 **Incident Diary Guidance Notes**

Anti-social behaviour (ASB) means ‘behaviour that causes or is likely to cause harassment, alarm or distress to other people’. Most incidents of ASB can be solved without the need to take serious action.

Incident diaries are issued to those who are experiencing anti-social behaviour in the community. **We are only able to help if we know what is going on.** You can make this possible by keeping a diary of incidents as they happen.

Completion of the incident diary is very important. It forms part of the investigation procedure and it is for you to record the details of any incidents that have taken place. Your records will help to build a picture of what is happening. Without this information the options as to what action we are able to take may be limited.

The diaries will show a log of the behaviour, how often it is happening, the duration and the level of nuisance that you have complained of as well as letting us know how it is affecting you.

The diary is your own personal record of what you see and hear. **Do not** write down something that someone else has witnessed, they should keep their own diaries. It is important that you provide as much accurate information as you can when completing your incident diary.

**How to complete your incident diary**

* **Don’t** record every incident, only those that are excessive and unreasonable. Keep the diary entries short, to the point and restricted to nuisance only.
* Fill the form in as soon as possible after an incident when it is fresh in your mind.
* Ensure that the date and time is correct.
* Write down the address or location where the incident took place and who was involved; try to identify the people if possible.
* Write down **exactly** what you saw and/or heard
* If there were any other witnesses write down their name and address if you know it.
* It is important that you include how the incident made you feel.
* You **must** sign and date each form that you fill in.
* If you reported the incident to the police or another agency such as Environmental health write down who you spoke to and any reference/log numbers that you were provided with.
* You **will have to** include any swear words as it is more effective than writing ‘he was swearing’. We understand that writing such words can be upsetting but it gives a better understanding of what happened and how it has affected you.
* Return the diary as soon as you have completed it to the officer investigating your case.

**Thank you for taking the time to complete this incident diary, your evidence is important.**

It may be necessary for you to keep diaries for a considerable period of time. You should send your incident diary to the investigating officer on a regular basis so that the situation can be monitored.

In cases involving noise it is a good idea to collect other evidence to back up your incident diary. To enable you to do this if you have a smartphone speak to the investigating officer about downloading the Noise App.

If you need further incident diaries, require more information or need help in completing your incident diary please contact the officer who is investigating your complaint.

**Investigating officers Details**

Name: Click here to enter text.

Contact Number: Click here to enter text.

Email Click here to enter text.

**Incident Diary**

**Officer investigating your complaint:** Click here to enter text.

**Your details:**

Name: Click here to enter text.

Address: Click here to enter text.

Phone number: Click here to enter text.

Email address: Click here to enter text.

**Details of nuisance (name and address)**

Name (If known): Click here to enter text.

Address: Click here to enter text.

Anti-social behaviour (ASB) means ‘behaviour that causes or is likely to cause harassment, alarm or distress to other people. Most incidents of ASB can be solved without the need to take serious action.

This incident diary is for **you** to record the details of any incidents that have taken place. Your records will help to build a picture of what is happening and will give an indication of the frequency, duration and level of nuisance that you have complained of.

Please **only** use this sheet to record specific incidents which have directly affected **you**.

Your investigating officer will be happy to talk through with you how to complete this incident diary or you can refer to the guidance notes that you were given with this sheet. If we don’t hear any more from you we may consider closing the case.

If you require additional sheets please contact your investigating officer.

**If you witness a crime such as assault or criminal damage you must report this to the police.**

**EXAMPLE**

|  |  |
| --- | --- |
| Date of incident | *Tuesday 15/01/18* |
| Start Time |   *9pm* | End Time  |   *9.45pm* |
| Where did the incident take place? | *In the house and garden of number 15.*  |
| Who was involved? | *Mrs Smith and her brother, Alan* |
| Description of incident – what happened?  | *I could hear a really loud argument in the house and heard Mrs Smith telling her brother to F\*\*k off 3 times. The argument continued in the garden when he was leaving and Alan threw a plant pot at the house. Alan threatened a passer-by saying that he would F\*\*king kill him if he called the police.* \*Please use exact language |
| Any witnesses? | *Mrs Jones at number 16 and her husband.* | Was the incident reported? Is there a reference/police log number?  | *Yes – I called the police Log Number 89/15/2018* |
| How did it make you feel? | *I was at home on my own and was really frightened, especially when Alan threatened the passer-by. These arguments happen whenever Alan visits Mrs Smith. It makes me nervous and on edge.* |

|  |  |
| --- | --- |
| Date of incident | Click here to enter text. |
| Start Time | Click here to enter text.  | End Time  | Click here to enter text.  |
| Where did the incident take place? | Click here to enter text. |
| Who was involved? | Click here to enter text. |
| Description of incident – what happened?  | Click here to enter text. |
| Any witnesses? | Click here to enter text. | Was the incident reported? Is there a reference/police log number?  | Click here to enter text. |
| How did it make you feel? | Click here to enter text. |

|  |  |
| --- | --- |
| Date of incident | Click here to enter text. |
| Start Time | Click here to enter text.  | End Time  | Click here to enter text.  |
| Where did the incident take place? | Click here to enter text. |
| Who was involved? | Click here to enter text. |
| Description of incident – what happened?  | Click here to enter text. |
| Any witnesses? | Click here to enter text. | Was the incident reported? Is there a reference/police log number?  | Click here to enter text. |
| How did it make you feel? | Click here to enter text. |
| Date of incident | Click here to enter text. |
| Start Time | Click here to enter text.  | End Time  | Click here to enter text.  |
| Where did the incident take place? | Click here to enter text. |
| Who was involved? | Click here to enter text. |
| Description of incident – what happened?  | Click here to enter text. |
| Any witnesses? | Click here to enter text. | Was the incident reported? Is there a reference/police log number?  | Click here to enter text. |
| How did it make you feel? | Click here to enter text. |

|  |  |
| --- | --- |
| Date of incident | Click here to enter text. |
| Start Time | Click here to enter text.  | End Time  | Click here to enter text.  |
| Where did the incident take place? | Click here to enter text. |
| Who was involved? | Click here to enter text. |
| Description of incident – what happened?  | Click here to enter text. |
| Any witnesses? | Click here to enter text. | Was the incident reported? Is there a reference/police log number?  | Click here to enter text. |
| How did it make you feel? | Click here to enter text. |

|  |  |
| --- | --- |
| Date of incident | Click here to enter text. |
| Start Time | Click here to enter text.  | End Time  | Click here to enter text.  |
| Where did the incident take place? | Click here to enter text. |
| Who was involved? | Click here to enter text. |
| Description of incident – what happened?  | Click here to enter text. |
| Any witnesses? | Click here to enter text. | Was the incident reported? Is there a reference/police log number?  | Click here to enter text. |
| How did it make you feel? | Click here to enter text. |

I believe that the information I have given in this incident diary is a true description of what I saw and/or heard to the best of my knowledge and belief.

**Signed** Click here to enter text.

**Date** Click here to enter text.