



East Ayrshire
COUNCIL

The Background:

The purpose of this agreement is to let you know what you can expect from the Anti Social Behaviour Service operated by East Ayrshire Council.

This service was founded in June 2004 by a grant from the Scottish Executive. There are two parts to the service: Anti Social Behaviour Investigations and Community Wardens.

Anti Social Behaviour is described as acting in a way which causes "Fear, Alarm or Distress" to another. This means that it depends upon how THE VICTIM views the incident. Incidents could include threatening or abusive behaviour, drunkenness in public, drug related behaviour, aggressive begging, shouting and swearing, general disorder, assault, domestic violence, street prostitution, youth crime, noise, vandalism/graffiti, harassment, neglect/abuse of property, hanging about in groups causing a nuisance and other similar activities.

East Ayrshire Council believes that everyone has the right to live without the scourge of anti social behaviour, but everyone also has responsibilities to respect themselves, their immediate neighbours and the community generally.

The Anti Social Behaviour Service is managed by the Anti Social Behaviour Co-ordinator who can be contacted at:

Anti Social Behaviour Service
Civic Centre
John Dickie Street
Kilmarnock
KA1 1BY
01563 576843

The Anti Social Behaviour Investigations Team.

The Anti Social Behaviour Investigations Team look into complaints of anti social behaviour throughout East Ayrshire, regardless of whether homes are privately owned or rented. They look at the facts relating to complaints of anti social behaviour and take appropriate measures to deal with the problem where there is evidence to do so. However, the Police are generally the first agency to be called upon to deal with anti social behaviour. Our services are not designed to take the place of Police activity.

Anti social behaviour is split into three categories by East Ayrshire Council:

Category One Complaints

These are extreme Anti Social Behaviour: including incidents of drug dealing, criminal dishonesty involving violence or housebreaking, assault, violence, criminal threats, racial harassment, child abuse, serious harassment, serious damage to property including fire-raising and any other form of anti social behaviour requiring an urgent response. These acts are all criminal behaviour and the Police should be contacted before the Anti Social Behaviour Service. Auchinleck and Barshare are policed from Cumnock Police Office. As well as providing a visible and accessible 24 hour service, your community based Constables, Auchinleck – Andrew Byrne and Barshare – Steven Dunnachie are available to discuss

and work with you to solve local problems. When you contact the Police their aim is to provide you with an appropriate response in all circumstances whether you are calling in for advice or phoning for assistance. In case of emergencies, always dial **999**, for less urgent matters, Strathclyde Police can be contacted at:

**78 Ayr Road
Cumnock
KA18 1EE
Tel: 01290 306600**

If your enquiry is community based contact PC Steven Dunnachie or PC Andrew Byrne

Tel: 01290 306645

Category Two Complaints

These are less serious forms of Anti Social Behaviour including incidents of aggressive/abusive behaviour, frequent disturbances, vandalism (i.e. relatively minor damage to property), drug/solvent/alcohol abuse, verbal/written harassment, frequent noise pollution and any other form of serious anti social behaviour requiring a priority, but not urgent, response. While there may well be Police involvement in these cases, the Anti Social Behaviour Service is probably best placed to deal with ongoing problems.

Category One and Two complaints brought to our attention will be investigated by the Anti Social Behaviour Investigators. This is not a substitute for Police involvement.

The Anti Social Behaviour Investigator for your area can be contacted through the Civic Centre, Kilmarnock, details given on page 1.

Category Three Complaints Neighbour Nuisance

These are less serious, annoying behaviour such as lack of pet control, stair cleaning, untidy gardens, etc. In the normal course of events complaints of neighbour nuisance will be investigated by the appropriate landlord's housing officers in the case of Council and Registered Social Landlords' properties; or, in the case of private lets, by the private landlord responsible for the property. Should a complaint of neighbour nuisance escalate into anti social behaviour it may be referred to the Anti Social Behaviour Investigation Team for enquiry.

Complaints should be made to your local Housing Office or Housing Association depending on your tenure.

East Ayrshire Council
35 Ayr Road
Cumnock

For home owners matters related to boundary disputes should be addressed to your own Solicitor.

The Anti Social Behaviour Service does not deal directly with issues relating to dog fouling or litter. These should be addressed to Environmental Health on **01563 554022**.

What Can We Do?

Once there is evidence of anti social behaviour there are a number of possibilities for action available to the Investigations Team:

We may recommend Mediation in an attempt to resolve the issue where appropriate. East Ayrshire Council refers people to an independent service run by SACRO. This can be accessed either through the Team or by contacting them yourself:

This service is available to anyone who resides in East Ayrshire.

East Ayrshire Community Mediation Service
146 High Street
Irvine
KA12 8AH

Tel: 01294 314020

Fax: 01294 314021

E-mail: info@irvine.sacro.org.uk

We may issue an **Acceptable Behaviour Contract**, where we ask the person responsible for the behaviour (in the company of their parents or guardian if under 16) to meet with one of the Investigators and a Police Officer. They spell out what the unacceptable behaviour is and what they must do to remedy it. We then ask the person responsible to sign the contract, along with the Investigator and Police Officer. If the contract is kept, then there is no further action. An offer of Tenancy Support is also extended where appropriate.

If the person responsible for the behaviour refuses to sign the Acceptable Behaviour Contract, or does not turn up to the meeting, we then issue an **Unacceptable Behaviour Notice**. It again specifies what the unacceptable behaviour is and simply

asks that it stops. If it does not, further action will be taken.

