

ABOUT US

The Tonbridge & Malling Community Safety Partnership is a group of organisations who work together to reduce crime and disorder within the borough of Tonbridge & Malling.

Their aim is to work together to ensure the safety and security of Tonbridge and Malling's residents, businesses and visitors.

Part of this work involves dealing with anti-social behaviour and an Anti-Social Behaviour Officer is employed to co-ordinate the work in tackling the problem.

The Anti-Social Behaviour Officer works with other agencies such as the Police, Social Services, Youth Offending Service and Registered Social Landlords. Together they work to resolve issues and reduce anti-social behaviour in the borough.

For further information about the Community Safety Partnership and the work of the Anti-Social Behaviour Officer please look at www.tmcommunitysafety.org.uk

OTHER USEFUL CONTACT DETAILS

Police – <i>in an emergency</i>	999
West Kent Police <i>(non emergency)</i>	01732 771055
Tonbridge & Malling Borough Council Streetline <i>(to report graffiti, fly tipping and abandoned vehicles)</i>	01732 876060
Crimestoppers <i>(to report a crime anonymously)</i>	0800 555 111
Mediation Service	01622 692843
Victim Support	01622 690103

An online form to report incidents of Anti-Social Behaviour is available at www.tmcommunitysafety.org.uk

All information received is dealt with in the strictest confidence and will not be discussed with anyone else without your express permission.

ANTI-SOCIAL BEHAVIOUR



Helping you deal with nuisance and anti-social behaviour



www.tmcommunitysafety.org.uk

WHAT IS ANTI-SOCIAL BEHAVIOUR?

Anti-Social Behaviour can cause disturbance to communities and distress to individuals.

Examples of anti-social behaviour include:

- Annoying neighbours
- Verbal abuse or threats
- Groups of youths causing problems
- Persistent intimidation and harassment
- Vehicle related nuisance

Please be aware that some noise, such as children playing is everyday noise and will not normally be regarded as nuisance.

Before reporting a problem you need to think if there is anything that you could do to help resolve the problem. For example, have you spoken to your neighbours about their persistent use of obscene language? You may find that they are not aware that they are causing you distress.

If you have tried to resolve the problem but it is still continuing, then call for help.

REPORTING YOUR ANTI-SOCIAL BEHAVIOUR PROBLEM

If you rent your home from a housing association:

Report the problem to your housing officer. They may work with the Anti-Social Behaviour Officer to resolve the problem.

If you own your own home:

Report the problem directly to the Anti-Social Behaviour Officer by calling 01732 876149. An answer phone is available out of hours.

If you rent your home from a private landlord or agency:

Report the problem to your landlord or direct to the Anti-Social Behaviour Officer by calling 01732 876149. An answer phone is available out of hours.

The Anti-Social Behaviour Officer is not able to respond to emergencies.

If you have an emergency that requires police assistance, please dial 999.

WHAT HAPPENS WHEN YOU REPORT A PROBLEM?

When the Anti-Social Behaviour Officer first receives a call she will talk through the problem with you – in the strictest confidence.

After the Anti-Social Behaviour Officer understands the problem fully, she will discuss some of the options/actions that can be taken to solve the problem.

These may include (with other agencies):

- A visit to yourself and/or the perpetrator (as appropriate)
- Setting up mediation sessions
- Delivering warning letters to those committing anti-social behaviour.
- Putting in place support mechanisms for those committing anti-social behaviour, so that they can stop their behaviour.
- Using Acceptable Behaviour Agreements to deter the person from persisting with their activities.
- As a last resort – applying to the court for Anti-Social Behaviour Orders to prevent the person from persisting with their activities.