



Antisocial Behaviour Strategy

The Highland Council

and

Northern Constabulary

2011 - 2016

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1. Introduction	
1.1.1	The Highlands are widely recognised as being a safe place to live, work and visit. The Highland Council, Northern Constabulary and other partner agencies, seek to strengthen and enhance this reputation by dealing effectively with community safety issues including antisocial behaviour.
1.1.2	The Highland Council and Northern Constabulary take antisocial behaviour very seriously and the aim of this strategy is to ensure that Highland's residents are able to have quiet enjoyment of their homes and communities, without being harassed or subject to nuisance caused by those around them.
1.1.3	The strategy has been prepared jointly by the Highland Council and Northern Constabulary to inform the public, stakeholders and partners about the agreed direction. It provides detail about the approach, priorities and partners' commitments.
1.1.4	It takes account of the wider community safety agenda and commitment to deliver positive outcomes set out in the Highland Single Outcome Agreement and the multi agency coordinated approach in response to incidents of antisocial behaviour in the Highlands.
1.2	<p>Community Safety</p> <p>Community Safety is about protecting people's rights to live in confidence and without fear of their or other people's safety; ensuring that people are safe from crime, disorder, danger and free from injury and harm; enabling communities to be socially cohesive, tolerant, and resilient and have strong networks that support individuals to take responsibility for their wellbeing.</p> <p>Building and supporting safe, successful communities remains a key priority for the Highland Council and the Highland Public Services Partnership. In the Highland Single Outcome Agreement (SOA), all the Partners commit to improve community safety across the Highlands.</p>
1.2.1	The most recent results of the Highland Council Performance Survey 2011 show that almost 93% of respondents perceive the area within a 15 minute walk of their home as safe in the last year.
1.2.2	The 2011 Northern Constabulary Community Consultation Survey reported separate data for the Highlands and Islands areas and from a Highland perspective, 97% of respondents stated that the area within a 15 minute walk of their home was very or fairly safe.

1.2.3	<p>51% of respondents to the Northern Constabulary's Community Consultation Survey 2011 stated that they were either very worried or slightly worried about becoming a victim of crime in the Highland area.</p> <p>This indicates that whilst the vast majority of people feel very safe in their immediate surroundings some have a fear of crime generally</p>
1.3	<p>Antisocial behaviour</p> <p>Antisocial behaviour can mean different things to different people. Any definition of antisocial behaviour needs to recognise that behaviour which is merely different may not be antisocial.</p> <p>The Antisocial Behaviour Etc (Scotland) Act 2004 provides the following definition;</p> <p><i>"A person engages in antisocial behaviour if they : act in a manner that causes or is likely to cause alarm or distress : or pursue a course of conduct that causes or is likely to cause alarm or distress to at least one person not of the same household as them"</i></p> <p>The Highland Council and Northern Constabulary are committed to making Highland communities safer by tackling the root causes, in addressing these underlying issues.</p>
1.4	<p>National Framework</p> <p>The Scottish Government published an Antisocial Behaviour Framework on 19th March 2009 'Promoting Positive Outcomes: Working Together to Prevent Antisocial Behaviour in Scotland', which focuses on prevention, integration, engagement and communication.</p> <p>The framework makes clear that antisocial behaviour cannot be understood in isolation and the national and local response needs to reflect the wider community safety agenda, which includes how we tackle more serious criminal behaviour at one end and how we divert and engage young people into positive opportunities at the other.</p> <p>'Promoting Positive Outcomes' identifies four pillars:</p> <ul style="list-style-type: none"> ▪ Prevention: focus on addressing the causes of the problem through preventative work ▪ Integration: working together better to achieve shared outcomes ▪ Engagement: engaging communities in a meaningful way in the development of national and local strategies and keeping them informed of progress; and ▪ Communication: communicate better as partners to ensure positive, coordinated and evidence-based messages are shared with the public. <p>The framework sets out 25 local recommendations across the four pillars which are</p>

	<p>actions that the Scottish Government, COSLA and the other national partners on the review's Expert Advisory Group agree local agencies should take to implement the framework. The local recommendations can be found in Appendix 1.</p>
<p>2. The Highland Approach</p>	
<p>2.1</p>	<p>Highland Single Outcome Agreement</p> <p>This strategy demonstrates a partnership commitment to delivering national outcomes</p> <p><i>NO 9: We live our lives safe from crime, disorder and danger</i></p> <p><i>NO 11: We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others.</i></p> <p>and local outcomes</p> <p><i>LO B: People are, and feel, safe from crime, disorder and danger.</i></p> <p><i>LO M: Attitudes and behaviours towards alcohol and other drugs are changed and those in need are supported by better prevention and treatment services.</i></p> <p><i>The most currently available achievements and progress against local and national outcomes of the Highland Single Outcome Agreement is presented in the Highland SOA2 Performance Report 30/09/2110 http://www.highland.gov.uk/yourcouncil/soa/</i></p> <p>The Highland SOA Performance Report for 2010/11 will be available in autumn 2011.</p>
<p>2.2</p>	<p>Highland's Housing Strategy</p> <p>The Antisocial Behaviour Strategy forms part of the Highland's Housing Strategy 2101 – 2015 with key points reflecting the aim of this Strategy. http://www.highland.gov.uk/livinghere/housing/</p>
<p>2.3</p>	<p>'safer Highland'</p> <p>'safer Highland' structure involves a strategic planning group and operational delivery groups covering public protection issues.</p> <p>The Chief Executives of the Highland Council and NHS Highland and the Chief Constable and the chairs of the Strategy Groups have formed a Leadership Group to oversee and scrutinise 'safer Highland' workplans and performance including this strategy.</p> <p>The minutes of the Strategic Groups are presented to the appropriate Committees of the Council and each Group has representation from an Elected Member of the Council who has been identified as a political champion in the subject matter.</p> <p>Dedicated workplans of each Strategic Group are considered by the Leadership Group to ensure that effective public protection measures are in place and that the corporate objectives of each organisation are being addressed, as well as the common priorities identified in the Single Outcome Agreement.</p> <p>This activity accords with the commitment of the Community Planning Partnership</p>

