



Anti-social behaviour, harassment and hate crime

A guide for residents

This leaflet contains information and guidance on anti-social behaviour, harassment and hate crime and what to do if you experience this or know someone who does.

Anti-social behaviour

Antisocial behaviour is defined as:
"Behaviour by others that unreasonably interferes with people's rights to the use and enjoyment of their home and community."

This can mean anything from persistent noise nuisance to serious violence or other criminal behaviour that affects your quality of life.

Racial harassment

Racial harassment is defined as: *"Any incident or behaviour aimed at individuals or their property because of their skin colour, nationality, race or culture."*

This can mean anything from behaviour intended to intimidate, dominate or harm, to abusive graffiti/racist graffiti, offensive literature, verbal abuse/racist language and physical assault/attack.

Hate crime

Hate crimes can be against a person's religious beliefs, gender, sexuality, disability or race.

This can mean threatening or abusive behaviour, verbal abuse, abusive graffiti, offensive literature, physical assault/attack and damage to property.

Other forms of harassment

Bullying

Bullying is coercion or intimidation which serves to undermine/downgrade the confidence and integrity of the bully's target.

Examples of bullying are:

- personal insults and name calling;
- persistent unwanted criticism;
- public humiliation.

Any difficulty in defining what constitutes harassment or bullying should not deter residents from complaining of behaviour that causes them distress.

Sexual harassment

This form of harassment involves unwanted sexual attention that emphasises sexual status, including sexual harassment between members of the same sex. It can be physical, ranging from suggestive looks to indecent assault or rape, or verbal, ranging from belittling or suggestive remarks and compromising invitations, to aggressively foul language or unwanted demands for sex, or displays of sexually suggestive or degrading

pictures. The behaviour is unwanted by the recipient and would be regarded as sexual harassment by any reasonable person.

We condemn all forms of anti-social behaviour, racial harassment, hate crime and other forms of harassment and are committed to taking action against it.

Our commitment to you

We will not tolerate anti-social behaviour, racial harassment, hate crime or other forms of harassment in our communities. We hope that you will work with us to ensure that our communities remain peaceful places to live in and encourage you to report such incidents whenever or wherever they occur.

Your commitment to us

We expect you to be a good neighbour and respect your neighbours' privacy and comfort. Under the terms of your tenancy and leasehold agreements it is your responsibility to ensure that members of your household and your visitors do not cause a "nuisance or annoyance to other persons in the neighbourhood".

How to report unacceptable behaviour

- Call the Police on 0845 6060247 and leave a message for the Neighbourhood Team Officer to contact you. You will be contacted by phone, and no Police Officer will call at your home unless you have asked them to do so.
- Call Crimestoppers free on 0800 555111 – you can do this anonymously if you wish.
E-mail
safercommunities@northyorkshire.pnn.police.uk
– your message will be passed to the relevant officer.

If you live in Hartlepool, you can contact the Community Safety Office on 01429 405577 or visit the website, <http://www.saferhartlepool.co.uk>.

For Leeds, email community.safety@leeds.gov.uk.

For Beverley and Selby, you can call 01482 391012 or email safe.communities@eastriding.gov.uk.
For Scarborough, call 01723 232326.

For other areas

- Call Crimestoppers free on 0800 555111 – you can do this anonymously and do not need to supply your name and address.

- Beverley Police – non-emergency number 0845 6060222.
- Scarborough Police – non-emergency number 0845 6060247.
- Cleveland Police – non-emergency number 01642 326326.

What happens when you report unacceptable behaviour?

We will take appropriate action to prevent such behaviour in our communities but we need you to report it first.

