

TACKLING ANTI-SOCIAL BEHAVIOUR



Blackpool Coastal
Housing



Blackpool Coastal Housing (BCH) is committed to taking positive action to deal with Anti-Social Behaviour (ASB) and breaches of Blackpool Council's Tenancy Agreement.



We are members of Resolve and our ASB service has been through their Quality Assessment Framework. Resolve are a Centre of Excellence solely focused upon community safety and ASB.

RESOLVE

WHAT IS ANTI-SOCIAL BEHAVIOUR?

Anti-Social Behaviour (ASB) can be defined as:



Conduct that has caused, or is likely to cause, harassment, alarm or distress to any person.



Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation or residential premises.



Conduct capable of causing housing-related nuisance or annoyance to any person.

BCH acknowledges that ASB comes in many forms and can range from everyday incidents, such as noise nuisance, to criminal acts. The types of behaviour we consider to be anti-social include, but are not limited to:



Intimidation and harassment



Domestic abuse



Violence or threats of violence



Dealing drugs



Dumping rubbish (fly tipping)



Property damage



Noise nuisance e.g. loud music



Graffiti



Rowdy behaviour and drunkenness



Pet nuisance i.e. uncontrolled animals and dog fouling



Intimidation on the grounds of religious belief, ethnic origin, sexual orientation, disability, gender or other bias

BCH treats all reported incidents of violence, or threats of violence, hate crime and domestic abuse seriously and will take immediate and appropriate action whenever incidents are reported or identified.

Where ASB involves criminal activity we will expect victims to report criminal behaviour to the police and we will expect the police and other statutory agencies to take action where they have sufficient evidence to do so.

WHAT IS A HATE CRIME?

Hate crimes are when a victim is targeted because of their membership of a certain social group, usually defined by race, religion, sexual orientation, disability, age, gender or political affiliation.



A hate crime generally refers to criminal acts which are seen to have been motivated by hatred of one or more of the listed characteristics.

Hate crimes are very serious and we encourage victims to report them to the police. We will offer support and work with other agencies to make sure this behaviour is challenged using the tools and powers that are available to us.

Hate crimes may involve, but are not limited to:

	Physical assault		Damage to property
	Bullying or harassment		Threatening behaviour
	Verbal abuse or insults		Offensive graffiti
	Offensive letters, emails, messages or online posts		

We will apply the same criteria to hate crimes so that if anyone – the victim, a witness, the Police or our staff – perceives an incident to be a hate crime or racist incident, it will be recorded as such.

Incidents of racial harassment and hate crimes, for monitoring purposes are recorded in such a way to make them easily distinguishable from anti-social behaviour and other forms of harassment. We will work closely with other agencies to prevent and deal with racial harassment and hate crimes.

DOMESTIC ABUSE

Domestic abuse is an incident or pattern of incidents of controlling, coercive, threatening, degrading or violent behaviour, including sexual violence. In the majority of cases, the perpetrator is a partner or ex-partner, but it could also be a family member or carer.



Reports of ASB can be a sign of domestic abuse. We will support victims and survivors of domestic abuse and we encourage you to raise concerns if you think anyone is affected by it. Where appropriate we will work with people to understand the reasons behind anti-social behaviour supporting them to change, while balancing their needs against the impact their behaviour has on the community.

BCH does not tolerate domestic abuse in any form. We will always take your report seriously, thoroughly investigate it and treat it sensitively and confidentially throughout.

We will:



Discuss your support needs and how these might be met, which may involve referring you to a specialist agency such as Women's Aid.



Discuss with you the possibility of taking action against the offender.



Make a referral to the Sanctuary Scheme or Community Safety to risk assess your property and provide additional security.

Please note that we do not have properties available for people to move into immediately. Should emergency accommodation be appropriate, we will discuss this with our colleagues in Housing Options to see if they can identify emergency accommodation.

IF YOU OR SOMEONE YOU KNOW IS IN IMMEDIATE DANGER, THEN PLEASE CALL THE POLICE ON 999 OR FOR NON-EMERGENCIES 101.

WHAT IS NOT CONSIDERED ASB?

