



# Antisocial Behaviour



This leaflet explains what you can do if you are experiencing antisocial behaviour or unacceptable behaviour. We know that antisocial behaviour can ruin lives and we are committed to supporting anyone suffering to make your home and environment a safer place to live.

## Important Information

Where urgent contact the appropriate emergency service in the first instance.

All complaints made to the Antisocial Behaviour service are confidential unless there is legal duty to disclose it. No anonymous complaints are accepted to prevent false allegations, allow feedback and gather further information as required.

## Our Promise to you

We believe that everyone has the right to live without having to deal with intimidation and antisocial behaviour. We will:

- Do everything we can to tackle antisocial behaviour
- Not tolerate antisocial behaviour or abuse towards residents, their visitors or staff;
- Work with you to find the best solutions, agree an action plan with you and keep you updated about progress that we have agreed: and
- Work with other organisations, agencies and support groups to tackle your problem and offer you the right support

## What is antisocial behaviour (ASB)?

Antisocial behaviour has a very specific legal definition in Scotland. Where this is met an antisocial behaviour investigation will be started. However more appropriate measures could be used depending on the situation or if it does not meet the legal definition.

The Antisocial Behaviour etc. (Scotland) Act 2004 provides that a person engages in antisocial behaviour if they:

Act in a manner that causes or is likely to cause alarm or distress; or pursue a course of conduct that causes or is likely to cause alarm or distress to at least one person not of the same household as them.

The act further clarifies that:

“Conduct” includes speech;

“A course of conduct” must involve conduct on at least two occasions;

“Likely to cause” has the same effect that someone other than a victim of the antisocial behaviour can give evidence of its occurrence. This is intended specifically to enable the use of professionals as witnesses where those targeted by antisocial behaviour feel unable to come forward, for example, for fear of reprisals or intimidation.

## Some problems that occur in Shetland & first point of contact

- Noise - Environmental Health (EH) & Police outside office hours or in an emergency
- Dog fouling/abandoned vehicles - EH
- Litter & Burst Black Bags - EH
- Pet and animal nuisance – EH
- Threatening or intimidating behaviour – Police
- Committing a crime or criminal behaviour - Police
- Nuisance issues around a property - Housing, Hjatland or relevant landlord
- Vandalism - Police Scotland (Police)
- Drug abuse & drug dealing - Police
- Harassment – Police
- Hate Crime – Police
- Domestic abuse - Police

## What can you do?

You have the right to enjoy your home and your surroundings. We all make noise, so we can't expect peace and quiet at all times.

## Speak to the person causing the ASB or use mediation to explore informal options

If you feel safe to do so, you should speak to the person causing the antisocial behaviour, as this often sorts the problem out. Sometimes, the person causing the antisocial behaviour might not know they are creating a problem. If you speak to them you should be able to sort out small problems and antisocial behaviour. We can refer you to an independent mediation service if you need more help. You can stop the process at any point and do not have to meet your neighbour.

## Help us to help you – keep a diary

If you are affected by antisocial behaviour, we have a better chance of helping you if you give us the information as we need to take action. You should keep a note of the date, time and location of the incident, details of anyone that witnessed it, time you called the police as appropriate and, most importantly, how you have been affected by the antisocial behaviour.

To help you record this information, we have a diary sheet you can fill in. You must fill this in as it will show when the problem happens and how it affects you. If you want a copy of our diary sheet, you can contact us by calling EH or ASBC, see the Agency Contacts page on the back of this booklet.

## You need to contact Environmental Health (EH) about noise nuisance

If you are experiencing noise nuisance then contact EH. This includes loud music or television noise, parties, burglar or fire alarms going off, building work or DIY noise, dogs barking and noise from air conditioning or ventilation systems.

## Phone the Police (Police Scotland)

You should call the police straightaway if the antisocial behaviour is serious or someone is committing a crime.

## How can I report antisocial behaviour in Shetland?

You can help us tackle antisocial behaviour and make your community a safer place by reporting it to the ASBC. Or your landlord if it's a Housing or Hjalmland property where the problem is occurring. If you're not sure whom to contact why not speak with the NSWs first.

### National Helplines and Websites:

#### Advice for parents:

**Childrens mental health** – 0800 018 2138  
– [www.youngminds.org.uk](http://www.youngminds.org.uk)

#### Listening & non critical advice

**Parentline.** – 0808 802 5544  
– 0808 800 2222

#### Advice for young people:

**Emotional, mental and general health.**  
– [www.thesite.org](http://www.thesite.org)

**Depression, Breathing Space** – 0800 83 85 87

**Childline** – 0800 11 11

Free, online, on the phone, anytime

– <https://www.childline.org.uk/>

### General:

**National Bullying Helpline** – 0845 22 55 787  
**NSPCC** – 0808 800 5000

Free 24hr service for anyone concerned about a child at risk.

**Support Line Helpline** – 01708 765200

**Anger** – [www.angermanage.co.uk](http://www.angermanage.co.uk)

**Drugline** – 0808 1 606 606  
**Drinkline** – 0800 917 8282

**Samaritans** – 116 123  
(on any phone)

**Saneline**(4pm–10pm daily)– 0300 304 7000  
(any day of the year)

# What will we do to help you?

## Response Times & Advice

Where it is antisocial behaviour (ASB) a written warning will be issued within 5 working days & in most cases within 2 working days with diary sheets sent to the person affected within the same time scales. We understand each case is different and where not ASB then an acknowledgement of this and appropriate referrals & advice specific to your case will be given in writing within the same time scale.

