

# Anti-Social Behaviour Diary

Name: .....

Address: .....

.....

Issuing Agency: .....

Contact Officer: .....

Contact Telephone Number: .....





**The St.Helens Community Safety Partnership is committed to reducing the amount of anti-social behaviour in the Borough of St.Helens. Anti-social behaviour has increasingly become a matter for concern and can have a devastating impact on individuals, residential and business communities.**

**This booklet will explain what you can do to tackle anti-social behaviour and how you can help put a stop to the nuisance. It will also provide useful contact numbers of organisations that can offer help, support and advice on anti-social behaviour issues.**

## **Our Pledge**

**We have heard your concerns, and are committed to addressing them.**

### **We will:**

- Tackle all aspects of anti-social behaviour.
- Make perpetrators aware that their behaviour is unacceptable and they will face tough enforcement action if required.
- Record and assist in the investigation of reported cases of anti-social behaviour and keep victims informed of action taken.
- Offer support and practical help to victims of anti-social behaviour.
- Reduce the number of anti-social behaviour calls for service made to Merseyside Police.
- Increase residents' confidence that we are tackling anti-social behaviour together with our community and in partnership with local agencies.
- Reduce the number of repeat victims of anti-social behaviour.
- Reduce the number of anti-social fires.
- Keep residents informed about our efforts to tackle anti-social behaviour.
- Give residents the opportunity to complain if effective action is not taken by local agencies.

## What is Anti-Social Behaviour?

Anti-social behaviour can be a very broad range of events. It is described as **'behaviour that has caused or is likely to cause harassment, alarm or distress to any person'**.

This can include:

- graffiti and vandalism;
- groups or individuals making threats;
- alcohol-related incidents, such as underage drinking and disorderly behaviour;
- begging;
- prostitution and kerb-crawling;
- drug dealing;
- shouting, name-calling and similar verbal abuse;
- litter and rubbish dumping;
- hate crime incidents;
- disturbance caused by noise, such as loud music and late-night parties;
- uncontrolled animals;
- climbing on buildings; or
- car repairs on the street/in gardens.

## What is not considered Anti-Social Behaviour

Not all behaviour is considered to be anti-social in nature. Examples of this include:

- People mowing their lawns;
- People vacuuming or using washing machines;
- People walking across wooden floors whilst wearing shoes;
- Children falling out with each other or playing in their own home;
- People playing street games;
- Cooking smells;
- One off parties; or
- Everyday living noise.

## How you can help

You can help by keeping a record of all incidents of persistent anti-social behaviour committed by individuals who **live** or **visit** your community. This is the only way of ensuring agencies such as St.Helens Council, Merseyside Police or local Registered Providers of Social Housing have good evidence to seek swift and effective action to solve anti-social behaviour problems.

## Filling in the diary

This booklet is your own personal account of what anti-social events have taken place. You must be truthful and describe exactly what you saw or heard.

You do not need to write a long essay, although as much detail as possible is very useful. If you run out of space to include all that has happened, write the information on the next diary page.

Your entries should include as much detail as possible, including:

- date/month/year of the incident;
- the time the incident took place;
- name of individual(s) involved (if known);
- description of what clothing they were wearing;
- where the incident happened;
- was this incident captured on home video?
- names and contact details (if known) of other witnesses to the incident;
- description of exactly what you **saw** and **heard**, including swear words;
- explain how the incident has affected you and how the incident made you feel; then
- sign and date your diary entry.

If you have not witnessed an incident yourself, you must make this clear in your entry and say who it was who reported the incident to you. If you did not hear exactly what was said, do not try to guess and say that 'it sounded like' or 'used words similar to'. Never make up words or embellish incidents to make them sound more serious.

The information that you supply in this diary is **CONFIDENTIAL**; your name and details will not be disclosed to any agency without your prior consent.

We require your consent to share the information you provide with our partner agencies as evidence to support your case and to enable us to work together effectively to bring those responsible for causing anti-social behaviour to justice. Please sign below to provide your consent:

Signed: ..... Date: .....

