



ANTI-SOCIAL BEHAVIOUR CHARTER



**Kent
Police**



Locally focused
on beating crime

www.safedartford.gov.uk 01322 343000

This leaflet contains information about anti-social behaviour.

If you would like this document in another language or format, or if you require the services of an interpreter, please contact the migrant helpline on 01304 203977.

Albanian

Kjo fletëpalosje përmban informacione për Sjellja anti-sociale. Nëse do të dëshironi që këtë dokument ta merrni në një gjuhë ose format tjetër, ju lutemi na kontaktoni. ☎ 01304 203977.

Arabic

تحتوي هذه المطوية على معلومات حول سلوك غير اجتماعي إذا كنت تريد الحصول على هذا المستند بلغة أخرى أو بتسيق آخر، أو إذا كنت تطلب خدمات ترجمة، فيرجى الاتصال بنا. ☎ 01304 203977.

Cantonese

本手冊包含有關反社會行為方面的資訊。如果您想要另外一種語言或格式的檔案，或者如果您需要翻譯服務，請與我們聯繫。

☎ 01304 203977.

French

Ce document contient des informations sur Comportement antisocial. Si vous souhaitez consulter ce document dans une autre langue ou sous un autre format, ou si vous avez besoin des services d'un interprète, veuillez nous contacter. ☎ 01304 203977.

Polish

Ta ulotka zawiera informacje na temat Zachowania społeczne. Jeżeli chcielibyście Państwo otrzymać ten dokument w innym języku lub formacie, lub jeżeli potrzebujecie pomocy tłumacza, prosimy o kontakt.

☎ 01304 203977.

Portuguese

Este panfleto contém informação sobre Comportamento anti-social. Se pretender este documento noutra língua ou formato, ou se necessitar dos serviços de um intérprete, contacte connosco. ☎ 01304 203977.

Punjabi

ਇਸ ਲੀਫ਼ਲੈਟ ਵਿਚ ਸਮਾਜ-ਵਿਰੋਧੀ ਵਿਹਾਰ ਬਾਰੇ ਜਾਣਕਾਰੀ ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਇੱਕ ਦੁਭਾਸ਼ੀਏ ਦੀਆਂ ਸੇਵਾਵਾਂ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

☎ 01304 203977.

Somali

Warqadan yari waxay ka kooban tahay warbixin ku saabsan Dhaqanka bulshada lidka ku ah. Haddaad luuqado kale oo dukumintigan ah aad jeclaan laheyd ama hannaanka kale, u baahan tahay adeegyada turjumaan fadlan nagala soo xiriir. ☎ 01304 203977.

Spanish

Este folleto contiene información sobre Conducta antisocial. Si deseara tener este documento en otro idioma o formato, o si necesita los servicios de un intérprete, por favor póngase en contacto con nosotros. ☎01304 203977.

Turkish

Bu broşür Toplum karşıtı davranış, hakkında bilgi içerir. Bu belgeyi başka bir dilde ya da formatta istiyorsanız ya da bir çevirmene gereksinim duyuyorsanız, lütfen bizimle bağlantı kurunuz. ☎ 01304 203977.

our commitment to you...

We are committed to reducing anti-social behaviour in your area and making it a safer place to live, work and visit.

You have a right to live a life where you feel safe to walk about your community and live your life as you choose. Sometimes the inconsiderate behaviour of others can stop this from happening and we refer to this behaviour as 'anti-social behaviour'.

If you are the victim of this behaviour, you have a right to report what is happening and we have a duty to take steps to stop it.

We have written this charter to set out clear information about what anti-social behaviour is and what you can expect your council and Kent Police to do if you make a report about anti-social behaviour.

What really is anti-social behaviour?

