



## What happens if the situation does not improve?

We will always endeavour to reduce the anti-social behaviour that is taking place as quickly as possible. This can involve all relevant professionals meeting for:

**-PSGs** ( Problem Solving Group meetings )

**-ASBRAC** ( Anti-Social Behaviour Risk Assessment Conference )

If you would like more information on these meetings, please ask your point of contact.

Most cases of anti-social behaviour can be resolved without the need for enforcement action or court. However in cases where the situation continues or does not improve a decision may be made to escalate to legal action. In these cases a statement may be required from you. We may also need you to attend court as a witness to the behaviour.

### **REMEMBER :**

If the anti-social behaviour is of a criminal nature, such as your property is being vandalised or damaged, or you are being threatened, it should be reported to the police. The 24 hour non-emergency number is **101**, for serious incidents where lives are at risk or when the perpetrators are still on the scene, call **999** immediately.

## I feel intimidated/ threatened by the perpetrator. What can be done?

Some people feel intimidated when coming forward to report anti-social behaviour, but it is important to speak out.

Speak to your designated point of contact. They will be able to talk this through with you and may be able to assist to make you feel safer. For example we can provide panic alarms or refer you for further support.

If your case goes to court and you are required to give evidence you may be feeling anxious for fear of reprisals. The courts have powers to punish those responsible for witness intimidation and injunction orders can be made to protect people. Your point of contact will also be with you throughout this process.

### **If you are physically assaulted:**

Physical assault is a criminal offence and should be reported to the police immediately. The police will then investigate in line with their own procedures.

## What support is available to me?

If you report being a victim of anti-social behaviour, support is available to help you at every stage of action. Speak to your point of contact as support will be tailored to your individual needs. Examples of support are:

- Victim Support
- Bobby Scheme
- Fire safety checks

**I reported anti-social behaviour. What happens next?**

**See it...Hear it...  
Report it**

## What happens when I report anti-social behaviour?

When you report anti-social behaviour a record will be made of your complaint.

The circumstances of each report will be considered by the receiving agency and prioritised within their procedures - you will be advised as to how your case will be handled. Some cases can be resolved at this early stage by the provision of appropriate advice, information and guidance.

More complex cases will need to be allocated to a case officer for further investigation. You will be advised if this is the case with your investigation and be provided with the name and contact details of the assigned investigator. This will be your dedicated point of contact and should be the person you approach if you have any concerns or issues. They are here to help and support you.

The case officer will outline to you the steps they will take to investigate it, normally within 5 working days of your report– if this is not practicable you will be advised of the reason why.

During the investigation and by agreement with the case officer, you will be kept updated with developments through methods such as text, e-mail, and at a frequency convenient to you.

It is important to remember that by playing an active role in your community you can help to take successful action against anti-social behaviour and you may prevent the same problem happening again.

## Who will be investigating my complaint?

Central Bedfordshire's Community Safety Partnership (CSP) comprises of agencies that have a statutory responsibility to tackle crime and disorder:

- Bedfordshire Police
- Central Bedfordshire Council
- Bedfordshire Fire and Rescue Service
- Bedfordshire Clinical Commissioning Group
- Bedfordshire Probation Trust.

In addition to this there is a range of non-statutory partners that are committed to tackling anti-social behaviour. These include the voluntary sector, registered social landlords, town and parish councils, youth offending service, neighbourhood watch, street watch and street pastors.

Organisations will share information with each other and work together to ensure the most appropriate resources are used to tackle a problem. The intention is to act swiftly to bring about an early resolution.

## What can be expected of me?

Your co-operation is critical to success in tackling anti-social behaviour.

In order for the problem to be investigated we may ask you to complete **diary sheets, sometimes known as incident logs**. If you agree to complete these you are asked to make a record of each time the behaviour occurs, describing it as well as you can, including the impact it had upon you. The more detail the better.

Normally you will be asked to complete the diary sheets/incident logs for a period of a couple of weeks. However, depending on the circumstances of your case, the case officer may request a longer period. Such records often provide valuable information to the investigator as to the scale and nature of the problem, and how best the problem can be tackled. They may also be used in court proceedings.

If you know of any other residents that are being affected by the anti-social behaviour, you could **support them to come forward**.

With cases involving neighbour disputes, **mediation** between two or more parties may be an option. It is good to be open-minded about this. Mediation can work in a number of ways and can be flexible depending on the situation. Sometimes having someone mediate between parties to find middle ground can produce a solution satisfactory to all.