



Useful contacts

Rochdale Council Contact Centre **0845 121 2978**
(Monday-Friday 8.00am – 8.00pm,
Saturday 9.00am – 1.00pm)

Greater Manchester Police **0161 872 5050**
(to report a crime)

IN AN EMERGENCY 999

If you're a tenant of Rochdale Boroughwide Housing or one of these housing associations, you should report anti-social behaviour to them.

Rochdale Boroughwide Housing	0845 070 5170
Regenda Housing (Call centre)	0344 736 0066
Riverside Pennine	0845 1110000
Contour	0345 6021120
St Vincent's Housing Association Lts	0845 6066565
Great Places	0845 8501966
Guinness Northern Counties	0845 6059000
Harvest Housing	0845 3450272

Together, let's fight against anti-social behaviour



Our commitment to
help victims in
Rochdale borough



Let's not let anti-social behaviour make us miserable!

Foreword

Everyone should be able to feel safe, secure and at ease in their home and their community and should not have to suffer because of the behaviour of others.

Anti-social behaviour makes people miserable and this is unacceptable. We've joined forces in Rochdale borough so lots of agencies including the council, the police, the Probation Service, Rochdale Boroughwide Housing, and others are working to improve the lives of people living in our communities. Together we all have a major role to play in tackling anti-social behaviour.

This document outlines our commitment in the fight against anti-social behaviour. It's for anyone who has been the victim of anti-social behaviour and sets out how that behaviour is dealt with after you've reported it.

We're developing the help and support we give to people who report anti-social behaviour. We aim to treat all those who've experienced anti-social behaviour fairly and courteously and to provide a good service that helps make Rochdale borough a safer community to live and work in.

I hope that this commitment is informative and provides a useful guide through what may be a difficult time for some people. We also hope it reassures you that that in the Rochdale borough we're committed to working together to support victims.

Chief Superintendent John O'Hare
Chair of Rochdale Safer Communities Partnership



What is anti-social behaviour

The way some people behave can make others suffer and there are lots of different ways this can happen. It could, for example, be because of:

- rowdy, noisy behaviour
- vandalism and graffiti
- fly-tipping
- drunken behaviour which directly affects you
- threatening behaviour

Anti-social behaviour also includes hate incidents. This abuse can be physical, verbal or written and happens when someone is targeted because they're believed to be different, because of their disability, gender, race, religion/belief or sexual orientation.

Why you should report anti-social behaviour

If you're experiencing anti-social behaviour then the first step to making it stop is to report it. Help and support is available to everyone.

When you report it to us, you can be sure that:

- You'll get a prompt response to your complaint.
- You're treated fairly with dignity and respect.
- Your complaints will be taken seriously.
- The information you give us will be kept confidential and will only be shared between agencies with your permission in order to help in resolving your complaint.
- We'll keep in touch with you and keep you regularly informed about progress with your case.
- We'll let you know who to contact if things haven't gone well and you're not happy with the service you've received from us.

The next few pages will explain who can help you and what support they can offer.

Who to contact and how to report it

If you're experiencing anti-social behaviour you can contact:

Rochdale Borough Council

Call 0845 121 2978.

(Monday-Friday 8.00am - 8.00pm,
Saturday 9.00am - 1.00pm)

Online: www.rochdale.gov.uk/reportasb
(the mailbox is checked daily by staff in the Anti-social Behaviour Team)

The operator will take your details and ask you a few questions which will help the Anti-social Behaviour Team to deal with your complaint. Depending on what you tell them they may:

- Give you advice and suggestions for resolving the problem yourself.
- Tell you about the advice and help you can get from the council or other services to help with resolving the problem.
- With your permission, pass on your details to these services to help them get started.
- Advise you to talk to the police on 0161 872 5050 if you think your property is going to be damaged or stolen or to report anti-social behaviour you think is a crime.
- If they think that you or anybody is in danger, they'll always tell you to ring the police emergency number on 999.

The Anti-Social Behaviour Team will:

- Contact you to discuss your complaint.
- Forward your enquiry to an appropriate housing officer on your behalf if you're a tenant of a housing provider.
- If you're a home owner - please see later section for details of how your complaint will be progressed.

Our response times to your complaints

The information you give will help us to prioritise your complaint and give the best possible service at all times to those who need it most.

