



# Putting Victims First

## Anti-Social Behaviour



Incident number: .....

Incident type: .....

Attending Officer: .....

Officer's email address: .....@cumbria.police.uk

Officer's phone number: .....

Call 101, option 2 extension: .....

Date: .....



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# Information for Victims of ASB

Thank you for reporting your incident of anti-social behaviour.

Cumbria Constabulary and your local council, in partnership with other agencies, are committed to working together to tackle anti-social behaviour and reduce crime and disorder. Everyone has a right to feel safe in their own home and their community, we will do everything we can to help you achieve this.

## What exactly is anti-social behaviour?

Anti-social behaviour is any activity which causes, or is likely to cause, harassment, alarm or distress to one or more people not of the same household. Some of the more common forms of anti-social behaviour include:

- Nuisance and noisy neighbours
- Litter, rubbish dumping and fly tipping
- Vandalism and graffiti
- Vehicle nuisance
- Noise
- Trespassing
- Animal problems, like stray dogs or fouling etc
- Street drinking, causing a nuisance
- Groups of people, including youths, causing a nuisance.

As you have reported an incident of anti-social behaviour, this booklet provides information which should be of use to you.

## Police grading of anti-social behaviour.

The police grade anti-social behaviour into three categories:

1. Personal, which is when it is deliberately directed at a group or individual.
2. Nuisance, for example people riding motorbikes off roads in fields or noise.
3. Environmental which affects a location such as litter or fly tipping.



# Information for Victims of ASB

Becoming a victim of anti-social behaviour can be a distressing and upsetting experience. This booklet explains what happens next and gives you information about organisations that provide support and advice. It also offers some practical tips on how you can protect your home and your property.



## What happens when you report anti-social behaviour?

Now that you have reported anti-social behaviour, a police officer will ask you to provide details of what has happened. Please give the officer as much information as possible and let them know:

- If you are worried about the safety of yourself and / or others.
- If you have recently suffered from any similar incidents.
- If the incident was made worse because of abuse relating to race, religion or belief, disability, sexual orientation, or any other factor.
- If you have any specific needs, for example a health problem.
- If you remember anything else about the incident after the initial report.
- If you change your contact details.

We are committed to doing our best for you.

The officer will carry out an initial investigation that may include taking statements and house-to-house enquiries. They will tell you if an investigation will take place and whether they will keep you updated on progress. If an investigation cannot be progressed, they will give you a reason why.

At the back of this booklet, there is a page for you to record things that you have remembered, or questions you may wish to ask if there is going to be further contact with you.

You may be referred to a local focus hub, here partner agencies work together to resolve issues, you will be asked to give your consent before being referred.



# What happens when you report an incident of anti-social behaviour?

This will usually come in via our command and control room; where you will speak directly with a police officer who will be able to assess your situation over the phone. They will ask you questions and make a decision as to whether a Police Officer/PCSO will need to attend, if no attendance is required they will inform you why.

If an officer is required to attend the incident their aim will be to:

Work with you to ensure you are safe and where applicable -

- Patrol the area and deal with any further incidents.
- Gather information and evidence including speaking with any witnesses.
- Take all necessary steps to resolve the problem.
- Ensure the local neighbourhood policing team has a full and accurate account of the incident.

We may also help with security, for example by providing personal safety alarms, improving your door locks and offering crime prevention advice.

We will keep you informed of the progress of any investigation as a result of your report.

The local council can help you deal with issues such as excessive noise, nuisance neighbours, abandoned vehicles, littering, fly tipping, dog fouling, licensed premises and alcohol related matters. They can also provide you with diary sheets to record persistent anti-social behaviour.

Allerdale Borough Council – 0303 1231702

Copeland Borough Council – 01946 598300

Carlisle City Council – 01228 817200

Eden District Council – 01768 817817

Barrow Borough Council – 01229 876543

South Lakeland District Council – 01539 733333

For truancy matters contact Cumbria County Council on 01228 606060.



# Dealing with anti-social behaviour

If a suspect is identified as a result of a crime such as public order or harassment they may be questioned and a decision will be made about what will happen to them. Depending on the type and severity of the incident, the Police or the Crown Prosecution Service could make this decision.

Outcomes could include:

- No further action.
- Undertaking a community remedy
- Being subject of an out of court disposal such as a caution.
- Receiving a penalty notice.
- Being charged or summonsed to court.

