

For more information on the anti-social behaviour service standards, please contact **Community Safety Services** on 01204 331067.

Large print, translations, text-only and audio formats of this guide can be produced on request. Please call 01204 336494

Other useful numbers

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

Experiencing anti-social behaviour?



We can help, call in confidence:

01204 336500

www.besafebolton.org.uk/asb

The first step to stopping it
is to report it!

Bolton's anti-social behaviour service standards



When you report anti-social behaviour in Bolton, these are the service standards you can expect.

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 and support including annual 'refresher training'.
9. We will ensure that staff work with partner agencies effectively, and keep each other updated on your case.

What is anti-social behaviour?

Anti-social behaviour is any behaviour that causes you alarm, harassment or distress.

Examples include:

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

The first step to stopping it is to report it!

How can I report anti-social behaviour?

You can report by phone or online. Please see pop out card below for details. 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.

Experiencing
**anti-social
behaviour?**

We can help,
call in confidence:

01204 336500

www.besafebolton.org.uk/asb