	<p>Performance Board to review partnership working, delivery and performance management arrangements identified in the Single Outcome Agreement.</p>
<p>2.4</p>	<p>Joint Highland Community Safety Tasking Group (Tasking Group) Operational community safety matters are addressed by the Tasking Group and if required are referred for policy review to the 'safer Highland' Leadership or Strategic Group. The Tasking Group meets monthly and involves all of the lead agencies and utilises intelligence from the Council Areas and Police Operational Commands to ensure a co-ordinated approach to the organisation of community safety.</p> <p>Issues of antisocial behaviour that cannot be resolved locally will be raised at the Tasking Group, membership as follows ;</p> <ul style="list-style-type: none"> ▪ Northern Constabulary, the Chief Superintendent (Head of Operations), three Divisional Commanders and Principal Analyst; ▪ Highland Council, the Heads of Policy and Performance, Children's Services, Housing, Operations (criminal justice and central services also representing the CJA), Environmental Health and Trading Standards, Corporate Manager and the Community Safety Officer ▪ H&IFRS the Head of Community Risk Management ▪ NHS Highland, the Head of Community Planning and Health Improvement and 3 Community Health Partnership Managers; Highland Alcohol & Drug Partnership representation <p>The purpose of the Tasking Group is to deal with community issues at Highland level, to agree community responses and to achieve community results consistently in the context of the Highland Single Outcome Agreement and supporting plans.</p> <p>The Tasking Group acts on these issues by prioritising and resourcing the response and if necessary refers those for policy review to 'safer Highland' Strategic Groups or other partnership groups and the Community Planning Performance Board.</p> <p>The Tasking Group also promotes public reassurance through a joint approach to reporting to the media and other communications, including planned information and publicity campaigns on antisocial behaviour.</p> <p>This strategy has been approved by the Tasking Group and monitoring of antisocial behaviour is a standing agenda item.</p>
<p>2.5</p>	<p>Operational Approach Managing antisocial behaviour complaints and issues can be very complex and there may be sensitivities that require the involvement of more than one service or agency. Agencies will ensure that victims are supported through the process of investigation through regular communication and referral to appropriate agencies if necessary.</p> <p>We take a wide view on the causes of, and routes to preventing, antisocial behaviour and work proactively to respond to the early signs of antisocial behaviour; take preventive measures and respond jointly with appropriate measures to resolve issues quickly and effectively.</p>

In instances where the behaviour is found to be serious and persistent, agencies respond firmly and effectively to address the issues and where necessary, take legal action and/or, support people towards rehabilitation.

A Community Safety Memorandum of Understanding is currently being drafted between Northern Constabulary, Highland Council and Highlands & Islands Fire & Rescue Service which will allow operational arrangements to take place where staff from each agency will meet regularly and share relevant information to ensure issues of antisocial behaviour are resolved by the correct agency as early as possible. This will also provide an opportunity for a multi agency approach to community issues where required.

Northern Constabulary share information with Highland Council on a daily basis on incidents of household noise nuisance. This allows Environmental Health Services and Housing Providers to act appropriately in terms of the Environmental Health Act and responsibilities as a tenant in terms of their lease.

Appendix 1 details the various arrangements in place to manage complaints of antisocial behaviour in line with the 25 local recommendations made by the Scottish Government in the National Framework. This work is ongoing and examples of good working practice are shared and built on to ensure a consistent approach is taken across Highland.

Appendix 2 provides details of issues that could be described as antisocial behaviour and shows the Council service or Agency who has the Lead role in investigating the complaint

2.5.1 **Antisocial Behaviour Protocol**

<http://www.highland.gov.uk/livinghere/housing/anti-socialbehaviourandneighbourhood/>

A Multi Agency Partnership Protocol setting out the way in which reports of antisocial behaviour will be managed in Highland has been agreed by the following partners ;

- The Highland Council
- Northern Constabulary
- NHS Highland
- The Highland & Islands Fire & Rescue Service
- Registered Social Landlords (RSL's)

The protocol identifies the specific roles that each Council Service and Agency has in managing antisocial behaviour issues in the community.

The protocol highlights the commitment of partners to ensuring equal opportunities for all Highland's residents.

The protocol also outlines the agreement between partners on methods of communication and details of Highland Data Sharing Partnership which allows information to be shared.

2.5.2	<p>The Highland Council's Antisocial Behaviour Policy http://www.highland.gov.uk/livinghere/housing/anti-socialbehaviourandneighbourhood/</p> <p>The Highland Council has an antisocial behaviour policy in place that compliments the multi agency partnership approach.</p> <p>The policy reflects the Highland Council's corporate responsibility for managing reports of antisocial behaviour and also takes account of the Landlord role managed by the Housing & Property Service.</p> <p>The policy sets out the following ;</p> <ul style="list-style-type: none"> ▪ what can be considered antisocial behaviour ▪ what preventative measures can be used ▪ how to make a complaint giving timescales for a response ▪ how complaints are handled ▪ partnership arrangements ▪ what action can be taken
2.5.3	<p>Antisocial Behaviour Charter http://www.highland.gov.uk/livinghere/housing/anti-socialbehaviourandneighbourhood/</p> <p>The Highland Council, has developed a Charter that sets out the standards outlined in our Antisocial Behaviour Policy.</p> <p>The Charter provides details of</p> <ul style="list-style-type: none"> ▪ What standard of behaviour is considered to be antisocial ▪ Details of how an antisocial behaviour complaint will be dealt with ▪ Who will communicate with the complainant ▪ How long it should take to respond, by policy category ▪ At what stages an update will be provided ▪ What to do if problems continue while a complaint is being investigated ▪ What happens if further complaints are received during the investigation period ▪ How to make a complaint if unhappy with the service or response received ▪ Hours of business and contact details for Highland Council and Northern Constabulary ▪ Contact details for Crimestoppers, Hatefree Highland & Victim Support
2.5.4	<p>Northern Constabulary has a Force Reference Document that sets out the methods used to work with local authorities whilst dealing with issues relating to antisocial behaviour to ensure that the best use is made of the powers contained within the Antisocial Behaviour (Scotland) Act 2004.</p> <p>Antisocial Behaviour is taken seriously by Northern Constabulary and shares the highest priority along with public protection, serious and organised crime and alcohol abuse.</p> <p>The police will make use of the National Intelligence Model (NIM) to target resources at identified areas of need. The FRD covers how community warden patrols are</p>

deployed, education, diversionary activity, acceptable behaviour contracts, dispersal of groups, antisocial behaviour notices and enforcement activity including restorative justice.

The diversionary activities are wide ranging and involve the police working together with partners in education, youth action teams and the military to identify suitable candidates for the activities. Officers from Northern Constabulary involved in this process are the Force Youth Development Officer, the three Divisional Youth Co-ordinators and Divisional Community Safety officers all of whom work together to identify appropriate youths to engage in diversionary work.

2.6 Antisocial Behaviour Partnership Groups

The local approach to managing reports of antisocial behaviour is set out in both the multi agency protocol and the Highland Council’s Antisocial Behaviour Policy.

In cases where a course of action requires multi agency involvement and/or the case is of a serious and persistent nature the action plan will be agreed at the area Antisocial Behaviour Partnership Group. These meetings are held every 6/8 weeks or earlier if an urgent case emerges. The meetings are held in the following areas.

