

## Reporting Anti-Social Behaviour

The Community Safety Team at Bracknell Forest Borough Council would like to remind everyone of the need to report anti-social behaviour. We cannot tackle problems that we do not know about. However, where a problem is reported it can be investigated and appropriate action taken if necessary and where possible. Reports of anti-social behaviour are also recorded into a mapping data base which allows us to recognise areas which are hotspots for anti-social behaviour.

If you feel you have been a victim of anti-social behaviour, or have witnessed anything that may cause harassment, alarm or distress to others, **we want to help you** to report it to the appropriate Council department or another agency.

Anti-social behaviour can be reported to the **Bracknell Forest Borough Council, Thames Valley Police or Registered Social Landlord** depending on the nature of the incident. Listed below are different types of anti-social behaviour. They have been divided into various sections in order to direct you to the agency which is most appropriate.

If you are a **Tenant with a Registered Social Landlord (RSL)** you can report many forms of anti-social behaviour to your **housing officer**. They will be able to help you deal with the matter in the appropriate way. Please refer to the tenants' section at the bottom of this article to see if your complaint can be dealt with by your housing officer.

### [Bracknell Forest Borough Council](#)

**To report** any of the following call **01344 352000** where your details will be taken and will be directed through to the appropriate Council department:

- Abandoned shopping trolleys
- Abandoned vehicles
- Air pollution – e.g. bonfires/odours
- Dumped rubbish
- Dog fouling
- Fly posting
- Graffiti on public property
- Litter in the street
- Noise nuisance
- Nuisance alarms
- Syringes/needles in the street and public places
- Under age sales – alcohol, tobacco, fire works, spray paints
- Vandalism to public property or empty buildings

Often, though not always, such matters will fall to the **Environment and Leisure department**. You might like to look at their web pages ([www.bracknell-forest.gov.uk/environment/](http://www.bracknell-forest.gov.uk/environment/)) where you will find further advice.

## Thames Valley Police

Many other actions are police matters and you are advised to contact **Thames Valley Police** on **0845 8 505505** to report the following. You should always ask for a crime number:

- Begging
- Premises used for drug purposes
- Criminal damage
- Disorderly behaviour – e.g. shouting, swearing, drunken, threatening behaviour
- Driving at excessive speed / Dangerous driving
- Drug/substance misuse (taking or dealing)
- Drunken behaviour
- Harassment/intimidation
- Hate crimes – racist/homophobic
- Inappropriate use of motorcycles/bicycles
- Kerb crawling
- Malicious calls
- Prostitution
- Sex acts in public places
- Violence / threat of violence

**Please note** that the police will assess the urgency of response required for each call they receive. You will not necessarily receive an immediate response, and for some cases an appointment may be necessary to speak with a police officer. However in an emergency where a crime is in progress always call 999 .

## Tenants

If you are a tenant renting from a Registered Social Landlord and experience or are aware of any of the following problems, you can contact your **Housing Officer** who may be able to help you deal with the matter in the appropriate way:

- Animal care or control issues
- Domestic violence
- Car repairs in gardens or communal areas
- Harassment
- Inconsiderate parking
- Neighbour disputes
- Noise problems
- Substance misuse
- Racial abuse

- Unauthorised or inappropriate use of property or gardens
- Vandalism

If you are experiencing anti-social behaviour but are unsure who to contact, email the **Anti-social Behaviour Co-ordinator** at the Council for advice: [asb@bracknell-forest.gov.uk](mailto:asb@bracknell-forest.gov.uk) or telephone on 01344 352000.

If you are affected by anti-social behaviour and need further advice and support, you can contact **Victim Support** (01344 411 411).