

Contact details of partners

Spelthorne Crime and Disorder Reduction Partnership

What is anti-social behaviour?

If you are suffering from...

- threats of violence, intimidation and harassment
- frequent noise nuisance and rowdy behaviour e.g. playing music loudly
- misuse of public space such as drug use and wrongful use of mopeds
- environmental and criminal damage including abandoned vehicles, fly tipping, graffiti and vandalism

...then there may be someone who can help.

What is NOT considered anti-social behaviour?

Some acts we may disapprove of but are not typically regarded as anti-social behaviour:

- Noise from children playing (unless in an internal communal area)
- Litter
- Personal differences
- Family disputes
- Overgrown gardens
- Normal living noises e.g. opening and closing doors.

Surrey Police

Neighbourhood Specialist Officers and Police
Community Support Officers - mobile phone numbers
Surrey Police non-emergency no. 0845 125 2222
For emergencies 999
For confidential graffiti reporting 0800 0280284

Spelthorne Borough Council

Graffiti hotline 01784 446326
Noise control 01784 446270
Environmental Health 01784 446293
Abandoned vehicles 01784 446442
Street lighting (Surrey County Council) 08456 009009

Spelthorne Crime and Disorder Reduction Partnership

Crime reduction advice 01784 444269
Antisocial Behaviour advice 01784 446322
Mediation service 0870 7514311

Housing Associations

A2 0845 408 6666
Metropolitan 01932 787147
Thames Valley Housing 0208 607 0607

Surrey Fire and Rescue Service

Arson advice (non-emergencies) 01737 242444

Other partners

Crimestoppers 0800 555111
Spelthorne Neighbourhood Watch 01784 446790
Victim Support 01784 446202



Prepared by the Communications Team of Spelthorne Borough Council. Please don't bin it -recycle!
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How to help tackle anti-social behaviour in Spelthorne



Taking action

If you are the victim of persistent and repeated Anti-Social Behaviour (ASB) you should follow one of the steps listed below. Contact details are provided on the back page.

Contact the Police

- Contact your local Neighbourhood Specialist Officer or Police Community Support Officer.
- Go to your local Neighbourhood Panel. These are held on a regular basis, and residents can discuss issues of concern. Dates are put on the Police website and in public venues.
- Set up or join a Neighbourhood Watch scheme in your area - contact Spelthorne Neighbourhood Watch for help.
- If you are witnessing anti-social behaviour, but fearful of retaliation, police support is available.

Contact your housing association

If you are a Housing Association tenant contact your local Housing Officer.

Follow the procedures set up by your landlord.

Contact the Council

- Seek advice. The Anti-Social Behaviour Officer can advise you on taking steps mentioned in this leaflet.
- Contact your local councillor who can investigate - phone numbers are on the Council website and available from the Council Offices.
- Go to your Area Forum. These are held twice a year and residents can discuss issues including community safety. Dates are out on the Council website and in the Borough Bulletin newspaper circulated to residents and businesses four times a year.
- Report specific incidents such as graffiti or abandoned vehicles by using the hotlines.
- Contact Environmental Health for air, noise and land pollution.

What else you can do

- Talk to the neighbour(s) to see if the problem(s) can be sorted out before they get out of hand.
- Keep an incident diary to record incidents. Download the diary from the Spelthorne Council website by typing in "anti-social behaviour diary" in the search bar.

Taking further action

If you have taken action but the trouble persists then discuss further action with the relevant agency (please see back page for contact details). There are powers and schemes available to tackle the problems including:

- Acceptable Behaviour Contracts (ABCs) with identified individuals.
- Mediation and voluntary agreement to resolve differences.
- Diversionary and preventative schemes.
- Parenting orders.
- Injunctions.
- Anti-Social Behaviour Orders (ASBOs).
- Dispersal of groups of two or more people if their behaviour causes the police officer to suspect that this is intimidating and likely to be anti-social.

Arson

Spelthorne has the highest number of arson incidents in Surrey - help us tackle the offenders. In the cases of arson e.g. fires in wheeled bins, skips, rubbish etc, Surrey Fire and Rescue Service will, in partnership with the Police, investigate and prosecute offenders.