Area Antisocial Behaviour Partnership Group	Northern Constabulary Command Area
Caithness	North Division
Sutherland	North Division
Mid Ross & East Ross	North Division & Central Division
Lochaber (if required cases from Skye & Lochalsh would be discussed at this group)	Central Division
Inverness	East Division
Badenoch, Strathspey & Nairn	East Division

The Area Housing & Property Manager and a member of their area team resource and manage the business of the Partnership Group.

Membership of the Partnership Group includes ;

- Highland Council Housing & Property Service, (normally the Chair)
- Northern Constabulary, Area Command Representative (1 or 2)
- Highland Council Antisocial Behaviour Investigator with geographic area responsibility
- Highland Council – Transport, Environmental & Community Services
- Highland Council – Legal Services

In specific cases other services or agencies will be invited to attend, where their input is important in discussion of the case. This could include representatives from ; Registered Social Landlords, Social Work Service (Criminal Justice, Children & Families, Youth Action Team), Education, Culture & Sport Service, Chief Executives Service (Ward and or Corporate Manager), Reporter to the Children’s Panel, Health or Social Work staff from the mental health/substance misuse Services, Highlands &

	<p>Islands Fire & Rescue Service, NHS or other relevant agency.</p> <p>A course of action is agreed based on information exchanged between agencies and known information about the subject. 'Live' cases are reviewed at each meeting until the issue has been resolved at which time the case is closed.</p> <p>The Partnership Group members are responsible for referring appropriate community safety issues to the Joint Highland Community Safety Tasking Group.</p>
2.7	<p>Antisocial Behaviour Information Booklet http://www.highland.gov.uk/livinghere/housing/anti-socialbehaviourandneighbourhood/</p> <p>A Highland information booklet has been developed that provides details of what measures can be taken in relation to incidents of antisocial behaviour. The booklet provides details of</p> <ul style="list-style-type: none"> ▪ What is antisocial behaviour ▪ What isn't antisocial behaviour ▪ What to do if you are experiencing antisocial behaviour ▪ What we will do when you report issues of antisocial behaviour ▪ Who to complain to about Antisocial behaviour
2.8	<p>HateFree Highland</p> <p>A Hate Incident campaign http://www.hatefreehighland.org/ has been developed to make reporting easier and record hate incidents i.e an incident which is perceived by the victim, or any other person, as being motivated by prejudice or hate on the basis of a person's age disability, gender, race or ethnic origin, religion or belief, sexual orientation or social background.</p>
3. Services/ Implementation	
3.1	<p>The Highland Council has a primary responsibility for the management of the response to antisocial behaviour in the area, supported by the Chief Constable, and other statutory agency partners.</p> <p>Complaints which constitute allegations of criminal conduct will be dealt with by officers of Northern Constabulary. However, some of these incidents may also involve antisocial behaviour.</p> <p>All reported allegations of antisocial behaviour received by Highland Council will be directed in the first instance to the appropriate Service or Agency identified in Appendix 2 for investigation.</p> <p>This section identifies the role of each agency in the management of antisocial behaviour issues in the community.</p>
3.1.1	<p>Chief Executive Service</p> <p>Antisocial behaviour at the strategic level is referred to the work of the Joint Highland</p>

Community Safety Tasking Group (Tasking Group) mentioned in 2.4 of this document. This group is facilitated by the Chief Executive Service.

The Corporate Manager and Ward Managers together with Northern Constabulary Divisional Commanders identify community safety issues through community engagement at Ward Forums with Community Councils, Local Partnership Forums and other representative businesses and community groups and highlight these issues to the relevant group for discussion and action.

The Community Safety Officer monitors and analysis performance data reported in the Highland Single Outcome Agreement and researches policy issues and good practices within Community Safety.

Community safety funding bids and lead role in the Public Space CCTV System are also within the remit of the Community Safety Officer.

The Chief Executive Service is the lead service in delivery of Safe Highlanders an educational event endeavoring to tackle challenging issues of community safety by enabling children to:

- Become more aware of personal safety.
- Make a contribution to crime prevention and overall community safety.
- Learn how to react to emergency situations.
- Understand the roles played by the emergency services.
- Foster good citizenship.

Legal Services section of Chief Executive Service

Legal Services provide advice and guidance on the remedies available to the Antisocial Behaviour Investigators and the local partnership groups mentioned in 2.6 of this document.

Applications for Antisocial Behaviour Orders and Interim Orders are prepared and presented by Legal Services

Legal Services also provide advice in relation to housing management issues which have an aspect of antisocial behaviour and if necessary progress eviction action.

Legal Services also offer advice and assistance to Transport, Environmental & Community Services (TECS) in relation to antisocial behaviour related issues such as noise nuisance and fixed penalty notices.

Licensing section of Chief Executive Service

The Licensing section administers the Registration of Private Landlords and civic government licensing, including licences for Houses in Multiple Occupancy (HMO's).

If there is doubt as to whether or not an application to register as a private landlord should be approved, it is considered by the Council's Registration Panel with representation from other Services and from Northern Constabulary.

Removal from the Register or appeals against refusal of registration are considered by the Council's Registration Review Panel using information gathered from other

	<p>Services and Agencies as required. Input from Northern Constabulary can be particularly important in this process.</p> <p>In cases where serving an Antisocial Behaviour Notice (ABN) on a landlord is considered an option by the Partnership Group, a report is provided to the Registration Review Panel who will consider whether further action is needed.</p> <p>The Registration Review Panel has delegated authority to issue ABN's where appropriate. Referrals to the Registration Review Panel are made to the Head of Housing</p> <p>Membership of The Registration Review Panel is :</p> <ul style="list-style-type: none"> ▪ Depute Chief Executive ▪ Director of Transport, Environmental & Community Services ▪ Head of Housing
<p>3.1.2</p>	<p>Housing & Property</p> <p>The Housing & Property Service is responsible for overseeing the Council's response to antisocial behaviour complaints. This responsibility is normally delegated to the Area Housing & Property Managers, but may vary where other services have a lead role.</p> <p>In the role as landlord, if the complaint relates to a Council Tenant and constitutes a breach of tenancy conditions, the Housing & Property Service take the appropriate steps to manage the complaint including action by the Community Warden Service, the Housing Officer, referral for mediation or advice and guidance from the Antisocial Behaviour Investigator.</p> <p>If the complaint relates to another tenure type (non Council Tenant) or does not constitute a breach of tenancy conditions, the Community Warden, Housing Officer or the Antisocial Behaviour Investigator may offer advice, guidance and signposting to the appropriate landlord or agency in order to have their complaint investigated.</p> <p>See Appendix 2</p> <p>If complaints require to be handled by more than one of the Partner Agencies, joint intervention in the early stages is instigated to prevent further antisocial behaviour. This can be in the form of a joint visit or individual case conference.</p> <p>Complaints involving households with children are highlighted to Children & Families, Social Work Services through a '<i>Child concern form</i>' which initiates other relevant enquiries. Social Work Services are then invited to participate in case conferences.</p> <p>Complaints involving individuals who are considered to have a mental health or addiction issue are highlighted to Community Mental Health Services who are invited to participate in case conferences.</p> <p>The Housing & Property Service have a lead role in applications for Antisocial Behaviour Orders involving adults in the local authority area unless the application is</p>

