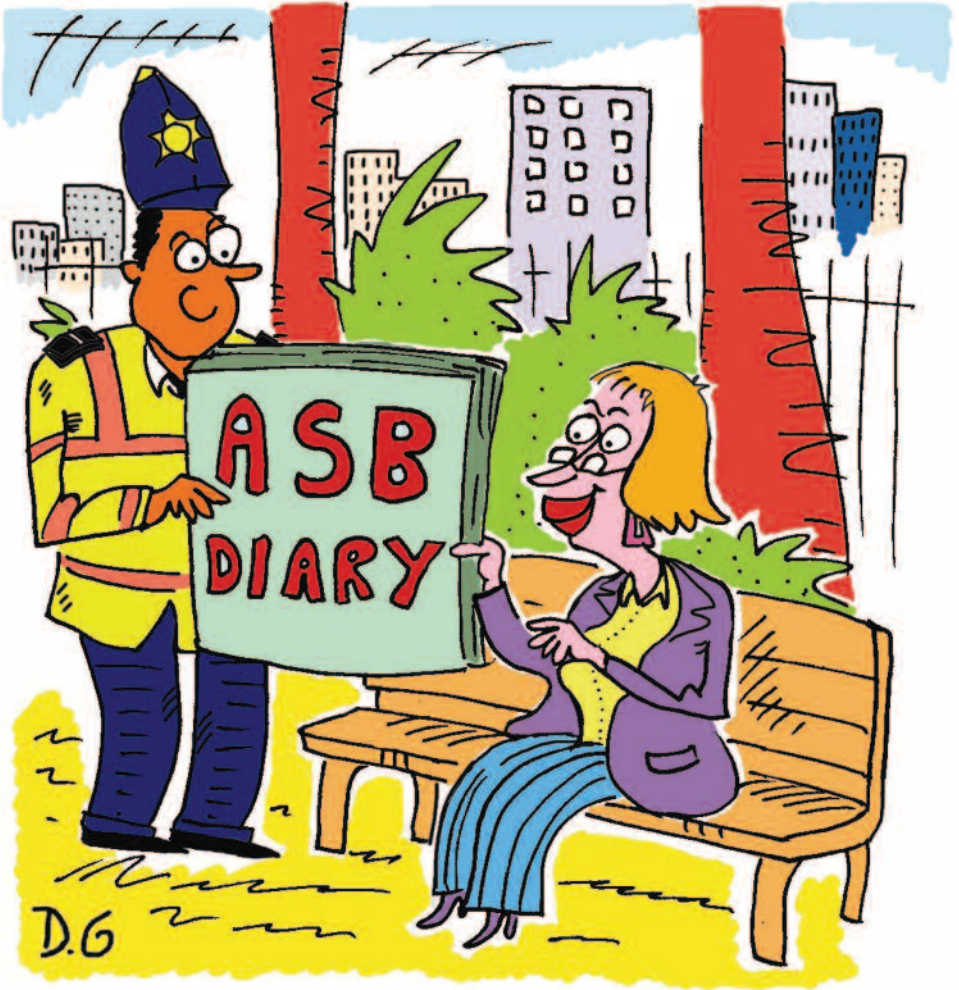


Crime prevention advice

Preventing and tackling anti-social behaviour



SAFER NEIGHBOURHOODS



SURREY POLICE
With you, making Surrey safer

www.surrey.police.uk

Preventing and tackling anti-social behaviour

What is anti-social behaviour?

Anti-social behaviour (ASB) is any aggressive, intimidating or destructive activity by an individual or a group that disrupts, damages or destroys someone else's quality of life.

It can include problems on the street, such as drunken or rowdy behaviour, drug dealing, aggressive begging and groups of people intimidating others in public.

Neighbours can exhibit anti-social behaviour by playing loud music, keeping intimidating dogs, making threats or harassing those living nearby.

Abandoning cars, misusing fireworks, fly-tipping, graffiti and damaging private property are also types of anti-social behaviour.

There are however, some behaviours generally considered reasonable, such as children playing, everyday noise from washing machines and lawn mowers, and noise from DIY projects (unless carried out at an unreasonable time of night or day).

