

## Support packages

Sometimes people behave in an antisocial way because they have other problems they are not receiving help with. In these cases we can work with other organisations to provide support packages for them. Support workers can work with the perpetrator to end the behaviour that is causing the problem.

## Antisocial behaviour order

Antisocial behaviour orders are civil orders that protect the public from behaviour that causes, or is likely to cause harassment, alarm or distress. The perpetrator has to abide by the conditions of the order or risk a fine or imprisonment. To raise an Antisocial Behaviour Order we need to have enough evidence to present in court.

## Environmental antisocial behaviour

We have a critical role in making sure we not only manage our properties, but also the wider area and neighbourhood in which they are situated. We will take action against those who breach their tenancy agreement through antisocial behaviour such as:

- Animal nuisance/dangerous dogs
- Graffiti/vandalism
- Litter and waste
- Abandoned vehicles
- Noise nuisance

If all other options have been tried without success, or the nature of the antisocial behaviour is very serious, the Council will pursue a possession order through the courts. Once it has been decided this course of action is necessary and unavoidable, we will maximise our chances of being granted a possession order by making sure we have strong and convincing evidence, witnesses will be given practical and emotional support at all stages to make sure the process is easy for them as possible.

## Support for people experiencing antisocial behaviour

It can be very difficult to live with neighbour nuisance but there are organisations that can provide support. You may find you want to talk to a sympathetic ear of someone who has suffered like yourself. We work closely with South Ayrshire Victim Support.

## South Ayrshire Council

**Tel:** 0300 123 0900

**Email:** [cst@south-ayrshire.gov.uk](mailto:cst@south-ayrshire.gov.uk)

**Online reporting:** [www.south-ayrshire.gov.uk/online-services/doitonline/](http://www.south-ayrshire.gov.uk/online-services/doitonline/)

This document is available in other languages as well as in alternative formats on request.



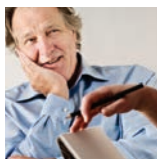
# Neighbour Disputes & Antisocial Behaviour

**TOGETHER LET'S  
STAMP  
IT OUT**



## How to report antisocial behaviour

You can report an incident of antisocial behaviour by using any of the following:



**In person**



**By telephone**



**In writing**



**Any other format that meets your needs (eg, audio tape – online or by email)**

The complaint will be passed to our antisocial behaviour officers who will review the complaint and contact you to discuss the options available to you.

We can do this over the telephone, by visiting you at home or by you coming into the office, whichever suits you best.

Following the initial discussion the antisocial behaviour officer will agree an action plan.

The team can be contacted on 0300 123 0900.

Contact details can also be found on the back cover of this booklet.

## Ways of dealing with antisocial behaviour

### Approaching the perpetrator yourself

One way of dealing with less serious nuisance complaints is to speak to the person causing the problem – they may not even realise that their behaviour is causing a nuisance. If you decide to do this, there are ways of approaching people that minimise the chance of the situation escalating.

- Try to pick a time when you are feeling calm.
- Think through what you want to say.
- Explain what is causing the nuisance and why.
- Listen to the other person's response – they may have a good explanation for their behaviour. Try to reach an agreement that you are both happy with.
- If you feel yourself becoming angry, or can see that the other person is becoming angry then walk away.
- Don't retaliate – this could seriously damage any case we may want to pursue in the future. There could also be repercussions on your own tenancy.
- If the nuisance is being caused by children, avoid approaching them directly – speak to their parents if you can.

### Mediation

One of the most successful ways to resolve neighbour disputes is mediation. We can refer you to an independent organisation that specialises in helping people come to an agreement that both sides are happy with. Trained mediators will guide you through the process.

### Behaviour agreements

Behaviour agreements are often used to make sure that perpetrators know what they are doing wrong, know what they need to do to avoid causing more problems, and know what will happen if they continue to behave in an unacceptable way. There are a number of different types of behaviour agreements depending on the type of behaviour.

Although these types of agreements are voluntary they are often an effective way of curbing antisocial behaviour at an early stage. If the behaviour continues they can also be used to demonstrate in court that taking the 'softer' option has not worked and more serious sanctions are required. To make sure that people are able to stick to the terms of a behaviour agreement we offer them a support package.

# About this booklet

This booklet tells you all about our commitment to stamp out antisocial behaviour. It includes:

- **Ways in which you can prevent antisocial behaviour**
- **How you can report antisocial behaviour**
- **The ways in which we deal with antisocial behaviour**
- **Support for people experiencing antisocial behaviour**

## What is Antisocial Behaviour?

'Antisocial behaviour' and 'neighbour nuisance' are general terms used to describe a range of actions that can affect and upset other people. A common definition of antisocial behaviour is:

'Behaviour that causes or is likely to cause harassment, alarm or distress to one or more people.'

Examples of antisocial behaviour include:



**Criminal behaviour**



**Drug dealing**



**Pets**



**Loud music and noise nuisance**



**Vandalism**



**Off road biking**



**Abusive, threatening, intimidating or violent behaviour**



**Graffiti**



**Racial and other forms of harassment**



**Dumping waste**