



# CRIME AND ANTI-SOCIAL BEHAVIOUR

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DO YOU KNOW YOUR RIGHTS  
BEYOND 999?

This leaflet tells you what you can expect from the police and others when it comes to crime and anti-social behaviour.

## YOUR RIGHTS

[www.direct.gov.uk/localcrime](http://www.direct.gov.uk/localcrime) is a website which gives you information about the police and criminal justice services in your area as well as what you can expect from them.

Remember, in an emergency, you should always call **999**.

An emergency is:

- when a crime is happening
- when someone suspected of a crime is nearby, or
- when someone is injured, being threatened, or in danger.

If you want to report anti-social behaviour or a crime that is not an emergency, you should call your local police force or council anti-social behaviour team – see the tear-off page at the back for your numbers.

Alternatively, if you want to remain anonymous, you can pass on information about crimes to the independent charity, Crimestoppers, either on **0800 555 111** or via [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org). Information is taken 24 hours, seven days a week, including Christmas Day.

If you want to know the facts and figures about crime in your area, visit [www.direct.gov.uk/localcrime](http://www.direct.gov.uk/localcrime) and type in your postcode to view a 'crime map' of your area.

## YOUR ROLE

The police need your help so please report crime if you see it. There are other ways to help the police, the local authority and other criminal justice agencies – for example by joining Neighbourhood Watch, a tenants' or residents' association, by becoming a special constable or a volunteer for Victim Support. Visit [www.direct.gov.uk/localcrime](http://www.direct.gov.uk/localcrime) to find out more.

This leaflet is available in other languages and alternative formats. To order, please call **0870 241 4680\*** or visit [www.direct.gov.uk/localcrime](http://www.direct.gov.uk/localcrime) to download your copy.

\*Calls to this number are 8p per minute from a standard BT line. Calls from mobiles and other networks may vary.



## WHAT CAN YOU EXPECT FROM THE POLICE LOCALLY?

Your local police force has signed up to a set of national standards called the Policing Pledge. They commit to:

- Treat you with dignity and respect and provide fair access to their services.
- Tell you who they are and how to contact them.
- Spend 80% of Neighbourhood Police Team time working visibly in your neighbourhood.
- Respond to your messages about non-emergency problems within 24 hours.
- Answer emergency calls within 10 seconds and attend as quickly as possible within 15/20 minutes (urban/rural).
- Answer non-emergency calls promptly and attend within 60 minutes if you are vulnerable or if it is a local priority, or if attendance is not required, make an appointment to see you within 48 hours.
- Give you the opportunity every month to influence policing in your neighbourhood and agree your local priorities.
- Provide you with crime maps for your area, update you on your priorities monthly and provide information about local crime and what they are doing about it.
- If you are a victim of crime, agree with you how, how often and how long you wish to be kept up to date – it will be at least monthly.
- If you tell them that you are not happy with their service, respond to you within 24 hours and also talk to you in person.

Your local police are best placed to resolve problems but you can also make a complaint to your police authority (who are responsible for holding the police to account) or the Independent Police Complaints Commission.

To find out more visit [www.direct.gov.uk/localcrime](http://www.direct.gov.uk/localcrime)



## WHO IS RESPONSIBLE FOR TACKLING ANTI-SOCIAL BEHAVIOUR?

If you are suffering as a result of anti-social behaviour, you can expect your council and the police to treat the problem seriously, take action and then to report back to you what they have done.

In your area:

- The local council has a named person or dedicated phone number where you can report anti-social behaviour.
- You can also report problems to your Neighbourhood Policing Team.
- If you are a tenant or leaseholder of a housing association or local authority, contact your landlord as they have powers to tackle problems too.

Your local authority, social landlord and local police have many powers to deal with anti-social behaviour. Visit [www.direct.gov.uk/localcrime](http://www.direct.gov.uk/localcrime) to find out:

- What can be done about anti-social behaviour such as noisy neighbours or intimidating groups hanging around.
- The powers your local council can use to tackle anti-social behaviour – such as ASBOs, parenting orders and evictions.
- Your council and local police record on using these powers to solve problems.