BCH accepts that many neighbours will naturally have different values or opinions and sometimes this can cause problems. We expect our residents to show consideration to their neighbours as well as an understanding that we all have a right to live our lives.

Not all reports relating to behaviour that impacts on an individual can be deemed as anti-social. It is important to show tolerance and be respectful of differing lifestyles and circumstances. The following are a list of some examples that we do not class as anti-social behaviour and therefore will not investigate:

	Boundary issues or disputes		One off family disputes
	Cooking odours		Children playing
	Parking disputes		DIY during reasonable hours
	Clashes of lifestyle		Babies crying
	Noise transference due to poor sound insulation		Minor personal differences like dirty looks or fall outs between children
	One off parties/ BBQ where there's no evidence problems will occur		Normal behaviour occurring at unusual times because of working patterns, provided attempts are made to keep disturbance to a minimum
	Sounds of normal day to day living such as opening doors & using the stairs		

HOW TO REDUCE DISTURBANCE

To help prevent disturbance to neighbours please take the following steps:



If you live in an upper floor flat please carpet and underlay your floors. This will minimise the transference of noise.



You should also let your neighbours know if you are planning a party or commencing any DIY tasks that may cause noise or disturbance.



Be mindful about the times that you use appliances, such as washing machines or vacuum cleaners.

IF YOU ARE EXPERIENCING ASB

Have a conversation with the person who is causing the problem. If you are uncomfortable speaking to them, consider writing a note or using our Good Neighbour Card. Sometimes approaching your neighbour can be the best course of action before contacting us as it is often the case that people do not realise they are causing a problem. More information about our Good Neighbour Card can be found on our website at www.bch.co.uk or contact us using the details on page 9 of this booklet.

REPORTING ASB TO US

BCH recognises the detrimental effect that ASB can have on the lives of our residents and communities. However, it is important that victims of ASB understand in which circumstances we can intervene and the tools and powers available to us. We will not raise expectations that we can take action when we are unable to do so or where responsibility and powers lie elsewhere.

We understand and accept our role to tackle and prevent ASB. Please note that we are only able to deal with ASB committed by a Blackpool Council tenant or leaseholder. We also recognise that residents and other agencies share this responsibility.

We may not pursue a report where we have evidence that the reporter is being unreasonable or vindictive (intending to annoy/distress). In such instances we will refer to our Unacceptable Behaviour Policy and inform the reporter that we will not be taking further action in relation to that specific issue and why.

HOW TO HELP

Keep a record of dates, times and details of any incidents, including what happened, where, when, how often, who was involved and how you and other people have been affected. Your Neighbourhood Officer will complete an action plan with you to discuss further and agree how often these details should be shared with us.

ASB CAN BE REPORTED TO US IN THE FOLLOWING WAYS:



Tel: 01253 477900
(Choose Option 3)



In person @the Grange
14 Bathurst Avenue,
FY3 7RW



www.bch.co.uk



asb@bch.co.uk



Send a message through
your MyBCH account at
www.bch.co.uk/my-bch

CANNABIS

We often get reports of cannabis smells causing nuisance and annoyance to neighbours or people living close by. Using cannabis is a criminal offence, it is a Class B drug in the UK with a maximum prison sentence of five years for possession. Being convicted of a criminal offence is also a breach of the tenancy agreement.

We cannot take action against anyone using illegal cannabis unless they are convicted of using, possessing, or supplying/intending to supply it

If we are made aware by the Police of any tenant being convicted of drug-related offences, then we will open a case and explore what other legal action can be taken including injunctions and ultimately possession proceedings.

WHEN SHOULD YOU CONTACT THE POLICE?

The following incidents should be reported to the police by calling 101 or reporting online.

If it is an emergency, then you should dial 999.

	Criminal damage		Verbal or physical abuse
	Nuisance motorbikes		Hate crimes or incidents
	People causing a nuisance or being rowdy in public places		Threats or threatening behaviour
	Drug use or dealing, including the smell of cannabis		

For non-emergencies you can also contact the Police online by visiting their website www.lancashire.police.uk.

Once you have a log number please share that information with us. We work in partnership with the Police to help resolve ASB.

