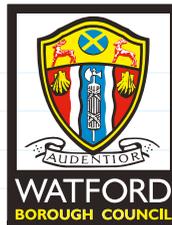


ANTI-SOCIAL BEHAVIOUR GETTING THE RIGHT RESPONSE



Our partners, including the police and housing providers, are able to use new powers* when dealing with anti-social behaviour (ASB).

The new legislation means that residents who have complained about anti-social behaviour can ask for a review of how their complaint has been dealt with.

Called the 'community trigger', residents have the right to ask their local authority for a review of their case if:

- Three separate complaints about an instance of ASB have been made in the previous six months
- Three separate individuals have reported three similar ASB complaints in the previous six months.

The community trigger is a formal process which requires a local authority to:

- Formally respond to the request
- Investigate a complaint about ASB
- Report back its findings
- Outline where more will be done to deal with the issue.



*further information about the new legislation can be found at www.watford.gov.uk



This simple process is explained overleaf >

Watford is a great place to live and we will aim to ensure that our residents feel comfortable and safe.

REPORT

Anti-Social Behaviour

Anti-social behaviour is anything that has a negative impact on an individual, the community or the environment.

CALL

Police Non-Emergency Telephone Number: 101

The line is staffed 24-hours a day and you can ask to be called back with an update

Register Social Landlords (RSL)

Watford Borough Council

Police

These groups will be informed so that the right response can be developed.

Community Protection Group

If the issue continues, the right people come together and work out an effective solution.

Community Trigger, Appeal Stage

Watford Borough Council will respond and provide a complainant with an update on how a report of ASB is being handled. More details can be found at www.watford.gov.uk

together a
SaferWatford
Watford Community Safety Partnership

Working collaboratively with local partners including the police, housing providers and local authorities, we can tackle ASB in a timely way.

As well as providing support, advice and practical help to the victims of anti-social behaviour, we are committed to keeping them informed about the action being taken to tackle the issue. Watford's partnership approach means that incidents of anti-social behaviour are reducing and so are perceptions of ASB.