If these measures are not successful, we may then approach the courts and apply for an **Anti Social Behaviour Order**. These prohibit the behaviour, give Police the power of arrest against those who breach the terms of the Order. In addition, when an ASBO is breached, punishment can be a fine of up to £5000.00, 6 months in prison, or both. In fact, in the most serious cases the court can impose an unlimited fine, up to 5 years imprisonment, or both. ASBOs can be taken out against those aged 12 - 16, however, this procedure requires involvement of the Social Work Department, the Children's Reporter and Police and can take some time.

Another option available to all landlords is **eviction**. This can be done on grounds of anti social behaviour amongst other things. East Ayrshire Council and all other Landlords have the power to evict any of its tenants who use their homes for immoral or illegal purposes, or who do not allow others the peaceful enjoyment of their homes and communities as a result of their behaviour.

All those who are victims of anti social behaviour are offered the services of Victim Support Scotland.

On receipt of a complaint of anti social behaviour, you can expect an Investigator to be in touch with you within 3 days at the latest, however it is normally much quicker than this.

Your complaint can now be tracked electronically and complaints can be registered using the RESPOND netpoint system. This is available on the East Ayrshire Council website at the following page:

www.east-ayrshire.gov.uk/neighbourservs/housing/neighbour_nuisance.asp

Community Wardens

Community Wardens are assigned to patrol in your area in order to provide a high visibility deterrent to crime and anti social behaviour, to act as the eyes and ears of the community, reporting anti social behaviour to the Investigations Team or Police, reporting faults in the infrastructure of the communities, such as lighting faults or graffiti for example, and generally to ensure that the area is as attractive as possible. Wardens also look to support other agencies such as Youth Outreach Workers or Sport and Leisure Staff, so that we can help provide activities for youths. Community Wardens are there to provide whatever support they can to their communities and the people who live there. When they identify a young person becoming involved in anti social behaviour, and the behaviour is not particularly serious, the wardens will attempt to contact the parents or guardian of the young person to try to resolve the problem before it develops into something more serious, and allow the parents an opportunity to intervene. If this is unsuccessful, the matter will be passed over to the Anti Social Behaviour Investigation Team.

The patrol area for your wardens is: Auchinleck and Barshare in Cumnock, out to Dalgleish Avenue and Drumbrochan Road, including Meagher Court.

The wardens operate from 1.30 p.m. until 11.15 p.m., every day of the year except Christmas Day, Boxing Day, and the 1st and 2nd of January. They will be in your street at least once every four days, and often much more than this. They have vans at their disposal, however, their job is to patrol on foot so that they are seen on the streets and can get to know the local residents. Please feel free to talk to them, let them know any concerns that you have and anything you think

the Council could be doing better to help the community.

You can contact the wardens by telephone, 9-5, Monday to Thursday and 9-4 on Friday by calling **01563 576843** or outside office hours through the East Ayrshire Council Helpline on **0845 724 0000**. Wardens will respond to your call as soon as is possible. When they are off duty, they will respond the next day. Wardens can also be contacted via e-mail on communitywardens@east-ayrshire.gov.uk, however, please do not expect a response until the following day. The location of your local warden base is:

Cumnock Housing Office
35 Ayr Road
Cumnock

Please make contact using the telephone as they are out on patrol for the vast majority of their day.

All staff in the Anti Social Behaviour Service are dedicated to providing you with the highest standards of service. They will deal with problems either directly or by drawing the problem to the attention of the relevant agency. They will also try to ensure that the problem is dealt with efficiently and effectively.

The Strategy

East Ayrshire Council and Strathclyde Police are committed to tackling anti social behaviour using four different strategical approaches:

Prevention - Our strategy recognises that early and effective intervention prevents the escalation of anti social behaviour and achieves a sustainable reduction in the long term. The day to day work of the Police, Council Officers and other Community Partners has an important role to play

in the prevention of anti social behaviour.

Diversion – In this part of the strategy our approach recognises that where issues of anti social behaviour have developed, then prompt diversion action at an appropriate level is needed. Our approach is to deploy the resources that can help bring matters to resolution by persuading offenders, and those with the potential to offend, to change their behaviour while minimising the effect on the community.

Enforcement - While our strategy is aimed at addressing the causes of anti social behaviour, and to take remedial action where possible, we are also prepared to take firm action and enforcement whenever this becomes necessary.

Rehabilitation – Within our strategy we recognise that an Anti Social Behaviour Order, Eviction or similar legal action does not resolve the underlying issues of anti social behaviour. The anti social behaviour of families or individuals in many cases will remain problematic. The Community Partnership understands that people don't disappear and that the problems they create may continue elsewhere. That is why in difficult circumstances the services of the Community Partners are committed to working together to bring about real and enduring change in East Ayrshire

While the Anti Social Behaviour Service in East Ayrshire Council is committed to taking whatever action is necessary to bring anti social behaviour to an end, we believe it is best to divert people, especially young people, away from anti social behaviour. This is done by a process of education, in collaboration with partner agencies, to make young people aware of the dangers of alcohol and drugs. There are also

many clubs and sporting ventures being run for youths in your area. Some examples of these are:

Safe Barshare Houses open on a Monday night from 7pm-8pm for secondary school youths and also for youths who are in further education. It is also open on a Thursday night for primary school children.

Yipworld.com have various facilities which are available to all local youths and can be contacted on 01290 422364.

Auchinleck Academy host numerous activities throughout the week which include: -

Monday - 3 football sessions + swimming from 6pm-9pm;

Tuesday - Basketball from 6.30pm-7.30pm

Aerobics from 7.30pm-8.30pm also, swimming and football are available between 6pm + 9.15pm;

Wednesday - Swimming + football from 6pm-9.45pm;

Thursday - Swimming and football from 6pm-9pm;

Friday - Swimming + football from 6pm-9pm;

Saturdays - 10am-12 noon – swim and kids club; and

Sundays - 9am-11am – swim 5.30pm-7.30pm – football and swimming.