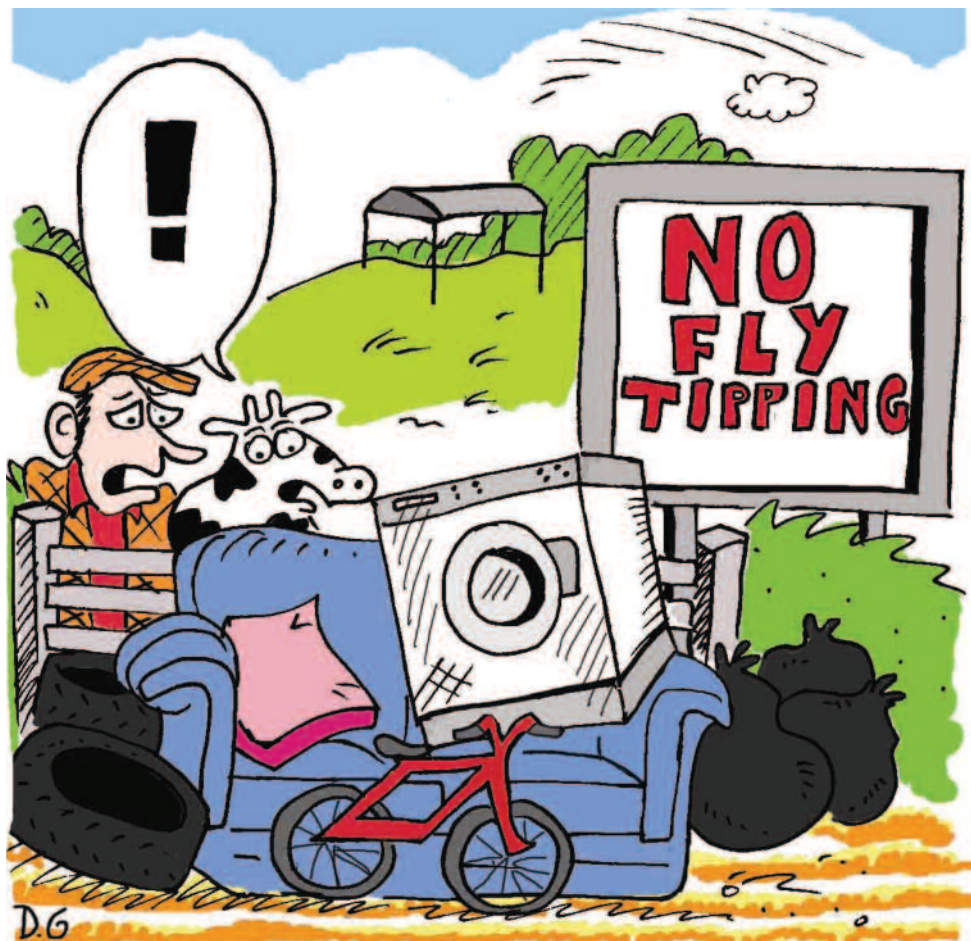
Tackling ASB at an early stage

Reducing anti-social behaviour is a top priority for Surrey Police and the other partner agencies with responsibility for tackling ASB. We believe in early intervention and engagement to stop future problems – thereby nipping the problem in the bud.

To help us do this there are various tools we can use, depending on the individual offender and the type of behaviour in question. These include anti-social behaviour letters, fixed penalty notices, prosecution and ASBO's (anti-social behaviour orders).

Surrey Police also works closely with local councils and other partner agencies in a co-ordinated approach to ASB. Together, we always try to help an offender understand the consequences of their actions and discourage them from further bad behaviour. However, if their behaviour continues we consider the full range of enforcement options available to resolve the problem.

Preventing and tackling anti-social behaviour



Fly tipping is unsightly, anti-social and illegal

What you can do to tackle anti-social behaviour

If ASB is affecting your quality of life, there are several agencies you can call for help and advice – please refer to the 'Who tackles ASB' chart later on in this leaflet.

If you think Surrey Police can help you with an ASB problem, call us on **101** or visit one of our

Neighbourhood panel meetings. Here you can speak with a dedicated Safer Neighbourhood Police Officer. To find out details about the next panel meeting visit **www.surrey.police.uk**

If you ever feel threatened by ASB or if it places you in danger, call **999** immediately.

