

We will treat everyone with respect, dignity and fairness regardless of your racial identity, gender, disability, age, culture, religion, status, or sexuality.

What if you are not happy with how we have dealt with your report?

You or someone on your behalf can ask us to look at the issue under the Community Trigger ASB case review rules.

Under the community trigger scheme, the police, council and other organisations can be required to review their response if someone has complained about anti-social behaviour and is not happy with the response.

The criteria for the trigger is:

You reported three separate incidents relating to the same problem in the past six months to the council, police or your landlord;

Contact us with your name and contact details:

Online: www.solihull.gov.uk

By phone: 0121 704 6867

By email: safersolihull@solihull.gov.uk

By post: Safer Solihull Partnership, Neighbourhood and Regulatory Services, Council House, Manor Square, Solihull, West Midlands B91 3QB

The trigger is not a complaints process. If you are unhappy with a service you have received, please consider making a complaint by contacting the organisation to whom you made the initial contact.

Useful contacts

Solihull Anti-Social Behaviour Service

To report incidents of anti-social behaviour call the hotline on: 0121 717 1500
You can also send a text to: 07781 474 722

Solihull Police

In an emergency call 999. For all other criminal and police matters call the police non-emergency number 101.

Tackling Anti-Social Behaviour in Solihull

Support for victims and witnesses

Our promise to you

This leaflet explains where you can go to for help to tackle anti-social behaviour.

Tackling Anti-Social Behaviour in Solihull

Victim and Witness Support *Our promise to you*

The Safer Solihull Partnership brings public, private, community and voluntary organisations together with one aim – to make Solihull a safer place. We want everyone who lives, works in or visits Solihull to be able to enjoy their homes and neighbourhoods safely and peacefully.

Partners include the police, probation service, health and fire services, Solihull Community Housing, voluntary community services and the office of the Police and Crime Commissioner.

Tackling anti-social behaviour remains a priority for us all and we not only aim to prevent it occurring but address people's perceptions of it year on year.

What is anti-social behaviour?

It is about acting in a manner that causes, or is likely to cause harassment, alarm or distress.

It can cover a wide range of things from vandalism, graffiti and fly posting, nuisance neighbours and intimidating groups taking over public places. In other words, it can be any form of behaviour which has a negative impact on your quality of life.

Everyone has a right to live without fear of anti social behaviour.

Our promises to you are:

1. We are committed to tackling anti-social and criminal behaviour in your community.

- Our police and community support officers maintain a visible, uniformed presence on our streets to deter offenders.
- We use all tools available – from criminal and civil court proceedings against perpetrators to warnings and mediation – to tackle problems as quickly as possible.
- We are making reporting as easy as possible. You can call our anti-social behaviour team at Solihull Community Housing on **0121 717 1500**, by text to **07781 474 722** or email to **info@solihullcommunityhousing.org.uk**
- If your call relates to graffiti, fly tipping, litter, dog fouling, underage sales and abandoned vehicles contact Solihull Council on **0121 704 8000**.
- Solihull Police neighbourhood policing teams can assist with non-emergency matters and are able to receive your enquiries about anti-social behaviour. To report a non-emergency matter call 101 (local rate) or visit **www.solihullpolice.org.uk**. In an emergency dial **999**.

2. We will take your report seriously and take action as quickly as possible.

- We treat all information you give us in confidence and in accordance with legal requirements.
- We will contact you promptly to discuss your concerns and explain what we can do.
- In most cases, a named officer will deal with your case so you know who to speak to.
- We will keep you updated regularly at times agreed with yourself.

3. We will keep you informed.

- We will tell you what action has been taken in relation to any report you may have personally made.
- Wherever possible, we publicise action taken to tackle anti-social behaviour to deter perpetrators; to inform and reassure the community; and to encourage people to report breaches of court orders such as Criminal Behaviour Orders.
- We hold regular neighbourhood forums, walkabouts and other community events so you have an opportunity to voice your concerns.

4. We will support you.

- We will provide you with support, working with our partners and other service providers where possible.
- Any report is dealt with in confidence. Sometimes we may need witnesses to come forward to speak in court – if we need to do this, we will support you through the court process.
- If you agree to provide evidence in civil court, Solihull ASB Service will arrange for you to visit beforehand so you know what to expect. We will organise your transport to the hearing and provide refreshments and a waiting room separate from perpetrators.

5. We will work together to tackle problems in your community.

- Partnership organisations work together and share information to tackle anti-social behaviour most effectively and ensure that trends are identified and acted upon.
- To do this, neighbourhood police teams and the council's neighbourhood managers and anti-social behaviour team work with all partners, including Solihull Community Housing and other social landlords, education, social care, health and offender services.