This leaflet tells you what to do if you are experiencing anti-social behaviour or harassment. It also explains how we take action against anyone who is behaving in an anti-social or unacceptable way.
If you would like this leaflet in another language or format (such as large print, audio or Braille) or if you require the services of an interpreter, please email enquiries@progressgroup.org.uk or phone us on 03333 204555

Polish
Jeżeli chcieliby Państwo otrzymać ten dokument w innym języku lub w innym formacie albo jeżeli potrzebna jest pomoc tłumacza, to prosimy o kontakt z nami.

Urdu
یہ دستاویز آگراؤ بکو کی دکھائیں ہے کہ اگر آپ کی خصوصیت چاہتے ہو تو ہم سے کم سے کم ہم سے رابطہ کریں۔

Cantonese
本文件可以翻譯為另一語文版本，或製作成另一格式，如有此需要，或需要傳譯員的協助，請與我們聯絡。

Mandarin
本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。
What is anti-social behaviour and harassment?

Making a complaint

Taking legal action

Mediation

Our commitment

Incident log

Anti-social behaviour
What is anti-social behaviour and harassment?

Any behaviour that has caused, or is likely to cause, harassment, alarm or distress to one or more persons within the home or community is anti-social behaviour.

This covers a wide range of activity and includes anything that causes harm to you and interferes with your right to live peacefully in your home and the surrounding area.

If you are suffering from racial or homophobic harassment, please contact us for more information about how we can help you or ask for a copy of our leaflet on ‘Hate crime’.
Examples of anti-social behaviour are:

- Criminal activity (committing arrestable offences)
- Damage to property
- Dangerous dogs
- Intimidation
- Racial, homophobic and other harassment
- Drug abuse - usage or supply of unprescribed drugs
- Domestic abuse
- Alcohol or solvent abuse
- Noise nuisance

What should I do if I am being affected by anti-social behaviour?

If you have a problem with a person’s behaviour, if it is appropriate to do so, you should try to resolve the issue by talking to the person causing the problem. Sometimes a simple explanation of how their behaviour is upsetting you and a polite request for it to stop, or for it to be limited in some way, is enough. Many issues can be resolved in this way.
If talking doesn’t work, what shall I do?

We recognise that in some circumstances it doesn’t work trying to resolve things informally, or it may be inappropriate for you to contact the person who is the cause of the anti-social behaviour. In these cases, you can get help by either:

- Completing our online form at: [www.progressgroup.org.uk](http://www.progressgroup.org.uk)
- Phoning us on **03333 204555** (24 hours a day, 7 days a week)
- Writing to us at: Community Safety Team, Progress Housing Group, Sumner House, 21 King Street, Leyland, Lancashire, PR25 2LW.
- Asking a friend, Councillor or MP to report it on your behalf

Our staff can act as an advocate for you if you choose to report the matter to the police.

In an emergency always dial: **999**

We will respond to all complaints about anti-social behaviour. If possible, please put your complaint in writing as this will provide the first stage of evidence if legal action is necessary.

Please remember that we have a duty to investigate the issue from both sides. If you give us permission, we will try to contact the person who you have made a complaint about to try and resolve the issue amicably. We will keep your details confidential, unless we agree something different with you.
What can I do if I am suffering from abuse within the home?

We will support you or your family if you are suffering from any form of physical, sexual, financial or emotional abuse from any member of your household.

If you contact us about domestic abuse, we will offer you a face-to-face interview with a trained member of staff. We will help you to create an action plan to either keep you safe in your own home, or enable you to escape the situation.

If you would like to talk to someone about domestic abuse, you can phone South Ribble Women’s Domestic Violence Helpline on 01772 435865 or the National Domestic Violence Helpline on 0808 2000 247.

Men experiencing domestic abuse can contact the Men’s Advice Line (MALE) on 0808 801 0327.

999
Making a complaint

What will you do if I make a complaint about anti-social behaviour?

We take anti-social behaviour seriously and we have a firm approach to challenging and tackling it.

When you contact us, we will ask you what has been happening and try to get a full picture of events. We will need to know the dates and times of incidents, what happened, who was involved, and how it has made you feel. We will then assess your complaint to decide how we will investigate it. At the end of the discussion we will agree a plan with you that describes what you should do and what we will do to sort out the problem. We will update this plan if the problem continues.
How are complaints assessed?

