

## How do we offer this support?

Support is offered to all those affected, directly or indirectly by the ASB.

We provide someone to:

- listen;
- sign post you to one of many organisations who can help and explain how they work;
- give advice and guidance to enable you to help yourself;
- become directly involved if its appropriate and meets your needs.

## Who can you call?

- Neighbourhood Policing Team  
0845 456 4567
- Environmental Protection  
01263 516085
- Anti-social Behaviour Unit  
01263 516139/516207

## Who are the Safer Communities Partnership?

The North Norfolk Safer Communities Partnership is made up of many agencies, some of which you will recognise below. We work together, where appropriate, according to the needs of the individual to make sure the right support is given to all involved in anti-social behaviour. This includes the person causing ASB, the victim and anyone else affected by the ASB.



If you would like this leaflet in large print, audio, Braille, alternative format or in a different language please call the ASB Team on 01263 513811.

# Don't Screw It Up!



## Know The Facts!

## Anti-Social Behaviour Process for North Norfolk

Anti-social behaviour (ASB) is the term used to describe incidents or actions that cause damage or affect the quality of life of people in a community.

The local authorities, police and housing associations are required by law to act together to tackle ASB in their area. In North Norfolk these agencies acting together are called the North Norfolk Safer Communities Partnership.

To tackle Anti-social behaviour in the district we have agreed a way of dealing with cases, called the ASB Process. This process applies to adults as well as young people and is a series of steps that we follow.

If someone's behaviour causes a lot of upset and harm to others the Safer Communities Partnership can move quickly through the process or miss some steps out altogether.

North Norfolk Safer Communities Partnership:-

- Works with people who are causing problems to help them think about how they can put things right;
- Supports the people who are suffering because of anti-social behaviour;
- Helps to support the families of both the people who are causing problems as well as those who are experiencing anti-social behaviour.

## What is a Stage 1 letter?

Stage 1 means we send a letter to the person who is causing upset or harm to let them know that this is not an acceptable way to behave and to explain to them what will happen if they keep acting in this way. If they are under 18 years old, a copy of the letter is sent to their parent/s or carer.

## What is a Stage 2 visit?

Stage 2 means we go and visit the person because they are still causing upset or harm to people in their community. We try to find out: why they are acting in this way, if we can find ways to help them change their behaviour and to explain in more detail what happens next in the process. If they are under 18 years old their parent/s or carer is with them during the visit.

## What is a Stage 3 Acceptable Behaviour Contract?

Stage 3 means that we have a meeting with the person because they continue causing upset or harm to others. This meeting often takes place at a local police station.

During the meeting we give examples of the behaviour that is unacceptable and discuss some conditions that the person feels they can keep to.

This written agreement is called an Acceptable Behaviour Contract or ABC. It is a voluntary agreement between the Safer Communities Partnership and the person causing harm, therefore the Courts do not know about it and it won't appear on a criminal record.

## What is an Anti-Social Behaviour Order (ASBO)?

If a person chooses not to sign an ABC and their poor behaviour continues, or if they sign the ABC and break it, the Partnership may then apply to the Court for an Anti-social Behaviour Order (ASBO).

ASBOs are court orders that last for at least 2 years and can be issued to anyone over the age of 10 years. These orders can stop a person from going to certain places, doing certain things or spending time with certain people.

If a person breaks the terms of their ASBO and are found guilty they get a criminal record and may get a fine, a community sentence or go to prison.

## What are support measures?

The Anti-social Behaviour Act 2003 requires us to support people whose lives are affected by Anti-social behaviour. We aim to support:

- the person or persons causing the problem and their family;
- the person or persons being harmed and their family;
- young or older people who are experiencing difficulties in their home, work or school environment;
- business and community members;