When you do, we will agree a proposed course of support with you which, where appropriate:

- ✓ ensures your confidentiality;
- ✓ provides guidance and support to you about your options;
- ✓ encourages you to report the incident to the police;
- ✓ ensures that partners like the police are aware of the situation;
- ✓ works with other agencies to tackle the problem;
- ✓ finds other witnesses so you are not “alone”;
- ✓ makes sure you are all right and updates you on our progress;
- ✓ considers using “without notice” injunctions against identifiable

perpetrators where threats of violence have been made;

- ✓ arranges alternative accommodation, either temporarily or permanently, where there is a fear for your safety;
- ✓ improves your security by providing extra measures such as additional window locks, security chains, extra locks, security lights as appropriate, for your property;
- ✓ provides personal security items such as personal alarms and a mobile phone;
- ✓ offers an “out of hours” emergency contact list;
- ✓ remove any racist or offensive graffiti promptly (within 24 hours);
- ✓ pays special attention to monitoring the area you live in.

What you can do if you are experiencing anti-social behaviour

Talking to your neighbour

Most problems can be settled by talking to your neighbour and explaining politely that their behaviour is causing you a problem. When you approach your neighbour it is important to stay calm and not get involved in an argument.

Collecting evidence

As well as approaching your neighbour you should start to collect evidence. This will be useful if you want to take further action yourself or if we are able to take action later. You will need to record the type of problem, if anyone else witnessed it, the time and date it occurred, how long it lasted and how the incident has affected you. Ask your Neighbourhood Services Officer to give you a diary sheet (see example at end of leaflet). If you think other neighbours are being affected by the problem, you could approach them and see if they are willing to fill in diary sheets.

Contacting other agencies

We will always work in partnership with you to try to resolve a neighbour problem. However, if trying to sort out the problem informally with your neighbours has not worked, you could try taking action yourself by involving other agencies.

What we will do

We recognise that some problems between neighbours can be distressing. We do expect you to approach your neighbour first before coming to us. If you have tried this or if the problem is serious and you do not want to contact

your neighbour directly, then you should contact us. We will always work in partnership with you to try to resolve a neighbour problem.

We will discuss possible options with you including:

- mediation;
- we could write to or interview your neighbour;
- collecting further evidence;
- completing diary sheets or us interviewing other neighbours affected by the problem;
- you taking legal action.

We will not take any action without your agreement and will keep full written records about the case. Rarely there may be a threat of violence, abuse or other retribution against someone who has complained. If you or we feel that this is a real possibility, we will do all we can to ensure your anonymity is maintained and your security protected.

If we do not think we can help by taking any action, we will explain this to you. If you are not happy with this decision, you can complain, using our complaints reporting form.

Our legal powers

We have three legal options. We can:

- apply for an injunction against your neighbour to stop them causing a nuisance;
- apply for a possession order (eviction) or demoted tenancy order against your neighbour;
- work with the local authority and the police to take action under the Crime and Disorder Act 1998. This could include getting an Anti-Social Behaviour Order.

If we apply to the court for an injunction or a possession order or if action is taken under the Crime and Disorder Act, then we have to prove two things:

- that nuisance is taking place; and
- that it is serious enough for an injunction, a possession order or an Anti-social Behaviour Order to be granted.

We need a lot of supporting evidence and witnesses prepared to appear in court. This may mean that you and/or other neighbours will need to appear as witnesses. However, it is possible to rely on evidence from 'professional witnesses', members of our staff or staff from other agencies.

What you can do if you are suffering from racial harassment

- Write down what happened with times, dates and descriptions of those responsible and contact your Neighbourhood Services Officer or any other JRHT employee. Ask your Neighbourhood Services Officer to give you diary sheets to use.
- Report it to the police or ask your Neighbourhood Services Officer to report it for you.
- Contact one of the organisations listed at the end of this leaflet for advice and support.
- Contact the Citizens Advice Bureau, a solicitor or law centre.

What we will do

When you report a racial harassment incident to us, within 24 hours we will:

- aim to visit you at your home or see you in our offices;
- talk with you about what happened and record the details;
- do any emergency repairs to your home, if it has been damaged in an incident;
- remove any abusive graffiti;
- if necessary add extra security to your home.

Within 5 working days we will:

- do what we can to find out who has been harassing you;
- if it is an employee, contractor or agent of ours, we will take the appropriate disciplinary action against them;
- if you agree, report the incident to: The Police and the York Racial Equality Network, The Gatehouse, 49 Cemetery Road, York, YO10 5AJ (Tel: 01904 642600).

