

Anti-Social Behaviour

Help and advice for residents within Wycombe district

What is anti-social behaviour?

Anti-social behaviour (ASB) is generally described as nuisance behaviour that causes harassment, alarm or distress to one or more persons. There are many types of behaviour which are considered anti-social, a few examples are:

- Graffiti
- Neighbour or noise nuisance
- Intimidating or threatening behaviour
- Behaviour related to alcohol or drug misuse
- Criminal damage

It is sometimes difficult to know what to do if you experience or witness ASB, but help is available.

What is not ASB?

Whenever we live in a community we need to accept and respect others – this works both ways. For example personal differences, family disputes and everyday living noise (children playing or the opening and closing of doors) are not ASB. Rather, ASB is unacceptable behaviour that is deliberate or reckless.

Who else can you contact?

Red Kite Community Housing

If you or the person causing the ASB is a tenant of Red Kite Community Housing, they can deal with ASB directly

☎: 01494 476100

Registered Social Landlords

If you are a housing association tenant or complaining about a housing association tenant, then the case can be reported directly to them.

Mediation Buckinghamshire

For help with resolving conflict between residents and neighbours

☎: 01494 520821

Victim Support

An independent charity offering free, confidential support and information to the victims of crime and ASB

☎: 0845 389 9528

Waste Services

To report issues such as flytipping, graffiti or abandoned vehicles

☎: 01494 586550

✉: waste@chiltern.gov.uk

Environmental Services

For issues relating to noise nuisance or public health, or to report a nuisance dog

☎: 01494 421734

✉: environmentalhealth@wycombe.gov.uk

Translation

If you require the information supplied in a different language please come into the Wycombe District Council offices where we can arrange a translation or interpretation as appropriate.

اگر آپ کو مہیا کردہ معلومات کسی اور زبان میں درکار ہوں تو وکیمب ڈسٹرکٹ کاؤنسل کے دفاتر میں تشریف لائے جہاں ہم آپ کے لینے حسب ضرورت مناسب تحریری یا زبانی ترجمانی کے انتظامات کر سکتے ہیں۔

Jeśli potrzebne jest Państwu tłumaczenie przekazanych informacji na inny język, zapraszamy do biura Rady Okręgowej Wycombe w celu zaaranżowania – gdzie stosowne – tłumaczenia pisemnego lub ustnego.

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Deliberate Threat Alcohol Misuse



How can ASB be reported to the ASB Team?

Reports of ASB can be made to the ASB team via the following methods:

- By calling on 01494 421087/01494 686223
- By emailing on asb@wycombe.gov.uk
- By writing to:
ASB Team
Wycombe District Council
Queen Victoria Road
High Wycombe
Bucks, HP11 1BB
- In person, by visiting Wycombe District Council, at the Queen Victoria Road offices, and asking for a member of the ASB Team
- The ASB Team is only manned during office hours, and people can be affected by ASB at any time of the day or night. Therefore people are encouraged to report incidents of ASB directly to the police either via the non emergency number (101), or if it is an emergency by calling 999, these reports are then forwarded through to the team on a daily basis.

Response to ASB incidents

Initial contact with victims of anti-social behaviour is when the vulnerability of the victim is assessed and the relevant agencies are informed.

Victim Intimidation Criminal Damage



- The ASB Team maintain cases that affect private tenants and they will be the lead for the investigation and case management.
- The team will respond to your enquiry within 3 working days and keep you regularly updated on how the case progresses.
- The officers may produce and maintain voluntary contracts to address unacceptable behaviour and also address the underlying issues by offering support and/or outside intervention.
- If the team are unable to help you they will refer you to the correct agency who can address your concerns more appropriately.

ASB Incident Log Sheets

The ASB Team often send out Log Sheets when an ASB incident has been reported. This is so information can be gathered on the type of ASB occurring, the times and frequency it is occurring, and whether any information can be provided about the alleged perpetrators. If Log Sheets are not received within 4 weeks the case will be closed. These are available to download from the following web page: www.wycombe.gov.uk/asb

What we can do to deal with ASB

Our ASB policy commits us to trying to pursue all available remedies with a view to modifying the behaviour of offending individuals and affecting a lasting solution. In most non-serious cases we will start with low-level action and then, if this does not

Drinking Anti-Social Behaviour Drug Misuse



stop the problem or reduce it to a reasonable level, start to take increasingly stronger measures.

Examples of lower-level actions:

- Meeting and discussing the ASB with the alleged perpetrator
- Sending a warning letter to the alleged perpetrator
- Providing graffiti removal kits to communities
- Giving talks on request
- Asking youth outreach workers to engage with young people in hotspot areas to promote positive activities.

Examples of stronger measures:

- Requesting a perpetrator to sign up to an Acceptable Behaviour Contract (ABC)
- Working in partnership with our Social Housing colleagues to obtain Injunctions against perpetrators, or re-possess houses owned by perpetrators of ASB.
- Designate an area as a No Drinking Zone
- Implement a Dispersal Order in an area
- Gather evidence to obtain an Anti-Social Behaviour Order