



Altogether Better Policing

Anti-Social Behaviour

Your Report Our Response

Crime/Incident Number:.....

Reporting Officer:.....

Email address of Reporting Officer:.....

Investigating Officer:.....

Email address of Investigating Officer:.....

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Check List

Durham Constabulary is committed to giving the best possible service to people in our communities.

The below check list will help our staff confirm that they have provided you with all the information you need.

At the back of this booklet there is a page for you to record things that you may have remembered or questions you wish to ask the next time we contact you.

- ☐ Given practical help
- ☐ Offered advice
- ☐ Explained what is going to happen next and why
- ☐ Left written details of the name and phone number of the officer dealing with your case
- ☐ Left Crime/Incident reference number
- ☐ Explained what further contact you should expect - when, how and who by
- ☐ Established a 'Victim Contact Agreement' with you
- ☐ Checked if you had any further questions or concerns
- ☐ Explained that your details will be given to Victim Support and why

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Thank you for reporting your incident of anti-social behaviour.

Everyone has a right to feel and be safe in their home and their community and as a partnership we will do everything we can to help you.

Durham Constabulary and your local council, in partnership with other agencies, are committed to working together to tackle anti-social behaviour and reduce crime and disorder.

What exactly is anti-social behaviour?

Anti-social behaviour is any activity which causes, or is likely to cause, harassment, alarm or distress to one or more people not of the same household. Some of the more common forms of anti-social behaviour include:

- Nuisance and noisy neighbours
- Litter, rubbish dumping and fly-tipping
- Vandalism and graffiti
- Vehicle nuisance
- Trespassing
- Animal problems, like stray dogs or fouling etc
- Street drinking, which causing a nuisance
- Groups of people, including youths, causing a nuisance

As you have reported an incident of anti-social behaviour, this leaflet provides information which should be of use to you.

Police Grading of anti-social behaviour.

The police grade anti-social behaviour into three categories:

- personal, which is when it is deliberately directed at a group or individual
- nuisance, for example people riding motorbikes off roads in fields
- environmental which deals with the impact an incident has on the location in which it happens.

What happens when you report an incident of anti-social behaviour.

A Police Officer, Police Community Support Officer or Warden will attend to the incident with the aim of:

- Working with you to ensure you are safe
- Patrolling the area and dealing with any further incidents.
- Gather evidence and speak to witnesses.
- Take all necessary steps to resolve the problem.
- Ensure the local Neighbourhood Policing Team is provided with a full and accurate account of the incident.

We will aim to keep you informed of the progress of any investigation as a result of your report. If you report an incident of personal anti-social behaviour you will receive a visit from a PCSO or warden.

If someone is charged and sent to court, the Witness Care Unit will contact you after the first hearing. They will inform you about progress of the case, make arrangements for you to attend court and offer general support. For more information, please go to www.durham.police.uk - Information & Advice - Advice for Victims & Witnesses

We may also be able to help with security, for example by providing personal safety alarms, improving your door locks and offering other crime prevention advice, all at no cost to you. The attending officer will be able to discuss this with you.

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The local council can help you deal with issues such as excessive noise, nuisance neighbours, truancy, abandoned vehicles, littering, fly tipping (not on going), dog fouling, licensed premises and alcohol-related matters. They can also provide you with diary sheets to record persistent anti-social behaviour. Contact Durham County Council on **0300 1237070** or Darlington Borough Council on **01325 380651**

If the issue is related to housing, then it may be necessary for the housing provider or landlord to seek possession of a property or warn the tenants about breaking their tenancy conditions. The attending officer will be able to discuss this with you.

Dealing with anti-social behaviour

There are many different ways that police and partner agencies deal with anti-social behaviour.

Some of the options include:

- letters to parents
- verbal warnings which can be given to offenders
- we may ask them to sign an acceptable behaviour contract, which is a signed document where the offender voluntarily enters into an agreement to be of good behaviour.



We may also use Restorative Approaches. This is a two-way process which brings victims and offenders together in a safe environment. Victims get the chance to tell the offender the real impact of what they have done and get some answers to their questions. The Restorative Approach allows the offender to make amends for their actions. It holds Offenders to account for what they have done, directly to the victims.