• **Level one**
  Urgent complaints of anti-social behaviour that warrant a response within 24 working hours

• **Level two**
  Complaints of anti-social behaviour that warrant a response within five working days
**Level one complaint**

These complaints are so severe that they require a response within 24 working hours. This type of anti-social behaviour complaint may include, but is not limited to:

- Violence
- Threats of violence
- Hate crime
- Severe harassment
- Serious criminal activity, which is causing harm to a person(s) or community where action has to be co-ordinated with other agencies

These cases may necessitate an immediate response (such as an injunction or action by the police).

**Level two complaint**

We will investigate these complaints within five working days.

This type of anti-social complaint may include, but is not limited to:

- Juvenile nuisance
- Noise nuisance
- Criminal damage (including the removal of graffiti)
- Harassment that does not involve threats to the victim
- Alcohol related incidents that will need co-ordination of a response from support agencies
- Clash of lifestyle
What will you do next?

What we do next will depend on the type of complaint and the information you give us. If you can identify the perpetrator, we will need to interview them. We will not interview the perpetrator unless you give us permission to do so. Where you ask us not to speak to the perpetrator, we will discuss with you as part of our action plan how we will be able to take your complaint forward.

We will agree a witness support plan with you should you wish to engage with our witness support service. This will say how we will keep you informed during our investigation and the support that we will give you while the case is being dealt with.

We will also undertake a risk assessment for you to identify any additional support needs you may have.

If the case does not involve threats, violence or serious harassment, we may suggest that you discuss the problem with the other person. If you do not want to approach the person, we may be able to get a mediation service to help. They are experts at helping people sort out disputes and this service is free of charge.
Will I need to do anything?

We can’t take action against someone simply because another person has complained about them – we need evidence. The most important evidence is to keep a diary of the incidents that you see or hear. We will provide you with a diary and advise you how to fill this in, or help you if you require it. Alternatively, we can supply you with a voice recorder to keep a log and record any incidents.

We may need to collect other evidence such as photographs, video or audio recordings of the incidents as they happen. We may also need to speak to other people who have witnessed the incidents. Whilst it is always better to gather evidence from those who are suffering the nuisance or anti-social behaviour, we also understand that sometimes people are reluctant to give evidence out of fear. We can use professional witnesses to gather evidence when appropriate to do so and we can discuss with you whether this could be an option.
What actions will you take to stop the anti-social behaviour?

We will warn perpetrators in person about their behaviour and ask them to stop it immediately. We will let you know how and when we have done this. We will ask the perpetrator to work with us to try to change their behaviour.

If we feel that the perpetrator may be suffering from ill health (such as mental illness) or lack of support, we may try to resolve the situation by referring them to other agencies that can help to put a stop to their unacceptable behaviour. However, if the poor behaviour continues, we may take action to stop it.

In some cases, other agencies, such as the police or social services, may be able to take the most appropriate action to resolve the case. We will work with these agencies to try to ensure that they take action where it is appropriate to do so.
Taking legal action

What legal action can you take as an organisation?

If the problem continues, we can take various forms of legal action:

• Possession Order
  As the landlord, we can ask the county court for an order for possession of a property if the tenant or members of their family or friends are behaving anti-socially or they are harassing others.
• **Injunction**  
This is an order from the county court to instruct a perpetrator, aged 10 or over, to stop behaving in a certain way (for example, not to cause noise or nuisance to their neighbours). If the perpetrator disobeys the injunction, they could be fined or sent to prison. We can take this action against anyone living in or visiting the neighbourhoods in which we operate.

• **Demotion Order**  
These are like Possession Orders, in that we have to get them from a county court. A Demotion Order changes the tenancy to a type of one-year introductory tenancy called a Demoted Assured Shorthold Tenancy. If we receive any further complaint of anti-social behaviour during that year we will present the case to the county court, which has the power to end the tenancy with immediate effect.
What happens once the problem has been resolved?

We will close your case when we have resolved the problem, or if the problem has stopped and you have not contacted us for four weeks. We may also close your case if we think that there is no case to investigate, or not enough evidence to enable us to take action.

