

How Do I Report ASB?

Wiltshire Police: **101** (non-emergency)
999 in an emergency
www.wiltshire.police.uk

Anti-social Behaviour Team:
(01793) **445500**

Noise nuisance: (01793) **445501**

StreetSmart: (01793) **445501**
(graffiti, waste, fly tipping, abandoned vehicles)

Housing: (01793) **445503**

Other Useful Numbers

Community Mediation Swindon:
(01793) **527285**

Victim Support in Wiltshire:
0845 4566099

Home Office website: www.gov.uk

Swindon Woman's Aid: (01793) **610610**

Experiencing Domestic Violence (24hrs)
999 in an emergency

Right to Complaint

We recognise that sometimes you may not be satisfied with the service you were given.

If you wish to make a complaint about the way your case was handled you should direct your complaint to the appropriate agency:

Wiltshire Police:

Telephone: **101** (non-emergency)
Via the website: www.wiltshire.police.uk
In person at: **Gablecross Police Station**

Swindon Borough Council:

Via the website: www.swindon.gov.uk
In person at the **One Stop Shop**
Wat Tyler House
Beckhampton St
Swindon, SN1 2JG

FOI No: 13970/14

Victim & Witness Support

Service Charter for Anti-social Behaviour

Keeping Swindon  **Safe**

Service Charter for anti-social behaviour

Tackling anti-social behaviour (ASB) is a top priority for Swindon's Community Safety Partnership.

The partnership will not tolerate ASB and will utilise the relevant tools and powers to ensure victims and communities are protected.

We want to promote a sense of trust and respect among residents, where communities and local agencies work together to tackle ASB.

We understand that taking a stand against ASB can be stressful and intimidating. We will ensure that we deal with your case in an effective, efficient and professional way.

Our commitment to you:

- Contact you within 3 working days of receiving your case either by phone or by post.
- Take your complaint seriously and investigate it thoroughly.
- Utilise the full range of tools and powers to tackle ASB, using both criminal and civil powers.
- Keep you informed about your case. Telephone those victims with cases being investigated every two weeks, to give updated information and receive feedback.
- If requested, refer you to our ASB victim support officer.
- Provide you with log sheets, guidance to record ASB incidents, and other literature about ASB.
- Publicise action taken to tackle ASB at neighbourhood and borough level as appropriate.

What we would like from you:

- Completed log sheets to be returned within 2 weeks of receiving them.
- It is important that you record only those things you have seen or heard, rather than opinions.
- Record incidents soon after they occur while they are still fresh in your mind.
- If logs are not received within 2 months the case will be closed, but can be re-opened if required.
- Update the case officer with any new information.
- Record time, date and name of officers if police are called and record log number.

Tackling an ASB case successfully relies on a strong partnership between victims of ASB and those agencies tackling it.