

Anti-social behaviour Information booklet

Altogether
safer

Safe Durham Partnership



www.durham.gov.uk/ASB

What is anti-social behaviour?

Anti-social behaviour (ASB) covers a range of activities that affect peoples' enjoyment of their homes and communities. It includes noise, graffiti, youth disorder, vehicle nuisance and abandoned vehicles, drug or alcohol related nuisance, verbal abuse and harassment.

You may be affected by problems like these or you may know somebody who is.

How you can deal with anti-social behaviour

What you can do will depend on the type of problem you have.

Disagreements with neighbours can arise over everyday things like badly behaved children, car parking and uncontrolled pets, and it can be difficult to know what to do. If you need advice, you can contact your local anti-social behaviour officer who will help you.

Sometimes, if you are happy to do so, talk calmly to the person whose behaviour is affecting you. Explain to them how their behaviour is making you feel. Doing this is better than getting angry, banging on the wall and shouting, which can often make matters worse.



Talking face to face is better than putting a note through their door which could make you seem unfriendly.

Remember that people sometimes do not know they, or someone that they live with, are causing a problem.

Do not approach the person whose behaviour is concerning you if you do not feel safe or confident in doing so. Talk to us first.

What we will do to support you

The Safe Durham Partnership does not tolerate anti-social behaviour and is committed to tackling anti-social behaviour in County Durham. We will fully investigate any complaint we receive.

You can contact us by telephone, in writing or by visiting your local Council office. The contact details for your local anti-social behaviour team are on the back of this leaflet.



Actions that we can take

Warning letters

We will write to the person whose behaviour is causing you a problem to advise them to stop their behaviour or face possible legal action. We will not disclose your identity to the person you are complaining about without your consent.

Warning visits

We may visit the person who is causing you problems to tell them to stop their behaviour or face possible legal action. This may be a joint visit with other agencies such as the police.

Acceptable Behaviour Contracts (ABC)

This is a written agreement between a person who has been involved in anti-social behaviour, the Council, the Police and other agencies. The ABC will list the anti-social acts committed and a signed agreement to stop. The ABC will also include how agencies will support them to stop. Failure to comply with an ABC may lead to further legal action being taken.



Anti-social Behaviour Orders (ASBOs)

ASBOs are an order made by a court and can be issued to anyone aged 10 years old and over. They can be used against offenders living in any type of accommodation including Council, privately rented and owner occupier properties. Anti-social Behaviour Orders contain restrictions which, if broken, become a criminal offence.

Breach of an ASBO can lead to imprisonment of up to five years or a fine (or both).

Risks to home

If we take legal action against people who rent their home they may be evicted.

If we take legal action against people who own their own home they may have to leave their home for a set period of time.

Minimum standards you can expect from us

- All reported cases of ASB will be taken seriously and investigated by the appropriate agency promptly.
- We will use all the relevant information available to Partners to resolve problems.
- We will use appropriate tools and powers to tackle problems as quickly and effectively as possible.
- We will support victims and witnesses of ASB throughout the case / investigation, and keep them updated about actions taken.
- We will tell the public what is being done to tackle ASB, and encourage communities to play their part.
- We will participate in community meetings, where appropriate, listen to problems identified and take actions where necessary.
- We will work with individuals and within communities to provide education around being a good citizen, and highlighting the consequences of involvement in ASB.
- We will raise awareness of residents' further right of complaint if they feel that effective action is not taken by local agencies and we will learn lessons from such issues.

Useful contacts

Durham County Council

www.durham.gov.uk/crimeprevention

www.durham.gov.uk/ASB

☎03000 26 00 00

Durham Constabulary

www.durham.police.uk

☎101 (non-emergency)

Crimestoppers

www.crimestoppers-uk.org

☎0800 555 111

County Durham and Darlington Fire and Rescue

www.ddfra.co.uk

☎0845 305 8383

Victim Support

www.victimsupport.org.uk

☎0845 30 30 900

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