

Tackling Anti-Social Behaviour



INCIDENT DIARY

Name	
Address	
Home Phone	
Mobile Phone	
Work Phone	
Email Address	

Issue Date	
Please return within 3 weeks from the date above.	

Getting help and tackling anti-social behaviour

Anti-social behaviour is varied and we need to deal with each situation individually. Acting upon incidents you witness suitably will help resolve the situation swiftly and can decrease future anti-social behaviour in your area. Please read the guidance below about dealing with incidents.

Criminal and dangerous incidents

In an emergency, or if you are facing immediate threat, dial 999 or 112 and ask for the police. Your call will be redirected to your local force. In a non-emergency situation, call 08452 777444. The Police will advise you how to proceed and give you a crime log number. They may inform Plymouth Community Homes if there actions are we need to take and the situation may be tackled jointly.

After speaking with the Police, you may inform us if you feel we may support you as well. We will need your crime log number for advice from the Police and to make sure we provide you the correct support.

Nuisance behaviour incidents

Nuisance behaviour can be caused by a lack of understanding. In flats noise can travel further than people realise and certain people are less alert to sounds and smells than others. If you feel safe doing so, explaining the situation to your neighbour can resolve matters. Make sure you are feeling calm when you contact them and explain your situation without blame. For example say, "Last night I could hear music until 1am and I wasn't able to get to sleep." If they are annoyed or deny what you are saying, give a reason and leave.

Unfortunately there are people who choose to cause nuisance. Plymouth Community Homes will carry out investigations into complaints. Sometimes we will involve other agencies, including the Police. Most disputes can be solved without taking legal action but we will use the law if the situation demands it. To do this we will need incidents to be witnessed and logged. An anti-social behaviour diary is an effective way to keep this information.

If you are unsure how best to deal with the situation, please contact your local housing office for advice. Other agencies like the Citizens Advice Bureau and Victim Support can also help. Some useful telephone numbers are printed at the end of this booklet.

Notes on keeping a diary

Providing a word for word account in a diary is generally taken seriously in court. If you are able to, it is important to include swear words as they are said. Details should be recorded as soon after the incident as possible, inaccurate details may cause the diary to be unusable.

The diary should be your account and only include what you witness personally. Other witnesses should keep their own diaries.

Date	Location of Incident	Who was Involved	Incident Details, include how it affects you	Witness / Reported to
Start Time				
End Time				
Date	Location of Incident	Who was Involved	Incident Details, include how it affects you	Witness / Reported to
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Telephone numbers

Devonport Housing Office	0800 917 9497
Estover Housing Office.....	0800 917 9496
North Prospect Housing Office	0800 917 9499
Whitleigh Housing Office	0800 917 9498
Anti-Social Behaviour Unit	0845 6052222
Childline.....	0800 1111
Citizens Advice Bureau.....	0844 8269717
Male (Domestic violence support for men).....	0808 8010327
NSPCC.....	0808 8005000
No Panic (help with panic attacks).....	0808 8080545
Plymouth City Council Social Services	668000
Police:	
Anti – terrorist.....	0800 789321
Crimestoppers.....	0800 555111
Domestic Violence Unit	720501
Emergency.....	999 / 112
Non emergency.....	0845 2777444
Minicom users.....	01392 452935
Rape Crisis Line	263600
RSPCA - emergency cruelty line.....	0300 1234999
Samaritans	0845 7909090
Victim Support	0845 6761020
Women’s Aid Domestic Violence Helpline	0808 2000247