## Action Plan

We agree a clear action plan with you which sets out what steps we will take to help resolve your case and how we will support you during this time. We will give you a copy of this plan and how long it should take.

## Keeping information private

We will only give out your details or information on your case to professionals working with us to help resolve your situation. We will treat your reports sensitively and will respect your decision if you decide you do not want your information to be shared with someone or an agency.

## Support

Every person needs are different and every case is different. There are a range of support services available see the national help lines on the previous page and the agency contacts on the next page.

## Regular Updates

We will keep you up to date and provide you with a contact person for your case. This person will look after your case, keep in touch with you and will be the first person you speak to if you have any questions.

## Professional witnesses

NSWs, EH, Housing & Hjalmland officers can act as professional witnesses, for more information you should contact the relevant agency.

## Security Check

The police can carry out a security assessment of your property and give you advice on any points that might need looking at.

## Other options and legal action

If we need to take action against the person or group causing the antisocial behaviour, we can use an independent mediation service to sort it out:

Give a formal warning for any breaches in conditions of their tenancy or lease:

Use acceptable behaviour contracts (ABCs) or unacceptable behaviour notices (UBNs):

Deploy mobile CCTV or noise monitoring equipment:

Work between the police & the council to issue an antisocial behaviour order (ASBO) or as a last resort, if the antisocial behaviour is serious, go to court to repossess the property.

The action will depend on how serious the behaviour is. We will make sure the action we take is strong, effective and fair. We will also provide support for people affected by antisocial behaviour, including those that have reported it, witnesses and those that cause antisocial behaviour, but we will take action against them if they refuse to change their behaviour.

## We will not:

- Get involved in personal arguments or disputes
- Be able to take formal action unless we have solid proof of antisocial behaviour

# Agency Contacts

## Shetland Islands Council

At Gutters Hut 7 North Ness  
Lerwick SHETLAND ZE1 0LZ.

### **Environmental Health (EH)**

Tel: 01595 74 52 50  
[asb@shetland.gov.uk](mailto:asb@shetland.gov.uk)

### **Antisocial Behaviour Coordinator**

**(ASBC)** Tel: 01595 74 43 74  
Text: 07775 407 737  
[billy.mycock@shetland.gov.uk](mailto:billy.mycock@shetland.gov.uk)

### **Neighbourhood Support Workers**

**(NSWs)** Tel: 01595 74 43 47  
Text: 07775 407 737  
[nsws@shetland.gov.uk](mailto:nsws@shetland.gov.uk)

**At 8 Northness Business Park,  
Lerwick, ZE1 0LZ**

### **Housing Services (Housing) & Housing Support**

Tel: 01595 74 43 60  
Freephone: 0800 212829  
[Housing@shetland.gov.uk](mailto:Housing@shetland.gov.uk)  
Out with office hours  
Council House Repairs: 01595 69 39 72  
Homelessness: 01595 69 56 11

### **Community Safety Officer (CSO)**

**Louise Robertson, Solarhus,  
3 North Ness, Lerwick.**  
Tel: 01595 74 40 08  
[community.safety@shetland.gov.uk](mailto:community.safety@shetland.gov.uk)

### **Bruce Family Centre Services (BFCS)**

**At 28 Burgh Road, Lerwick, ZE1 0LA**  
Tel: 01595 74 54 00/01  
[shetlandfamilycentre@shetland.gov.uk](mailto:shetlandfamilycentre@shetland.gov.uk)

**National Helplines on page two.**

## Other Agencies

**At 6 Northness Business Park,  
Lerwick, ZE1 0LZ**

### **Hjaltland Housing Association**

**(Hjaltland) HHA Outreach**  
Tel: 01595 69 49 86  
[mail@hjaltland.org](mailto:mail@hjaltland.org)

### **At Market House,**

**14 Market Street, Lerwick, ZE1 0JP.**

### **Relationship Scotland - Shetland (RSS)**

Community, Family & Homelessness Mediation.  
Tel: 01595 74 38 59  
[relationshipsscotland@shetland.org](mailto:relationshipsscotland@shetland.org)

### **Citizens Advice Bureau (CAB)**

Tel: (01595) 69 46 96  
[sicab@shetland.org](mailto:sicab@shetland.org)

### **At Lerwick Police Office**

**Market Street, Lerwick, ZE1 0JN.**

### **Police Scotland**

In an emergency always 999  
Local Police 101

### **Victim Support Shetland (VSS)**

Tel: 01595 74 45 24  
Mobile: 07541 858465  
Freephone: 0800 0286413  
[victimsupport.shetland@victimsupportscotland.org.uk](mailto:victimsupport.shetland@victimsupportscotland.org.uk)

### **Substance Misuse Recovery Service,**

**Mental Health Dept,  
Lerwick Health Centre,  
South Road, Lerwick, Shetland,  
ZE1 0RB Tel: 01595 743006**