Priority level	Nature of complaint	Response deadline
High priority complaints Level 1	Will typically be reports of serious anti-social behaviour involving violent acts, threats of violence or hate crime.	We'll contact you within: one working day
Medium priority complaints Level 2	Will typically concern anti-social behaviour causing disruption, damage to property or possessions.	We'll contact you within: two working days
Standard priority complaints Level 3	Will typically concern anti-social behaviour issues such as environmental crimes and nuisance.	We'll contact you within: five working days



Reporting anti-social behaviour to the police

Where you require an immediate response you can contact the police on 0161 872 5050.

Now you've reported it, here's what happens next

Every report of anti-social behaviour we receive is different and our response will reflect the information you give us and the result of our investigations. Once your report has been received and assigned to the appropriate service, we've all made a commitment, as a minimum, to provide the following service:



For tenants of Rochdale Boroughwide Housing or housing associations, homeowners or private tenants

Your local Housing Office or the council's Anti-social Behaviour Team will:

- Confirm the details of what has happened with you and tell you the name of the officer who will work on your case and keep you informed of progress.
- Carry out the initial assessment of your complaint and assign it a priority response level.
- Contact you to agree a plan of action to deal with the anti-social behaviour within 1, 2 or 5 working days, depending on the priority level assigned.
- Give you advice and support in resolving the issue yourself if you feel able to.
- Carry out an investigation into your complaint on your behalf.
- With your consent, share your information with other agencies who may be able to help with resolving the issues.
- Help you to gather evidence to prove anti-social behaviour has occurred and give you diary sheets to record details of further incidents.
- In some cases, arrange and fit extra security measures to your home and offer personal protection measures (like panic alarms) when it's necessary.
- Arrange the removal of any abusive, obscene or threatening graffiti.
- Provide, or organise emotional and practical support for you throughout the case.
- Take action to tackle the behaviour if there is evidence.
- Keep you informed of progress and monitor your satisfaction with the way we've dealt with your case.

Please note

- If you're a home owner or renting from a private landlord and are complaining about the behaviour of a Rochdale Boroughwide Housing or other housing association tenant, the Anti-social Behaviour Team will refer you to those agencies for investigation.

Taking enforcement action against anti-social behaviour

Where we can, and with enough evidence, we'll always seek to take enforcement action against those people making life miserable for victims and communities.

Our legal officers will:

- Carry out more detailed investigations into the most serious cases.
- Identify the full range of legal and other action that might be taken against the individuals or group causing the problem.
- Prepare and present court cases.
- Keep you informed about progress with the case and provide you with updates (within timescales agreed by you).
- Contact you via telephone, e-mail, text, letter or in person by agreement with you
- Support witnesses and complainants reporting anti-social behaviour.
- Offer to transport and escort you to and from any court hearings.
- Offer you a tour of the court that you're attending prior to any hearing.
- Offer you the use of a private room (subject to availability) while at court.
- Monitor those people who have had warning letters, have signed contracts about acceptable behaviour, or who have been given a court order because of their anti-social behaviour
- Monitor your satisfaction with the way we've dealt with your case.

Keeping to our standards – tell us how we're doing

All agencies that deal with anti-social behaviour are committed to giving victims the best possible response. We aim to continually meet the standards we've set out in this booklet and will make regular checks to make sure we're fulfilling our commitment.

Complaints and compliments

We welcome your views on the service we provide. If we've got things wrong and you're unhappy then please let us know. It will help us put things right and improve the service that we provide in the future.

We'd also like to hear from you if you're 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.

You can do this in many different ways, here's a quick summary:

- Comment online, visit www.rochdale.gov.uk/feedback
- Telephone, to any member of council staff or to the Contact Centre (see useful contacts on back page)
- Write to Head of Regeneration Service, Floor 4, Municipal Offices, Smith St, Rochdale OL16 1WU
- In person, at any of the Council's Customer Service Centres (addresses can be found at www.rochdale.gov.uk/feedback)
- In some cases we may need to direct your complaint to other partner services such as the police and Rochdale Boroughwide Housing for them to respond, as they have their own complaints procedures. If that happens we will put you in touch with the people in those services who can help you.



We can't do it without you - help us to help you

If people behave in a threatening, alarming or distressing way we should work together to stop them and to make a safer neighbourhood for ourselves and our children.

You can help by:

- Making contact with us as soon as you can during or after an incident.
- Providing any information we request so that we can speed up investigations, for example, use incident diary sheets which we'll give to you once you've reported it to us and return regularly.
- Continuing to report incidents. This helps us determine how and where we divert our resources to try and resolve the problems we are experiencing.

Remember, if we don't know we can't act. Help to improve your community and take back control.

