

Looking after East Northamptonshire



**community
safety**
in East Northamptonshire

Working **together** to tackle anti-social behaviour

Looking after East Northamptonshire

The Police and local authority recognise that anti-social behaviour can be a serious problem for individuals and communities, and we are determined to deal with it.

This leaflet tells you:

- What we can do to help individuals and communities facing anti-social behaviour
- How to report anti-social behaviour
- How to find more information, and
- What you can expect from us when you report anti-social behaviour

Our commitment to you is that:

We will listen to every complaint, look at individual circumstances, and respond to it in a fair and reasonable way.

What is anti-social behaviour?

Anti-social behaviour is any activity that impacts on other people in a negative way. It creates an environment where crime can take hold and affect people's everyday lives. But there are ways to tackle the problem. The most common types of anti-social behaviour are:

- Noise nuisance
- Vandalism and graffiti
- Rubbish and littering
- Fly-tipping
- Excessive noise from vehicles
- People being drunk or rowdy in public spaces
- Abandoned or burnt-out vehicles

How can you raise your concerns about anti-social behaviour?

In East Northamptonshire there are a number of ways for you to tell us about your concerns so that we can tackle anti-social behaviour and improve the quality of life for all residents living in East Northamptonshire.

The Police have Safer Community Teams in East Northamptonshire that are dedicated to dealing with local problems, including anti-social behaviour. You can contact your local team by telephone or email. Details are available at www.northants.police.uk.

The Safer Community Teams also take part in community panel meetings. These are public meetings held at local venues every three months. These meetings help the Team to:

- Find out what really matters to local people
- Allows the police the opportunity to provide an update on previously identified priorities
- Decide what the locally identified policing priorities should be

And is also an opportunity for you to have your say about what we should be doing.

Local councillors and officers from East Northamptonshire Community Safety Partnership also attend the panel meetings; **everyone is welcome to attend**.

The Community Safety Partnership's Anti-Social Behaviour Unit works with the Police and other organisations in dealing with people who commit anti-social behaviour and prevent it from happening again.

Housing associations have officers who address anti-social behaviour problems within their premises, (and also non-tenants in some circumstances) and also offer victims extra help and support.

East Northamptonshire Council provides services to tackle issues such as noise, nuisance, litter and graffiti.

See page 4 to find out how to contact these organizations or to get more information about their services.

What are we doing to deal with anti-social behaviour?

We work on the principle that 'prevention is better than cure'. We are all working hard to encourage people, especially young people, to stay away from harmful behaviour and get involved in positive activities instead. This includes outreach work with young people explaining the consequences of anti-social behaviour, which is done by Service Six and Groundwork, two voluntary sector organisations that work with us. The Fire Service runs a number of positive activities within the district.

In addition we will use all of the powers available to us to deal with individuals who cause anti-social behaviour. We are committed to providing victims with help and support, when needed.

Prosecution

If criminal offences have been committed, the police will thoroughly investigate offences and those responsible may face prosecution through the Criminal Justice system.

Restorative Justice

Where appropriate (and only with the victim's consent) we may use 'restorative justice'. This is where offenders are held to account for what they have done, personally and directly and gets them to do something to repair the harm they have caused. It also provides the victim with the opportunity to let offenders understand the real impact of their actions.

Acceptable Behaviour Contract (ABC)

This is an agreement with an individual and the relevant organisation (such as the Anti-Social Behaviour Unit, Police, Council or housing provider) that they will stop certain behaviours that are causing upset to other individuals and communities. In many cases these are very effective, especially with young people. If the Contract is breached, it can lead to the application for an Anti-Social Behaviour Order.

Anti-Social Behaviour Order (ASBO)

This is a Court order in place for at least two years, which forbids specific behaviour that is harmful to individuals or communities. The Order can stop a person from:
Threatening, intimidating or disruptive actions
Spending time as part of a group that causes problems together
Visiting certain areas

If the Order is breached this becomes a criminal offence. We will investigate any allegation of a breach, and wherever possible, take the offender to Court to protect individuals or communities. If a person is a tenant of a housing association, we may use tenancy enforcement, and other legal action, which might include eviction in the most serious cases.