We will reopen a case if we get further complaints or evidence.

We will write to tell you when we have closed your case. We will ask you to complete a questionnaire so that you can give us your opinion of how we handled your case. We take all forms of feedback about our service seriously. The results of this survey are reported to our Board of Management so that they can review our performance and agree ways to improve our service.

If you are unhappy about the way that we have handled your case, you can use our complaints procedure. Please see our ‘Giving us feedback’ leaflet for more information or speak to any member of staff.
Tell me more about mediation

Difficulties between neighbours can cause misery and stress. If you are experiencing difficulties, mediation can help. A free mediation service can be provided for all our complainants.

The mediation service provides:

• Highly trained mediators
• Confidentiality
• Impartiality
• Total independence
• Rapid response
• Relaxed and informed mediation session

If you feel that mediation may help you to resolve a dispute, please contact us.
How can I be a better neighbour?

There are some very simple ways to ensure that you build good relationships with your neighbours and resolve situations before they become difficult.

• **Say hello**
  Introduce yourself and your family to your neighbours. By being approachable and open, you will be more likely to resolve things amicably.

• **Keep it friendly**
  Communicate any problems to your neighbours politely. Do not be too hasty in reporting problems without trying to informally resolve them first.

• **Keep your children in check**
  Ensure that your children are respectful of their environment and behave considerately. Make sure you know where they are and what they are up to – and make sure that they know the boundaries of acceptable behaviour.

• **Be a responsible pet owner**
  Limit the noise that your pets make and ensure that they have enough space and exercise. Ensure they are well cared for and that you clean up after them. Please ensure that they are on a lead at all times outside your home. Not all properties are suitable for pets and you will need to obtain written permission from us before you get one. If you find a stray dog, contact your local council.
Being a good neighbour

- Be considerate towards others
- Keep the areas outside of your property tidy and litter free
- Ensure rubbish is bagged up and stored for collection considerately
- Make sure you don’t block access ways when you park your car, bike or pushchair
- Take large rubbish items to the tip or contact the council to have them collected – don’t leave them to attract vermin and vandals

- Be considerate with noise levels. If you are having a party, forewarn your neighbours – and even better, invite them along. Loud music and TVs should be kept to a minimum in the evening especially if young children live in neighbouring properties.

Please remember, if you engage in anti-social behaviour or allow visitors or others in your home to behave anti-socially, you could face legal action and lose your home.
Our commitment

We have adopted the following policy statement in relation to anti-social behaviour:

Policy statement

- We believe that everyone has the right to live peacefully and without fear for their safety and wellbeing, within his or her own home and community irrespective of age, disability, gender, pregnancy and maternity, relationship status, race, religion or belief, sex or sexual orientation.

- We recognise the adverse impact of crime and anti-social behaviour on residents, communities and assets.

- We are committed to identifying problems at the earliest opportunity and making positive interventions to prevent the situation becoming more serious.
• We will enable the 24 hour reporting of incidents of anti-social behaviour and will provide for specialist staff (where available) to ensure swift case resolution.

• We are committed to working in partnership with other statutory and voluntary agencies and Progress Housing Group will continue to play a lead role in developing strategies and actions for tackling and preventing anti-social behaviour. We believe that tackling nuisance and anti-social behaviour is a key part of delivering sustainable communities and improving the quality of life of our residents.

• We will publish its success within the court setting in order to inform the community what action has been taken to resolve cases of anti-social behaviour.

• We will support vulnerable residents and we are committed to providing effective support for victims and witnesses of anti-social behaviour.

• We will take firm and prompt action when anti-social behaviour occurs and where appropriate and necessary, rehabilitate perpetrators back within our communities.

• We will take a ‘tenure blind’ approach to complaints of anti-social behaviour and are committed to taking action, if necessary, against residents within our communities who are not tenants of the Group or its members.
## Nuisance / anti-social behaviour

### Incident Log

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Form to be completed and returned:

☐ Weekly  ☐ Fortnightly  ☐ Monthly

Address complaint relates to:


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Progress Housing Group is the trading name of New Progress Housing Association Limited,
New Fylde Housing Limited and Progress Care Housing Association Limited.
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