If you have reported anti-social behaviour, but do not feel that action has been taken, you can complain to your Neighbourhood Policing Team (see the section on the previous page), or to the council through their complaints procedure, to your local councillor, and ultimately the Local Government Ombudsman.

To find out more visit [www.direct.gov.uk/localcrime](http://www.direct.gov.uk/localcrime)



## WHAT HAPPENS TO PEOPLE CONVICTED OF OFFENCES?

When a crime is committed you want to know that the person responsible has been caught and what sentence they receive. Courts make decisions on behalf of the public. All courts are open to the public and their proceedings and decisions are a matter of public record (unless the judge or magistrate has imposed restrictions or the case is held in the youth court).

- Visit [www.direct.gov.uk/localcrime](http://www.direct.gov.uk/localcrime) to find out details of your local court. You can search by region, court type or the name of your local court.
- Ask your Neighbourhood Policing Team for details of the crimes that have occurred in your local area and to tell you what has happened to those who have been brought to justice.
- You can check your police force and Neighbourhood Policing Team's web pages too.

You can have your say on how criminals pay back to your community through **Community Payback** run by the Probation Service. This is when criminals carry out work which benefits the community, for example removing graffiti. They also wear orange jackets so you can see that offenders are paying back for their crimes.

- You can nominate work to be done by offenders on Community Payback via your local probation website – probation should respond to you promptly.
- You can also find out about recently completed Community Payback projects.

Go to [www.direct.gov.uk/localcrime](http://www.direct.gov.uk/localcrime) to find out more.

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## VICTIM OF CRIME – WHAT CAN YOU EXPECT?

If you have been a victim of crime, you are entitled to certain standards of service, many of which are set out in the *Code of Practice for Victims of Crime*.

- You can contact Victim Support directly or the police can refer you if you report a crime. Victim Support will contact you within 48 hours to offer support.
- You can also make a Victim Personal Statement to the police, describing how the crime has affected you, which can be considered by the court and others.
- The police will keep you updated monthly until the case is closed – including when someone is arrested, charged, bailed and sentenced.
- The police will tell you whether or not they decide to charge a suspect within five days.
- If your case goes to court, you will be kept informed and told if you are required to give evidence. You will be given practical help with getting to court by the local Witness Care Unit.
- They will tell you about the outcome of your case, for example if the defendant was found guilty, within 24 hours.
- The court will provide a separate waiting area (or alternative arrangements) away from the defendant's family and friends.
- If you have been the victim of a violent crime, you may be entitled to compensation from the Criminal Injuries Compensation Authority.

You can complain to any of the service providers if they have not delivered these obligations under the Victims' Code. If you remain unhappy, you can complain to the Parliamentary Ombudsman via your MP.

To find out more visit [www.direct.gov.uk/localcrime](http://www.direct.gov.uk/localcrime)



*Total Policing*

## CONTACTS IN YOUR AREA

### To find your Neighbourhood Policing Team

Visit [www.direct.gov.uk/localcrime](http://www.direct.gov.uk/localcrime)  
and type in your postcode

### To report anti-social behaviour, or crime when it is not an emergency call

**03456 043 043**

### To contact your local anti-social behaviour team

visit [www.direct.gov.uk/localcrime](http://www.direct.gov.uk/localcrime) and type in your postcode

### Community Payback

To nominate projects for Community Payback  
visit [www.direct.gov.uk/localcrime](http://www.direct.gov.uk/localcrime)  
and type in your postcode

### National Victim Support helpline

**0845 3030 900**

to find your local victim support service,  
visit [www.direct.gov.uk/localcrime](http://www.direct.gov.uk/localcrime)  
and type in your postcode

If you do not have access to the internet please call the Home Office public enquiries line on 020 7035 4848\* and they will provide you with local contact details for these services in your area.

*\*standard rates apply*

*This service is available between 9am and 5pm week days.*



Tear off and keep safe



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Home Office



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