	<p>being made by a Registered Social Landlord. This is done by liaison with other Council Services, and Partner Agencies.</p> <p>Staff handling complaints of antisocial behaviour take account of the sensitivities in investigating and finding a solution but also recognise that people suffering from antisocial behaviour require to be supported and do so through listening and maintaining regular contact. Details of Victim Support Scotland are also offered by staff to help people cope with the experience. http://www.victimsupporthighland.com/</p>
<p>3.1.3</p>	<p>Transport, Environmental & Community Services (TECS) Antisocial issues managed and investigated by TECS are littering and fly tipping, dog fouling, dangerous dogs, stray dogs, abandoned vehicles and enforcement of houses in multiple occupancy (HMO) licensing conditions.</p> <p>The Environmental Health section of TECS is involved in the investigation of noise nuisance complaints in conjunction with the Police and Housing providers.</p> <p>TECS employ 3 Education and Enforcement Officers who work within communities to provide educational sessions and activities on environmental issues to various groups including schools. These Officers also issue fixed penalty fines in relation to dog fouling, fly tipping and litter control</p> <p>Trading Standards is a regulatory service providing consumer protection and fair trading enforcement. Trading Standards deals with a range of matters that are criminal in nature and can be described as antisocial. These include doorstep selling (itinerant trading of home maintenance services); trading activities from domestic premises (sale of counterfeit and unsafe goods, e-commerce crime); and sales of age restricted products (tobacco, fireworks, petroleum spirit, aerosol paint (excluding alcohol)).</p>
<p>3.1.4</p>	<p>Planning & Development Service The Planning & Development Service report incidents and claims of antisocial behaviour to the Council's Area Housing & Property Service. Enquiries about closing public paths in an attempt to combat antisocial behaviour are also referred to the Council's Area Housing & Property Service for discussion in terms of the multi agency protocol.</p>
<p>3.1.5</p>	<p>Social Work Services - Criminal Justice Service (CJS) If a perpetrator of antisocial behaviour is a current Criminal Justice Service case, the supervising officer contributes to the multi agency action plan in relation to antisocial behaviour taking account of the perpetrators history of offending by proposing effective solutions.</p> <p>If the perpetrator is not a current case but has been involved with Criminal Justice Service, relevant historical information is shared to assist in planning interventions.</p>

	<p>The Criminal Justice & Licensing (Scotland) Act 2010 introduced the new Community Payback Order (CPO) with effect from February 1st 2011. The CPO replaces community service orders, probation orders and supervised attendance orders and will enable courts to impose one or more of a range of requirements on the offender, i.e. unpaid work & other activity, supervision, programme, compensation, mental health, alcohol, drug, residence and conduct requirements.</p> <p>The Act also imposes a requirement that each local authority must consult communities about the nature of unpaid work and other activities (i.e. reparation) to be undertaken by offenders. This may involve projects directly tackling aspects of anti-social behaviour, e.g. graffiti and litter clearance.</p>
<p>3.1.6</p>	<p>Social Work Services – Youth Justice</p> <p>Antisocial behaviour and offending by young people is managed through Children's Services, and through the procedures for 'Getting it right for every child' (GIRFEC) and child protection. http://forhighlandchildren.org</p> <p>This involves a co-ordinated process of assessment, planning and intervention by the core group of staff around a child, led by the Lead Professional.</p> <p>Many of the provisions available to adults are also available to children, and the legislation and guidance, if relevant, are used as part of the Child's Plan.</p> <p>Anti social behaviour involving young people that becomes a Police matter can be considered for a Restorative Justice Intervention i.e diversionary options , Restorative Warning letter, Restorative Justice Meeting.</p> <p>Highland Council and Northern Constabulary have collaborated to appoint Youth Offending Coordinating Officers, who target a particular group of young offenders (1-4 charges). They liaise with relevant services concerning the young person's needs.</p> <p>There are a range of voluntary or compulsory provisions which can be considered to address the needs of and or risks presented by children and young people.</p> <p>If an ASBO is being considered, there is consultation with the Antisocial Behaviour Partnership Group and Children's Reporter.</p>
<p>3.2</p>	<p>Northern Constabulary</p> <p>As stated previously, the Highland Council has a primary responsibility for the management of the response to antisocial behaviour in the area. Northern Constabulary will support The Council in this regard.</p> <p>Complaints which constitute allegations of criminal conduct will be dealt with by officers of Northern Constabulary. However, some of these incidents may also involve antisocial behaviour.</p> <p>Antisocial Behaviour Officer</p> <p>The Police Constable carrying out this co-funded post works with the three Highland</p>

	<p>Council Antisocial Behaviour Investigators.</p> <p>This role allows the Police to work with the Council on a daily basis identifying instances of antisocial behaviour requiring attention in addition to identifying emerging issues. This will also allow the police to provide supporting evidence to the Council with a view to utilising the wide ranging powers allowed for under the terms of the Antisocial Behaviour (Scotland) Act in relation to antisocial behaviour orders, antisocial behaviour notices, management control orders etc.</p> <p>The post holder will also engage with local antisocial behaviour partnership groups in the Highland Council area to contribute to this approach.</p> <p>Local action Through the use of the National Intelligence Model (NIM), each Division will, through its Tactical Tasking processes, identify local issues and provide solutions as well as contributing to national campaigns directed at tackling antisocial behaviour where the need exists.</p> <p>Neighbourhood Watch Northern Constabulary will work with communities to support them in setting up Neighbourhood Watch Schemes</p> <p>Noise Nuisance Northern Constabulary will work closely with Environmental Health Services with a view to identifying emerging cases of noise nuisance with a view to giving the Environmental Health officer the chance to engage with the residents involved at an early stage. Further to this, Northern Constabulary will work together with the Council in terms of joint visits to tenants to warn them of the consequences of any repetition of noise nuisance complaints.</p> <p>Other antisocial related crimes Northern Constabulary will thoroughly investigate any instances of vandalism, graffiti, behaviour that causes alarm, intimidating behaviour, harassment or fireraising/hoax calls.</p> <p>Antisocial use of vehicles Northern Constabulary will respond to community concerns regarding the antisocial use of vehicles and where necessary utilise existing legislation to issue warning notices to drivers and vehicles, ultimately seizing vehicles from those engaging in repeated behaviour as required.</p>
3.3	<p>Highlands and Islands Fire and Rescue Service Highlands and Islands Fire and Rescue Service (H&IFRS) will work with the partners agencies to investigate and address issues of fire related antisocial behaviour such as: hoax calls, attacks on fire and rescue staff, firesetting behaviour, wilfull fire raising, vandalism, careless disposal of refuse, flytipping</p> <p>All of this impact on (H&IFRS) resources which expose the public and (H&IFRS) staff</p>

