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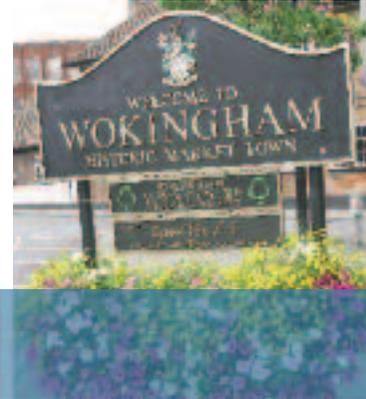
If you or someone you know, would like this leaflet in a different format (e.g. audio tape), please call (0118) 974 3798.

For more information please contact:

Wokingham Direct

Tel: (0118) 974 6000

Email: wokinghamdirect@wokingham.gov.uk



Community Safety

Anti-social behaviour - where to go for help

Anti-social behaviour - Where to go for help

What is anti-social behaviour?

The Crime and Disorder Act (1998) defined anti-social behaviour 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 (as the defendant)”.

Some examples of anti-social behaviour are:

- Aggressive and threatening behaviour
- Intimidation and / or harassment by others
- Verbal abuse
- Criminal damage
- Fly tipping (illegal dumping of rubbish)
- Vehicle related nuisance

- Noise nuisance
- Graffiti
- Under-age drinking
- Drug dealing/taking
- Racial harassment
- Vandalism

Please be aware that everyday noise, such as children playing, will not normally be regarded as nuisance.

This guide has been written to help residents of the Wokingham Borough who may be affected by anti-social behaviour (ASB). People are sometimes confused about which agency to contact and what can actually be done about the problems they are experiencing.

Hoax/Malicious Calls

Contact your phone provider
Thames Valley Police
Tel: 0845 8 505 505

Inappropriate Use of Motorbikes/Gopeds and Mopeds

Thames Valley Police
0845 8 505 505

Litter Waste Services

Wokingham Direct
Tel: (0118) 974 6000
wokinghamdirect@wokingham.gov.uk

Neighbour Nuisance

Anti-Social Behaviour Team
Tel: (0118) 974 3798
asbhotline@wokingham.gov.uk
If you are a tenant then please contact your Housing Association or WBC Tenant Services:
Tel: 0118 974 6000
wokinghamdirect@wokingham.gov.uk

Noise Nuisance

Environmental Protection and Housing Team
Tel: (0118) 974 6364 / 6382
environmental.health@wokingham.gov.uk

Public Order Offences

(including drunken and drug influenced behaviour)
Thames Valley Police
0845 8 505 505
If a crime in progress call 999

Speeding

Thames Valley Police
0845 8 505 505

Street Lights Vandalised

Wokingham Direct
Tel: (0118) 974 6000
wokinghamdirect@wokingham.gov.uk

Vandalism

Thames Valley Police
0845 8 505 505
If a crime in progress call 999



If you know someone who is behaving anti-socially and don't want to speak to the police or give your name, call the Crimestoppers charity anonymously on 0800 555 111. Nobody will know you called.

A-Z of ASB - Who to contact

Arson

(including vehicle fires)
Tel: (0118) 932 2074 (24-hour answerphone)
Emergency - call 999
arsonreduction@rbfrs.co.uk

Abandoned and untaxed Vehicles

Wokingham Direct
Tel: (0118) 974 6000
wokinghamdirect@wokingham.gov.uk
For illegally parked vehicles call Thames Valley Police on 0845 8 505 505

Abandoned Trolleys

Please contact the relevant shop for assistance.

Aggressive/Abusive People

Thames Valley Police
Tel: 0845 8 505 505

Criminal Damage

Thames Valley Police
Tel: 0845 8 505 505
If a crime in progress call 999

Dangerous Driving

Thames Valley Police
Tel: 0845 8 505 505

Discarded Needles/Syringes

Wokingham Direct
Tel: (0118) 974 6000
wokinghamdirect@wokingham.gov.uk

Dog Fouling

Animal Warden
Tel: (0118) 974 6356 / 6382
environmental.health@wokingham.gov.uk

Dogs - Noise/Dangerous /Stray

Animal Warden
Tel: (0118) 974 6356 / 6382
environmental.health@wokingham.gov.uk

Drug Dealing

Thames Valley Police
Tel: 0845 8 505 505

Fly-Tipping

Wokingham Direct
Tel: (0118) 974 6000
wokinghamdirect@wokingham.gov.uk

Graffiti

Wokingham Direct
Tel: (0118) 974 6000
wokinghamdirect@wokingham.gov.uk

Harassment

Thames Valley Police
0845 8 505 505
Anti-Social Behaviour Team
Tel: (0118) 974 3798
asbhotline@wokingham.gov.uk

ASB can take many forms and what may be a problem to one person may not have the same effect on someone else. Therefore tolerance levels need to be taken into account when requesting a formal response from authorities, as it may not be appropriate if behaviour is not persistent.

What does this booklet cover?

- What the Anti-Social Behaviour Team will do
- What you can do
- Some ideas about how to support your local community and reduce crime
- Directory of useful contacts

What the Anti-Social Behaviour Team will do

Wokingham Borough Council has an obligation to directly tackle anti-social behaviour. We work in partnership with other agencies, like the police, to help reduce ASB.

Wokingham Borough Council has a specialist Anti-Social Behaviour Team who will ensure that:

- Our policy to tackle anti-social behaviour is implemented effectively and fairly.
- Look into reports of anti-social behaviour and work together with other agencies to take action and stop it.
- Support you in reporting the perpetrators of ASB.
- Support projects to improve your community.

Our aim is to:

- Encourage you to report anti-social behaviour.
- Put you in touch with other organisations that can help.
- Work with other organisations to reduce anti-social behaviour.
- Keep you up to date with investigations you are involved in.

What you can do

If the behaviour of others is affecting the peaceful and quiet enjoyment of your home or neighbourhood you should contact us using the details at the back of this book.

You should always:

- Act in a way which considers the feeling of others.
- Talk with your neighbours to try and

resolve any differences before a problem escalates - with our support if you need it.

- Keep a note of the names of people involved.
- If you don't know the names, make a note of how they look, what clothes they were wearing, what car they drove and the registration number.
- Try to keep a diary of incidents, noting key dates, events, times and details of how this affects you. We can supply you with pre-printed incident diary forms and pre-paid envelopes in which to return these to us.
- Never put yourself at risk. If you are scared for your safety always call the police.

- Report the problem to your relevant housing association, Wokingham Borough Council Tenant Services or private landlord.

If you have tried to resolve the problem but it is still continuing then please call for help, using the contact numbers at the back of this leaflet.

Make a difference!

Participation in your local area is key to addressing local issues in the long term. If you would like to get involved within your community here are some suggestions:

- Join a local residents' association or Neighbourhood Watch Scheme, or set one up if there are not any.
- Become involved with your local

Neighbourhood Action Group to work together with other residents to improve your local area.

- Volunteer some of your time to a project or charity in your area.
- Share information with your neighbours if you hear of a problem in your area.
- Make an informal agreement to keep an eye on each other's homes and vehicles and report any problems to the police.
- Pass information to the police and/or the local authority about crime problems or problem individuals, you could use an incident diary for this.