

Bolton's anti-social behaviour service standards

Anti-social behaviour (ASB) is any intimidating or threatening activity that scares you or impacts on your quality of life.

Examples may include:

- nuisance neighbours
- abandoned cars
- vandalism
- graffiti
- drunken or rowdy behaviour
- harassment / intimidation / threats

2000 questionnaires were sent to people who have experienced anti-social behaviour in Bolton and five focus groups were held across Bolton.

The discussions at the focus groups, and the views given on the questionnaires, have helped the Be Safe partnership to develop improved service standards for anti-social behaviour. These are the standards of service that anyone living in Bolton should expect to receive if they report anti-social behaviour.

1. We will take your complaint of anti-social behaviour seriously.
2. We will provide you with the name of one officer who will update you throughout your case.
3. We will offer you an interview within three working days of receiving your report of anti-social behaviour.
4. If the incident occurs over a weekend or a bank holiday, we will provide a dedicated phone line (**01204 336500**) where you can leave a message, and you will be contacted within three working days (**in an emergency, always call 999**).
5. We will keep you up to date with progress in relation to your complaint and agree with you how we will do this and how often.
6. We will offer you a range of practical and emotional support, including support to deal with intimidation, assist you in gathering evidence, and use a range of tools and powers to help resolve your complaint.
7. Offensive graffiti will be removed within 24 hours if reported to **01204 333333**, or out of office hours to **01204 336900** (example – racist or abusive graffiti).
8. We will ensure that staff have appropriate compulsory training including annual 'refresher training'.
9. We will ensure that staff work with partner agencies effectively, and keep each other updated on your case.



We can help,
call in confidence:

01204 336500

**The first step to stopping it
is to report it!**

If you are experiencing anti-social behaviour, and you rent your home from a housing association or Bolton at Home, please report it on the numbers below:

Bolton at Home	01204 332868
Contour	0345 602 1120
Great Places	0845 850 1966
Irwell Valley	01204 451000
Places for People	0800 432 0002
Affinity	0845 217 8601
St Vincent's	0161 772 2120
St Vincent's (out of hours)	0845 217 0714

Lines are open Monday to Friday 8am-6pm. If you call out of these hours and leave a voicemail, we will call you back. In an emergency dial 999.

Alternatively report online at www.besafebolton.org.uk/asb



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Vision**

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Bolton Strategic
Partnership