

## **TACKLING ANTI SOCIAL BEHAVIOUR IN OUR COMMUNITY**

Please find attached issue 23 of our six-monthly updates.

The updates inform you of the interventions used in your area and this one sets out those used between 1 October 2019 and 31 March 2020. I also attach details of the number of calls received by your Anti Social Behaviour team during this period.

Please accept my apologies that this information is slightly later than usual. The team has continued to manage a high workload and more recently have been working closely with colleagues from Humberside Police to educate and encourage people to keep safe. We have also trialled a new approach to delivering mediation to help respond to neighbour disputes and I have set out more information on how this works on page two of this update.

We are here to help those who suffer from anti social behaviour and our website provides helpful information on anti social behaviour and what can be done to tackle it:  
<http://www2.eastriding.gov.uk/living/crime-and-community-safety/anti-social-behaviour/>

We rely on information that residents pass on and I encourage you to use our website and report anti social behaviour to Humberside Police on 101 or your Anti Social Behaviour team on 01482 396380.

During the forthcoming summer months, it is important that we all stay safe and continue to support those vulnerable in our communities. We now support over 400 active neighbourhood watch groups in the East Riding and for any areas not currently part of a group please, if you know someone who would like to be a co-ordinator please get in touch with us on the number above.

Thank you



Nigel Brignall  
Manager of the Anti Social Behaviour Team

## MEDIATION

Responses to anti-social behaviour can be delivered in many different ways. It is certainly not all about youths causing a nuisance in the street or night time disorder and one of the most difficult things to deal with is disputes between neighbours. Neighbours can, understandably, become very upset due to issues such as the way cars are parked leading to arguments, noise, children playing in the street, things been thrown over a fence, talking about them in their garden. There are many more reasons which are reported to us.

Disputes of this nature can quickly become a big part of the life of each neighbour and can escalate into fights or arguments between children at school. Neighbours then call the Council or Police and expect them to take action. The difficulty in dealing with these type of issues is that it is often one word against another and there is no proof of what happened. When you speak to one neighbour, more often than not counter allegations are made and it can take many hours of time taking more calls or making visits when realistically there is little chance of ever been able to prove what has happened.

During the lockdown period people had to stay at home more, therefore it was more likely that neighbour nuisance would occur. We therefore extended our internal mediation service with two officers with the skills to deliver mediation, helping on a temporary basis.

In summary:

- Consent from all parties is obtained that they are happy to participate in mediation;
- Officers contact each person individually to discuss the issues and find out what they want the other party to do and what they can do themselves to resolve the issue.
- If appropriate, a joint call is held between everyone, led by the mediator, so that views can be shared in a controlled environment (this is not always appropriate);
- Once agreement is reached, everyone is told what they have agreed to and is asked try and make sure they comply with the agreement.

Agreements are not enforceable if one party allegedly does not comply with it. In addition, if there is an ongoing Police investigation, mediation would not be available.

If mediation is delivered at an early stage it has much more chance of success.

Parish and Town Councils and Ward Members will no doubt receive reports from people who are having problems or in dispute with their neighbours. We always encourage people to speak to each other in the first instance, providing it is safe to do so. If this does not work, they can contact our team or if they are Council tenants, they should contact their Housing Officer.

We may be able to offer mediation, especially if one of the parties is particularly vulnerable.