	<p>to increased risk and have a detrimental effect on the quality of community life.</p> <p>All reported allegations of fire related antisocial behaviour received by the Service, from any source, will be reported to Northern Constabulary and, where appropriate, the Council's Area Housing & Property and TEC Services.</p> <p>In the role of education, prevention and awareness, (H&IFRS) will engage with partners at national and local level to promote campaigns through the media.</p> <p>Specifically, H&IFRS will work with other agencies to raise awareness of home safety, wider community safety issues and provide pro-social activities for young people through our youth engagement programmes and fire setting intervention schemes.</p>
<p>3.4</p>	<p>NHS Highland – Mental Health and Substance Misuse Services</p> <p>If antisocial behaviour is linked to a person's mental health, and/or to the use of alcohol or drugs, the Mental Health and Substance Misuse Services within the locality will be able to offer support.</p> <p>If the person has a recognised mental health or substance misuse problem there may be treatment options that will help alleviate the antisocial behaviour, both at an early stage and as part of their ongoing treatment.</p> <p>Locality services will be able to work in partnership with other agencies to offer a joint approach in managing the individual's difficulties.</p> <p>The Highland Alcohol & Drug Partnership are developing a Strategy detailing the future priorities for joint working and provision of services in the Highlands.</p>
<p>4. Key Actions & Priorities</p>	
	<p>There are a number of good practice examples of the joint working involved in managing issues of antisocial behaviour detailed in Appendix 1.</p> <p>The future priorities to build on the work that is already implemented are to :</p> <ul style="list-style-type: none"> ▪ Improve customer engagement and encourage reporting of antisocial behaviour at the earliest opportunity. This would include promoting the use of alternative reporting methods (i.e Crimestoppers, Hate Free Highland). ▪ Better reassurance to the public of the ongoing work undertaken by agencies in tackling antisocial behaviour. ▪ Develop procedures to ensure that appropriate support is offered to victims of antisocial behaviour. ▪ Develop procedures to ensure appropriate referrals are made at the earliest stage in relation to cases where there appear to be factors contributing to neighbour problems (i.e housing support, mental health, addictions). ▪ Develop procedures for the use of multiple / complex needs assessments, support planning and joint working in relation to rehousing clients with a

	<p>history of antisocial behaviour.</p> <ul style="list-style-type: none"> ▪ Develop procedures to help staff implement current policy on sensitive allocations. ▪ Extend the use of interim accommodation and / or Short Scottish Secure Tenancies with support ▪ Continue to focus on the use of education, prevention and intervention methods with a view to reducing future antisocial offending. ▪ Develop arrangements for Ward reporting of case numbers and outcomes and communication with Members in relation to Antisocial Behaviour Partnership Groups.
5. Monitoring & Evaluation	
5.1	Strategic community safety issues are monitored by the monthly Joint Highland Community Safety Tasking Group. Agencies are tasked with specific actions by this group in order to resolve issues that have or are likely to emerge. These actions are reviewed at each meeting.
5.2	<p>A Performance and Progress Report is produced annually in September publishing the outcomes outlined in the Highland Single Outcome Agreement.</p> <p>In addition to performance indicators taken from data recorded by the Council, Police, NHS & Fire & Rescue Service, case studies are used to highlight and share good practice examples.</p> <p>http://www.highland.gov.uk/yourcouncil/soa/ (National Outcomes 9 & 11)</p>
5.3	Operational reports of antisocial behaviour are recorded on a database. The key indicator is the number of antisocial complaints by category type. This information will be incorporated into existing arrangements for Ward Reporting within the Council.
5.4	Individual cases are reviewed at local Antisocial Behaviour Partnership Groups until the case has been resolved and can be closed. These groups meet 6-8 weekly.
5.5	The Housing & Property Service will undertake satisfaction surveys to obtain feedback on responses to reports of antisocial behaviour. This will be done by telephone or by post.

Appendix 1	
	Promoting Positive Outcomes - Working together to prevent antisocial behaviour. Recommendations made by Scottish Government and examples of Highland's arrangements.
	The support and services are available to victims, witnesses and perpetrators that are appropriate to the particular issue.
1	<p><u>Prevention, Intervention, Enforcement and Rehabilitation (PIER) Model:</u> The Scottish Government, COSLA and the other national partners recommend that local agencies adopt the new PIER model and structure strategic direction and service delivery around achieving a balanced, holistic and multi-agency approach that focuses on prevention and early intervention. The planning and delivery of services should be undertaken in a way which adopts the principles of the PIER model and ensures the most appropriate intervention is taken at the earliest opportunity. The creation of more choices and chances and the provision of support to the most vulnerable households should be key to reducing antisocial behaviour. Such activity should also be supported by the ability to intervene at an appropriate time in a proportionate manner.</p> <p>Highland's arrangements:</p> <ul style="list-style-type: none"> Early assessment and referrals to Social Work Services, Community Mental Health Services, Housing support, Employability Services, Pre employability Services, Advice, guidance & assistance from Housing staff and Antisocial Behaviour Investigators Information sharing between Service and Agencies Flexible Community Warden Patrols National Intelligence Model informing areas requiring patrols Joint patrols Community Wardens & Community Beat Officers Environmental Education & Enforcement Officers Education & initiatives with the residents in the communities, groups and schools (i.e Green Dog Walkers) Joint patrols Community Warden & Education & Enforcement Officers Joint Police Officer (Northern Constabulary/Highland Council) Joint visits from Services/Agencies to provide support/guidance or issue warnings Early case conferences involving all agencies concerned Case conference, in relevant cases prior to allocation of accommodation Regular Antisocial Behaviour Partnership Groups Youth Development Officers Quarterly Youth Justice Delivery Groups Acceptable Behaviour Contracts Unacceptable Behaviour Notices Antisocial Behaviour Notices Dispersal Orders Closure Orders Seizure of vehicles GIRFEC Safe Highlanders Youth Justice Service - a partnership between Highland Council Social Work Services, NHS Highland, Action for Children , Education Culture and Sport and Northern Constabulary which deals with youth justice provision and substance misuse services for young people aged between 12 – 18 years Jointly coordinated diversionary and pro-social activities for young people within communities across the Highlands ; e.g Safe Highlanders & Islanders, Blue Light events, street football. Highland Rock Challenge –a crime prevention and anti-substance misuse vehicle, in the form of a performing arts competition for secondary schools HI-FiReS - an early intervention youth engagement programme delivered by Highlands & Islands Fire & Rescue Service Alcohol Brief Interventions (ABIs)

