

CANNOCK CHASE CRIME AND DISORDER REDUCTION PARTNERSHIP ANTI-SOCIAL BEHAVIOUR PLEDGE 2010/2011

Anti-Social Behaviour (ASB)

Anti-social behaviour includes noisy or abusive neighbours, littering or graffiti. It can leave you feeling intimidated, angry and frightened. Your council and the Police can help.

You have told us that you are very concerned about anti-social behaviour, and we are committed to taking all cases of anti social behaviour seriously and to improving the way we deal with anti-social behaviour by working together.

We will measure how we are doing by asking you how well we are dealing with your local concerns about anti-social behaviour and crime.

This pledge explains what you can expect from us and how you can work with us to tackle anti-social behaviour.

What is Anti-Social Behaviour?

There are many forms of anti-social behaviour, some of which include:

- Nuisance neighbours
- Threatening and rowdy behaviour
- Drinking in public places
- Vandalism, graffiti and fly-posting
- Inappropriate disposal of litter/rubbish
- Aggressive begging
- Setting off fireworks late at night
- Abandoning cars on the street
- Dealing or buying drugs on the street

Everyone has to make a noise from time to time – from routine cutting the lawn to occasional DIY and special parties. However, excessive noise over a prolonged period or that occurs frequently, especially late at night would be considered to be anti-social behaviour.

Irresponsible dog owners who do not clean up after their dog, or who let them stray or allow them to bark excessively would also be considered to be anti social.

How to report ASB

We rely on reports of anti-social behaviour to identify the problem and deal with it. You can report anti-social behaviour in the following ways:

- To your local Neighbourhood Policing Team on 0300 123 4455
- If problems are outside your home or on your estate, and if you are the tenant of a social landlord (the council or a housing association), report it to your landlord;
- Or call Cannock Chase District Council's 24-hour anti-social behaviour hotline on 01543 462621 or report-it online at www.cannockchasedc.gov.uk
- Alternatively you can call Crimestoppers anonymously with information about anti-social behaviour and crime on 0800 555 111 or visit www.crimestoppers-uk.org

If the situation is an emergency (if someone's life or health is threatened) call 999.

How will the Partnership tackle ASB?

We will take all reports of anti-social behaviour seriously and will investigate all matters thoroughly. During investigation some reports that were perceived to be anti-social behaviour may be due to other issues such as domestic violence or abuse. These will require specialist interventions to ensure the victim of the abuse is safe and supported.

Every call made to us will be logged and we will keep you updated on the action being taken and the progress of your case and ensure that you are satisfied happy with the action being taken.

Victims can expect prompt and positive action to be taken to resolve the immediate problem. We will only act with your consent and all correspondence and information will be treated in confidence.

We will work with other agencies to tackle problems and provide practical support to victims and witnesses.

How will we do it?

Your local council and police work together with other services to stop anti-social behaviour and crime in your local area. These teams are called Crime and Disorder Reduction Partnerships.

The Crime and Disorder Reduction Partnership has recently set up a multi-agency anti-social behaviour case conference that will deal with the most serious and repeated cases of anti-social behaviour, with a focus on the welfare of the victim.

More general anti-social behaviour problems will be referred to our Joint Operations Group meeting which deals with both people and places.

All victims of anti-social behaviour can expect to receive a visit from an officer from the council, the police or another member of the Crime and Disorder Reduction Partnership as appropriate. We will also keep you informed of progress by reports in the local press, local newsletters and via the web. We will listen to you to ensure that the work we do tackles the issues that concern you the most.

If you would prefer, please write to the Anti-social Behaviour Co-ordinator, Cannock Chase Council, PO Box 28, Civic Centre, Beecroft Road, Cannock, Staffordshire WS11 1BG.

Remember, don't live with it report it!

What happens if you are not satisfied with the response you receive?

If you are not satisfied with the way your case has been dealt with, in the first instance you should contact the organization that dealt with your report. If, however, you are still not satisfied you can contact your Crime and Disorder Reduction Partnership. Please write to Nick Hackney, Community Safety Manager, PO Box 28, Civic Centre, Cannock, Staffordshire WS11 1BG or e-mail nickhackney@cannockchasedc.gov.uk



Your local council and police working together to keep your community safe

