

What if I am an owner-occupier or the tenant of a private landlord?

You should contact the investigation team for advice and help. They will look at the evidence you have and decide if they can help you.

How can I help?

Keep a careful record of the facts, including:

- dates and times;
- details of incidents and any witnesses;
- details of any other agencies you have involved, for example, the police; and
- the police incident number and officers' badge numbers if relevant.

Fill in the diary sheet if the investigation team have given you one, and tell your investigator about any incidents.

Be patient - dealing with serious antisocial behaviour takes time and effort - there are usually no easy solutions.

Be prepared to go to court - evidence from someone who has suffered as a result of the problem is of more value.

Useful contact numbers

Antisocial Behaviour Investigation Team

01294 314692

Area housing offices

Ardrossan Housing Office
Dalry/Beith Housing Office
Dreghorn Housing Office
Irvine Housing Office
Kilbirnie Housing Office
Kilwinning Housing Office
Largs Housing Office
Saltcoats Housing Office
Stevenston Housing Office

01294 605258
01294 835355
01294 221860
01294 324870
01505 685177
01294 552261
01475 687590
01294 602611
01294 605281

North Ayrshire Mediation Service

0800 232 1781

Strathclyde Police

01294 404400

Victim Support

0845 60 39 213

Women's Aid

01294 602424

Community Wardens

01294 314690

www.north-ayrshire.gov.uk

"North Ayrshire Council is committed to promoting a safe and secure environment so that its residents are able to live peacefully in their own communities."



NORTH AYRSHIRE
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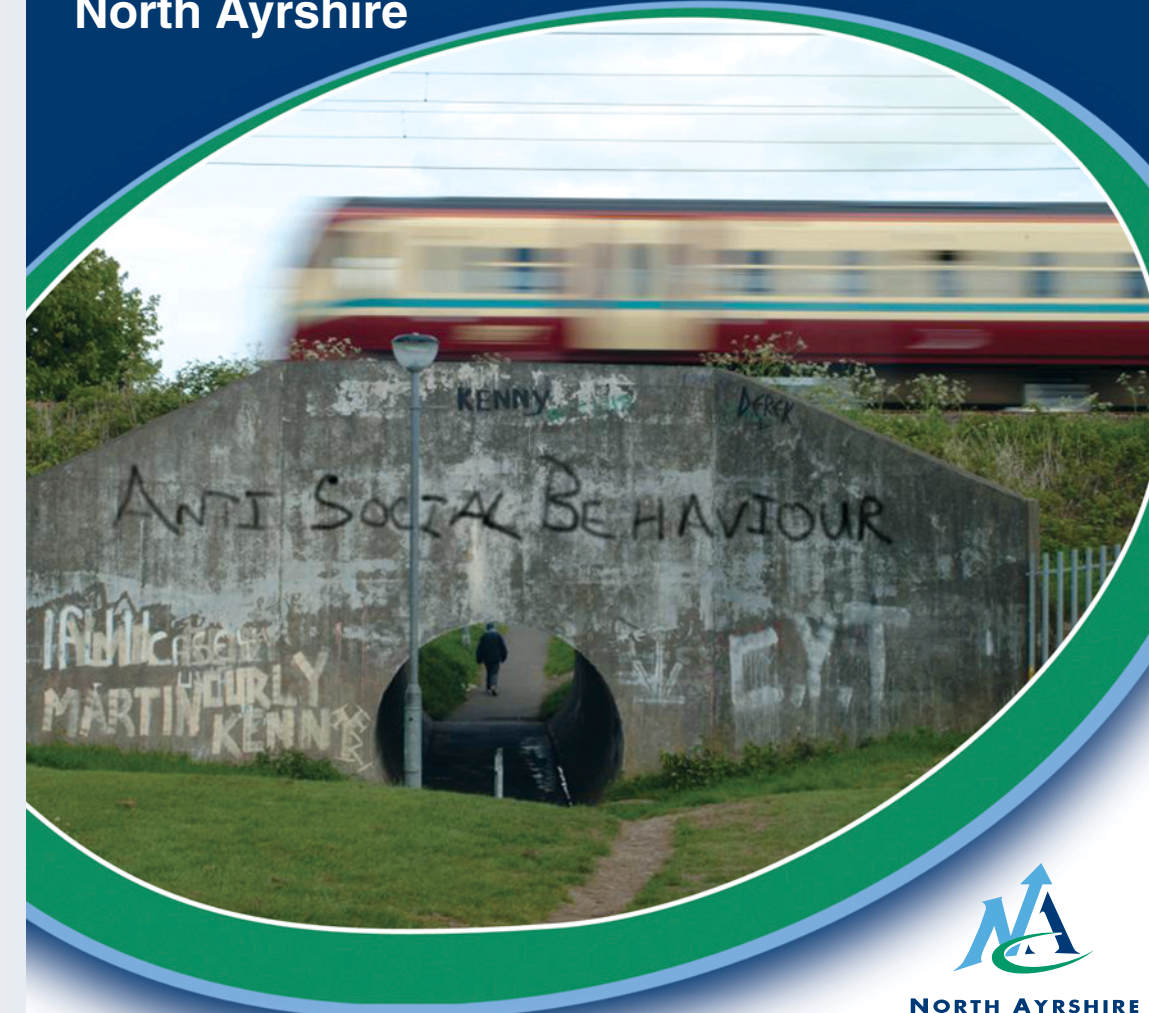
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Crystal
Mark
Clarity
approved by
Plain English Campaign

