



Safe as houses

Our customers have the right to live in clean, peaceful and safe environments – that's why we are committed to preventing anti-social behaviour (ASB) whenever we can.

Customers can also be assured that we take a zero tolerance approach to anti-social behaviour when it does occur.

Anti-social behaviour ranges from low-level nuisance such as inconsiderate car parking and noisy music to harassment, criminal behaviour and domestic abuse.

We work to prevent anti-social behaviour by:

- Supporting community safety programmes.
- Funding programmes that improve the environment you live in.
- Making your homes as secure as possible.
- Introducing Starter tenancies.

Community

When anti-social behaviour does occur, we encourage our customers to try and solve the problem at an early stage by talking to each other. We also:

- Refer customers to a mediation service so they can talk their problems through on neutral ground.
- Agree and jointly sign Acceptable Behaviour Contracts with people who cause anti-social behaviour.
- Provide activities for children to help them engage positively in the community.

We will endeavour to resolve reports of anti-social behaviour using the tools available to us. Where it is necessary we will take legal action against those causing anti-social behaviour, which could result in them losing their homes.

If you are experiencing anti-social behaviour there is no need to suffer in silence. Our staff are trained to help and support you. We take anti-social behaviour very seriously

and will take the appropriate action against those causing it.

However, anti-social behaviour problems can't be solved overnight. We work closely with customers and other agencies such as Environmental Health and the Police and we rely on you to help provide the evidence we need to take action.

We recognise that the environment you live in is extremely important to you. We are committed to maintaining the physical appearance of our neighbourhoods and pledge to deal quickly with issues such as graffiti, vandalism, untidy gardens, fly-tipping and damage to property.

Working together

Anti-social behaviour can damage our communities and we must work together to stamp it out.

Stage 1

All reports of anti-social behaviour are logged when you contact us and then assigned to an investigating officer. If you prefer to stay anonymous we are able to keep details for information only but will not be able to investigate the complaint.

- We will acknowledge all reports of anti-social behaviour in writing within one working day and confirm who will be dealing with your case.

Stage 2

Stage 2 is when the anti-social behaviour case is fully investigated to enable us to gain an accurate picture of the situation and determine a plan to resolve the problem.

- If you are the victim of a serious incident such as a hate-related incident, domestic abuse or physical violence, we will contact you and aim to meet with you within 24 hours, either in your home or at another location, to discuss your report.
- For all other reports, we will visit or telephone you within five working days of receiving your report.
- We will confirm in writing what has been agreed at the visit or interview.



Stage 3

This is when we monitor and work with you to resolve the case.

- In most cases, diary sheets are needed for you to record incidents you have witnessed. When issued, we will explain what they are and show you how to complete them.
- We will acknowledge receipt of diary sheets within two working days.
- Where an action plan is appropriate, we will agree this jointly with you before taking any action.
- We will agree with you when and how often we will make contact with you.
- We will provide support to victims and witnesses of anti-social behaviour and we will work with our external partners to provide additional support where necessary.

Stage 4

We will review your case regularly and contact you before closing it.

What you can expect from us

- We are committed to safeguarding your rights regarding confidentiality and privacy. There may be situations where we have a duty to disclose information for the purpose of crime prevention and in these instances, it will be done under the provisions of the Crime and Disorder Act 1998.
- We will treat all customers fairly, courteously and with respect.
- We will provide assistance for those who need it, including interpretation, Braille, audio CDs etc.
- You have the right to see personal information that we hold about you.

How to minimise the risks of crime

Simple changes to help you feel safe in your home.

There are a number of things that you can do to feel safer and more secure in your home, for example:

- Join or set up a Neighbourhood Watch Scheme on your street or estate.
- Report suspicious characters to the Police by calling Crimestoppers on 0800 555111.
- Don't leave valuables on a window sill or where they can be seen from outside.

If you are going on holiday, be sure to:

- Cancel milk and paper deliveries until you return.
- Ask a neighbour to keep an eye on your house.
- Use a timer switch to make lights come on at certain times whilst you are away.



