



Our Charter

For Victims and Witnesses of
Anti-Social Behaviour in Tameside

Tackling Anti-social Behaviour

Anti-social behaviour is where people behave in ways that make others suffer or where such behaviour spoils the sense of safety or security that communities should enjoy

Anti-social behaviour also includes hate incidents. This abuse can be physical, verbal or written and happens when someone is targeted because they are believed to be different, because of age, disability, gender, race, religion/belief or sexual orientation. Anti-social behaviour is bad for our communities. It can undermine the feeling of security that we all value. We believe that the best way to fight anti-social behaviour is for all of the organisations that have a role in tackling it, to work together. And to support both the victims of anti-social behaviour and those who witness it.

Where we feel safer, we are happier. The best way to tackle anti-social behaviour is to bring together all of the key organisations that are concerned with it. Together we will be stronger and more effective.

Tameside Crime and Disorder Reduction Partnership

The Tameside Crime and Disorder Reduction Partnership is made up of a number of key organisations. These include Tameside Council, Greater Manchester Police, the Probation Service, Victim and Witness Service, New Charter Housing and Greater Manchester Fire and Rescue Service.

As a partnership we now have a wide range of powers, orders and mechanisms to help us deal with anti-social behaviour.

We do and will use them to keep our communities safe.

What we will do for you

We will offer support and practical help to victims and witnesses and work together to improve communities' perceptions.

If you are a victim or witness of anti-social behaviour:

We will ensure that:

- You will be treated fairly with dignity and respect
- Your complaints will be taken seriously
- The facts, information and intelligence about your case will be shared throughout the partnership to help us identify location hotspots, known perpetrators and affected parties
- We will keep your details confidential



We will act to tackle anti-social behaviour

I hope that this Charter is informative and provides a useful guide through what may be a difficult time for some people and that it provides reassurance that we are working together to support victims and witnesses.

Steven Pleasant

Chair

Tameside Crime & Disorder Reduction Partnership

Policing Pledge

If you experience anti-social behaviour:

Policing Pledge

As part of the Policing Pledge your Local Neighbourhood Policing Team will respond to every message within 24 hours. For more information on the Policing Pledge visit gmp.police.uk/policingpledge

In addition to the Policing response, if you experience anti-social behaviour (ASB) the Anti-Social Behaviour Team will contact you within two days for a Level 1 complaint or five working days for a Level 2 or 3 complaint.

An initial assessment will be made on the basis of the information provided:

Level 1

Serious and persistent anti-social behaviour such as harassment and intimidation which is having an adverse effect on physical or mental well being.

Level 2

Less serious incidents of anti-social behaviour causing disruption and/or annoyance.

Level 3

Incidents of anti-social behaviour where general advice will be given, such as environmental issues.

What we will do for you

The Anti-Social Behaviour Team will:

- Establish the facts
- Offer advice on how to deal with the problem yourself
- Refer you to the emergency services if there is immediate danger or to the police if your property is going to be damaged or stolen
- Pass your information to other agencies to speed up the response (this will need your permission)
- Keep you informed on what will happen next
- Provide or organise emotional and practical support with Tameside Victim and Witness Support Service
- Help you get the evidence to prove there has been anti-social behaviour
- Carry out an investigation into the complaint on your behalf
- Organise extra security measures, if appropriate
- Tackle the behaviour if there is evidence

If you are a New Charter Housing tenant, we will tell you the name of the housing representative who will work on the case and who will keep you up to date about the case.

What we will do next

The Tameside Anti-Social Behaviour Team and New Charter Tenancy Enforcement Team will take whatever action needed to tackle anti-social behaviour.

We will:

- Carry out more detailed investigations
- Identify legal and other action that might be taken
- Prepare and present court cases - you may be required to give evidence
- Support witnesses and people reporting anti-social behaviour through the court process with the assistance of Tameside Victim and Witness service and New Charter Housing
- Monitor the behaviour of those people who have had warning letters, have signed contracts about acceptable behaviour, or who have been given a court order about their behaviour.

Complaints

If you are not happy about the service you receive you can complain to:

Tameside Council

Tel. 0161 342 8355 or visit www.tameside.gov.uk/complaints

Greater Manchester Police

Tel. 0161 872 5050 or email complaints@gmp.police.uk

New Charter Housing Trust

Tel. 0161 331 2000

Tameside Victim & Witness Service

Tel. 0161 343 7813

Monitoring how we are doing

We regularly follow up on how people who make a complaint about anti-social behaviour are being dealt with and will let the public know the results.

We welcome your views on the service we provide. If we have got things wrong and you are unhappy then please let us know. It will help us put things right and improve the services that we provide.

We would also like to hear from you if you are happy with the service you received, so let us know when we get it right. This will help us to get it right more often.

Whatever you want to tell us, whether it is a complaint, a compliment, a comment or a suggestion, we want to hear from you.

What you can do to help us

Contact us as soon as you can after or during an incident.

Provide any information we request so that we can speed up investigations, for example, use diary sheets.

The numbers to know

If you experience anti-social behaviour, please call the

Tameside Anti-Social Behaviour Team

0161 342 8355 (Mon – Fri 8.30am – 5pm)

Useful numbers

Emergencies

999

Greater Manchester Police (to report crime)

0161 872 5050

Tameside Patrollers

0161 342 3010

New Charter Housing (for New Charter tenants)

0800 027 0527