If the suspect is charged to appear before a court, the Witness Care Unit will contact you. They will inform you about the progress of the case and can arrange for you to have a Pre Trial Visit (a look around the court before the actual court date). The Witness Service can provide support for you at court on the day of the hearing.

There are many different ways that police and partner agencies deal with anti-social behaviour.

Some of the options include:

- In the case of offending minors, letters to parents
- Verbal warnings which can be given to offenders
- We may ask offenders to sign an acceptable behaviour contract where the offender voluntarily enters into an agreement to improve behaviour.
- In some cases prosecution.

We may also suggest a restorative approach, a process which brings consenting victims and offenders together in a safe environment with support from specially trained facilitators.

Victims have the chance to tell the offender the real impact of the offending behaviour and request answers to their questions through a direct face-to-face meeting, a conversation through their supporter or even via a letter.

The restorative approach holds offenders to account for what they have done, directly to their victim.



# Community Remedy and Restorative Justice

Community Remedy is a process that gives victims of certain types of crime and anti-social behaviour the opportunity to have a say in how the offender is dealt with. If the offender accepts responsibility for their behaviour, you can consider the options under three headings;

- **Reparation:** Asking the offender to pay for, or repair damage to property, clean graffiti, or undertake a community based activity like litter picking.
- **Restoration:** A facilitated, face-to-face meeting between the victim and the offender (Restorative Justice), allowing those affected to have an opportunity to explain the impact of the incident, get answers to questions they may have, and / or obtain an explanation from the offender.
- **Rehabilitation:** Referral to an intervention programme (such as an alcohol diversion scheme / Domestic Violence programme). Alternatively with youths, an intervention facilitated by the Youth Offending Service involving the youth and parent / guardian. All interventions aim to address the cause/s of the behaviour, and reduce the risk of re-offending.

The police officer will tell you if your chosen options are enforceable, or a voluntary arrangement. If any of the chosen options are unsuitable, the police officer will guide you and make the final decision.

## RESTORATIVE JUSTICE

Restorative justice gives victims the chance to meet or communicate with their offender to explain the real impact of the crime - it empowers victims by giving them a voice. It also holds offenders to account for what they have done and helps them to take responsibility and make amends. Government research demonstrates that restorative justice provides an 85% victim satisfaction rate and a 14% reduction in the frequency of reoffending. If you think Restorative Justice could help you, you can enquire at:

[rj.cumbria@remediuk.cjsm.net](mailto:rj.cumbria@remediuk.cjsm.net)

or police staff at:

[RJHub@cumbria.police.uk](mailto:RJHub@cumbria.police.uk)

Involvement is voluntary, confidential and free for those taking part.





## Other Agencies / Support

### CUMBRIA TOGETHER

There are organisations in Cumbria that can help and support you or someone you know who may be a victim of crime or anti-social behaviour.

Cumbria Together is a website that provides an information portal bringing together services and information about what is available for those affected by crime or anti-social behaviour irrespective of whether the crime or anti-social behaviour has been reported or not. The Cumbria Together website can be searched via geographical area, crime type or directory and links can be made directly to agency websites. A dedicated section is available for children/young people and there is a multi-lingual facility. The website is not a reporting mechanism and if anyone using the Cumbria Together site wishes to report a crime or anti-social behaviour incident they should visit [www.cumbria.police.uk](http://www.cumbria.police.uk) to report online, or call 101 or 999 in an emergency.

[www.cumbriatogether.com](http://www.cumbriatogether.com) is an information hub for anyone who has been affected by crime or antisocial behaviour, whether reported to the Police or not.



## Other Agencies / Support

### VICTIM SUPPORT

Victim Support gives emotional and practical help to people who have been affected by crime or anti-social behaviour in Cumbria and can advocate on their behalf.

Their support is free, confidential and they can support all victims of crime or anti-social behaviour. If you contact your Victim Support team, they will make sure you get the information and support you need.

If you have been affected by crime or anti-social behaviour, one of the ways they can help you is by giving you the support you need to cope with emotional stress. Their staff and volunteers are trained to listen, give information, and offer feedback. They can help you to make sense of what you have been through, discuss your options, and help you to feel like you are getting your life under control again.