	<p>NHS referrals whilst in custody-suites for those with drug, alcohol or mental health issues and who are willing to be so referred</p> <p>Support to set up Neighbourhood Watch Schemes</p> <p>Inverness Community Safety Partnership</p> <p>NC Youth Coordinators</p> <p>Operation Respect</p> <p>Under age drinking initiatives</p> <p>Police Restorative Justice process</p> <p>Operation Youth Advantage + - joint Police and Army initiative now with Scottish Government input</p> <p>Operation Rise Above the Rest – joint Police and RAF initiative</p> <p>Street Football and Advisory Service – delivered by Action for Children supported by police</p> <p>Street Rugby – delivered by SRU, supported by police</p> <p>Locally delivered police youth diversionary activities</p>
2	<p><u>Support with ASBOs:</u> The Scottish Government, COSLA and the other national partners recommend that local partners ensure those being considered for Antisocial Behaviour Orders are offered comprehensive support packages at the earliest possible stage and are continued to be offered support where required after any court order is in place. This will help to ensure that the underlying causes of the negative behaviour are addressed so that long term positive outcomes are realised.</p>
	<p>Highland's arrangements:</p> <p>Referrals to appropriate service or agency at the earliest stage - Social Work, Housing Support , Community Mental Health Services, Addiction counselling, Victim Support, Criminal Justice Services, Fire & Rescue Service</p> <p>Relevant professionals involved in case conference and action plan around client</p> <p>Relevant support offered to client</p> <p>Acceptable Behaviour Contracts including details of support which is monitored regularly</p> <p>Regular visits/contact from Antisocial Behaviour Investigator and or other professionals involved</p> <p>If the subject chooses not to engage with support or disengages once this is in place, then the Antisocial Behaviour Partnership Group would note this fact and decision may be to make application for ASBO if appropriate</p>
3	<p><u>Community Wardens:</u> The Scottish Government, COSLA and the other national partners recommend that local authorities consider how best to integrate their wardens services to ensure increased efficiency and consistency of service. With the removal of ring-fenced funding, local authorities can develop wardens services, aligned to local needs, that are more generic than the current structures. Integrating the work of community wardens, environmental wardens, night-time noise nuisance teams and other localised warden services, including city centre ambassadors and housing caretakers, can achieve natural economies of scale and provide the public with a more consistent level of service.</p>
	<p>Highland's arrangements:</p> <p>Flexible approach to patrols</p> <p>Patrols identified by emerging issues within communities</p> <p>Patrols informed by information from the Police National Intelligence Model</p> <p>Joint patrols and initiatives with other council services and partner agencies</p> <p>Engagement with residents of all ages and local groups and schools</p> <p>Information and intelligence sharing with partners</p> <p>Community Safety Memorandum of Understanding</p>
4	<p><u>Performance Management Information:</u> The Scottish Government, COSLA and the other national partners recommend that local agencies standardise their performance management information in line with the national framework that will be developed. This will ensure consistency in data collection methods and provide local agencies with the ability to benchmark their performance with other areas. It will also enable the development of local outcomes and indicators which will assist in providing a more balanced reporting framework, through Single Outcome Agreements, on the work being undertaken to tackle antisocial behaviour.</p>

	<p>Highland's arrangements:</p> <ul style="list-style-type: none"> Implementation of TASBIT (Information system for recording complaints) TASBIT Reports Shared Police post allows access to TASBIT by Police TECS – Noise complaints TECS – Fixed Penalty Notices CPP statistics for Single Outcome Agreement Police generated youth justice intermediate outcome indicators within context of Safe Highland framework
5	<p><u>New Guidance on 2004 Act:</u> The Scottish Government, COSLA and the other national partners recommend that local agencies revise their antisocial behaviour strategies, policies and procedures in line with revised national guidance on the 2004 Act. The guidance will be developed in consultation with key stakeholders, taking cognisance of what has and what has not worked since the introduction of the ASB legislation. Nationally developed practice-based guidance on current policies and procedures that deliver effective outcomes should be adopted in line with local needs</p>
	<p>Highland's arrangements:</p> <ul style="list-style-type: none"> Review of multi agency arrangements in 2009 More partners involved in local arrangements Revised multi agency protocol Revised Highland Council Policy Draft Community Safety Memorandum of Understanding developed Attendance at national Antisocial Behaviour Officers Forum Inverness Community Safety Partnership
Integration Local Recommendations	
6	<p><u>Annual Strategic Assessments:</u> The Scottish Government, COSLA and the other national partners recommend that local partners should develop, annually, a joint strategic assessment to aid them in prioritising their local needs and deploying their services appropriately and proportionately. This should allow partners to jointly allocate resources to areas of most need based upon intelligence. This will assist agencies fulfil their other reporting requirements and ensure meaningful performance management information is available.</p>
	<p>Highland's arrangements:</p> <ul style="list-style-type: none"> Monthly Joint Highland Community Safety Tasking Group monitors strategic and resource issues
7	<p><u>Multi-Agency Groups:</u> The Scottish Government, COSLA and the other national partners recommend that local partners should establish a multi-agency group consisting of not only traditional partners such as the police but also including non-traditional partners from the health and education sectors. These groups should meet monthly and should use an intelligence-led assessment approach to manage the appropriate delivery of services.</p>
	<p>Highland's arrangements:</p> <ul style="list-style-type: none"> Local Antisocial Behaviour Partnership Groups meet 6-8 weekly regarding operational cases involving all relevant partners are invited Individual specific case conferences if required involving all relevant partners Joint Highland Community Safety Tasking Group meet monthly involving all relevant partners Inverness Community Safety Partnership Youth Justice Delivery Group
8	<p><u>Problem-Solving Approach:</u> The Scottish Government, COSLA and the other national partners recommend that all local partners adopt a problem-solving approach.</p>