Within 10 working days we will:

- begin the legal process to repossess the property of JHRT residents who do not stop their harassment;
- discuss and agree an action plan with you;
- carry out the agreed action plan;
- put you in touch with other local advice and support groups and help you take legal action if you want to;
- find you a new home if it is not safe for you to stay in your own home.

With your agreement, when you report an incident of racial harassment, we will:

- record details of the incident;
- pass this form to our Neighbourhood Services Officer who deals with incidents of racial harassment. They will arrange to meet with you to complete a racial harassment reporting form, which

will be used to refer your case to York Racial Equality Network who can provide further support and advice about future options for dealing with this issue e.g. criminal and civil actions against the person(s) who have harassed you;

- take appropriate action under the tenancy agreement against the perpetrators;
- continue to support you in dealing with this incident.

What you can do if you are suffering from other forms of harassment

- report it to your Neighbourhood Services Officer or any other JRHT employee;
- report it to the police or ask your Neighbourhood Services Officer to report it for you;
- contact one of the organisations listed at the end of this leaflet for advice and support;
- contact the Citizens Advice Bureau, solicitor or law centre.

You should write down what happened with times, dates and descriptions of those responsible. If possible, provide names and addresses. There is a diary sheet at the back of this leaflet. Please ask your Neighbourhood Services Officer if you need more diary sheets.

What we will do

When you report a harassment incident to us we will:

- aim to visit you at your home or see you in our offices no later than one working day after you contacted us. If you would prefer to see someone of the same sex as yourself, please let us know;
- talk to you about what happened and record the details;
- if you agree, report the incident to the police;
- do any emergency repairs to your home within 24 hours, if it has been damaged in an incident;
- remove any abusive graffiti within 24 hours;
- add extra security to your home, such as extra door or window locks, if necessary within 24 hours;
- discuss and agree an action plan with you;
- carry out the agreed action plan, usually in two weeks;
- do what we can to find out who has been harassing you. If it is a JRHT resident and they do not stop their harassment, we will take action against their tenancy. If it is an employee, contractor or agent of ours, we will take disciplinary action against them;
- find you a new home if it is not safe for you to stay in your own home.

Other ways to get help

Neighbourhood Watch schemes

For up-to-date details of Neighbourhood Watch schemes, please contact us at The Garth office on freephone 0800 5870211 or email information@jrht.org.uk

Joint Action Group (Huntington/ New Earswick Ward Team) (JAG)

The 'JAG' aims to create a cleaner, greener neighbourhood, deal with anti-social behaviour, and tackle crime and the causes and fear of crime. This core group is attended by a Police Sergeant and Police Officer plus Ward Councillors and Parish Council representatives. Other groups are invited where relevant to any items raised (school head teachers, JRHT etc.). The group meets every six weeks.

IT4Vision Security

This company offers a community ranger patrol service.

Patrols operate in:

- Woodlands, York;
- New Earswick, York;
- James Backhouse Place, York;
- Holgate Park, York.

CCTV (New Earswick only) is also operated by IT4Vision.

You can report incidents occurring in the above areas directly to IT4Vision by ringing **Freephone 0808 1000101** 24 hours a day, 7 days a week.

Where to go for further advice and support

Joseph Rowntree Housing Trust

White Rose Avenue
New Earswick
York
YO32 4TZ
Tel: Freephone 0800 5870211
Email: information@jrht.org.uk

North Yorkshire Police

Police Headquarters
Newby Wiske Hall
Newby Wiske
Northallerton
North Yorkshire DL7 9HA
Tel: 08450 6060247

East Riding Of Yorkshire Council

County Hall
Beverley
East Riding Of Yorkshire
HU17 9BA
Tel: 01482 8877000

Scarborough Borough Council

Town Hall
St Nicholas Street
Scarborough
YO11 2HG
Tel: 01723 232323

City of York Council

West Offices
Station Rise
York
YO1 6GA
Tel: 01904 551550

Ryedale District Council

Environmental Health
& Housing Services
Ryedale House
Old Malton Road
Malton YO17 0HH
Tel: 01635 600666

