

# RESPECT FOR DERBY

Services in Derby recognise that anti-social behaviour can be a serious problem for individuals and communities, and we are determined to tackle it.

## This leaflet tells you:

- what we can do to help individuals and communities facing anti-social behaviour
- what we are doing to tackle those who commit anti-social behaviour
- how to report anti-social behaviour
- how to find out more information, and
- what you can expect from us when you report anti-social behaviour.

## Our commitment to you

We will listen to every complaint, look at individual circumstances, and respond to it in a fair and reasonable way.



## What is anti-social behaviour?

In Derby, we understand anti-social behaviour to be:

“unreasonable behaviour which causes or is capable of causing nuisance or annoyance to some person (who need not be a particular identified person)”.

### Examples of anti-social behaviour include:

- noise nuisance
- vandalism and graffiti
- rubbish and littering
- people being drunk or rowdy in public spaces
- abandoned or burnt-out vehicles

## Raising your concerns and priorities about anti-social behaviour

In Derby, there is a range of ways for you to tell us about your concerns and priorities so that we can tackle anti-social behaviour effectively.

The Police have **Safer Neighbourhood Teams** in every area in Derby that are dedicated to tackling local problems, including anti-social behaviour. You can phone your local team or contact them at a local police station or office.

The Safer Neighbourhood Teams also take part at important community meetings, like **Neighbourhood Forums**. These are public meetings held at a local venue every three to four months. Forums help the Team to:

- find out what really matters to local people
- decide what the local policing priorities should be

and are an opportunity for you to have your say about what we should be doing.

Your **local councillors** and your **Neighbourhood Manager** also attend Neighbourhood Forum meetings – everyone is encouraged to attend.

The Community Safety Partnership's **Anti-Social Behaviour Team** works with the Police and other organisations to deal with people who commit anti-social behaviour and to prevent it from happening again. There is a dedicated Victim and Witness Support Officer for people who need extra help and support.

**Derby Homes** and **other housing providers** have officers who can address anti-social behaviour problems about their premises, tenants and areas, (and also non-tenants in some circumstances), and also offer victims extra help and support.

**Derby City Council** provides services to tackle issues such as noise nuisance, litter and graffiti.

**See page 5 to find out how to contact these organisations or to get more information about their services.**

## What we are doing to tackle anti-social behaviour

We believe that 'prevention is better than cure'. We are working hard to encourage people, especially young people, to stay away from harmful behaviour and get involved in positive activities instead. This includes going into communities to direct people to youth clubs and sporting activities and explaining the consequences of committing anti-social behaviour, which is done by the Council's Youth Service, Young Addaction and others. We often do work with other organisations, such as the Derby charity Sporting Futures and Derby County In The Community.

For individuals who cause anti-social behaviour, we will use all of the powers available to us to tackle it. We put victims at the forefront of what we do and will provide extra help and support, when needed.

### Prosecution

If criminal offences have been committed, the Police will thoroughly investigate it and those responsible may face prosecution through the Criminal Justice system.

### Restorative justice

Where appropriate (and only with the victim's consent), we may use 'restorative justice'. This holds offenders to account for what they have done, personally and directly, and gets them to do something to repair the harm. It also gives victims the chance to let offenders understand the real impact of their crime.

### Acceptable Behaviour Contract

This is an agreement with an individual and the relevant organisation (such as the Anti-Social Behaviour Team, Police or housing provider) that they will stop behaving in a way which is causing upset to other individuals or communities. In many cases, these are very effective, especially with young people. If the Contract is breached, it can lead to an application for an Anti-Social Behaviour Order.

### Anti-Social Behaviour Order

This is a Court order in place for at least two years, which forbids specific behaviour, which is harming individuals or communities. The Order can ban a person from:

- threatening, intimidating or disruptive actions
- spending time as part of a group that causes problems together
- visiting certain areas.

Breaching an Order is a criminal offence. We will investigate any allegation of a breach and, wherever possible, take the offender to Court to protect individuals or communities. If the person is a tenant of Derby Homes or other social landlords, we may use tenancy enforcement, and other legal action, which might include eviction in the most serious cases.