	<p>Implementing such an approach should allow partners to identify the appropriate lead agency in each case and react to emerging issues. We recommend that all partners within the Community Planning Partnership are trained in and conversant with a problem-solving approach and that they adopt this approach when tackling ASB issues.</p>
	<p>Highland's arrangements:</p> <ul style="list-style-type: none"> Complaints are referred to the relevant service/agency in the first instance Defining antisocial behaviour and referral table produced as an information/signposting tool for staff and communities Antisocial behaviour information booklet drafted providing information on who deals with what and what can be done Antisocial behaviour charter drafted outlining standards and timescales Early stage joint visits by partner agencies Early stage referrals for specialist services Early stage case conferences Ongoing case reviews at Antisocial Behaviour Partnership Groups Future joint working initiative proposed Youth Offending Coordinating Officers – assisting with screening of young persons and implementation of diversionary programmes Youth Justice Delivery Group GIRFEC Inverness Community Safety Partnership
9	<p><u>Review Statutory ASB Strategies:</u> The Scottish Government, COSLA and the other national partners recommend that local authorities and the relevant Chief Constables should review and update their ASB strategy in line with this Review by 2010. Such reviews should be informed by consultation with local partners and consideration should be given to linking ASB strategies with wider CS priorities.</p>
	<p>Highland's arrangements:</p> <ul style="list-style-type: none"> Strategy takes account of local arrangements including wider community safety agenda.
10	<p><u>Information Sharing Protocols and Referral Procedures:</u> The Scottish Government, COSLA and the other national partners recommend that all local partners should sign an Information Sharing Protocol to aid the speedy sharing of information, resources and outcomes. This will strengthen their referral procedures to ensure people receive appropriate education and support.</p>
	<p>Highland's arrangements:</p> <ul style="list-style-type: none"> Highland Data Sharing Partnership Multi Agency Protocol around antisocial behaviour arrangements Specific Information Sharing Protocol around antisocial behaviour Draft Community Safety Memorandum of Understanding developed Protocol for responding to clients with multiple & complex needs
11	<p><u>Information Sharing Standards and Training:</u> The Scottish Government, COSLA and the other national partners recommend that, to underpin any ISP, partners support and promote information sharing by ensuring the use of effective standards and training on the gathering, recording, monitoring and sharing of information. Where possible and practicable, we recommend that partners link in with each others' IT systems to aid this process.</p>
	<p>Highland's arrangements:</p> <ul style="list-style-type: none"> TASBIT users trained Specific TASBIT reports can be shared around partners as required Shared Police post has access to TASBIT TECS have own information system of recording noise/Fixed Penalty Notices Community Safety Reporting template on website & promoted among all Community Planning Partners

	Tasking of staff as per Community Safety Memorandum of Understanding
12	Shared premises: The Scottish Government, COSLA and the other national partners recommend that as part of a strategic review of local ASB services, specific consideration should be given sharing premises with other services that might aid the tackling of ASB. Local authority departments should integrate better to co-ordinate links with external partners to achieve effective joint working.
	Highland's arrangements: Community Beat Officers share office space with Housing Officers and Community Wardens Shared Police post uses office space as and where required with Council staff Police Stations and Council Service Points sharing buildings
Engagement Local Recommendations	
13	National Standards of Community Engagement: The Scottish Government, COSLA and the other national partners recommend that local agencies ensure that ASB services are compliant with the National Standards of Community Engagement . We recommend that, following the provision of training and guidance in spring 2009, elected members should be responsible for monitoring and scrutinising local community engagement activities to ensure that they are fit for purpose to address the problem at hand and to serve the communities concerned, in line with the key aims and principles of the National Standards for Community Engagement.
	Highland's arrangements: The Highland Council's Policy was consulted on with communities in accordance with the National Standards through Community Planning Partners, Corporate Managers, Community Councils, Community Groups, Equalities Groups, Highland Youth Voice, Registered and Unregistered Tenant Groups, Tenant Newsletters, Highland Council's Website Members briefings Ward Forums Citizens Panel
14	Community Feedback: The Scottish Government, COSLA and the other national partners recommend that local partner agencies establish formal mechanisms to ensure participants in community engagement activities receive feedback on the outcome of their involvement and the community at large receives relevant feedback on the outcome of action to tackle antisocial behaviour. These activities should be overseen by local elected members in line with the National Standards for Community Engagement.
	Highland's arrangements: Feedback on issues through Ward Forums, Community Councils, Highland Council's Website, Tenant Newsletters, Registered Tenant Groups, Tenant Participation Officers Engagement with communities in relation to Community Payback Orders Consider Public reassurance methods? Tenant website Members briefings Highland Tenant Conference Highland Council surveys Police Community Consultation Survey
15	Victim and Witness Services: The Scottish Government, COSLA and the other national partners recommend that local agencies strengthen their community engagement activities aimed at providing support and reassurance to victims and witnesses of antisocial behaviour, where required or appropriate. These activities should be undertaken in cooperation with existing providers of services to victims and could include providing information to individual victims, ensuring that staff in front line services are appropriately trained, general public reassurance work and, if appropriate, marketing campaigns aimed at promoting local services for victims.
	Highland's arrangements: Antisocial Behaviour Investigators support victims and witness during the process of investigation

	<p>Victims are made aware of local Victim Support Services HateFree Highland is a mechanism for reporting hate incidents either by individuals or through a third party Support to set up Neighbourhood Watch Schemes</p>
16	<p><u>Community Reparation:</u> The Scottish Government, COSLA and the other national partners recommend that local agencies involved in providing community reparation as part of criminal justice intervention should consult with local groups, organisations and victims, on the types of activities that would be appropriate to be undertaken. This will help deliver community empowerment and ensure that appropriate payback to the community and/or victim is provided by the offender.</p>
	<p>Highland's arrangements: Engagement with communities in relation to Community Payback Orders</p>
17	<p><u>Rationalised Engagement:</u> The Scottish Government, COSLA and the other national partners recommend that local agencies rationalise their community engagement activities where appropriate to prevent consultation fatigue and promote the sharing of information and resources. As such councils, police, fire and rescue and other partner agencies should work together to ensure that they are not separately asking the same questions of the same communities at different times in relation to antisocial behaviour issues.</p>
	<p>Highland's arrangements: The Highland Council has a Community Engagement Planning calendar The Multi Agency Protocol identifies the need for partners to work together on community consultations/engagement and or press releases Consultation on Antisocial behaviour Policy and Strategy</p>
18	<p><u>Early and Effective Engagement:</u> The Scottish Government, COSLA and the other national partners recommend that, wherever possible, local partner agencies involve communities at the earliest possible stage in the planning of services to give them adequate time to make considered choices. As part of these activities, local partner agencies should use a wide range of consultative mechanisms and innovative techniques, such as participatory appraisal, to engage with communities.</p>
	<p>Highland's arrangements: Highland Youth voice Citizens Panel Council & Police Surveys Wider budget consultation</p>
19	<p><u>Participatory Budgeting:</u> The Scottish Government, COSLA and the other national partners recommend that local partner agencies consider the merits of participatory budgeting, whereby local community and neighbourhood groups are empowered to help direct the distribution of small pots of funding to tackle and address local antisocial behaviour problems. A small nationally-supported pilot exercise will help to inform these considerations.</p>
	<p>Highland's arrangements: The Highland Council did not opt into this process but use other means to consult on budget priorities : Citizens Panel Wider community budget consultation Budget consultation with partners to highlight community safety concerns in relation to proposed savings targets</p>
Communication Local Recommendations	
20	<p><u>Communicating PIER:</u> The Scottish Government, COSLA and the other national partners recommend that local agencies, taking their lead from the new media and</p>