Preventing and tackling anti-social behaviour

Talking it through

Before contacting Surrey Police or a partner agency, you should use your judgement as to whether you can resolve the problem yourself simply by talking to the person creating the ASB.

Sometimes a neighbour just needs reminding that their behaviour is upsetting you, or they may not realise that their actions are anti-social. Often, once neighbours have understood each others point of view, a situation can easily be resolved.

If you feel uneasy about approaching a neighbour on your own, or you feel it may put you at risk, Surrey Police can arrange a meeting for both parties and send an officer along to help talk through the issue.

Alternatively we can recommend a specialist mediation service with expert advisers who can help find a solution. A list of mediators is available from Surrey Police, your local council or the Citizen Advice Bureau.

Joining Neighbourhood Watch or a local residents' or tenants' association may also give you more support when tackling the problem.

Getting the police involved

If you feel you cannot tackle an ASB problem yourself and the behaviour can be dealt with by the police, we are here to help.

If you contact Surrey Police to report anti-social behaviour we will record all the details and give you appropriate advice. We will then contact any other relevant partnership agencies and between us, we will decide what action to take and keep you informed of progress.

However, Surrey Police cannot take action against someone simply because another person has complained about them – we always need evidence.

One way to gather evidence is to record incidents in an ASB Incident Diary, noting when and where problems occur and how they affect you and your family. To request an ASB Incident Diary and guidelines on completing it, speak to a member of your Safer Neighbourhood Policing Team either face-to-face or by calling **101**.

Whichever method you use to report anti-social behaviour you can be confident that any report made to Surrey Police will only be used for police purposes and at no point will your details be revealed to a suspect or offender.

Preventing and tackling anti-social behaviour

Who tackles ASB?

Different types of anti-social behaviour are dealt with by different agencies and it is important that you contact the right one for your particular concern. Here is a guide to which agency deals with which type of ASB.



Aggressive dogs and their owners can cause distress

Relevant agency	Behaviour
Police	<ul style="list-style-type: none"> Anti-social use of motor vehicles Begging Criminal damage or vandalism Drug dealing Inappropriate use of fireworks Intimidation or harassment Misuse of air guns Rowdy and nuisance behaviour Street drinking/anti-social drinking
Local council	<ul style="list-style-type: none"> Abandoned vehicles Discarded drugs paraphernalia Graffiti Litter and discarded rubbish, fly tipping and fly posting Street trading Street drinking/anti-social drinking (if related to premises selling alcohol)
Local council – Environmental Health Department	Noise, noisy neighbours, loud music, noise from businesses
Registered social landlords	Noisy tenants
Surrey Drug and Alcohol Team (DAAT)	Drugs misuse
Surrey County Council Trading Standards	Storage, sale and supply of fireworks

Preventing and tackling anti-social behaviour

Useful anti-social behaviour contacts

Surrey Police	101
Surrey Drug and Alcohol Action Team (DAAT)	01372 205790
Surrey County Council Trading Standards	01372 371700
Victim Support	0845 389 9528
Neighbourhood Watch	101
Crimestoppers – report incidents anonymously	0800 555 111
Your local council:	
Woking	01483 755855
Guildford	01483 505050
Elmbridge	01372 474474
Runnymede	01932 838383
Mole Valley	01306 885001
Tandridge	01883 722000
Waverley	01483 523333
Reigate & Banstead	01737 276000
Spelthorne	01784 451499
Epsom & Ewell	01372 732000
Surrey Heath	01276 707100



In an emergency always call 999



For more crime prevention
advice visit
www.surrey.police.uk



Registered charity no. 298028

Contacting Surrey Police

For non-emergency calls or to contact your local police officer call
101* or **01483 571212**, 24 hours a day, 7 days a week.

Always dial **999** in an emergency.

If you are hard of hearing or speech impaired, textphone on
08001 101 (non-emergency) or **08000 101** (emergency) or text us on
07786 204020 or **999** (register at www.emergencysms.org.uk).

* Calling 101 from landlines and mobile phones costs 15 pence per call, no matter what time of day you call or how long you are on the phone