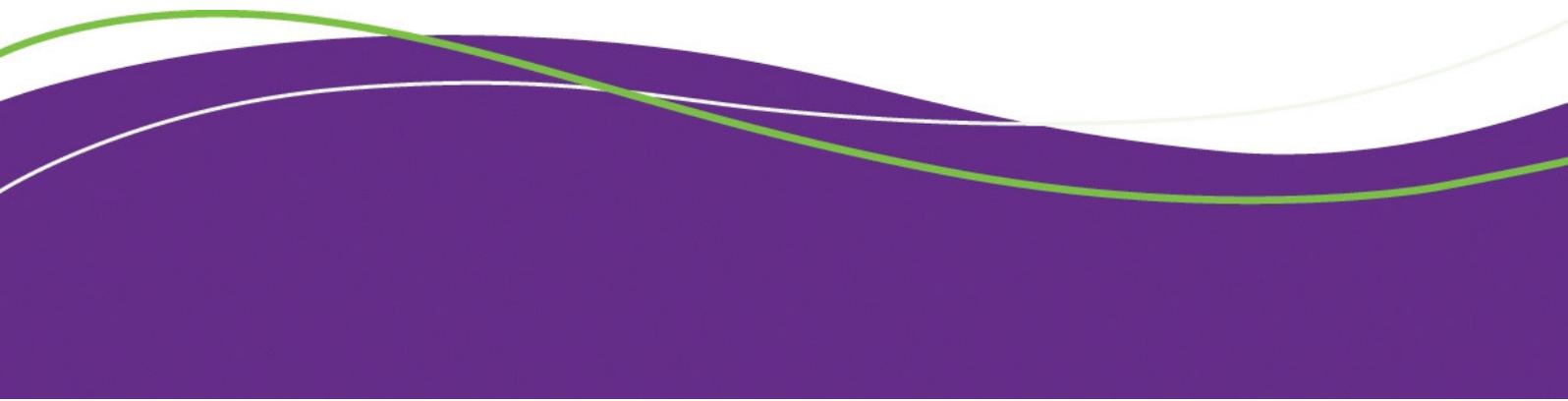




Your Guide to Anti-Social Behaviour



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What is Anti-Social Behaviour?

The term describes a wide range of unacceptable behaviour that can affect the quality of life of people living visiting or working in Oldham, including:

- Verbal abuse, harassment, intimidation or threatening behaviour
- Hate related incidents
- Domestic violence and abuse
- Physical violence
- Using, storing or dealing drugs
- Vandalism, damage to property and graffiti
- Illegal or immoral use of premises
- Misuse of communal areas or public spaces
- Noise (persistent loud music)
- Animal nuisance

What is not Anti- Social Behaviour?

We would not normally consider behaviour which results from different lifestyles or may not be considered unreasonable by most people as anti-social behaviour. However, if it is excessive, or having a harmful impact on a person, then we may assess the matter further.

What is not normally Anti -Social Behaviour:

- Household noise due to everyday living (babies crying, closing doors, flushing toilets, vacuum cleaning)
- Children playing (unless they are causing anti-social behaviour)
- One off parties, BBQ's or celebrations at reasonable times
- Cooking odours or smells
- Parking on a public highway
- People staring / giving someone "funny" looks
- People being rude, unreasonable or disagreeable
- Isolated / one off reports of swearing / bad language
- Commercial noise (noise from pubs, bars, restaurants)
- Disputes using social media (such as Facebook, Twitter), unless it amounts to harassment
- DIY in reasonable hours
- Young people gathering socially (unless they are causing anti-social behaviour)
- Minor car repairs

How can I sort out a problem?

If it's safe and you feel comfortable, speak to your neighbour to try to resolve matters.

This can sometimes be the best way to sort out issues and it can stop things getting worse.

Your neighbour may not realise there is a problem and may be happy to change their behaviour.

Reporting Anti-Social Behaviour

Contacting Us

If you haven't contacted us before and the matter is urgent then you can ring our service centre.