They can help with simple tasks like filling out forms, getting broken doors and windows fixed, and installing burglar alarms. They can also assist with bigger issues such as getting medical treatment, being rehoused, or dealing with the criminal justice system. They give you the information you need to understand your options and next steps.

They can be contacted for support regardless of whether you have contacted the police, and no matter how long ago the crime or anti-social behaviour incident took place.

They will help you for as long as it takes to overcome the impact of crime or anti-social behaviour incident.

Victim Support opening hours are Monday – Friday 9am – 7pm.

Call 0300 30 30 157

Out of hours 0800 81689 111

Online – [www.victimsupport.org.uk](http://www.victimsupport.org.uk)

Cumbria Constabulary may provide Victim Support with limited details about a victim of crime or anti-social behaviour, so that contact can be made to offer the support services described above. In the event the offer of support is declined Victim Support will not retain those details.



# Victims of Stalking and Harassment

Information will be provided advising on the steps you can take to protect yourself from harm.

You can also visit the Constabulary's website to find further links to the Paladin National Stalking Advocacy Service and to the National Stalking Helpline,

<https://www.cumbria.police.uk/Advice-Centre/Personal-Safety/Stalking.aspx>

There are some practical steps that you can take to identify any sources of personal information that could be used by a suspect. These could include mailing lists, the electoral roll, school or work records, internet sites and wastepaper and refuse bins. You should never dispose of personal information via a refuse bin. Such items should be shredded, burnt or disposed of by some other means, which are not accessible to a suspect.

You should consider changing your passwords for gaining access to personal information via the telephone or internet. In particular, the use of your mother's maiden name and pet names as verification codes for access to personal details should be discouraged.

Anonymous voter registration is available for people at risk. Please visit:

[www.electoralcommission.org.uk](http://www.electoralcommission.org.uk) for more information.

There are also facilities to restrict the more general availability of your personal information. To find out more visit the Information Commissioner's website:

[www.whatdotheyknow.com](http://www.whatdotheyknow.com)



## Keep a Diary

Keeping a diary is a good way to monitor and record persistent anti-social behaviour and can be used as evidence to support further action by the police and partner agencies.

The sort of things to keep a note of, no matter how insignificant they may seem, could include:

- The exact time, date and location of the incident.
- Descriptions of any people involved, including an idea of their height, build, hair colour and what they are wearing.
- What they were doing.
- How their actions affected you and / or others.
- Any other witnesses.
- Car registration.
- Anything you have remembered and wish to bring to our attention with regard to the incident
- Anyone who has given you information about your incident
- Any questions you may have for us.

If the issue is related to housing, then it may be necessary for the housing provider or landlord to seek possession of a property or warn the tenants about breaking their tenancy conditions. The attending officer will be able to discuss this with you.

There is some space at the back of this booklet for you to record this information.



## The Media

We may release details of crime and anti-social behaviour incidents to local media and on force social media such as:



[www.cumbria.police.uk](http://www.cumbria.police.uk)

This is to help trace any witnesses or appeal for information.

We will not disclose your name or full address unless we have your permission.



# Community Trigger

The Community Trigger (Also known as ASB Case Review) has been designed for you.

If you (or others) have reported an ongoing incident 3 or more times within a 6 month period and no action has been taken, you can activate the Community Trigger through your Local Authority. This has been designed to give you the right to demand that agencies deal with persistent anti-social behaviour.

There will be a multi-agency case review which involves various agencies (eg. local Police, Local Authority, Housing Association, NHS) working together to prevent this from happening again.

This is different from a single-agency complaints process which looks at faults in the way an agency responded. The Community Trigger process is directed at ultimately fixing the problem and stopping the anti-social behaviour for good.

## Community Trigger Directory

Each Local Authority must specify the point of contact for activating the Community Trigger and ensure that applications made to that point of contact are passed on to all the relevant bodies in the local government area.

For information and advice visit:

<https://asbhelp.co.uk/community-trigger-directory/>

Allerdale Borough Council – 0303 1231702

Copeland Borough Council – 01946 598300

Carlisle City Council – 01228 817200

Eden District Council – 01768 817817

Barrow Borough Council – 01229 876543

South Lakeland District Council – 01539 733333



# Fraud

Fraud is where somebody lies, or deceives you, in order to cause harm, usually by stealing your money.