### Family Intervention Project

This project works with the most challenging families to help end cycles of anti-social behaviour in neighbourhoods. We can use the Project to reinforce acceptable standards and provide support to achieve this, but we will rigorously challenge any poor behaviour which falls below reasonable expectations.

## What you can expect from us when you report anti-social behaviour

### To make sure we tackle the issues that matter most, we will:

- be present at important community meetings, especially Neighbourhood Forums, to listen to what people have to say and agree priorities
- work with you to prevent anti-social behaviour occurring in your area
- publicise local policing priorities and make sure we give you updates on what we are doing to tackle problems in your area
- publicise Anti-Social Behaviour Orders (ASBOs) to local communities (unless there's a legal reason that prevents us doing this)
- hold regular neighbourhood meetings so that we deal with issues positively and take action to resolve them.

### When you call us to report anti-social behaviour, we will:

- treat you with dignity and respect
- record your case properly and respond promptly
- investigate it thoroughly
- wherever possible, keep your confidentiality and not use your name if you wish
- take positive action with people who commit anti-social behaviour to prevent further problems, using the full range of powers where necessary
- keep you informed about what action we are taking to deal with your case, at a frequency agreed with you, and by the contact you prefer (phone, email, letter or face to face).

### If you need support as a victim of anti-social behaviour, we will:

- make sure you have a named support officer who you can contact and who will contact you at agreed times
- make contact with vulnerable or repeat victims within two working days to make sure we meet any further needs
- contact you within five working days in all other cases, if you request this
- provide help to any person who has concerns about providing evidence; for example, explaining how to fill in incident logs, pre-Court visits, applying for 'Special Measures' for vulnerable or intimidated witnesses and, where possible, providing third-party evidence on your behalf
- where appropriate, provide practical support to help you feel safer, such as security surveys and advice, camera installation and strengthening the security of houses to reduce or lower the risk of attack or theft.

### We are committed to helping you. If you are not happy with the way we deal with you or your issues, please contact the organisation you are dealing with straight away. They will:

- acknowledge your complaint promptly
- look at your complaint within an agreed period
- wherever possible, take steps to resolve the complaint to your satisfaction.
- If, after going through the organisation's procedure, you are still not satisfied they are taking effective action to resolve your anti-social behaviour problem, you can complain to Derby Community Safety Partnership through their Anti-Social Behaviour Team - see back page. The Community Safety Partnership will look into your complaint and make recommendations, where appropriate, which all the organisations dealing with anti-social behaviour will agree to take into account.

## How to contact us, find out more information or report anti-social behaviour

In an emergency, call **'999'**.

An **emergency** is when:

- a crime is happening
- someone suspected of a crime is nearby
- when someone is injured, being threatened or in danger.

To report a **non-emergency** incident, including anti-social behaviour, call **0345 123 33 33**.

To contact your local Safer Neighbourhood Team, call **0345 123 33 33**. Or you can visit **www.derbyshire.police.uk** and go to the 'My Local Police' link. This gives you useful information about your Team and the policing priorities in your area.

Contact Derby Direct to report noise nuisance, littering and graffiti. Call **0333 200 6981** - this is a 24-hour service - or visit **www.derby.gov.uk** to report it online.

For dates and venues of your Neighbourhood Forum or to find out the name of your Neighbourhood Manager, visit: **www.derby.gov.uk/neighbourhoods** You can also find the details of your local councillors on the Council's website.

Contact the Anti-Social Behaviour Team through Derby Direct on **0333 200 6981** or visit **www.saferderby.org** to report incidents online.



If you are a Derby Homes tenant, contact the enquiry centre on **01332 711000**, Monday to Friday 8am-8pm and Saturday 9am-12 noon, or through Carelink on **01332 256060** outside these times. You can also visit **www.derbyhomes.org** for information about the services, and to report incidents online. Or you can call in to a Housing Office or a Derby City Council customer service centre.



Contact Derbyshire Fire and Rescue Service at: **www.derbyshire-fire-service.co.uk**. This offers important advice about community and home safety, but also includes advice on tackling anti-social behaviour.



You can get further information about anti-social behaviour and crime at: **www.direct.gov.uk/localcrime** Home Office



If you want to report information about a crime without leaving your name or details, call the charity Crimestoppers on **0800 555 111** or visit **www.crimestoppers-uk.org**



