting
- Ensure that the Community Coordinator contacts you within 2 or 5 working days to discuss the details of your complaint and agree a course of action that will aim to resolve the issues you have raised
- Review the progress of your case and contact you by your preferred means every 14 calendar days to update you and discuss the case even if there are no changes to the case
- If there has been a development or change within your case, you will be contacted by your preferred means within 5 working days

Improving the Service

How you can help us:

- Please be tolerant of your neighbours and be aware that your neighbour's lifestyles may differ from your own
- Please take responsibility for the behaviour of your children and pets, and visitors to your home
- Please keep a log of any incidents when asked to do so to enable us to support you further

How we will report our service performance

We will produce regular updates on our performance and produce an "Annual Report to Tenants" reporting on performance against all of our standards.

Need more information?

For more information on anything mentioned here, contact the Community Housing Team by Telephone on **0121 748 8100** or by E-mail: **contactus@cvch.org.uk** by Fax on **0121 748 8105** or Visit or write to:
**CVCH, 11 High Street,
Castle Vale,
Birmingham B35 7PR**

If you would like this leaflet in Braille, audio or large print, or if English is not your first language and you require help, please call 0121 748 8100.

Arabic إذا كنت ترغب بالحصول على هذه النشرة بخصوص بطريقة البرaille، أو ملف صوتي، أو مطباعة كبيرة، أو إذا لم تكن الإنجليزية لغتك الأم و كنت بحاجة إلى مساعدة، يرجى الاتصال بالأرقام **0121 748 8100**

Bengali আপনি যদি এই সংক্রান্ত বিকল্পসেটটি চাইল, অডিও বা বড় প্রিন্টে চান অথবা ইংলিশি যদি আপনার মাতৃভাষা না হয় আর আপনার যদি তাই সহায়তা নাশে, তাহলে অনুগ্রহ করে এই নম্বরে **0121 748 8100** কল করবেন।

Chinese 如果您希望获得此宣传手册的布莱叶盲文版本、有声版本或大字印刷版本，或者如果英语并非您的母语并且您需要获得进一步的帮助，那么请致电 **0121 748 8100**。

Farsi اگر مایل به دریافت این پرشور به خط بریل، بصورت صوتی یا با حروف درشت هستید؛ یا اینکه انگلیسی زبان اول شما نیست و نیازمند کمک هستید، لطفاً با شماره تلفن **01217488100** تماس بگیرید.

French Si vous désirez obtenir cette brochure en Braille, en Audio ou en impression gros caractères, ou si l'anglais n'est pas votre langue maternelle et que vous avez besoin d'aide, veuillez appeler le **0121 748 8100**.

Kurdish ئەگەر تۆم نامبێتکە بەت بە شێوازی بریل یان کۆنۆڕان یان لەسەر شرینی دەنگ یان بە چاپی گەورە دەوێت یاخود ئەگەر ئینگلیزی زمانێ ناخفانت ئێه و پارسەتیت پێویستە، تێکایە پەڕوئەندی بکە بە ژمارە تەلەفۆنی **0121 748 8100**.

Pashto که تاسو غواړئ چې دا رساله په بریل، غږ او یا لوی چاپ کې ترلاسه کړئ یا که انگلیسي ستاسو لومړی ژبه نه وي او تاسو مرستې ته اړتیا لرئ، مهرباني وکړئ او **0121 748 8100** شمیرې ته تیلیفون وکړئ.

Polish Jeżeli chcesz uzyskać niniejszą ulotkę w języku Braille'a, na taśmie magnetofonowej czy w wersji z dużym drukiem, lub gdy język angielski nie jest Twoim językiem ojczystym i potrzebujesz pomocy, zadzwoń pod numer **0121 748 8100**.

Punjabi ਜੇ ਤੁਸੀਂ ਇਹ ਲੀਫਲੈਟ ਬਰੇਲ, ਆਡੀਓ ਜਾਂ ਵੱਡੇ ਪਿੰਟ ਵਿੱਚ ਲੈਣਾ ਚਾਹਦੇ ਹੋ, ਜਾਂ ਅੰਗਰੇਜ਼ੀ ਤੁਹਾਡੇ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ ਅਤੇ ਤੁਹਾਨੂੰ ਮਦਦ ਦੀ ਲੋੜ ਹੈ, ਕਿਰਪਾ ਕਰਕੇ **0121 748 8100** 'ਤੇ ਕਾਲ ਕਰੋ।

Russian Если Вы желаете получить брошюру в шрифте Брайля, звуковым формате или крупном шрифте, а также если английский не является Вашим родным языком и Вам необходима помощь, пожалуйста, позвоните по номеру **0121 748 8100**.

Somali Haddii aad bug-yarahaan ku rabtid farta indhoolaha Braille, hab la Dhegeysto ama daabacad far waa-wayn ama haddii af Ingiriiska uusan eheen luqadaada koowaad iyo caawinaad u baahan tahay, fadlan soo wac **0121 748 8100**.

Urdu اگر آپ سے دوپہر لاء آئی یا ڈیجیٹل سہولتیں چاہتے ہیں یا اگر گھنٹہ بھر آپ کی پہل زبان نہیں ہے اور آپ کو مدد درکار ہے تو براہ کرم **0121 748 8100** پر کال کریں۔



Contact Details

Visit or write to: **CVCH, 11 High Street, Castle Vale, Birmingham B35 7PR**

Tel: **0121 748 8100**

Email: **contactus@cvch.org.uk** Fax: **0121 748 8105**

Or visit the website: **www.cvch.org.uk**