



### The Highland Council Antisocial Behaviour Charter

The Highland Council, Northern Constabulary and other partners are committed to tackling antisocial behaviour by working together and have agreed a policy and multi agency arrangements for responding to reported incidents.

#### What standard of behaviour is considered to be antisocial?

Antisocial behaviour can mean many different things to different people but the legal definition is behaviour which "causes or is likely to cause alarm or distress".

There are wide ranging types of antisocial behaviour, from street problems to nuisance neighbours and environmental issues. Examples of these are listed in the 'information leaflet for people affected by antisocial behaviour in the Highlands'.

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.

#### If I raise an ASB complaint how can I expect it to be dealt with?

Incidents will be managed by the Lead Agency/Service depending on the incident as indicated in the Highland Partnership Antisocial Behaviour Protocol. This will be managed in accordance with approved policies and existing powers and duties. The information leaflet for people affected by antisocial behaviour identifies which agency or service will investigate your complaint.

#### Who will communicate with me?

The Lead Service/Agency will inform you of any action that can and will be taken to resolve your complaint

#### How long will it take?

The Council is committed to responding to complaints of Anti Social Behaviour as quickly as possible. It is important to ensure that the most serious complaints are investigated without delay, however there can be more complex cases which involve more than one Service or Agency and may take time to resolve, in some instances this will be through criminal proceedings.

Categories		Target times for an <b>initial</b> response to the different categories of complaint are outlined below
<b>A</b>	Minor breach of tenancy conditions, disputes solely between two neighbours e.g; <ul style="list-style-type: none"> <li>▪ Not keeping garden tidy</li> <li>▪ Parking in unauthorised areas</li> <li>▪ Use of common areas</li> <li>▪ Maintenance/use of boundaries</li> <li>▪ Low level domestic noise</li> </ul>	<b>Investigate complaint and update complainant by phone/letter or visit within 10 working days</b>
<b>B</b>	Antisocial Behaviour, where the behaviour is of a serious and persistent nature e.g; <ul style="list-style-type: none"> <li>▪ Persistent noise nuisance</li> <li>▪ Persistently failing to control pets</li> <li>▪ Persistently failing to control children within household</li> </ul>	<b>Carry out initial investigation and assess appropriate action. Contact complainant by phone call/letter/ visit within 5 working days to advise of assessment</b>
<b>C</b>	Severe Antisocial Behaviour, where the involvement of the police is necessary e.g; <ul style="list-style-type: none"> <li>▪ Violence towards another person</li> <li>▪ Threatening behaviour</li> <li>▪ Drug dealing</li> <li>▪ Vandalism/damage to common areas</li> <li>▪ Harassment</li> </ul>	<b>Visit/interview complainant and information requested from police within 2 days</b>

**At what stages will I receive an update?**

You will be informed when any action has been taken by the Lead Service or Agency. You will also be given advice and information on any future action that can or will be taken and advised to report any further incidents to the relevant Service of Agency

**What if problems continue while my complaint is being dealt with?**

If the antisocial behaviour continues you must report the incidents to the Lead Service or Agency to ensure that further action is taken.

**What happens then?**

Where the Lead Service or Agency identify that a case requires further or multi agency action, it will be discussed at the local Antisocial Behaviour Partnership Group (ASBPG) meetings and an action plan will be agreed by the agencies involved. You will be kept informed of the proposed actions and outcomes by the Chair of the ASBPG or their designated member of staff.

**What do I do if I am unhappy with the service or response I receive?**

In terms of the Highland Council's Complaints procedure you can write to the Area Housing & Property Manager advising why you are unhappy and ask that your complaint is investigated further.

**Contact details**

The Highland Council will provide a service to deal with designated antisocial behaviour during office hours of 9am – 5pm, Monday – Friday (excluding office holidays)

Tel : 01349 886606

Northern Constabulary will respond on a 24 hour, year round basis in investigating reports of criminal activity within communities.

Tel : Northern Constabulary : 0845 6005703

Crimestoppers : 0800 555 111

**Other contact details****HateFree Highland**

A Hate Incident campaign <http://www.hatefreehighland.org/> has been developed to make reporting easier and record all 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

**Victim Support**

If you have suffered as a result of criminal behaviour, Victim Support Scotland provides a free confidential service to help people cope with the aftermath of this experience. <http://www.victimsupporthighland.com/>