

- provide free transport to and from investigation meetings, court and other venues
- assist with childcare costs so that you can attend meetings
- consider re-housing you on a temporary or permanent basis (in the most serious ASB cases)
- continue to provide advice and support following court proceedings
- monitor the behaviour of the perpetrator following court proceedings to ensure that any order of the court is kept too
- carry out a “risk assessment” of your home and install appropriate support measures such as CCTV cameras, alarms, extra locks or spy holes in your front door

How you can help us

In many instances, especially those that may involve legal action, we will need your help to build our case against a perpetrator of ASB. You may need to:

- keep a regular diary of events
- allow noise monitoring or video equipment to be installed in your home
- allow professional witnesses, the police and/or Council staff to use your home for surveillance purposes
- encourage other witnesses to come forward
- report incidents to the police
- attend meetings with other witnesses and with our legal representatives
- attend Court and give evidence to support the Council’s case
- monitor the behaviour of the perpetrator following court proceedings to ensure that any order of the court is kept too

We are committed to reducing ASB in Mid Devon and your help is appreciated.

Alternative formats are available and requests will be considered on an individual basis.

Please telephone 01884 255255 or email customerfirst@middevon.gov.uk



Anti Social Behaviour Summary

Tackling Anti-Social Behaviour

Anti-social behaviour (ASB) blights peoples' lives, destroys families and ruins communities. The Council recognises that in order to provide a high quality housing service for its residents, it must be effective in tackling the problems created by ASB.

Our commitment to you

- **Accountability, leadership and commitment** – we are committed to taking steps to prevent and tackle anti-social behaviour.
- **Making the service accessible** - by providing clear information, publicising and promoting our service.
- **Protecting communities through prompt and proactive actions** - by building strong partnerships and using the full range of tools and powers available.
- **Adopting a supportive approach to working with victims and witnesses** – by identifying and minimising risks to protect our communities and providing support in a number of ways.
- **Bringing communities together** – by encouraging and developing resident engagement to make our neighbourhoods a safe place to live.
- **Prevention and early intervention** – by proactively engaging with our residents and partnership agencies.
- **Offering a value for money service** – by evaluating performance against resident satisfaction and cost.

Our approach to tackling ASB

Our intentions are to:

- deal firmly but fairly with perpetrators;
- deter anti-social behaviour and prevent future occurrences;
- encourage complainants and witnesses to come forward.

What should I do if I experience ASB?

You can report incidents of ASB to your Neighbourhood Officer by:

Telephone:

01884 255255 during normal working hours and in emergencies through our out of hours service.

Write to:

Housing Services
Mid Devon District Council
Phoenix House
Phoenix Lane
Tiverton EX16 6PP

E-mail: htenancy@middevon.gov.uk

Fax: 01884 234907

In person

9.00am – 5.00pm Monday to Thursday and 9.00am - 4.30pm Friday at:

- Phoenix House, Tiverton
- Crediton Area Office, Market Street, Crediton
- Hayridge Centre, Cullompton (Monday and Thursday mornings only)

What happens next?

We will respond to cases involving racial harassment, threats or actual violence within one working day – or on the same day if resources permit. We will acknowledge all other complaints of ASB in writing or e-mail within one working day.

All complaints of ASB are logged on our electronic database to manage the case but also to monitor performance and trends.

We use a straightforward approach to tackling ASB, we will:

- investigate the complaint;
- evaluate the evidence; and
- take appropriate action to resolve the matter.

This initial investigation should take no more than 20 working days depending on the complexity or severity of the complaint.

We can help and support you in a number of ways. We can:

- provide regular contact by telephone or home visit
- refer you to counselling, victim support and witness support services
- arrange translation and interpretation services if English is not your first language
- liaise with appropriate support workers if you are physically or mentally vulnerable
- seek to provide appropriate support if you are hearing-impaired or visually-impaired