### Data Protection

The information provided on this form will be processed in accordance with the requirements of the Data Protection Act 1998. It will be treated as confidential and will only be used for the purpose of investigating and resolving reports of anti-social behaviour.

The information may be shared with other departments within St.Helens Council and with other relevant organisations working on your case, including Merseyside Police, Registered Providers of Social Housing and other Community Safety partners.

## What action could be taken?

This depends on the nature of the anti-social behaviour. There are a number of agencies that could take action. These include:

- **High-visibility police/PCSO patrols to target problem areas and individuals;**
- **Where applicable the Registered Provider of Social Housing could apply to the Court, seeking possession of a property where the perpetrator lives;**
- **The relevant agency could invite the individual(s) concerned to sign an Acceptable Behaviour Contract (ABC);**
- **Applying to the Civil Court for an Injunction or to the Magistrates' Court for a Criminal Behaviour Order on conviction of a criminal offence;**
- **Where applicable, St.Helens Council or Merseyside Police could make an application to the Courts to shut down any premises where anti-social behaviour is causing a nuisance to the public; or**
- **Designate an area where anti-social behaviour is likely to or is being committed for up to 48 hours under a dispersal power.**

## What is a Civil Injunction?

A Civil Injunction is a court order that requires a person stop doing a specific action. The court can also include positive interventions within the order for the perpetrator to engage with to prevent them from engaging in further anti-social behaviour. A Civil Injunction can be given to anyone aged 10 years or over and is obtained through the Civil Courts.

## What is a Criminal Behaviour Order?

A Criminal Behaviour Order can be issued by the Magistrates' Court if an individual is convicted of a criminal offence and where the individual is involved in persistent anti-social behaviour.

## What is a Premises Closure Order?

A Premises Closure Order allows St.Helens Council or Merseyside Police to quickly close a premises where anti-social behaviour has been committed, or was likely to be committed for a minimum period of three months.

## What is a Dispersal Order?

A Dispersal Order can be placed on a specified area for up to 48 hours to provide short-term respite to a local community if a Police Officer determines that individuals are causing or are likely to commit anti-social behaviour there. When a Dispersal Order is in place, a Police Officer can give ask anyone over 10 years of age to leave the designated area.

## **Would I have to make a statement if action is being taken?**

In most cases, you will be required to make a statement about what you have seen and experienced. This statement may be in addition to your diary entries. If you are required to make a statement, you will be contacted by the relevant agency dealing with the action (St.Helens Council, Merseyside Police or Registered Provider of Social Housing), where suitable and convenient arrangements will be made for a statement to be obtained.

## **Will I have to attend Court?**

If you are willing to attend Court, the relevant agency dealing with the case will look at providing you with the help and support that you need prior to the Court hearing. Each case will be viewed on an individual basis and, where appropriate, CCTV, mobile phones, security locks, transport to and from Court and Witness Service support may be provided.

## **Hearsay evidence**

If you are reluctant to attend Court for fear of reprisals, we are able to submit your statement as 'hearsay' evidence, which means that you may not have to attend Court and your name and details remain **ANONYMOUS**.

## **My diary is complete - what should I do next?**

When you have completed your diary, you should send it back to the agency from which you received it. The contact details of the issuing agency can be found on the front of this booklet. Once received, your diary will then be reviewed and the appropriate action plan decided upon. You will be notified of any action that is being taken.

Further booklets are available, if required. If you have difficulties writing down what has happened or if you have any problems with completing the diary, please contact the issuing agency or Safer Communities at St.Helens Council through the Council Contact Centre on 01744 676789.

## Useful Contacts

### Registered Providers of Social Housing

Helena Partnerships (One Call)	Tel: 01744 637383
Regenda	Tel: 0844 736 0066
Riverside Housing (24 hour call centre)	Tel: 0845 111 0000
BT Landlines or 0345 111 0000 from other networks and mobiles.	
Your Housing Group (Your Response)	Tel: 0345 345 0272

### St.Helens Council

Contact Centre	Tel: 01744 676789
Safer Communities dedicated ASB line	Tel: 01744 673114

**[www.sthelens.gov.uk](http://www.sthelens.gov.uk) or [www.safersthelens.org.uk](http://www.safersthelens.org.uk)**

**Your Local Neighbourhood Policing Team** - You can contact your Local Neighbourhood Policing team for advice about crime and anti-social behaviour.

