



Tackling Anti-social Behaviour



"Better homes and better services for better lives"



Tackling Anti-social behaviour

Acis Group believes that our tenants and residents should be able to enjoy peace and quiet in their own home and feel safe and secure in their neighbourhood.

Anti-social behaviour causes real misery for people who simply want to get on with their lives. It can range from incidents like noise nuisance to more serious acts of violence.

We have listened to our customers and we are aware that anti-social behaviour is one of the main concerns and this is why we are committed to working with partner agencies to take action against people causing anti-social behaviour in your neighbourhoods.

What is Anti-social behaviour?

Anti-social behaviour is anything that can be classed as behaviour that causes or is likely to cause nuisance or annoyance. Examples are:

Noise: Loud music, door slamming, shouting, animals, vehicles, burglar alarms

Harassment/Bullying/Intimidation: May be verbal, written or physical abuse motivated by gender, ethnicity, religion, sexuality, or disability

Criminal damage/acts: Vandalism, arson, damage to property/vehicles, graffiti, theft, joy riding, assault

Environmental: Animal fouling, urinating in communal areas, fly tipping, abandoned vehicles, general rubbish

Drugs: Streams of visitors, syringes, drug use, drug dealing

Animals: Uncontrolled dogs, dogs fouling, unsuitable/dangerous pets, breeding of animals

General dispute: Boundary dispute between neighbours

General nuisance: Gangs of youths causing problems and street drinking

Acis Group aim to be responsive

We will contact you within 1 working day to confirm the reported incident and make an initial assessment through a home visit within 5 working days where required.

If violence has taken place or there is a risk of violence being used, we will take immediate action to minimise this risk.

Acis Group aim to be proactive

We will provide you with an Action Plan which has been agreed with yourself as to how Acis will deal with your complaint. We will then contact you on a regular basis to review the situation.

We will monitor and measure all reports of harassment made on the grounds of race, religion, sexuality etc and regularly report these to our Board of Directors.

We will work in partnership with local agencies to measure our overall effectiveness.

Acis Group aim to take immediate action

We will contact the alleged perpetrator to advise them of the investigations within 5 working days of your complaint being received. Acis Group will not inform the perpetrator of who the complainant is at any time, without prior permission from yourself. We will keep you informed of the progress of your complaint and the action taken against the perpetrator each step of the way.

You may be asked to complete diary sheets for us, listing times, dates and incidents. This will help us take your complaint further as we will have more evidence with which to confront the perpetrator with. Where appropriate, all parties involved in a dispute will be encouraged to use mediation to try and resolve the issues.

We will work in partnership with other agencies, such as West Lindsey District Council, Sheffield City Council and the police, to help resolve problems.

Where we are able to gather enough evidence, we will use all appropriate legal measures where reported cases represent a serious breach of our tenancy agreement.

How do I report an incident of Anti-social behaviour?

If you are experiencing nuisance from a tenant of Acis Group, you should report the problem to us as soon as you can.

You need to give your name, address and contact number when reporting a problem as it is very difficult to take action against anonymous complaints.

All complaints will be treated in the strictest confidence – your identity will not be revealed to the person you have complained about without your prior permission.

To report a problem:

FREEPHONE: 0800 027 2057

Write: Community Safety Manager
Acis Group Limited
Acis House
Bridge Street
Gainsborough
Lincolnshire
DN21 1GG

E-mail: info@acisgroup.co.uk



What support will I get?

The care and support of victims is really important to Acis Group. We will work closely with partner agencies to provide people with emotional and practical support, to help them to cope with their problems and support them throughout the court process.

Acis Group offers a variety of support:

- ◆ Mediation and counselling
- ◆ Witness support
- ◆ Access to telephone interpretation services
- ◆ A home risk assessment

In certain cases we may be able to offer alternative housing, either temporarily or on a more permanent basis.

Acis Group works in partnership with other organisations such as Local Authorities, the Racial Equality Council, Police and Community Safety Officers, Probation and other Social Landlords, in order to solve conflicts effectively.

If at any time you are unhappy with the service you have received from Acis Group, please let us know by calling FREEPHONE 0800 027 2057.



HOW DOES
BULLYING
MAKE YOU FEEL?

EMBARASSED
LONELY
TRY
NOT SAFE
STUCK
WORRIED
NERVOUS

BULLYING!

BULLYING HAPPENS UNTIL IT IS STOPPED

BULLYING CAN HAPPEN TO ANYONE

BULLYING CAN BE BY ONE PERSON

BULLYING CAN HAPPEN ANYWHERE

BULLYING CAN INCLUDE

- name-calling
- deliberately leaving someone out
- teasing
- physical violence
- making people feel nervous
- putting people down

WHAT ELSE...

IF YOU...

locke
your co

What actions can be taken against reported incidents?

- Verbal and/or written warnings
- Mediation service
- Surveillance - professional witnesses, use of equipment (cameras, noise monitoring recorders)
- Acceptable behaviour contracts (ABC's)
- Anti-social behaviour injunctions (ABSI's)
- Legal action to recover possession of the tenancy or demote the tenancy status
- Anti-social behaviour orders (ASBO's)

Acis Group is also using Starter Tenancies in some areas to assist in controlling the behaviour of new tenants during the first 12 months of the tenancy.

Data Protection And Information Exchange

When working with other agencies, Acis Group has an information exchange process.

All information exchanged is subject to the Data Protection Act 1998.



Lower Manor Tara Treasurer and tenant of Acis Group, Dot Duroe, receiving her award for **'Taking a stand against anti-social behaviour'**.

This leaflet can be made available in a number of formats including **Braille, audio tape, large print, or other languages.** Please contact our **Customer Services team** using the details below for more information.

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Compliments and Complaints ... Please help us to help you!

Acis Group want customers to share their views on how we are performing. This can be done by registering a complaint or acknowledging when you are pleased with the service you have received. You can contact us in a number of ways:

Acis Group Limited

Acis House
Bridge Street
Gainsborough
Lincolnshire
DN21 1GG

email: info@acisgroup.co.uk

web: www.acisgroup.co.uk

FREEPHONE: 0800 027 2057

text: 07800 002270



business for neighbourhoods