

GUIDANCE: HOW TO COMPLETE A DIARY SHEET

We need your help in dealing with reports of what may be considered as anti-social behaviour. We need you to gather evidence / information on the issues you are reporting so that we can determine if the matter is anti - social behaviour or not. Completed diary sheets also help us decide what you can do to resolve the matter or where we feel necessary take the most appropriate action to help resolve the matter you have reported.

The evidence will then be reviewed, and we will contact you at this point to discuss further. After the review, we may ask you to continue to keep us up to date with new incidents and the completion of diary sheets is a good way of doing this.

Keeping an accurate record of dates, times and what you see and hear builds evidence over time and will give us a better understanding of what has happened and how it has affected you.

Citizen and other agencies can only consider taking action against those individuals or groups of individuals who are causing problems, if there is evidence.

Keeping a diary log of the incidents is a starting point and is a valid form of evidence especially when deciding what course of action is required. Although it might seem time-consuming, it is important that you complete diary sheets every day. They can be used by us (and other agencies) as evidence.

Failure to complete diary sheets may result in Citizen not being able to progress the case further.

For most reports of anti-social behaviour, initially you will be asked to record incidents for a minimum of two weeks on our diary sheets. However, dependent on the incidents you may be asked to complete further diary sheets, and this could continue for a number of months.

After the initial two-week period of logging incidents please return the diary sheets to Citizen by emailing us at info@citizen.org.uk or by posting them to our head office. The evidence will then be reviewed, and we will contact you at this point to discuss further.

Any information that you provide on the diary sheets will be kept confidential and will not be disclosed to the alleged perpetrators if you do not want us to.

When completing diary sheets please keep in mind these guidelines when filling out an ASB Diary so that the evidence you provide can be used:

1. The diary sheet is your own personal record of what you see and hear. You should not write down something that someone else has witnessed.
2. Please try and completed your diary entry as soon as possible after the incident, so that it is still fresh in your mind. That way you will remember more of the details.
3. You can use one diary sheet to record multiple incidents as long as the date and time is identifiable. Please do not think only one sheet can be completed, the more evidence we have the better so please use multiple diary sheets.
4. Please ensure that you write down everything you see and hear in as much detail as possible. A general summary isn't as useful as a word-for-word account. So, for example, it is better to include any swear words, than to say '*he used abusive language.*'
5. Try to identify people involved on each occasion. If you don't know the full name of those involved you are making a report about, but you know their nickname, or they have any identifying characteristics (clothing, hairstyle etc), or you have any other way of identifying them, please put this down.

Other evidence

It is very useful to collect, where possible, any evidence that may support the ASB Diary that you complete. Photographs can help – for example of damage caused, graffiti, etc. Please remember to sign and date the back of the photograph.

We hope that this guide assists you in providing Citizen the best evidence you can so we can resolve your report of anti-social behaviour.

Without evidence from diary sheets, we may not be able to take any further action.

If you need help completing these diary sheets, please contact us at info@citizenhousing.org.uk or on 0300 790 6555.