

What can you do?

Report ASB to asb@wiltshire.gov.uk or on-line at www.wiltshire.gov.uk/asb or by telephone **0300 456 0107**

Download incident diary sheet from www.wiltshire.gov.uk/asb. You can also ring us to ask for one to be posted to you.

Gather as much information as you can, such as:

- If you feel this incident was motivated by hate
- If abusive language was used
- How the incident made you feel
- Date/time/place

Return the incident diary sheet to the officer you originally spoke to or the address in this leaflet.

All reports of anti-social behaviour will be taken seriously. Some problems can be resolved quickly, others can take time.

Although all the details you give us will be kept confidential, we may have to share some information within Wiltshire Council and other organisations, which include Wiltshire Police, Social landlords and Victim Support. We share information only with organisations that have specialist knowledge which may help you.

Who can help?

You can contact Wiltshire Council in the following ways:

Tel: **0300 456 0107**

Email: asb@wiltshire.gov.uk

Wiltshire Council, Public Protection Officer,
Community Safety, County Hall, Bythesea Road,
Trowbridge, BA14 8JD

Wiltshire Police

Tel: **101** or in an emergency **999**

Web: www.wiltshire.police.uk

For a full list of partners and their contact details or for more information about anti-social behaviour, incident diary sheets and how to report on-line:

Web: www.wiltshire.gov.uk/asb

If you are a Wiltshire Council tenant you can also speak to your neighbourhood manager.

Information about Wiltshire Council services can be made available on request in other languages and formats such as large print and audio.

Please contact the council by telephone on **0300 456 0100** or email: customerservices@wiltshire.gov.uk

Anti-Social Behaviour

What it is and who can help

What is anti-social behaviour?

Anti-social behaviour (ASB) can be a real issue for some individuals and communities and can mean different things to different people.

Generally speaking anti-social behaviour is behaviour that caused or is likely to cause harassment, alarm and distress to one or more persons not of the same household.

ASB can include:

- Alcohol and drug related disorder
- Littering, dumping rubbish and dog fouling
- Noise nuisance
- Threatening or intimidating behaviour by individuals or groups
- Vehicle related nuisance
- Verbal abuse

Anti-social behaviour is not:

- Children and young people playing in the street or communal areas unless they are being intimidating
- Groups of people gathering socially – unless they are being intimidating to individuals
- Being unable to park outside your own home
- DIY and car repairs – unless these are taking place late at night
- Civil disputes between neighbours e.g. shared driveways
- One-off complaints e.g. one-off parties.

What can we do?

Report – Anti-social behaviour is reported

Gather information – Information is gathered from complainant, witnesses and partner agencies. Vulnerability and safe guarding concerns will be assessed

Agency response – We will develop a response and interventions (eg getting people to talk to resolve issues, visit, referral to specialist agency)

Assessment – how effective the interventions have been

Success – Agency closes case

Anti-social behaviour persists – issue referred to multi-agency anti-social behaviour risk assessment conference (ASBRAC)

Further actions put in place, which can include:

- Warning letters
- Acceptable Behaviour Contract (ABC)
- Parenting contract
- Support for victims

There are also a range of voluntary interventions which can help, these include:

Setting up voluntary contracts including :

- **Acceptable Behaviour Contracts (ABCs)** a voluntary, written agreement between a person involved in anti-social behaviour and one or more partner agencies. It sets out clear boundaries and offers relevant support based on individual needs.
- **Parenting Contracts**, used to help ensure that parents/guardians take responsibility for their child/young person and help them to do so and offers relevant support based on individual needs.
- **Restorative Justice**, this involves carefully facilitated communication between people to try to address the harm caused and to find a way forward.

Further enforcement e.g. injunctions and orders

We can also resort to a range of enforcement measures which include:

- Actions taken against any person in breach of their tenancy agreement
- Parenting orders imposed on a parent to ensure they take responsibility for their young person
- Dispersal powers used in problematic areas to move on groups acting in an anti-social manner
- Civil injunctions or Criminal Behaviour Orders