Family Intervention Project

This focuses on working with the most challenging families to help end cycles of anti-social behaviour in neighbourhoods. This project can be used to reinforce reasonable standards of behaviour and provides support to achieve this and at the same time challenge any poor behaviour that falls below reasonable expectations.

What can you expect from us when you report anti-social behaviour?

To make sure we deal with the issues that matter most, we will:

- Be present at important community meetings, especially Community Panels, to listen to what people have to say and agree priorities

- Work with you and other partner agencies such as the Police, County Council, and Housing Providers to prevent anti-social behaviour occurring in your area
- Publicise local policing priorities and make sure we give you updates on what we are doing to tackle problems in your area
- Publicise Anti-Social Orders (ASBOs) to local communities (unless there is a legal reason that stops us doing this)

When you call us to report anti-social behaviour, we will

- Treat you with dignity and respect
- Record your case properly and respond promptly
- Investigate each case thoroughly
- Wherever possible, keep your confidentiality and not use your name if you wish
- Take positive action with people who commit anti-social behaviour to prevent further problems, using a full range of powers available and where necessary
- Keep you informed about what action we are taking to deal with your case

If you need support as a victim of anti-social behaviour, we will:

- Make sure you have a named case manager who you can contact
- Provide help to any person who has concerns about providing evidence; for example, how to fill in incident logs, apply for 'Special Measures' for vulnerable or intimidated witnesses and, where possible, providing third party evidence on your behalf
- Where appropriate, provide practical support to help you feel safer, such as conducting security surveys, providing advice, camera installation, and strengthening the security of houses to reduce or lower the risk of attack

We are committed to helping you. If you are not happy with the way in which we deal with you or your concerns, please contact the organisation you are dealing with straight away.

They will:

- Acknowledge your complaint promptly
- Look at your complaint within an agreed period
- Wherever possible, take steps to resolve the complaint to your satisfaction
- If, after going through the organization's procedure, you are still not satisfied that they are taking effective action to resolve your anti-social behaviour problem you can complain to the East Northamptonshire Community Safety Partnership through the Community Safety Team – please see page 4 for contact details
- The Community Safety Partnership will look into your complaint and make recommendations, where appropriate, which all of the organisations dealing with anti-social behaviour will agree to take into account

If you wish to contact us, find out more information or report anti-social behaviour please use the contact details below:

To report a non-emergency incident, including anti-social behaviour, call Northamptonshire Police on 03000 111 222.

In an emergency, call '999'.

This number should only be used when:

- A crime is happening
- Someone suspected of a crime is nearby
- When someone is injured, being threatened or in danger

To contact your Safer Community Teams, call 03000 111 222. Or you can visit www.northants.police.uk and go to the 'local policing' link. This gives you useful information about your team and the policing priorities in your area.

Contact East Northamptonshire Council direct to report noise nuisance, litter and graffiti. Call 01832 742026 for litter and graffiti and 01832 742056 for noise.

Or visit www.east-northamptonshire.gov.uk to report it online.

If you are a young person experiencing anti-social behaviour or bullying from adults or other young people in your area you can contact Service Six for free support and help. You can call; 03332 400716, Text; 07833 305273, Email or MSN; help@servicesix.co.uk or contact us through Bebo, Facebook or myspace. More details about contacting us and our services are available on our website www.servicesix.co.uk and our twitter site

For dates and venues of your community panels visit www.northants.police.uk or www.east-northamptonshire.gov.uk where you can also find details of your local councillors.

Contact the Council's Community Safety Team on 01832 742204/742059 or email communitysafety@east-northamptonshire.gov.uk to report incidents of anti-social behaviour.

If you are a housing association tenant, contact your landlord. Contact details are available in your tenancy booklet.

You can get further information about anti-social behaviour and crime at www.direct.gov.uk/localcrime.

If you want to report information about a crime without leaving your name or details call the charity Crimestoppers on 0800 555 111 or visit www.crimestoppers-uk.org or phone or text the Dob the Damager hotline number 01832 742101.

This document can be made available on tape, in large print or in another language on request. You can also download it from our website: www.east-northamptonshire.gov.uk.