Anonymous reports can be made to Crimestoppers online by visiting www.crimestoppers-uk.org or by phone **0800 555 111**

CASE MANAGEMENT

A victim-centred approach will be followed ensuring that residents have access to appropriate support services and feel able to work with BCH staff in the investigation of the incident. We carry out a risk assessment by asking questions on the impact it has had on you and the ongoing issues it causes.

We will also complete an action plan, which details how we manage your case, our expectations of you and how often we will contact you.

When a report of ASB is made, we will record and categorise this and will acknowledge your complaint according to the following timescales:

CATEGORY	EXAMPLES	TIMESCALE
High	Hate crime Domestic Abuse Violence Criminal activity	1 working day
Medium	Verbal abuse Criminal damage ongoing Noise nuisance Intimidating/abusive behaviour	5 working days
Low	Noise Animal nuisance Nuisance from vehicles	7 working days

Please note: the timescale provided relates to acknowledging your ASB report, not its resolution, which will be discussed with you individually.

INTERVENTION AND ENFORCEMENT

BCH will consider all options available when investigating and taking action in a case of ASB and will use the legislative framework to ensure the protection of victims and to stop the incidents repeating. There are a range of tools and powers available, some of which are delivered in partnership with other agencies.

These include:

- **Written & verbal warnings**
- **Mediation**
- **Extension of Introductory Tenancies**
- **Acceptable Behaviour Contracts**
- **Injunctions**
- **Criminal Behaviour Orders**
- **Demotion Orders**
- **Closure Powers**
- **Notice of Seeking Possession**
- **Notice of Pending Possession**
- **Parenting Contracts**
- **Tenancy Cautions**
- **Community Protection Notices**
- **Absolute Ground for Possession**
- **Good Neighbour Card**
- **Eviction**

OUR APPROACH

BCH recognises that eviction is a useful tool to tackle ASB and will use the discretionary and absolute grounds for possession when appropriate. However, in order to promote social inclusion and prevent homelessness, eviction to resolve ASB will only be used when other actions have not been or will not be successful.

BCH will not move tenants who are either experiencing or committing ASB as a means of resolving the issue or to deal with a situation (other than in exceptional circumstances).

CASE CLOSURE

BCH will close cases where any of the following applies:

-  **The case has been resolved**
-  **There is insufficient evidence for action to be taken**
-  **There is a lack of response or engagement from reporters**
-  **Where it is established that the complaint is false or unreasonable**

When your case is closed, BCH will inform you. If you disagree with your case being closed, you can request that the case is reviewed by a Team Leader. We will carry out a further risk assessment at case closure.

Should you remain unhappy following this, you have the choice to make a complaint and the Team Leader will action this for you and provide you with the necessary information.

ASB CASE REVIEW

ASB Case review, previously known as the Community Trigger, allows members of the public experiencing anti-social behaviour to request a review of their case.

Along with other agencies, BCH then have a duty to undertake a review of how the case was dealt with where it involves someone who is unhappy with previous outcomes and where the case meets the locally defined threshold.

The ASB Case Review can be used by:

- ▶ **Any victim of anti-social behaviour**
- ▶ **Any person acting on behalf of a victim, such as a family member, friend, carer, councillor or MP**
- ▶ **Other professional person/s**

This is to ensure that all victims are able to use the ASB Case Review, but the victim's consent should be sought first. If any of the following criteria is met by the person experiencing anti-social behaviour, they may be eligible for an ASB Case review:

- ▶ **You, as an individual, have experienced 3 or more instances of anti-social behaviour within the last 6 months**
- ▶ **5 or more individuals have experienced the same or similar incidents of anti-social behaviour within the last 6 months**
- ▶ **You, as an individual, have experienced one incident motivated by hate (hate incident/hate crime) within the last 6 months**

Please refer to Blackpool Council's website for further details by scanning the QR code here



UNACCEPTABLE BEHAVIOUR

BCH have a 'Zero Tolerance' approach to any unreasonable or unacceptable behaviour from customers towards staff or partners.

