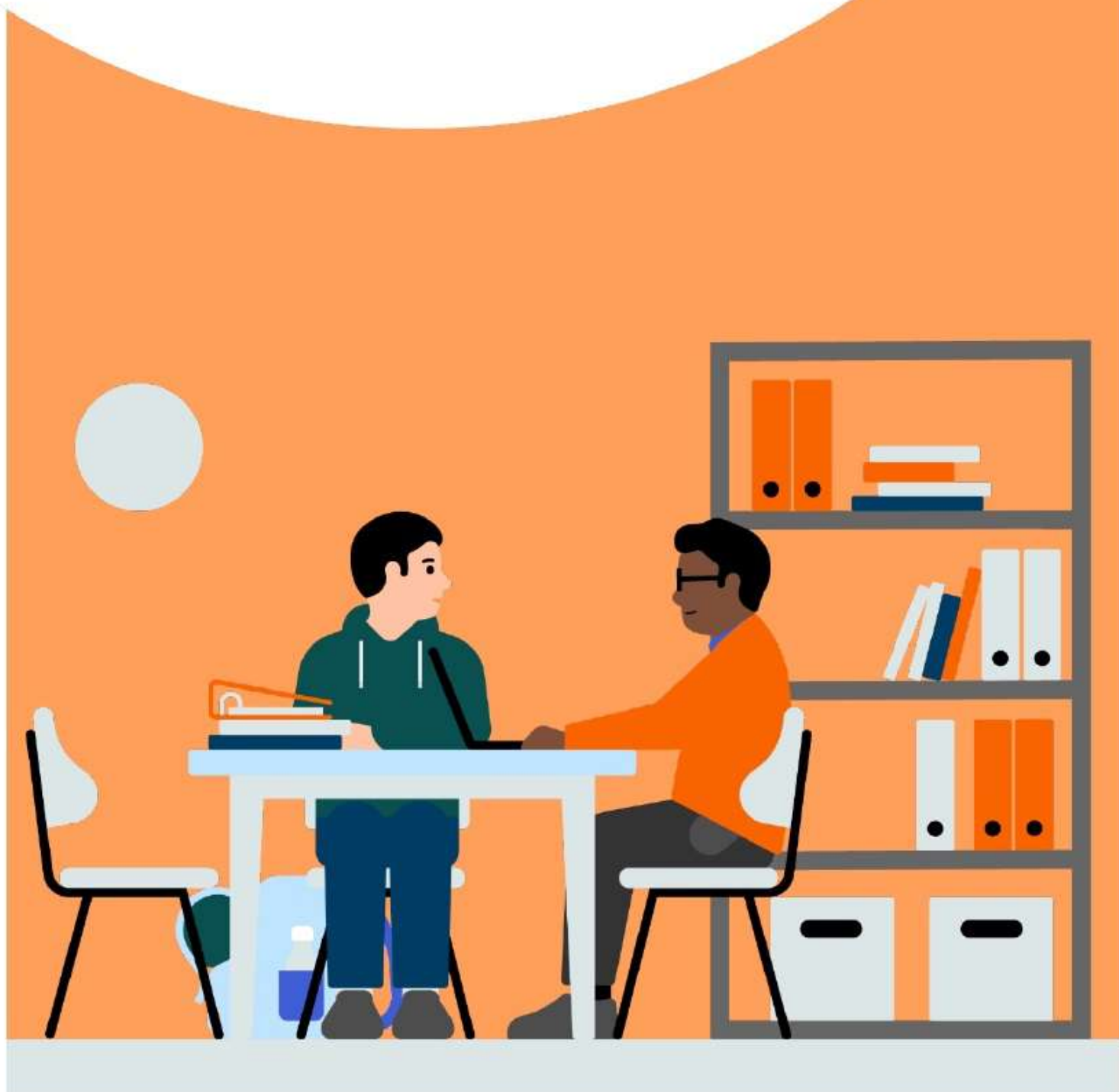




Anti-Social Behaviour

How to get support if you experience
Anti-Social Behaviour when living in
a St Mungo's service.



Anti-Social Behaviour

How St Mungo's can help

What is Anti-Social Behaviour?

There are many types of anti-social behaviour. It can be accidental or intentional.

Some examples:

- Playing loud music or shouting, especially at night
- Dealing drugs on site
- Verbal abuse or threats
- Making discriminatory comments
- Rubbish not being disposed of properly
- Vandalism and graffiti

It is important to remember that you have a right to live peacefully and safely in St Mungo's services.



What to do if you are experiencing Anti-Social Behaviour

If you are concerned about anti-social behaviour from another resident or a visitor, you can and should **seek help from a member of staff.**

What will happen after you report Anti-Social Behaviour?

The staff member will write down the details of your concerns and update the manager. **They will not share what you have told them with other residents.** They will sensitively deal with the concerns you have raised.

A member of staff will take responsibility for investigating your concerns. They may ask you for evidence, such as photos or videos, if you have them available.

They will provide you with regular updates (at least once every two weeks) until the case is closed. They will ask you to keep them updated on the situation, including if any of the behaviour changes or becomes more serious.

It is really important that you tell a member of staff if you have been threatened or subject to violence.

What action can St Mungo's take?

St Mungo's has many options for addressing Anti-Social Behaviour. These include:

- **Informal actions:** for example, asking the person who is committing the anti-social behaviour to stop and giving them a verbal warning if necessary, or referring them to a specialist service such as a drug or alcohol agency to get extra support.
- **Formal actions:** for example issuing an Acceptable Behaviour Contract or a Written Warning.
- **Legal options:** these are only used when other options have not worked. This can include an eviction or injunction.



For more information about how we manage anti-social behaviour, please speak to a member of staff. They will be able to tell you more about how we can help.



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