

# Neighbourhood safety



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At Gentoo we take neighbourhood safety very seriously. We work in partnership with various agencies across Sunderland to prevent and minimise antisocial behaviour (ASB) and are committed to ensuring everyone feels safe within our neighbourhoods.

We have specialist staff who are experts in dealing with ASB and domestic abuse, offering appropriate support to victims and taking action against those responsible.

We work to tackle the causes of ASB which can often include mental health, alcohol/drug dependency and other vulnerability issues.

## **Our promise:**

To help our neighbourhoods feel safe and secure by preventing and minimising ASB.

We will:

- Offer appropriate support and advice to victims and perpetrators of ASB and domestic abuse
- Take relevant action specific to any reports of ASB or domestic abuse received
- Provide you with a timely response to any reports of ASB or domestic abuse received



# What is antisocial behaviour?

Gentoo define ASB as any conduct which has caused, or is likely to cause harassment, alarm, nuisance, annoyance or distress to a person in relation to that person's occupation of their home. ASB can also be conduct capable of causing housing related nuisance or annoyance to any person.

There are many different types and levels of ASB, these can include:

- Criminal activities such as drug dealing
- Domestic abuse
- Physical assault
- Threats of violence
- Stalking a person
- Criminal damage (including to property we own)
- Racial harassment and hate crime
- Alcohol and solvent abuse
- Serious disagreements between neighbours
- Neighbour nuisance (such as playing loud music and making loud noises)

Some cases of serious ASB are also illegal and these should be reported to Northumbria Police.

Our approach to ASB will depend on the situation but it will be a combination of:

**Prevention and early intervention** – We will intervene as soon as we are made aware of an incident or when we have concerns about the welfare and safety of individuals.

**Safeguarding and support** – We will consider safeguarding and vulnerability from the outset of our involvement, customising our approach; support may be provided through our specialist teams to both a victim and perpetrator where required.

**Enforcement** – ASB, including being a perpetrator of domestic abuse, is a breach of a tenancy agreement and we can take legal action in the most serious of cases against someone's tenancy.

# Domestic abuse

Domestic abuse is any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can include, but is not limited to:

- **Psychological** – Making you feel devalued and afraid, if you are lesbian, gay, bisexual or transgender (LGBT) this could be threatening to 'out' you to your family
- **Physical** – Kicking, punching and restraining
- **Sexual** – Rape, making you do things you don't want to do, preventing you from practicing safe sex
- **Financial** – Taking your money and/or controlling your money
- **Emotional** – Making you feel unhappy

It also includes controlling behaviour, such as isolating you from family and friends and coercive control which includes a pattern of behaviour to frighten or humiliate you.

At Gentoo we understand that it can be very difficult in taking the first step to get help. We can support you to get help and to make sure you are not in any danger through our specialist. If you prefer we can offer you the opportunity to speak to someone of the same sex or gender.

If you are using abusive behaviour against a partner or are a perpetrator of ASB and would like to change your behaviour please contact our Safety and Support Team.



## Report it

If you need to report ASB or Domestic Abuse you can, 24 hours a day, by calling **0800 028 4445** or by visiting **[www.gentoogroup.com](http://www.gentoogroup.com)**

During office hours you can also call your local office or speak to your Neighbourhood Coordinator.

You can also report domestic abuse by:

Calling Wearside Women in Need's 24-hour helpline on **0800 066 5555** or the National Domestic Violence Helpline on **0808 2000 247**.

Please remember, in an emergency call **999**.



If you or someone you know would like this information in large print, on CD or in Braille then please contact your local office.

If you or someone you know would like this information in another language, then please contact your local office. Interpretation services are available.

যদি আপনি বা আপনার জানা-শোনা কেউ এই তথ্য অন্য কোন ভাষায় পেতে চান, তাহলে দয়া করে আমাদের সঙ্গে যোগাযোগ করুন। দোভাষী পরিষেবা পাওয়া যাচ্ছে।  
(Bengali)

如果您或您認識的人希望此信息是其它語言，請與我們聯繫。口譯服務可提供。(Cantonese)

اگر شما و یا شخص دیگری که شما میشناسید میل هستنید این اطلاعات را به زبان دیگری دریافت نمائید، لطفاً با ما تماس حاصل کنید. خدمات ترجمه موجود می باشد. (Farsi)

如果您或您认识的人想要本信息以另外一种语言版本提供，那么就请与我们取得联系。我们同时还提供口译类服务。(Mandarin)

Jeśli Państwo, lub jakaś osoba, którą Państwo znają, chcieliby otrzymać te informacje w innym języku, proszę się z nami skontaktować. Dostępne są także usługi tłumacza ustnego. (Polish)

For further information contact  
your local office:

Athenaeum: 0191 525 5001

Havelock: 0191 525 5002

Southwick: 0191 525 5003

Silksworth: 0191 525 5004

Houghton: 0191 525 5005

Washington: 0191 525 5006

[www.gentoogroup.com](http://www.gentoogroup.com)

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Gentoo Group Limited is a charitable community benefit society,  
registration number 7302

NOV-19



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