

Anti-Social Behaviour Your guide

Your neighbourhood PC / PCSO is: _____

Telephone: 101

E-mail: _____@avonandsomerset.police.uk*

*not for urgent matters

Collar number: _____

Crime or Incident Reference number: _____

The officer in charge of your case is: _____



against anti-social behaviour

www.avonandsomerset.police.uk



What is Anti-Social Behaviour?

Thank you for reporting the anti-social behaviour which is affecting you.

Avon and Somerset Constabulary need to know what is happening in all our neighbourhoods so we can make sure our officers are in the right place at the right time to help.

Anti-social behaviour is any activity which causes distress to others and affects their quality of life. This behaviour does not always amount to a criminal offence. We often work with councils, housing providers and other agencies, which have different powers to deal with different problems.

Everyone has an important part to play in creating safe neighbourhoods. You can help by telling us about problems in your area and work with the police, the council and other agencies to find the right solutions to local issues.

You may have a great idea about what can be done to tackle local problems. All the agencies welcome the chance to work with communities in this way.

Some Anti-Social Behaviour is a crime.

This can include:

- Damage to property/graffiti.
- Using drugs in public.
- Rowdy drunken behaviour.
- Threatening behaviour.
- Setting fires.

Some anti-social behaviour is not a criminal offence where action can be taken:

- Noisy neighbours, eg people who constantly play loud music or use power tools at unsocial hours.
- Littering, including drug-related litter.
- Throwing fireworks in the street.
- Inconsiderate use of vehicles.

We know that sometimes anti-social behaviour affects an individual or group, who may or may not be directly targeted.

Anti-social behaviour can also have an impact on the community as a whole rather than any one person or group.

If an individual or group feels they are being targeted because of their race, religion, age, disability, gender or sexual orientation this could be a hate crime. This is a serious offence and we strongly advise it is reported to police immediately.

We will work with you to understand the impact the behaviour is having on you personally, and its effect



against anti-social behaviour

What is not Anti-Social Behaviour?

Everyone should be able to feel safe in their own home and in their neighbourhood.

It's increasingly common for people to tell us that seeing groups of young people in the street, near shops or in parks makes them feel unsafe.

It is often assumed that a group of young people is something to worry about, or are 'up to no good'. Most young people are law-abiding and they are entitled to meet with their friends in a public place.

However, if a group of young people is behaving in a way that is rowdy, abusive, or committing damage or other crime, it is not acceptable and you should report it.



What happens next?

If the behaviour is having a direct impact on you, or you feel that you are being targeted, you will be or visited by a police officer and/or Police Community Support Officer to tell you what action they have taken.

If you have said that you do not want an officer in uniform to visit, for example if you have reported an issue with a neighbour, they will contact you by telephone.

We will keep you informed about what we have done and may put you in contact with other agencies offering specialist help and support.

We will keep you updated on our enquiries, whether a suspect is charged or cautioned or if there is not enough evidence to do so.

If this is an ongoing issue, your local policing team will work with those who can help, ie other agencies, and/or local community to plan how to tackle the problem.

You can receive updates on the progress of your case using TrackMyCrime. This is our online tracking system that alerts you by text or email for each update. Your investigating officer will offer this service or you can ask for it by calling us on 101.

Online Crime Tracking

You can receive updates on the progress of your case using



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How do police deal with Anti-Social Behaviour?

Working with our partners, the police deal with anti-social behaviour in various ways. These include:

- Patrols to catch offenders and prevent further incidents. They could be in uniform, or in plain clothes. Officers may patrol on foot, bicycle, motorcycle or car, dependent on the area and the type of incident.
- If a crime has been committed it could lead to arrest and prosecution, possible imprisonment, or a police caution or an on-the-spot fine.
- Directing people to leave an area for up to 48 hrs.
- Truancy patrols – officers work with schools and councils to tackle truancy.
- Mediation can be used where both parties agree to meet to resolve disputes without going to court.
- A Community Protection Notice (CPN) aims to stop persistently anti-social individuals, businesses or organisations.
- Criminal behaviour order (CBO) can be order by the courts to tackle anti-social behaviour which is applied following a conviction for any criminal offence.
- Premises closure orders – homes or businesses like licensed premises can be closed by the police or council where nuisance or disorder has or is likely to happen. Courts can issue a closure order meaning the premises must be vacated for up to 3 months.
- Acceptable Behaviour Contracts (ABCs) involve an offender agreeing to change their behaviour. Any breach of an ABC can be used as evidence for further action against them.
- Anti-social behaviour (ASB) injunctions involve a court stopping someone from behaving antisocially or perhaps banning them from an area. Anyone breaching such an order could be arrested and face fine or prison.
- Restorative Justice – is where the perpetrators and victim agree what should be done to repair the harm. It can be used to deal with criminal offences as an alternative to court or for non-criminal anti-social behaviour.
- Community remedy can be used for low-level crime and anti-social behaviour. It gives you, the victim, a say in the punishment of the offender.