Don't suffer in silence

Report anti-social behaviour to Guinness South.

You can report anti-social behaviour by:

- Telephoning us on 03000 111 321.
- Visiting any Guinness South office.
- Visiting our website www.guinnesspartnership.com
- Writing to us at:

**Guinness South
Henshaw House
851 Silbury Boulevard
Central Milton Keynes
Bucks MK9 3JZ**

Who else can help?

The following table lists agencies who may be able to help with some common types of nuisance.

Problem	Agency
• Nuisance constituting a criminal offence	Local council/Police
• Anti-social behaviour	Local council/Police
• Nuisance affecting council property	Local council
• Dog nuisance	Local council
• Incessant barking, dog fouling	Environmental Health
• Dangerous dogs	Police
• Stray Dogs	Environmental Health
• Noise Pollution	Environmental Health
• Litter	Local council
• Accumulations of rubbish	Environmental Health
• Filthy or verminous premises	Environmental Health
• Rats or mice	Environmental Health
• Children not under parental control	Social Services
• People with mental health problems	Social Services
• Abandoned vehicles on public highway	Local council
• Obstruction of the highway/pavement	Local council
• Commercial repair of vehicles in domestic premises	Planning authority
• Parking of heavy goods vehicles on verges and footpaths, leaving vehicles in a dangerous position, driving motor vehicles other than on roads	Police
• Untidy gardens whose condition affects the amenity of the area	Planning authority
• Use of domestic premises for business	Planning authority
• Hate-related incidents	Police
• Racially aggravated crime	Police
• Offensive or indecent phone calls	British Telecom/Police
• Malicious letters or other articles	Police/Local council

Translation Services. This document is also available in other languages, large print, in Braille and on audio format on request.

Arabic

هذا المستند متوفر بلغات أخرى، ويطباعة كبيرة، وبطريقة برايل للمكفوفين، وبتنسيق صوتي وذلك عند الطلب من مكتب المحلي.

French

Ce document est disponible dans d'autres langues, en gros caractères, en Braille et en format audio sur demande auprès de votre bureau local.

Polish

Na życzenie, niniejszy dokument dostępny jest w lokalnym biurze w innych językach, wydrukowany dużą czcionką, pisany językiem Brajla lub w wersji dźwiękowej.

Portuguese

Este documento encontra-se disponível em outros idiomas, em letras aumentadas, em Braille e em formato áudio no seu gabinete local.

Punjabi

ਤੁਹਾਡੇ ਸਥਾਨਕ ਆਫਿਸ ਦੁਆਰਾ ਬੇਨਤੀ ਕੀਤੇ ਜਾਣ 'ਤੇ ਇਹ ਦਸਤਾਵੇਜ਼ ਦੁਜੀਆਂ ਭਾਸ਼ਾਵਾਂ, ਵੱਡੇ ਅੱਖਰਾਂ, ਬ੍ਰੇਲ ਅਤੇ ਸੁਣੇ ਜਾ ਸਕਣ ਵਾਲੇ ਰੂਪਾਂਤਰ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

Somali

Dokumentigaan waxaa lagu heli karaa luqado kale, daabacad far waa-weyn, farta indhoolaha Braille iyo hab la dhegaysan karo markii aad ka soo codsato xafiiska xaafaddaada.

Spanish

Este documento está disponible en otros idiomas, imprenta grande, y en formato Braille o audio. Puede solicitarlo en la oficina de su localidad.

Turkish

Bu belge, yerel ofisinizden talep edilmesi koşuluyla; başka dillerde, büyük puntuyla basılı olarak, Braille alfabesinde ve sesli formatta da mevcuttur.

Urdu

یہ دستاویز دیگر زبانوں، بڑی چھپائی، بریل اور صوتی شکل میں اپنے مقامی دفتر سے درخواست کر کے حاصل کی جاسکتی ہے۔

Also available



CD



Cassette



Large
print



Different
languages

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