None emergency number:	Tel: 101
Emergencies	Tel: 999

**[www.merseyside.police.uk](http://www.merseyside.police.uk)**

**Crimestoppers** - if you have been affected by anti-social behaviour or if you have any information about a crime, your call is free, you are not asked for your name and you may receive a reward for the information that you give.

Tel: 0800 555 111

**[www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)**

### Stop Hate UK

**Tel: 0800 138 1625**

**[www.stophateuk.org](http://www.stophateuk.org)**

### Victim Care Merseyside

If you've been a victim of crime or anti-social behaviour this website will help you to find local help and support services.

**[www.victimcaremerseyside.org](http://www.victimcaremerseyside.org)**

### Victim Support

Victim Information Service (freephone)	Tel: 0808 168 9293
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**[www.victiminformationservice.org.uk](http://www.victiminformationservice.org.uk)**

### FRANK Campaign

The FRANK campaign aims to prevent young people from experimenting with illegal drugs and provide parents and carers with the knowledge and confidence to talk to their children about drugs.

Tel: 0300 123 6600

**[www.talktofrank.com](http://www.talktofrank.com)**



## **Community Payback**

Community Payback is a punishment handed out by the Courts. It's demanding work, carried out by offenders in the community. They have to wear orange, high visibility jackets, marked Community Payback, so that you can see they are paying back your community for their crimes.

Members of the public can have their say about what community payback work offenders undertake in their community. Projects can range from litter removal or clearing dense undergrowth, through to repairing and redecorating community centres and removing graffiti.

To arrange a clean-up in your community, call St.Helens Council Contact Centre on 01744 676869 or for more information on how to nominate an area in your community visit:

**[www.merseysidecrc.co.uk](http://www.merseysidecrc.co.uk)**

## **Giving victims a say**

### **Community Trigger**

The Community Trigger gives victims and communities the right to request a review of their case if there are concerns that ongoing reports of anti-social behaviour (ASB) have not been addressed.

### **How do I activate the Community Trigger?**

The Community Trigger is there for you or any member of our community to use if the following has taken place:

- You have reported anti-social behaviour on three occasions in the last six months;
- Five individuals have made reports about the same problem in the past six months;
- You have reported a hate incident in the last three months and no action has been taken.

For further information on the Community Trigger visit:

**[www.safersthelens.org.uk](http://www.safersthelens.org.uk)**

### **Community Remedy**

In some instances victims of low level crime and anti-social behaviour can choose from a pre-agreed set of out of court punishments for the perpetrator to carry out, if both the victim and perpetrator agree.

For more information and to find a copy of the Community Remedy document visit: **[www.merseysidepcc.info](http://www.merseysidepcc.info)**

# Anti-Social Behaviour Diary

Print name of witness:
Address:

Date of incident	Day <input type="text"/> <input type="text"/>	Month <input type="text"/> <input type="text"/>	Year <input type="text"/> <input type="text"/>
Time of incident			
Name of person responsible for nuisance			
How did the incident affect you?			
When did the incident stop?			
Names and addresses of other witnesses, if available.			

Police or other agency informed?	Yes/No	Log number:
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Print name of witness:
Address:

Date of incident	Day <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	Month <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	Year <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>
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St.Helens Council

**Contact Centre**

Wesley House  
Corporation Street  
St.Helens  
WA10 1HF

**Tel:** 01744 676789

**Minicom:** 01744 671671

**Fax:** 01744 676895

**Email:** [contactcentre@sthelens.gov.uk](mailto:contactcentre@sthelens.gov.uk)

→ [www.sthelens.gov.uk](http://www.sthelens.gov.uk)



Please contact us to request translation of Council information into Braille, audio tape or a foreign language.