

# Anti-Social Behaviour



## What is it?

The legal definition of anti-social behaviour given in Section 1 (1) of the Crime and Disorder Act 1998 is 'acting in a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as the perpetrator'.

A more general description of anti-social behaviour would be that it includes a variety of selfish and unacceptable behaviour that has a negative effect on the quality of life in a community.

To help us deal with anti-social behaviour more effectively, we have a dedicated Anti-social Behaviour Unit. They deal with any problems when they arise.

### What sort of behaviour would be considered anti-social?

Some examples of anti-social behaviour are:

- loud noise from televisions, radios, music centres, and so on;
- late-night parties;
- abandoned vehicles;
- nuisance caused by domestic animals;
- nuisance caused by a property being used for business purposes;
- nuisance caused by children; and
- neglecting a garden or cleaning responsibilities.

### More severe cases of anti-social behaviour can include:

- serious incidents that break tenancy conditions;
- harassment;
- violence;
- verbal abuse;
- behaviour related to drug or alcohol abuse; and
- the behaviour of children or visitors to the property causing serious nuisance or harassment.

This is not a complete list and we will thoroughly investigate every incident reported to us to find out the facts.

### What should I do if I have a problem with my neighbours?

Be careful not to rush in and make the situation worse - it may be that all that is needed is a bit of tolerance from both sides.



You should try to resolve the situation yourself before involving external agencies. Your neighbour may not realise that they are causing you problems and involving a third party at this stage may make the situation worse.

Below are some points to consider to deal with the situation yourself:

- ✓ **Do** – wait until you are calm before you attempt to speak to the person causing the problems
- ✓ **Do** – talk to the person face to face on a one to one basis
- ✓ **Do** – think beforehand what you want to say and explain the problem clearly
- ✓ **Do** – approach the person when they are able to talk to you. Don't approach them late at night or when they are on their way out.
- ✓ **Do** – speak quietly and calmly
- ✓ **Do** – listen to their side and don't interrupt
- ✓ **Do** – walk away if the person behaves in a threatening or aggressive manner – (if this happens you will need help from a third party organisation)
- ✗ **Don't** – allow the situation to escalate before you complain
- ✗ **Don't** – lose your temper or behave aggressively

### **What next?**

If you have tried the above suggestions and they have been unsuccessful then you should seek help and advice from a third party. In the first instance you should contact your area office or estate officer. Contact numbers can be found in this leaflet.



# What can be done by the Cartrefi Conwy Anti-social Behaviour Unit?

## Actions not requiring legal action:

- mediation – bringing the people involved together in a neutral setting with an independent mediator to discuss issues (all parties must be involved). This can include restorative justice;
- acceptable Behaviour Contracts (ABC) – terms of behaviour set out, agreed to be adhered to and signed by the person behaving anti-socially; and
- enforcement of Tenancy Agreements – reiterating the potential consequences of failing to adhere to conditions of tenancy.

## Actions requiring legal action:

- anti-social Behaviour Orders (ASBOs);
- anti-social Behaviour Injunctions (ASBIs);
- demotion Orders; and
- possession Proceedings.

*For all criminal matters you must contact the Police and make a note of the incident number.*

Keep a diary of incidents (recording sheets can be provided for you to complete with dates, times and details) – if you contact the Police, **record the incident number** – this information is **important evidence** of the anti-social behaviour that you are suffering.



# What other organisations can and can't do to help

## North Wales Police

**CAN** give you advice about obtaining an injunction or a restraining order; and investigate and prosecute criminal matters.

**CANNOT** take action if the law has not been broken or there is insufficient evidence against perpetrators.

## Restorative Justice

**CAN** bring together the people involved in a neutral setting with an independent mediator to discuss the issues.

**CANNOT** force people to take part in a restorative justice conference – all parties must agree to be involved.

## Licensing Services

**CAN** deal with issues connected with premises licensed to sell alcohol

**CANNOT** deal directly with instances of alcohol related disorder

## Regulatory Services Department

**CAN** take action if there is a serious problem with noise, smoke, rubbish, vermin or abandoned vehicles.

**CANNOT** take any action if the problem is not sufficiently serious for the law to have been broken or there is not enough evidence available.

## Citizens Advice Bureau

**CAN** listen to the problems you are having and provide appropriate advice on where to get help.

**CANNOT** sort problems out for you or take sides.

## IMPORTANT

In all cases, for any action to be taken, there must be evidence. You have a part to play in gathering this evidence.

- Keep a diary of all incidents, with dates and times. An example of an incident diary is included in this leaflet.
- Use the non-emergency North Wales Police number to contact the Police. Record the incident number given to you by the operator.

Useful websites:

[www.cartreficonwy.org](http://www.cartreficonwy.org) • [www.homeoffice.gov.uk](http://www.homeoffice.gov.uk) • [www.north-wales.police.uk](http://www.north-wales.police.uk)  
[www.victimsupport.org.uk](http://www.victimsupport.org.uk) • [www.restorativejustice.org.uk](http://www.restorativejustice.org.uk)  
[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)



## Contacts

### Emergency Services

Police/Fire/Ambulance/Coastguard	999
Police – non-emergency number (English)	0845 607 1002
Police – non-emergency number (Welsh)	0845 607 1001

### Cartrefi Conwy

Anti-social Behaviour Unit	01492 805620
Llandudno Area Office	01492 805625 / 805631
Colwyn Bay Area Office	01492 805600 / 805598

### Conwy County Borough Council

Regulatory Services	01492 575236
Licensing & Registration	01492 576626
Housing Options and Support Team	01492 576271
Social Services (adults)	01492 575600
Social Services (children)	01492 575296
Careline – ASB Hotline	01492 517700
Graffiti Reporting	01492 575229

### Other Registered Social Landlords

North Wales Housing Association	01492 572727
Cymdeithas Tai Clwyd	0345 2303140
Wales & West Housing Association	0800 0522526
Clwyd Alyn Housing Association	01745 536800

### General Contacts

Youth Justice Service	01492 523500
Citizen's Advice Bureau	0845 4503060
North Wales Victim Support	01745 582830
Crimestoppers	0800 555 111
Women's Aid	Colwyn Bay 01492 534705
	(24hr) 07778 737909
	Llandudno (24hr) 01492 872992
Cymdeithas Tai Hafan	01492 535381
CAIS Helpline (Drugs & Alcohol)	0845 06121121