What else can be done?

Other agencies like councils and housing providers also have duties and powers to tackle anti-social behaviour. They may ...



- Enforce tenancy conditions or evictions.
- Tackle nuisance with a council 'abatement order' which requires the person responsible to modify their behaviour or face a fine.
- Tackle nuisance neighbours where councils must take action if the behaviour is a 'statutory' nuisance. This includes noise, artificial lighting and an unhealthy build-up of rubbish.
- Deal with licensed premises that sell alcohol by having the conditions of their licence varied or revoked.
- Close alleyways by gating them.
- Considering installing CCTV.

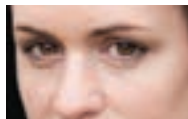
There is help if you don't feel your issues have been dealt with

If you believe no action has been taken after you've reported three incidents of anti-social behaviour and/or hate crime within six months you can submit a community trigger. Alternatively the trigger can be applied if the same problem is reported by five different people within six months.

Agencies including the police, council, local health providers and housing providers will review your case to make sure we've done all we can to help.

To find out more visit

www.avonandsomerset.police.uk/asbtrigger
or call 101



against anti-social behaviour

What you can do?

Reporting incidents is vital. If we have the information we can act early to tackle problems or gather evidence for further action.

You can call police on 101.

Use 999 if it is an emergency, where a crime is happening or someone is at risk of getting hurt.

Alternatively you can speak to your local policing team or report the problem through the council or your housing provider (if relevant).

Keep a diary if the anti-social behaviour is directed at you or your family, you may be offered a diary to complete. This helps us build a picture of the problem, so we can tackle it better. It also provides evidence to help us make any prosecution.

It is always useful to write down:

- the date and time and place of the incident.
- what happened, who was there, by name if known, or their description if you don't know them.
- who you told and when.
- how the incident made you feel.

You can download and print a copy from our website at: www.avonandsomerset.police.uk



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Get involved. You could...

- Come up with ideas to help solve the problem.
- Set up a group to bring your community together to take action. For example some groups have tackled problems by organising a litter picking event; creating a community garden; refurbished a playground or painted a mural over graffiti.
- Raise your issues and concerns at your local PACT meeting, where you can work together with police and partners to identify and solve local issues affecting your area.
- Join or set up a Neighbourhood Watch or Community Speed Watch scheme.
- Volunteer for the police or a local community group.
- Become a Special Constable or police cadet.

You can find more on volunteering with the police, Neighbourhood Watch, Community Speed Watch and the Special Constabulary from our website, www.avonandsomerset.police.uk

Your experience could help change your neighbourhood for the better and help shape the way the police, council and other agencies work in your area.



Useful numbers.

Contacting the police

If you want to speak to us there are a number of ways you can contact us:

- In an emergency call 999
- In a non-emergency or if you want to speak to us about your case call us on 101
- You can report a crime on our website www.avonandsomerset.police.uk/report

Crimestoppers

0800 555 111 or www.crimestoppers-uk.org

To have your say

You can find out about police and partner community meetings from your neighbourhood team or by visiting www.avonandsomerset.police.uk/PACT

Councils

Bath & North East Somerset Council
www.bathnes.gov.uk
01225 842462

Mendip District Council
www.mendip.gov.uk
0800 303 8588

Sedgemoor Council
www.sedgemoor.gov.uk
01278 435435

Bristol City Council
www.bristol.gov.uk
0117 9222500

South Somerset Council
www.southsomerset.gov.uk
01935 462462

Taunton Deane Borough Council
www.tauntondeane.gov.uk
01823 356356

North Somerset Council
www.n-somerset.gov.uk
01823 357114

West Somerset Council
www.westsomersetonline.gov.uk
01643 703704



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Lighthouse - guidance and support for victims of crime or anti-social behaviour

If you feel you need additional support following a crime or anti-social behaviour, Lighthouse may be able to help.

Lighthouse is a multi-agency team of police staff and independent support organisations working together to provide information, advice and support to victims of crime or anti-social behaviour. You can ask the officer dealing with your case about this service.

For more information visit the Lighthouse website at www.lighthousevictimcare.org



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