## ACTION FRAUD

Action Fraud is the National reporting centre for all fraud and cyber-crime. Reports can be made online or via the telephone. You will be given a reference number and you will receive an update within 28 days. Action Fraud record the crime and assess it. If further action is needed it will be sent to the relevant law enforcement agency to investigate. It is important that crimes are reported to Action Fraud so they are able to gain a clear picture of the scale and types of fraud happening across the country to identify patterns and trends and communicate this, which is vital in providing preventative measures to stop frauds happening. By reporting to Action Fraud you will enable law enforcement to understand how these criminals operate and help to catch and stop them. Action Fraud can refer victims to Victim Support and they will offer this referral once they have taken your fraud report.

Contact Action Fraud at [www.actionfraud.police.uk](http://www.actionfraud.police.uk) (24 hours a day, 7 days a week)

Telephone:- 0300 123 2040



## Have we...?

- Explained what is going to happen and why?
- Given practical help?
- Offered advice?
- Explained what further contact you should expect, when, how and by whom?
- Explained that your details may be given to Victim Support and why?
- Checked if you had any further questions?
- Left an incident Reference Number?
- Left written details of the name, email address and phone number of the officer dealing with your case?





## How did we do?

Cumbria Constabulary is committed to giving the best possible service to people in our communities.

In Cumbria we want to do our best for you. By working with external agencies and gathering and sharing information we are able to be pro-active in our approach, prevent crime and anti-social behaviour from happening, protect you, your family and property and bring criminals to justice. By providing this service we are helping to keep Cumbria safe.

We would welcome your feedback on the way we provide our service to you and your community. We believe it is essential that you and others have confidence in the police and are satisfied with the service we give you. With this in mind, we would like to hear from you. How did we do?

You can feedback your comments by using the methods below.



<https://www.surveymonkey.co.uk/r/8ZBFY38>

[www.cumbria.police.uk](http://www.cumbria.police.uk)

### **Letter:**

Police Headquarters, Carleton Hall, Penrith, Cumbria CA10 2AU

We want to do our best for you and your feedback is important to us. We may contact you in due course in relation to the service you have received. We respect your right to privacy. The information you provide will only be used for policing purposes.

You can also follow us on Facebook and Twitter.   cumbriapolice

Please visit our Local Focus Facebook groups:

Carlisle Focus: [www.facebook.com/groups/CarlisleFocus](http://www.facebook.com/groups/CarlisleFocus)

Allerdale Focus: [www.facebook.com/groups/AllerdaleFocus](http://www.facebook.com/groups/AllerdaleFocus)

Copeland Focus: [www.facebook.com/groups/CopelandFocus](http://www.facebook.com/groups/CopelandFocus)

South Lakes Focus: [www.facebook.com/groups/SouthLakesFocus](http://www.facebook.com/groups/SouthLakesFocus)

Barrow Focus: [www.facebook.com/groups/BarrowFocus](http://www.facebook.com/groups/BarrowFocus)

Eden Focus: [www.facebook.com/groups/EdenFocus](http://www.facebook.com/groups/EdenFocus)

We also have a newsletter - visit [www.cumbria.police.uk](http://www.cumbria.police.uk) to sign up



## Other Useful Information

- Cumbria Constabulary Newsletter Service: Visit - [www.cumbria.police.uk](http://www.cumbria.police.uk) to sign up to receive the updates.
- Victim Support – 0300 30 30 157  
[www.victimsupport.org.uk](http://www.victimsupport.org.uk)
- Citizens Advice Bureau:  
[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)
- Neighbourhood Watch:  
[www.cumbrianeighbourhoodwatch.co.uk](http://www.cumbrianeighbourhoodwatch.co.uk)
- Cumbria County Council: 01228 606060  
[www.cumbria.gov.uk](http://www.cumbria.gov.uk)
- Crimestoppers: 0800 555 111  
[www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)

Cumbria Constabulary conducts Customer Satisfaction Surveys to evaluate our performance and effectiveness. We may contact individuals, such as victims of crime or those reporting incidents, and ask them to give us their opinion of the service we are providing to the public. We use the information given to improve our service wherever we can. Cumbria Constabulary, like many police forces use a private company to undertake such surveys on our behalf with strict controls to protect the personal data of those involved.





Peter McCall