



South Derbyshire District Council

Tackling Anti-social Behaviour



INVESTOR IN PEOPLE



CUSTOMER SERVICE EXCELLENCE



South Derbyshire Tenants' Forum



GOLD Award



South Derbyshire Housing Services is committed to doing all that we reasonably can to provide good services to tackle anti-social behaviour and contribute to creating a culture of respect through our housing management role and our broader involvement in neighbourhood management. To achieve this we work together with the Safer South Derbyshire Partnership and you, our tenants.

We can only tackle this behaviour effectively if we all work together. Anti-social behaviour takes many forms. To help us to provide the best response we classify into three groups.



very serious

Class A is 'Very Serious' and includes all forms of harassment or any serious criminal activity. We will respond to these incidents within 24 hours. In the worst cases this can mean that we have to move victims to a place of safety after consultation with the Police or that incidents are reported to the Police for them to investigate for criminal offences. If you suffer this type of behaviour, your first point of contact should really be the Police. We are not an emergency service and we do not have the power to arrest anyone so you should always tell the Police first.



serious

Class B is 'Serious' and includes serious breaches of the terms and conditions of tenancy, heated verbal arguments and serious disputes, allegations of petty criminal activity, threats or threatening behaviour, intimidation from groups or individuals. We will respond to this behaviour within 5 working days of receipt of the complaint.

Class C is 'Minor' and includes most neighbour disputes, minor



minor

breaches of terms and conditions of tenancy.

Domestic everyday noise, parking issues and the condition of a tenant's property as well as low level anti-social behaviour such as the inappropriate playing of ball games. We will respond to these types of behaviour within 10 working days of receipt of the complaint.

What you can do if you think you have a problem

Wherever possible you should try and talk to your neighbour in the first instance to resolve any problems you may have. It is better to do this when they are not actually causing the disturbance because you will be a lot calmer and your neighbour is more likely to listen to you. Remember that many people do not realise that their behaviour is causing a nuisance to others.



This first step resolves many neighbour disputes.

If that first step does not work and the people you are having problems with are tenants of South Derbyshire District Council, members of their family who live with them or visitors to their home, contact your Housing Officer. If you are not sure who your Housing Officer is then you can call the **Anti-Social Behaviour Hotline on 01283 595795**. Your complaint will be passed to our Housing Officer who will contact you. We may ask you to complete diary sheets for two weeks. The information you record will help us to assess the situation.



Your Housing Officer will meet with you at the end of the two weeks, discuss the incidents and agree the next step with you.

In some circumstances we may ask you to attend mediation. Sometimes this involves going to an independent mediator. Sometimes it means meeting at the Council or a suitable location, with your Housing Officer and the person you are having problems with.

We will never expect you to attend mediation with someone who has been violent towards you, made specific threats against you or with someone that you are called to give evidence against in criminal proceedings.

**We only use this course of action with Class B or C cases.
We will support you through this process.**

What we can do

If we do not know what is happening, we cannot help. So if talking to your neighbours doesn't help, **tell us**.

If you make a complaint to us, we will not tell the perpetrator who told us. We will provide you with the details of a named officer who will investigate your complaint. This will be the Housing Officer for your area so you probably already know them. We will listen to you and investigate all complaints fairly and without prejudice. This will involve making the alleged perpetrator aware that we have received complaints and considering information they also provide to us.

We may need to share information with the Safer South Derbyshire Partnership, which includes the Police and other agencies to ensure that our investigations are thorough and that our response is 'joined up'. We will keep you informed and work with you to agree the most appropriate course of action.

We will always try to use the lowest level of enforcement possible to resolve a situation. Eviction will always remain the very last resort when all other means of enforcement and support have failed.

Useful Contact Numbers

Derbyshire Police Emergencies (if a crime is in progress).....	999
Derbyshire Police Non-emergencies (after the event)	0845 123 33 33
Anti Social Behaviour Hotline	01283 595795
Clean Team	0800 5872349
Citizens Advice Bureau.....	01283 210107
Next Step - for victims of Domestic Abuse	01283 229854
Victim Support	0845 30 30 900
Safer South Derbyshire Partnership	01283 595795



Obtaining alternative versions of this document

If you would like this document in another language, or if you require the services of an interpreter, please contact us. This information is also available in large print, Braille or audio format upon request.

Phone: 01283 595795 email: customer.services@south-derbys.gov.uk

Jeśli chcieliby Państwo otrzymać ten dokument w innym języku lub potrzebują Państwo usług tłumacza, prosimy o kontakt. Informacje te są również dostępne na życzenie w wydaniu dużym drukiem, w alfabecie brajla lub w wersji audio.

如果你需要这份文件的中文翻译，或者需要传译员的帮助，请联系我们。这些数据也备有大字体印本、盲人点字和录音带，欢迎索取。

ほかの言語でこの文書をご希望の場合、もしくは通訳サービスをご希望の場合はこちらまでご連絡ください。

またこの情報は、ご希望により大きなプリント、点字版、また音声形式でも承っております。

यदि आपको ये दस्तावेज किसी दूसरी भाषा में चाहिए, या किसी दुभाषिये की सेवाओं की जरूरत है तो हमें सम्पर्क करने की कृपया करें। ये जानकारी मांग करने पर बड़े अक्षरों, ब्रेल या आडिओ कॅस्प में भी उपलब्ध कराई जा सकती है।

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਦਸਤਾਵੇਜ਼ ਕਿਸੇ ਦੂਸਰੀ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਜਾਂ ਕਿਸੇ ਦੁਭਾਸ਼ੀਏ ਦੀਆਂ ਸੇਵਾਵਾਂ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰਨ ਦੀ ਕ੍ਰਿਪਾ ਕਰੋ ਜੀ ਇਹ ਜਾਣਕਾਰੀ ਮੰਗ ਕਰਨ ਤੇ ਵੱਡੇ ਅੱਖਰਾਂ, ਬ੍ਰੇਅਲ ਜਾਂ ਆਡਿਉ ਦੇ ਰੂਪ ਵਿਚ ਵੀ ਉਪਲੱਬਧ ਕਰਵਾਈ ਜਾ ਸਕਦੀ ਹੈ।

اگر آپ یہ ڈاکیومنٹ کسی اور زبان میں چاہتے ہیں، یا اگر آپ کو کسی ترجمان کی خدمات درکار ہوں، تو براہ کرم ہم سے رابطہ کریں۔ درخواست کرنے پر یہ معلومات بڑے پرنٹ، بریل یا آڈیو فارمیٹ میں بھی دستیاب ہیں۔



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