

# Anti-Social Behaviour - Our Approach

# Don't suffer in silence



# Cobalt

■ ■ ■ Housing



## **What is Anti-Social Behaviour? (ASB)**

**Anti-Social Behaviour comes in many different forms.**

It can range from serious criminal acts to more everyday incidents such as noise nuisance.

## **What is Our Approach?**

Cobalt Housing takes all reported incidents of anti-social behaviour very seriously and will take whatever steps are necessary to put a stop to it. This will include legal action when appropriate.

Cobalt will usually acknowledge all reports of ASB in writing. After you have reported an incident to a member of staff, you will receive an acknowledgment letter advising you that your report has been passed to Cobalt's dedicated ASB team who will contact you within 5 working days of your report being received. If the matter is serious, we will aim to see you immediately or within 24 hours (1 working day).

### **Examples of Anti-Social Behaviour:**

- Racism
- Playing of loud music
- Fly tipping
- Banging and slamming doors
- Children not kept under control
- Dealing drugs
- Threatening to use violence
- Criminal activity
- Domestic violence
- Acts of violence
- Other forms of harassment/hate crime

## **What do we consider to be serious ASB?**

**We consider it to be serious if the matter requires an immediate response. An example of this could be that somebody has been threatened with or been the victim of violence.**

It could be that a person or family have received other serious threats such as an attack of arson.

## **Racial Harassment/Harassment and other Hate Crime**

In cases of Racial Harassment/Domestic Violence and other forms of Harassment or Hate Crime where there is violence or the threat of violence, the victim will be contacted within 24 hours (1 working day).

If there are no threats of violence, the victim will be contacted within 48 hours (2 working days).

## **What happens next?**

When you have made a report, this is passed to an officer from the ASB Team. They will make arrangements to see you and will tell you exactly what is going to happen from that point. This will include how the case will be investigated and whether we would need to speak to the person(s) responsible for the anti-social behaviour you have reported. Once you have been given an explanation, this will be followed up in writing so that you have a written record of what has been agreed.

Once the investigation is complete, we will make a decision as to what action is necessary. You will be kept informed throughout this process.

## **What does the ASB team do?**

**The team deals with all reports of anti-social behaviour and is responsible for helping to reduce the problem within the Cobalt management area.**

We will:

- Interview the victim
- Interview the perpetrator
- Provide advice and assistance
- Refer the matter for mediation
- Make referrals to other agencies
- Liaise with Merseyside Police
- Take appropriate action when necessary. This may include legal action such as possession proceedings or an injunction or may just result in a formal warning.

## **Do I have to give my details?**

Whilst we cannot insist on you giving us your details, we will ask so that we can keep you informed in relation to any developments connected with your report. If you do not give us your details, we cannot report back to you.

## **Will you disclose my details to the person I have complained about?**

We cannot disclose any details without your consent. However in some circumstances it can be obvious where a complaint has come from. For example, if you complain about noise nuisance from your neighbour and you live next door, then they may have a pretty good idea who has made the complaint.

## What can we do to resolve issues?

**There are several options, available to us in resolving problems associated with anti-social behaviour.**

These include legal remedies such as Possession Proceedings, Demotion Proceedings, Injunctions and Anti-Social Behaviour Orders (ASBO).

### **Possession Proceedings**

These are proceedings to recover possession of a tenancy because there has been a serious or continuous breach of tenancy and all other remedies have been tried and failed.

### **Demotion Proceedings**

Similar to possession proceedings, but instead of asking the court for possession, we can ask that the tenancy is downgraded to an assured shorthold tenancy for a 12 month period. This gives the tenant less security and allows us to act quickly if there are any further breaches within the demotion period.

### **Injunctions**

These are available against anybody aged 18 or over whether or not they are a Cobalt Tenant or live in a property owned by Cobalt. An injunction is an order that prevents a person acting in an anti-social manner and usually lasts for six months. In certain circumstances, they can last longer and can prevent a person from entering certain areas.

## **Anti-Social Behaviour Order (ASBO)**

These are available against anybody aged 10 or over whether or not they are a Cobalt Tenant or live in a property owned by Cobalt and are put in place to prevent a person from acting in an anti-social or criminal manner for a period of at least two years. They can also be used to prevent a person from entering a defined area such as a particular street or estate.

If the offender is under 10 years of age, it does not mean that action cannot be taken. If action was necessary, it would be taken against a parent or appropriate adult. This may or may not be a Cobalt tenant.

## **Are there other remedies available?**

**Yes, as well as the legal remedies outlined, there are a number of ways to resolve matters without the need to apply to court.**

These include Patnership Working, verbal and written warnings, mediation and acceptable behaviour contracts.

### **Partnership Working**

In some circumstances we will make a referral to a partner agency that may be in a position to offer support to both victims and perpetrators of ASB. They may also be able to help resolve the issues. Examples of this would be the Family Intervention Project who can work with families to address their offending behaviour or the Youth Service who can work with us and young people to divert them away from anti-social behaviour. Partnership work is a vital part of reducing and combating anti-social behaviour.

## **Verbal and Written Warnings**

Having received reports about anti-social behaviour, we can speak to those people identified as being responsible and ask them to behave in a more reasonable manner. If they agree to this, it will not be necessary to take any further action.

