

MEDWAY



**COMMUNITY SAFETY
PARTNERSHIP**

Anti-social behaviour pledge

**Working together in partnership
to build stronger communities and
ensure Medway is a safe place to
live, work and visit**





What is anti-social behaviour

Anti-social behaviour (ASB) is defined as acting in a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household.

Anti-social behaviour can include:

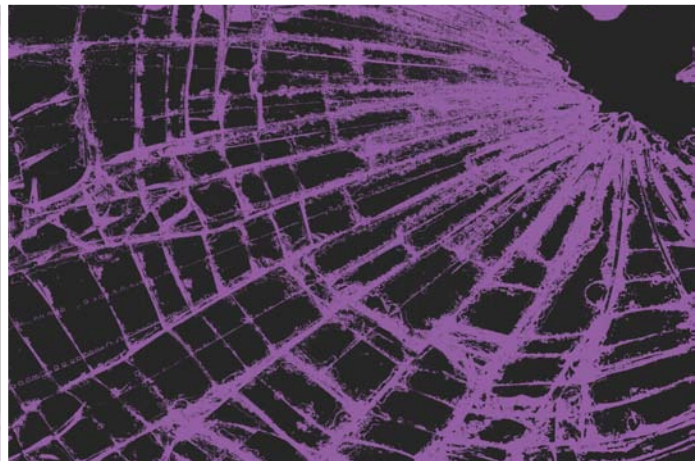
- **noise;**
- **criminal damage and vandalism;**
- **drinking in the street;**
- **graffiti;**
- **littering.**

Why we've created an anti-social behaviour pledge

We recognise that anti-social behaviour covers a complex range of activities that affects the quality of life for individuals, families and communities.

We are committed to tackling, not tolerating, anti-social behaviour. We will use the full range of powers and resources available, both civil and criminal to ensure that we take a vigorous approach to deal with those responsible, while providing effective support to victims, witnesses and the perpetrators.

We want every member of our community to feel confident that we are dealing robustly with anti-social behaviour and to enjoy their homes and neighbourhoods safely and peacefully.





Medway Community Safety Partnership's anti-social behaviour pledge

- Treat individuals fairly, with dignity and respect, ensuring you have fair and equal access to our services.
- Investigate, record and assess every report of anti-social behaviour.
- Contact you within five working days of receiving your case to determine the level of support needed.
- Reports of anti-social behaviour needing an immediate response will be forwarded to the police or appropriate agency without delay.
- Ensure those requiring further support have a single person to contact, together with their contact details, including email and phone number.
- Keep you informed of the case progress.
- Consider the full range of criminal and civil legal actions that may be taken against the individual(s) or group causing the problem.
- Work with other agencies to provide appropriate support services to everyone involved.
- Work closely with all partnership agencies including PACT meetings (Partners And Communities Together) to ensure that anti-social behaviour is tackled in your community
- Consult regularly with our communities to ensure that the actions we are taking are the right ones to reduce anti-social behaviour.
- Acknowledge any dissatisfaction with the service you receive and investigate it fully.



Taking action

If anti-social behaviour is a problem for you, there's a lot you can do to help put a stop to it.

You can:

- talk to your neighbours to find out if they're affected as well;
- if you feel comfortable doing so, talk to the person causing the problem. They may not realise how it is affecting you;
- report the problem to the relevant organisation (see next page);
- tell your landlord or residents' association, if you are a tenant, about the situation
- attend a neighbourhood PACT meeting (Partners And Communities Together) – find out more at www.kent.police.uk or www.medwaycsp.co.uk

If the situation is an emergency (if someone's life or safety is threatened) phone 999.

All complaints are treated as confidential. You don't have to worry about your identity being revealed. It is helpful if you have specific details about what happened, when, where and how you were affected by it.

Help us stop anti-social behaviour in Medway by taking ownership in your neighbourhood



Useful contacts

If you are affected by any ASB or need further advice please contact us.

Kent Police Neighbourhood Teams

Gillingham/Rainham:

01634 792344

Chatham:

01634 792346

Rochester/Strood:

01634 792333

Web: www.kent.police.uk

Medway Council Safer Communities

- Dog fouling
 - Littering
 - Fly-tipping
 - Graffiti
 - Noise
 - Abandoned vehicles
- Phone: 01634 333333

CSP office

Phone: 01634 338131

Email: communitysafetypartnership@medway.gov.uk

Web: www.medwaycsp.co.uk

Kent Fire and Rescue

Phone: 01634 283543

NHS Medway

Phone: 01634 335020

In an emergency phone 999

If you would like this document in a different language please contact 01634 338131. This document can be supplied in braille or in large print, and is also available on the website www.medwaycsp.co.uk