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Longer term solutions include:

- changes to the physical environment for example putting up fencing or removing or redesigning buildings
- anti-social behaviour orders
- use of other powers including dispersal orders.



Keep a diary

Keeping a diary is a good way to record persistent anti-social behaviour and can be used as evidence to support further action by the police and partner agencies.

Your diary is an additional tool to help us understand your problem. Please don't just rely on recording your incidents in the diary, we need you to speak to us and report incidents as and when they happen.

The sort of items to keep a note of, no matter how insignificant they may seem, could include.

- The exact time, date and location of the incident.
- Descriptions of any people involved, including an idea of their height, build, hair colour and what they were wearing.
- What they were doing
- How their actions affected you and/or others.
- Any other witnesses

Neighbourhood Watch



Police also work closely with Neighbourhood Watch and may pass on details about victims, crimes and incidents, where appropriate. Please tell the attending person if you do not want any of your details passed to Neighbourhood Watch. Details of your local Neighbourhood Watch officer can be found on the Durham Constabulary website - www.durham.police.uk

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UNITE (Community Mediation Service)

Unite is a free service to all residents of Durham which offers impartial, independent and confidential advice to help resolve neighbour disputes.

They can be contacted on **01642 311633** or email **enquiries@unite-mediation.org**

How have you been treated

We would welcome your feedback on the way we provide our service to you and your community. We believe it is essential that you and others have confidence in the police and are satisfied with the service we give you. With this in mind, we would like to hear from you where you thought we have done well or if we were not as good as you expected, what you were unhappy with so we can learn and do things better in the future. You can do this by using the contact methods below.

We also carry out regular telephone surveys to help us improve our service and you may be asked to take part.

You can contact Durham Constabulary

By phone:

Call 101 (or 999 in an emergency)

Via email:

customerservicedesk@durham.pnn.police.uk

In person:

at your local police station or at your regular local community meeting.

You can also follow us on **facebook** and **twitter**

I have explained the contents of this leaflet to the victim.

Officer name and collar number:

Signature:

Date:



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Useful Telephone Numbers

The independent charity Crimestoppers: 0800 555 111

Durham County Council: 03000 260 000 - www.durham.gov.uk

Darlington Borough Council: 01325 380 651 - www.darlington.gov.uk

Victim Support

0845 2770977 or 0191 2810491 (Mon - Fri, 8am - 8pm or Sat, 9am - 5pm)

There are organisations in Durham and Darlington that can help and support you or someone you know who may be a victim of domestic abuse, regardless of age, gender or sexuality. Always dial 999 if you are in direct danger and for support or advice go to:

If you live in Darlington call **01325 364486** or go to:
www.darlington.gov.uk/Living/domesticabuse/

If you live in Durham call **03000 261 278** or go to:
www.durham.gov.uk/domesticabuse

If you have been raped or sexually assaulted the Meadows, Sexual Assault Referral Centre, can offer confidential advice, support and counselling whether or not you choose to report to the police. For help and advice please call **0191 3018554** during office hours or go to:
www.themeadowsdurham.org.uk

PACT (Police and Communities Together)

Police And Communities Together is often referred to as PACT and is the method we use to find out what matters to the community in their neighbourhood and how they wish issues to be addressed. It provides opportunities for the community to become involved in finding and implementing solutions to problems which effect them - working with the police and our partners to create confident, safer and more secure neighbourhoods. You can find out more by contacting your local policing team on 101 or visiting our website **www.durham.police.uk**



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- Ask the attending officer for details of when and where your next PACT meeting is;
 - Call 101, tell the operator which area you live in, and ask for the date of your next PACT meeting.
 - Visit our website - **www.durham.police.uk** and look for neighbourhood police
 - Enquire at your local police station.
- (Please note: not all stations are staffed 24/7)

Place, Date and Time of next PACT:

WOW

If you feel you have received excellent customer service from Durham Constabulary why not nominate the member of staff you dealt with for a WOW Award?

Find out more or make a nomination by visiting **www.durham.police.uk** or call **101**.

This is for your use

Please use these pages to keep a record of any additional thoughts you may have. For example:

- Anything you have remembered and wish to bring to our attention with regard to your crime/incident.
- Anyone who has given you information about your crime/incident.
- Any questions you may have for us.

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