## **Mediation**

If the matter is a dispute between neighbours, we will suggest a referral is made to an independent mediation service. This is a trusted method of resolving issues without legal action being necessary. Mediation is an opportunity for you and the other party to discuss the issues that affect you and to try and find an amicable solution. It usually involves each party being interviewed separately and if necessary bringing all parties around the table. Mediation will be provided independently by professionally trained mediators. If mediation is refused as a reasonable solution to resolving an issue, this will be taken in to account in any subsequent action we may consider.

## **Acceptable Behaviour Contracts**

These are mainly used to address anti-social behaviour carried out by young people aged between 10-16 but have also been used against adults.

The contracts address anti-social behaviour and outline the behaviours that are not to be continued. The

agreements are entered in to on a voluntary basis and are signed by and in the presence of the person responsible for the behaviour, their parent or guardian, a member of Cobalt's ASB Team and a Police Officer. The contract also covers the consequences of continuing to act in an anti-social manner.

## Confidentiality

### Is the service we provide confidential?

Yes. Anything you tell us will be dealt with in the strictest confidence and will not be disclosed to any other person without your consent.

### **I own my own home, or live in private rented property, can you still help me?**

Yes. You do not need to be our tenant to benefit from the service we provide. If you are a victim of anti-social behaviour and live in the Cobalt management area there is usually something we can do for you. **We can also take action against non Cobalt tenants.** All this will be explained when you contact us.

## Our Service Standards

### We will:

Monitor, report and where necessary publicise the activities of the ASB Team.

## Reports of Anti-Social Behaviour

### We will:

1. When necessary acknowledge all reports of anti-social behaviour in writing
2. Contact you within 1, 2 or 5 working days of your initial report. This will be dependent on the nature and seriousness of your report
3. Advise you of the steps that will be taken to help address the matter you have reported. This will be referred to as the action plan and you will receive a written copy.
4. Contact you on a regular basis updating you of the progress of the case
5. Notify you in writing when your case has been closed advising you of the outcome or explaining the reason for closure
6. Contact you within 5 working days of your case being closed and gather your views on the quality of the service you have received from the ASB Team.

If you have any ideas on how we can improve our service to you and other customers and you have time to help, please contact us.

# BOGUS CALLERS

ALL OPERATIVES CALLING TO YOUR HOME WILL CARRY IDENTIFICATION.

## ALWAYS ASK TO SEE THIS!

**Please do not let anyone into your home unless you are satisfied that they are genuinely who they say they are.** Regrettably bogus workmen may operate in areas where there are contractors carrying out repairs or improvement work.

If you are unsure of anyone's identity please call Cobalt's Repair Line on 0151 548 3339 before allowing them in to your home.



**Merseyside  
CRIMESTOPPERS**

**0800 555 111**

**Call anonymously with information about crime**

## What can we do to assist you?

If you are suffering from any of these problems, or you know of someone who is suffering or is responsible for such behaviour, please contact us and we can advise you on what we can do.

You can contact us in a variety of ways:

- Call in to our offices on Lower House Lane
- Write to us at Cobalt Housing, 199 Lower House Lane, Liverpool, L11 2SF
- By telephone on 0151 633 8000
- Via the website at [www.cobalthousing.org.uk](http://www.cobalthousing.org.uk)
- Email us at [info@cobalthousing.org.uk](mailto:info@cobalthousing.org.uk)
- Via a third party such as an MP, a Councillor or an Advice Centre. Please bear in mind that we can only discuss your report/case with a third party if we have your written consent to do so.

You can also report crime and anti-social behaviour to **Merseyside Police on 0151 777 4546/4547**. This number has a 24 hour answering machine facility. If it is an emergency you should call 999.

**Alternatively you can call CRIMESTOPPERS on 0800 555 111.**



If you need this information in Braille, large print or as an audio version, please contact Cobalt Housing at the address below.

If you need this information translated please tick your language. If your language is not listed below, please write it in the box and return the form to Cobalt Housing at the address below.

**ARABIC**

إذا أردت هذه الوثيقة بلغة أخرى أو بطريقة أخرى، أو إذا كنت بحاجة إلى خدمات مترجم، فنرجو أن تقوم بالاتصال بنا.

**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。

**HINDI**

यह दस्तावेज़ यदि आपको किसी अन्य भाषा या अन्य रूप में चाहिये, या आपको आनुवाद-सेवाओं की आवश्यकता हो तो हमसे संपर्क करें

**SOMALI**

Haddii aad ku rabtid dokumentigaan luqado kale ama daabacaad kale, ama haddii aad u baahan tahay turjibaan, fadlan nala soo xiriir.

**URDU**

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو براۓ مہربانی ہم سے رابطہ کیجئے۔

**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.

**KURDISH**

ئەگەر دەتەوی ئەم بەلگەییەت بە زمانیکی که یا به فۆرمیکی که هەبێ، یا پێویستت بە مۆتەرجم هەبێ، تێکایە پەییوەندیمان پێوه بکە

**FRENCH**

Si vous souhaitez obtenir ce document dans une autre langue ou sous un autre format ou si vous avez besoin des services d'un interprète, veuillez nous contacter.

Language:

Name:

Address:

Tel:

Cobalt Housing, 199 Lower House Lane, Liverpool, L11 2SF  
Tel: 0151 633 8000 [www.cobalthousing.org.uk](http://www.cobalthousing.org.uk)

Cobalt Housing is a charitable organisation and part of the Vicinity Group