You can also contact us in the following ways:

Online – through our customer portal MyFCHO available via our website (www.fcho.co.uk)

Telephone – 0161 393 7117

Visiting - our office or speaking to one of our staff members

We may ask you to complete a written diary of incidents using our online diary form. If you don't have access to the internet we can give you a supply of forms you can complete.

Completing a diary of incidents is the best way you can record and let us know what is going on.

We will make regular contact with you. Information given to us will be treated confidentially.

Criminal Activity

If the incident involves a crime you should report it to the police and make a note of the crime reference number. In an emergency you should dial 999, for non-emergencies dial 101.

Noise Nuisance

You can also contact Oldham Council Environmental Services to report noise nuisance online or using their telephone service 0161 770 2244.

What happens when I've reported Anti-Social Behaviour?

We will ask you a few questions about what happened, when and where it happened and who was involved so we can get an understanding as to whether we can help you and how quickly we can do that.

How we manage reported incidents

If we can help you and the incident involves violence, threats of violence or hate crime we will give it a Category 1 status and carry out an assessment within 1 working day. These cases will be managed by our Community Legal Service.

All other incidents will be given a Category 2 status and we will carry out an assessment within 5 working days. These cases will be managed by our Neighbourhood Service.

What's an assessment?

It's how we find out the detail about what happened, how it affected you (and other members of your household) and what could be done about it.

At the end of the assessment an agreed action plan can be put in place. The action plan will tell you what you can do for yourself and what we can do.

What can you do to support me?

If you are having difficulty coping or need extra support we can put you in touch with services that can help, if that's what you want. We can also agree regular contact as part of any action plan.

We can help you access support if you have been the victim of a specific type of incident such as domestic violence and abuse or hate crime.

Will you contact the people responsible?

Who we talk to and when we talk to them will depend on what you have told us.

We may talk to the people you think are responsible and ask them to explain their behaviour. If you don't want them to know who reported the matter we will tell them you want to remain anonymous. But, if we do that it will probably limit the action we can take.

Will you contact anyone else?

If you tell us about other people who witnessed the incident we may contact them to find out more about what happened. We can also contact other organisations such as the police that may have relevant information.

If there are issues relating to safeguarding vulnerable adults or children then we will contact other agencies.

What will you do about the Anti-Social Behaviour?

This depends on the type of anti-social behaviour; we may explore ways that neighbours can mend their relationship and forgive and forget.

We can meet people face to face and send out warning letters to remind them of their responsibilities, or what may happen if they agree to change their behaviour and then don't.

We can ask the other party to sign an Acceptable Behaviour Contract so they know what is expected of them in the future, and they agree to abide by the contract.

We can issue a Community Protection Warning, whether the other party agrees or not. The Community Protection Warning will normally set out the behaviour complained of, our expectations and the consequences of failing to change behaviour.

We may consider obtaining an Injunction, which is a Court Order compelling someone to do something or stopping them from doing something. Breach of the Court Order can result in a fine or imprisonment. We may consider asking a Court to give us Possession of a property that we rent out.

We work with communities and partner agencies such as the Police and Environmental Health to find solutions and resolve problems.

Please remember that some incidents of Anti-Social Behaviour are difficult to prove and it may not always be possible to achieve a positive outcome. For that reason, it is important that you report all incidents to us, tell us about any other people who may have seen or heard what happened, and continue to support action we take to prevent the behaviour.

How will I know what's happening?

Through regular contact and updates on progress. This is so you know what is happening with your case.

What happens if a case goes to Court?

If we take legal action and you are a witness you may be expected to attend at Court to give evidence and answer questions about what happened. If that happens we will tell you what is expected of you and explain the process.

Support at Court

Our staff are trained and experienced. They will work to ensure you are supported on the day and that processes and decisions are explained to you.

We can help with travel expenses and mobility requirements.

What happens afterwards?

We will explain outcomes to you and answer your questions.

If we still need your support to enforce or monitor a Court Order we will let you know what is expected.

Will you tell me before you close the case?

If we have your up to date contact details we can contact you before we close the case.

We will normally tell you about the conclusions we have reached and the reasons why we are closing the case.