	<p>communications network, look for ways to raise public awareness of the full range of methods they use to tackle antisocial behaviour. Marketing the benefits of prevention and early intervention (including long-term public expenditure benefits), in addition to enforcement, will help reassure the public that long-term solutions are being developed and foster realistic and proportionate expectations.</p>
	<p>Highland's arrangements: Single Outcome Agreement Reporting Websites Twitter Facebook Targeted public displays by police</p>
21	<p><u>National Policy Position Statements:</u> The Scottish Government, COSLA and the other national partners recommend that local agencies take cognisance of the National Policy Position Statements to be launched in autumn 2009 and ensure local practice is tailored accordingly. These statements will present a coherent cross-policy position agreed by key national organisations on often divisive antisocial behaviour issues and measures and they should be seen as the starting point for developing local policy and practice, and resolving conflict.</p>
	<p>Awaiting National Guidance</p>
22	<p><u>Good Practice Case Studies:</u> The Scottish Government, COSLA and the other national partners recommend that local agencies develop good practice case studies around their most successful work to tackle antisocial behaviour and submit these for inclusion on the online database that will be developed nationally by the end of 2009. Further guidance, templates and support will be provided closer to the launch of the online portal, but local partners should focus on ensuring projects or approaches are evaluated and that case studies can be backed up with meaningful data, third party endorsement and guidance for those wishing to follow their example.</p>
	<p>Highland's arrangements: Continual gathering of case studies for reporting in the Highland Single Outcome Agreement Use of Safer Communities website to share information Use of National forum as source information from other areas in relation to good practice</p>
23	<p><u>Public Reassurance Training:</u> The Scottish Government, COSLA and the other national partners recommend that all frontline police and council officers who have regular contact with the public on antisocial behaviour matters attend the new Public Reassurance training programme when it is established in spring 2010. In addition, we recommend that selected senior officers attend the course to ensure the approaches outlined are championed and adopted locally.</p>
	<p>Awaiting National Guidance</p>
24	<p><u>Engaging with Young People:</u> The Scottish Government, COSLA and the other national partners recommend that local agencies explore new ways of engaging young people on their own terms to ensure they are able to input meaningfully into the development of local strategies, the design of local services, and production of marketing activity. Pending the production of national guidance in early 2010, advice on appropriate engagement methods for different situations should be sought from organisations in the youth sector such as YouthLink Scotland, Young Scot, Youth Scotland, and the Scottish Youth Parliament, and from the Scottish Centre for Intergenerational Practice and the Scottish Mentoring Network.</p>
	<p>Highland's arrangements: Highland Youth Voice were consulted on the Highland Council Policy Highland Youth Voice were tasked with assisting with the design of the Antisocial behaviour information booklet Action for Children to involve harder to reach young people Community Warden engagement with young people on projects Developing a Young Tenant Group</p>

	<p>Links between relevant services involving Young People ; Youth Development Officers, Youth Offending Coordinating Officers Youth Action Teams Antisocial behaviour Partnership Group highlights emerging community issues in order to direct resources Regular activities involving young people and agencies (Safe Highlanders & Islanders, HI-FiReS, Blue Light events, street football, Global Rock Challenge etc) Police consultation with Highland Youth Voice and other youth agencies including 3rd sector</p>
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Defining and referring issues of antisocial behaviour

Appendix 2

Any definition of antisocial behaviour needs to be flexible and recognise that behaviour which is merely different may not be antisocial.

The Antisocial Behaviour Etc (Scotland) Act 2004 provides the following definition;

"A person engages in antisocial behaviour if they : act in a manner that causes or is likely to cause alarm or distress : or pursue a course of conduct that causes or is likely to cause alarm or distress to at least one person not of the same household as them"

The Act further states that: "conduct" includes speech; "a course of conduct" must involve conduct on at least two occasions; "likely to cause" has the effect that someone other than a victim of the antisocial behaviour can give evidence of its occurrence. This is intended specifically to enable the use of professionals as witnesses where those targeted by antisocial behaviour feel unable to come forward, for example, for fear of reprisal or intimidation. This list is not exhaustive and includes behaviour which may be or may contribute to antisocial behaviour. Individual perception of what constitutes antisocial behaviour will differ. Tolerance and awareness of other individuals' circumstances and problems is important. The underlying causes of antisocial behaviour are complex, however, it is crucial that where it occurs, antisocial behaviour is identified and addressed.

Nature of problem	Lead Agency/Service
Neighbour disputes e.g. noise, children's behaviour, parking, pets, lifestyle clashes	If tenant of a Registered Social Landlord or the Council is involved and you feel formal action may be required– complaint should be made to the respective Landlord If not tenant of above – consult with Citizens Advice Bureau or a Solicitor of choice as an independent civil matter
Boundary disputes	If tenant of a Registered Social Landlord or the Council is involved and you feel formal action may be required– complaint should be made to the respective Landlord If not tenant of above or the dispute does not involve land owned by either the Council or other landlords – consult with Citizens Advice Bureau or a Solicitor of choice as an independent civil matter
Untidy or unsafe property	Landlord/owner Private Rented Housing Panel http://www.prhpscotland.gov.uk/prhp/1.html
Houses of Multiple Occupancy licensing	Chief Executive's Service, Licensing Section - Administration of licenses TECS Environmental Health Officer – Enforcement & Inspection of HMO Licenses
Registration of Private Landlords	Chief Executive's Service, Licensing Section – Administration of registration applications Registration Panel - Consideration of applications where there is doubt if the applicants is a 'fit and proper person' to act as a landlord Registration Review Panel – Consider appeal cases and cases where action is required regarding persistent issues of antisocial behaviour by tenants of a registered landlord
Any form of harassment and or intimidating behaviour	Northern Constabulary
Behaviour that causes alarm	Northern Constabulary If the behaviour is as a result of alcohol or drug misuse, referral may be made to the NHS and or the Community Mental Health Service (see page 24 for details of services)
Vandalism and graffiti	Northern Constabulary TECS Education & Enforcement Officer
Littering and fly-tipping	TECS Education & Enforcement Officer
Abandoned vehicles	TECS Education & Enforcement Officer
Dog fouling	TECS Education & Enforcement Officer
Animal Welfare	TECS Animal Health & Welfare Officer
Noise nuisance	Northern Constabulary, TECS Environmental Health Officer, landlord/owner
Fire setting/raising hoax fire calls	Northern Constabulary/Fire Service
Antisocial use of vehicles	Northern Constabulary
Unwelcome or aggressive Doorstep sellers	TECS Trading Standards Officer
Sale of fireworks, tobacco and other age regulated goods (excluding alcohol) to children & young people	TECS Trading Standards Officer
Unlicensed second-hand vehicle dealing from domestic premises	Northern Constabulary, TECS Trading Standards Officer