Examples include, but are not limited to:

- **Threats**
- **Unreasonable levels of contact or persistence**
- **Harassment or intimidation**
- **Offensive, derogatory or patronising language**
- **Verbal abuse**
- **Aggressive or abusive behaviour**
- **Language which is discriminatory in any way**
- **Malicious or otherwise inflammatory statements, or unsubstantiated allegations**

When we experience behaviour or demands which are unacceptable, we may consider taking more formal action, which may include:

Warnings	Providing a single point of contact
Communicating in writing or limiting contact	Refusal to provide a non-statutory service
Requesting a third party contact who will act on a customer's behalf	Putting risk controls in place such as visits to be conducted in pairs or with other agencies
Seeking advice from another professional body or making a referral to a support service if appropriate	

If it is deemed necessary and appropriate then actions could include involving the Police, taking legal action or ending direct contact with a customer.

To ensure our services are accessible, information can be made available in other formats and languages if required. For more information please telephone 01253 477900 or email enquiries@bch.co.uk



Aby zapewnić dostępność naszych usług, informacje mogą być udostępnione w innych formatach i językach, jeśli zajdzie taka potrzeba. Aby uzyskać więcej informacji, proszę dzwonić pod numer 01253 477900 lub pisać na adres enquiries@bch.co.uk



為確保我們的服務可供使用，如有需要，信息可以以其他格式和語言提供。欲了解更多信息，請致電 01253 477900 或電郵 enquiries@bch.co.uk



برای اطمینان از دسترسی به خدمات ما، اطلاعات را می‌توان در فرمت‌ها و زبان‌های دیگر در صورت نیاز ارائه داد. برای اطلاعات بیشتر لطفاً با شماره 01253 477900 تماس بگیرید یا به آدرس ایمیل enquiries@bch.co.uk پیام بدهید.



Par garantî che i nôst servîzi a sèan accessibils, le infurmazzions a pon èssere disponibili in altri formâts e linguî se richiesto. Pe plu infurmazzions, si prega di telefonâ al 01253 477900 o di mandâ une mail a enquiries@bch.co.uk.



ہو دنیابون لہوی خزمہ‌تگوزارہ‌کامنمان بہرہ‌دہ‌ستن، دہ‌توانریت زانیاری بہ شیواز و زمانہ‌کانی تر بہرہ‌دہ‌ست بکریت نگہر پیویست بیت۔ ہو زانیاری زیاتر تکایہ پیوہندی بکہ بہ 01253 477900 یان ایمیل enquiries@bch.co.uk.



Lai nodrošinātu mūsu pakalpojumu pieejamību, informāciju varat iegūt arī citos formātos un valodās, ja tas ir nepieciešams. Lai uzzinātu vairāk informācijas, lūdzu, zvaniet pa tālruni 01253 477900 vai sūtiet e-pastu uz enquiries@bch.co.uk



ہماری خدمات کو قابل رسائی بنانے کے لئے، معلومات کو ضرورت پڑنے پر دیگر شکلوں اور زبانوں میں فراہم کیا جا سکتا ہے۔ مزید معلومات کے لئے برائے مہربانی 01253 477900 پر ٹیلیفون کریں یا enquiries@bch.co.uk پر ای میل بھیجیں۔



Biex nižguraw li s-servizzi tagħna huma aċċessibbli, l-informazzjoni tista' tkun disponibbli f'formati u lingwi oħra jekk meħtieġ. Għal aktar informazzjoni jekk jogħġbok iċempel 01253 477900 jew ibgħat email għal enquiries@bch.co.uk



Pentru a ne asigura că serviciile noastre sunt accesibile, informațiile pot fi disponibile în alte formate și limbi, dacă este necesar. Pentru mai multe informații, vă rugăm să telefonați la 01253 477900 sau să trimiteți un email la enquiries@bch.co.uk



எங்கள் சேவைகள் அணுகக்கூடியதாகக், தகவல் தேவையெனில் பிற வடிவங்களில் மற்றும் மொழிகளில் கிடைக்க செய்யப்படலாம். மேலும் தகவலுக்கு 01253 477900 என்ற தொலைபேசியில் தொடர்பு கொள்ளவும் அல்லது enquiries@bch.co.uk என்ற மின்னஞ்சலுக்கு எழுதவும்.