York Mediation Service

20 George Hudson Street
York
YO1 6ZE
Tel: 01904 553838
Fax: 01904 553839

Hartlepool Borough Council

Customer Services
Contact Centre
Civic Centre
Victoria Road
Hartlepool
TS24 8AY
Tel: 01429 266522

Cleveland Police

Cleveland Police Headquarters
PO Box 70
Ladgate Lane
Middlesborough TS8 9EH
Tel: 01642 326326

York Racial Equality Network

24 Falsgrave Crescent
York
YO30 7AZ
Tel: 01904 642600

York Building Bridges Forum

West Offices
Station Rise
York
YO1 6GA
Tel: 01904 551550

Citizens Advice Bureau (York)

West Offices
Station Rise,
York
YO1 6GA
Tel: 0344 411 1444
www.yorkcab.co.uk

York Travellers Trust

20 Falsgrave Crescent
Clifton
York
YO30 7AZ
Tel: 01904 630526
Fax: 01904 675444

Hartlepool CAB

87 Park Road
Hartlepool
TS26 9HP
Tel: 01429 273223

Scarborough CAB

4 Elder's Street
Scarborough
YO11 1DZ
Tel: 01723 368710

JRHT Neighbourhood Services

For York and district, including New Earswick and Beverley	Freephone 0800 5870211
Scarborough	01723 341006
Hartfields	01429 855070

JRHT Estate Caretakers

Woodlands	07739 634164
Victoria/Geldof Road (part-time only)	07739 634165

York Pride Actionline

01904 551551

Support Organisations

Victim support York and Selby	0845 071 0871
Witness Service York Crown Court	01904 655497
Witness Service Magistrates Court	01904 818349

Diary sheet

Name of witness:

Address of witness:

Name of resident against whom report is being made:

Address of resident:

Date	Time started	Time finished	Nuisance reported (i.e. noise, smell, source etc.)	Effect of the incident on you	Action taken by you
1/12/99	00.35	02.47	Television from Number 12 – loud and blaring – could hear in my living room	Unable to sleep	Phoned neighbour

Date	Time started	Time finished	Nuisance reported (i.e. noise, smell, source etc.)	Effect of the incident on you	Action taken by you

Signed:

Date:

Please return completed form to:

Joseph Rowntree Housing Trust

The Garth

White Rose Avenue

New Earswick

YORK

YO32 4TZ

See back page for full contact details

Joseph Rowntree Housing Trust

Plaxton Court

Woodlands Drive

Scarborough

North Yorkshire

YO12 6QT

Tel: 01723 341005

Joseph Rowntree Housing Trust

Hartfields

Off Merlin Way

Bishop Cuthbert

Hartlepool

TS26 0US

Tel: 01429 855070

Joseph Rowntree Housing Trust

Head Office

The Garth

White Rose Avenue

New Earswick

York

YO32 4TZ

Reception open Mon to Fri from 8.30 am to 5pm (Wed 10am to 5pm)

Tel: 0800 587 0211 (this line is diverted to the emergency call line outside the above hours)

Other offices where you can make enquiries or pay your rent/charges:-

Plaxton Court

Woodlands Drive

Scarborough

YO12 6QT

Reception open Mon - Fri from 9am to 5pm.

Weekends 10am to 2pm

Tel: 01723 340290 (this line is diverted to the emergency call line outside the above hours)

Hartfields Retirement village

Merlin Way, Bishop Cuthbert

Middle Warren

Hartlepool

TS26 0US

Reception open Mon - Fri from 8.15am to 12am and 6pm to midnight

Weekends 10am to 2pm and 6pm to midnight

Tel: 01429 855070 (during reception hours)

Tel: 07980 705713 (out of hours emergency line)

Email: information@jrht.org.uk

Visit our website: www.jrht.org.uk

JRHT is a registered housing association, managing around 2,500 homes, and is a registered provider of care services.

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ROWNTREE
HOUSING TRUST