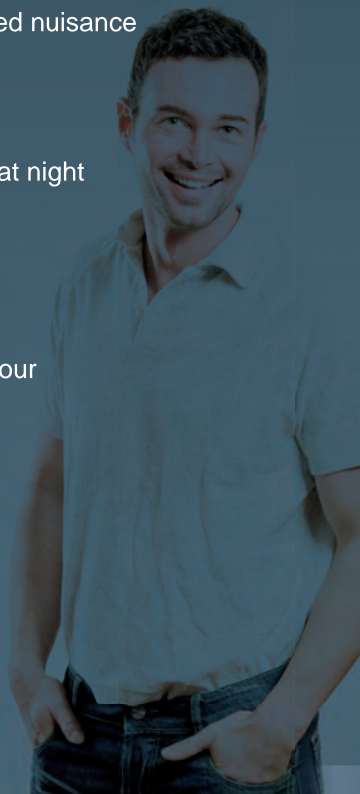
Anti-social behaviour can mean different things to different people. It's important to define what anti-social behaviour is so that those suffering from it and those people responsible are clear about what we mean.

So anti-social behaviour (ASB) is virtually any intimidating or threatening activity that scares you or damages your quality of life.

This can include:

- > rowdy, noisy behaviour
- > vandalism
- > street drinking
- > menacing groups
- > drug dealing or associated nuisance
- > intimidating neighbours
- > aggressive begging
- > on street drinking
- > setting off fireworks late at night
- > abandoned, untaxed or nuisance vehicles

This leaflet sets out how you can report anti-social behaviour and what we will do about your report.



Who deals with anti-social behaviour?

As anti-social behaviour comes in many shapes and sizes, your council and Kent Police work together with a wide range of organisations to take the right action.

This can include working with local housing associations, the NHS or Kent Fire and Rescue Service.

What should you do about anti-social behaviour?



It's good to talk:

Ideally, if you feel able and safe to, it's worth talking face to face with the people you are having problems with. You should remain calm and polite, and explain why their behaviour is upsetting you. Try not to get angry or personal, as this could make your relationship with them and their behaviour even worse.

If you feel unsafe or threatened by their behaviour, you should avoid any confrontation with them and get in contact with us.

What to expect when you report anti-social behaviour



By phone:

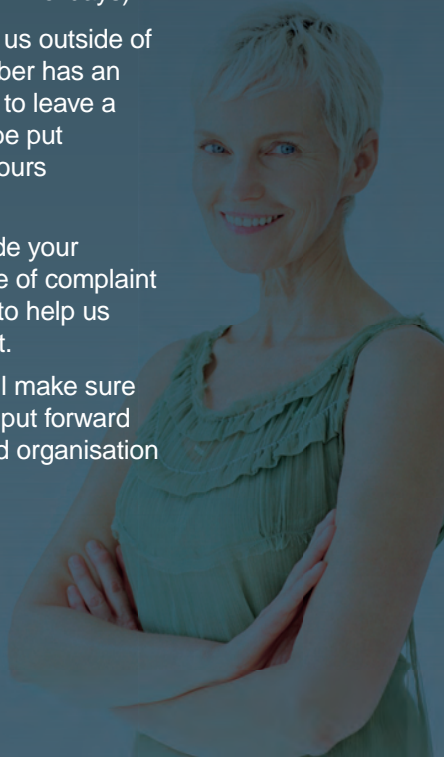
Calling our anti-social behaviour number:
01322 343000

This number is answered during office hours (8.45am-5.30pm from Monday to Thursday and 8.45am-5pm Fridays excluding Bank Holidays).

If you need to contact us outside of these hours, this number has an answer phone for you to leave a message or you can be put through to an out of hours emergency number.

You will need to provide your name, address, nature of complaint and any other details to help us investigate your report.

Once reported, we will make sure that your complaint is put forward to the right person and organisation to deal with it.



In confidence - you can trust us

All reports are kept in the strictness of confidence and we will not reveal any of your details unless you ask us too.

In an emergency:

If you are in immediate danger, please phone - 999

In writing:

You may find it easier to make your report in writing, as you can give us full descriptions and details of anti-social behaviour that way.



Online:

Dartford District Council's community safety team:

www.safedartford.gov.uk



Write:

Community Safety Unit
Dartford Borough Council
Civic Centre
Home Gardens
Dartford
DA1 1DR

Remember:

We can only take action if we know what the problems are.

