

Putting Victims First



Anti - Social Behaviour

Crime / Incident number:.....

Type of Offence:.....

Attending Officer:

Officer's email address:

Officer's contact details:.....

Check List

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

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

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

Have we

- **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 contract agreement' with you?**
- **Checked if you had any further questions**
- **Explained that your details will be given to Victim support and why?**

Thank you for reporting your incident of anti-social behaviour

Cumbria 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. Everyone has a right to feel safe in their own home and their community, we will do everything we can to help you achieve this.

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, 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:

1. **Personal**, which is when it is deliberately directed at a group or individual.
2. **Nuisance**, for example people riding motorbikes off roads in fields.
3. **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?

The call will come in via our command and control room; you will be immediately in contact with a police officer who will be able to assess your situation over the phone. They will ask you questions and make a decision as to whether a Police Officer/PCSO will need to attend.

If an officer is required to attend the incident their aim will be to:

- Work with you to ensure you are safe
- Patrol the area and deal with any further incidents
- Gather information and evidence and speak with witnesses
- Taking all necessary steps to resolve the problem
- Ensuring the local neighbourhood policing team has 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.

We may also help with security, for example by providing personal safety alarms, improving your door locks and offering crime prevention advice.

The local council can help you deal with issues such as excessive noise, nuisance neighbours, truancy, abandoned vehicles, littering, fly tipping, dog fouling, licensed premises and alcohol related matters. They can also provide you with diary sheets to record persistent anti-social behaviour.

Contact Cumbria county council on **01228 606060**

Keep a Diary

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

The sort of things 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 are wearing
- What they were doing
- How their actions affected you and /or others
- Any other witnesses.

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 offenders to sign an acceptable behaviour contract where the offender voluntarily enters into an agreement to improve behaviour.

We may also suggest a Restorative Approach, a process which brings consenting victims and offender's together in a safe environment with support from specially trained facilitators.

Victims have the chance to tell the offender the real impact of the offending behaviour and request answers to their questions through a direct face- to- face meeting, a conversation through their supporter or even via a letter.

The restorative approach holds offenders to account for what they have done, directly to their victim.

How did we do?

At Cumbria we want to do our best for you. By working with external agencies and gathering and sharing information we are able to be pro-active in our approach, prevent crime happening, protect you and your property and bring criminals to justice. By providing this service we are helping to keep Cumbria safe.



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. How did we do? You can do this by using the contact methods below.

You can contact Cumbria Constabulary

By Phone:
call 101 (999 in an emergency)

In person:
at your local police station

Letter:
Police Headquarters, Carleton Hall, Penrith, Cumbria CA10 2AU

You can also follow us on Facebook and twitter   cumbriapolice

I have explained the contents of this booklet to the Victim.

Officer name & collar number:

Signature:

Date:

This is for your use

Please use this page 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 the crime/incident
- Anyone who has given you information about your crime/incident
- Any questions you may have for us.

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