ANTISOCIAL BEHAVIOUR

A guide for people who live in North Ayrshire



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This document is available in other formats such as audiotape, CD, Braille, and in large print. It can also be made available in other languages, on request.

ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਰੂਪਾਂ ਵਿਚ ਵੀ ਮਿਲ ਸਕਦਾ ਹੈ. ਜਿਵੇਂ ਸੁਣਨ ਵਾਲੀ ਟੇਪ 'ਤੇ. ਸੀ ਡੀ 'ਤੇ. ਬ੍ਰੇਲ ਅਤੇ ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ।
ਮੰਗ ਆਉਣ 'ਤੇ ਇਹ ਹੋਰ ਬੋਲੀਆਂ ਵਿਚ ਵੀ ਦਿੱਤਾ ਜਾ ਸਕਦਾ ਹੈ।

یہ دستاویز دیگر شکلوں میں بھی دستیاب ہے، جیسے آڈیو ٹیپ، سی ڈی، بریل اور بڑے حروف کی چھپائی میں۔ درخواست کرنے پر یہ دستاویز دیگر زبانوں میں بھی مہیا کی جاسکتی ہے۔

該文件還有其他形式，如語音磁帶、CD、盲文版本及大字體版本。如有需求，還提供其他語言版本。

Ten dokument jest do uzyskania w różnych formatach: na taśmie dźwiękowej, płycie CD, brajlem i dużym drukiem. Na żądanie, można go także otrzymać w innych wersjach językowych.

What is antisocial behaviour?

Everyone has their own opinion about what counts as antisocial behaviour. However, The Antisocial Behaviour etc (Scotland) Act 2004 defines antisocial behaviour as 'Behaviour which causes, or is likely to cause, alarm or distress to one or more persons, not of the same household, or where a course of conduct has been pursued which caused, or was likely to cause, alarm or distress'. A 'course of conduct' involves behaviour on at least two occasions.

How can I get help?

If you are a council tenant, or a housing association tenant, you should report the problem to your landlord. They will investigate your complaint and take any necessary action.

What action can my landlord take?

Your landlord can do a number of things.

- Provide confidential advice and help;
- Encourage and set up mediation (a way of helping people understand and solve their problems);
- Issue warnings as necessary;
- Arrange for other agencies to help.

What if the problems continue?

If your landlord has evidence of antisocial behaviour, but cannot solve the matter, they can refer the case to our specialist Anti Social Behaviour Investigation Team.

What can the investigation team do for me?

The investigation team will give you access to the following services.

- Contact with a team of specialist investigators;
- A named investigator to deal with your case;
- Legal advice;
- Victim Support.

The team has a range of options and resources, which they will use to investigate and settle cases. These include:

- gathering evidence;
- case conferences and working in partnership;
- the 24-hour professional witness service where appropriate;
- camera systems to record evidence or prevent antisocial behaviour; and
- taking legal action if necessary.

What legal action can they take?

Legal action is always a last resort. We will do all we can to deal with your problem as quickly as possible, without needing legal action, but sometimes this may be the only solution. If legal action is necessary, it can take time to process cases through the courts, and this can be distressing. We will give you support to help you through this difficult period.

If there is enough evidence, the team can ask the courts to grant an Antisocial Behaviour Order (ASBO) against the offender.

What is an Antisocial Behaviour Order?

An ASBO is a legal order preventing someone from causing further alarm and distress. In some cases, it can ban the offender from going to certain areas.

An ASBO can be set on anyone aged 12 or over. Breaking an ASBO is a criminal offence which could lead to a fine, a prison sentence or both (offenders under the age of 16 cannot be sent to prison).

For offenders under the age of 16, we will only apply for an ASBO after we have tried all other options. We expect that ASBOs will only be set on people under 16 in the most extreme cases, so it is unlikely that we will apply for many.

We cannot apply for an ASBO if the offender is under the age of 12 at the time of any incident.

In some cases, the courts may grant an interim ASBO, if you can prove that this is necessary to protect you and the community. The interim order can be set more quickly than the full order. It will put restrictions on the offender while the case is waiting to go to court for all the evidence to be heard and the full ASBO to be granted.

If an offender has broken the conditions of a full ASBO, and they are a tenant, we can apply to the courts for an eviction order. This is a request to repossess the tenancy and evict the offender and their family from their home (move them out). An eviction order is normally the last option in terms of legal action we can take.