

Tackling Anti-social behaviour in Solihull

Victim and Witness Support

If you or someone you know needs this information in another language or format please contact 0121 704 6644.

Our Promise to You

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Victim and Witness Support *Our Promise to You*

The Safer Solihull Partnership brings public, private, community and voluntary organisations together with one main aim – to make Solihull a safer place to live, work and visit. We want everyone in Solihull to be able to enjoy their home and neighbourhood safely and peacefully.

Partners include Solihull Council, West Midlands Police, West Midlands Police Authority, West Midlands Fire Service, Solihull NHS Care Trust, Solihull Community Housing and the probation service.

Tackling Anti-social behaviour is a priority for us and we aim to reduce resident's perception of Anti-social behaviour 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 1515, 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 - for a non emergency report call 0845 113 5000 or 0345 113 5000 (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.

- 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.
- 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 Anti-social behaviour orders (ASBOs).
- We hold regular neighbourhood forums, walkabouts and other community events so you have an opportunity to voice your concerns.

4. We will support you.

- 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 Community Housing 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.

6. You have a right of complaint if you are not happy with how we have dealt with your report.

- Online: Safer Solihull - **Compliments and Complaints Form**
- Telephone: 0121 704 6644
- Letter:
Safer Solihull Team
Complaints Co-ordinator
PO Box 19
Council House
Solihull B91 9QT