You need to give as much information about the anti-social behaviour as possible, including descriptions of the person(s), exact locations, times of day, dates and any other details that may help.

This will help us take the right action.

Without your help, we can't make a stand against anti-social behaviour.

We recognise this is not easy for many people and we will do all we can to support the you in tackling the issues that matter to you.

**So please don't ignore it,
report it!**

What happens once you have made the report to us:

We will:

- > Take every report of anti-social behaviour seriously and record your complaint
- > Contact you within one working day of you first reporting a problem
- > Look at the risks to your personal case, to decide how we can best support you
- > Meet with you in person, if needed, to gather more information
- > Provide you with log sheets and guidance, if we need you to record more details and dates of incidents
- > Ask your permission, if, to deal with your concern, we need to pass on your information to someone else
- > Work alongside other partners to share information and tackle issues.
- > Update you on our course of action each step of the way
- > Provide you with one single point of contact
- > Ensure your needs as a victim are understood and supported
- > Investigate every case we take on fully and gather as much information as is available
- > Consider all the tools and powers available to us
- > Attempt to obtain positive action and reach clear resolutions
- > Continue to monitor your situation and support your needs, even after our investigation has finished
- > We will explain our findings when we finish investigating
- > Monitor your satisfaction with the way we have dealt with your case

What else can you do?

- > Do keep a note of everything that is happening; (times, incidents, dates, places, descriptions)
- > Do keep alert to what is going on around you, speak to your neighbours and make a stand together if possible
- > Don't put yourself in an unnecessary risk or danger
- > Form or join a Neighbourhood Action Group
- > Become a Community Crime Fighter and get access to the services that are available to tackle anti-social behaviour
(www.communitycrimefighters.org.uk or call 577888 and leave your details)



What happens next?

This really depends on your report and the type of anti-social behaviour. Here's a few examples of the type of behaviour and how we dealt with it:

Young people were playing football and the ball would sometimes hit resident's fences...

...we spoke to the young people, and explained the problem to them. They were most upset and didn't realise playing football could scare residents. It broke down the barriers and both sides understood each other's point of view. We provided them with details of free sports groups they could join and other areas, they could play football safely.

A resident complained about a group who were victimising and intimidating her and her neighbours where they lived...

...we worked with the police and housing officers, spoke to other residents, took statements, built a case and went to court and secured five full ASBOs on the group.

We received noise complaints of a neighbour playing their stereo until the early hours of the morning...

...the case was passed to the environmental health department. They issued diary sheets to neighbours to record dates, times and types of noise. When satisfied the noise happened often enough, noise recording equipment was put in and this showed the level of noise was high. They then served a notice on the neighbour. If they do it again, they could have their stereo confiscated.

Did you know?

Depending on the nature of your complaint, you could be contacted by a member of staff working for the council or Kent Police.

Help and support throughout

If you are a victim or witness of anti-social behaviour, you do not need to deal with it alone. We have staff who are dedicated to supporting people who are victims and witnesses in anti-social behaviour reports.

Every report is different, but this could just be speaking to you regularly, or making sure other agencies are aware of your needs. If the report goes to court, we will help you every step of the way, explaining fully and being honest about what you can expect. This could include taking you and showing you around the court building and answers any questions you may have.

For more information about our victim and witness support, call 01322 343000.

You can also contact Kent Victim Support on 0845 389 9527 if you would prefer.

We are here to help you and make your neighbourhood a safer place to live.

Your notes:

Use this page to keep together details of who you've spoken to and what their contact details are:

Your main point of contact is:

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They work for:

.....

They can be reached on:*

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Other information:

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Feel free to call them with any questions, concerns or new information.

***If you need immediate police assistance - always call 999**

In a non emergency please call: 01622 690690

Remember!

We can only act on the evidence and information we have received.

We will do everything we can within our power to try and achieve a positive result for you.

If you are not satisfied with the level of service you have received, please contact: 01322 343000.

