

Anti Social Behaviour Directory for Residents

How to find your way around the maze of anti social behaviour problems

The purpose of this document is to provide residents with help and assistance when dealing with a problem associated with anti social behaviour. Anti social behaviour can take many forms and what may be a problem to one person may not have the same effect on someone else. Therefore tolerance levels need to be taken into account when a formal response is being requested from authorities, as it may not be appropriate if the behaviour is not persistent. For example, just speaking to the people involved can often help to sort the situation out.

This Directory is based around the type of anti social behaviour problems that have been identified as being of concern to residents in West Berkshire and these are listed below in alphabetical order.

Arson *(vehicle fires)*

Please telephone the Royal Berkshire Fire & Rescue Service with any information on any type of arson, including vehicle fires. Even the smallest piece of information is worth reporting as it may prevent a more serious arson attack taking place in the future.

Contact Details:

Royal Berkshire Fire & Rescue Service
Royal Berkshire Fire & Rescue Service

Emergency number 999
Non-emergency number 0118 932 2740

Abandoned Trolleys

Please telephone West Berkshire Council Streetcare with information on abandoned trolleys and they will contact the supermarket in question to arrange collection. In the areas of West Berkshire where Neighbourhood Warden schemes are operating, you may report abandoned trolleys to them and they will deal with them. Schemes are operating in the open spaces and parks in Newbury as well as Pigeons Farm, Nightingales and the Oaks in Newbury and in Tilehurst and Calcot.

Contact Details:

Calcot & Tilehurst Wardens
Newbury Neighbourhood Wardens
West Berkshire Council Streetcare

0118 945 5286
01635 44387
01635 519080

Abandoned Vehicles

If an abandoned vehicle is burnt out, a wreck or beyond use on highway land, West Berkshire Council will serve a notice on the vehicle and it will be removed within 2-3 days. For abandoned vehicles that are in a reasonable condition, a registered owner check is undertaken to locate the registered owner, and further investigations are carried out. In addition, a notice is put on the vehicle stating that the Council is investigating this vehicle. The Council also offers a free removal service for unwanted vehicles on presentation of the owner's log book.

Contact Details

West Berkshire Council Streetcare

01635 519080

Aggressive/Abusive People

If you are a victim of aggressive or abusive behaviour this should be reported to the police. Alternatively if you know who the person is and if they are a housing association tenant, this can also be reported to the appropriate Housing Association. In addition, in areas covered by the Neighbourhood Wardens, it may be worth reporting it to them, as they may be able to provide some assistance. If the behaviour is persistent and there is sufficient evidence available, it may be appropriate for the offender to enter into an Acceptable Behaviour Contract. These are not legally binding but take the form of a contract between the person causing the nuisance, and a police officer or housing officer. The content of the contract is negotiated and usually sets out certain behaviours that the person has agreed to refrain from. An ABC lasts for 6 months and if breached can be used to go towards an Anti Social Behaviour Order (ASBO). An ASBO is a civil order with criminal sanctions if breached and its purpose is to restrict the movements and behaviour of a person or persons in a certain area. It usually lasts for two years, although it can be longer. If breached by a person under the age of 17 years it can lead to a 2 year Detention & Training Order and if breached by a person over 17 years it can lead to a 5 year prison sentence.

Contact Details:

Airways Housing Association	01753 690113
Calcot & Tilehurst Wardens	0118 945 5286
James Butcher Housing Association	0118 931 7200
Newbury Neighbourhood Wardens	01635 44387
Paramount Housing Association	01635 868555
Police non-emergency number	0845 8 505 505
Sanctuary Housing Association	08456 008878
Sovereign Housing Association	01635 550222
Toynbee Housing Association	01628 507608
Two Saints (provide housing support for homeless people)	01635 569000
Victim Support	0118 958 6166
Warden Housing Association	01344 77494
West Berkshire Anti Social Behaviour Co-ordinator	01635 264691
West Berkshire Council Streetcare	01635 519080

Criminal Damage

Criminal damage can include damage to property such as buildings and vehicles. It is usually a criminal offence and should therefore be reported to the Police.

Contact Details:

Crimestoppers (you may phone anonymously)	0800 555 111
Police non- emergency number	0845 8 505 505
Police emergency number (if a crime is in progress)	999

Dangerous Driving/Riding

Information on dangerous driving or riding should be passed to the police, along with vehicle registration numbers and they may be able to prosecute offenders if sufficient information is available.

Contact Details:

Crimestoppers (you may phone anonymously)	0800 555 111
Police non-emergency number	0845 8 505 505

Discarded Needles/Syringes

West Berkshire Council Environmental Health removes used needles and syringes normally within two hours of being contacted, 24 hours a day.

Contact Details:

West Berkshire Council Environmental Health (office hours)	01635 519192
Out of hours emergencies only	01635 42161

Dog Fouling

It is an offence to allow your dog to foul in public in West Berkshire, which carries a penalty. If you have any information on offenders or want to report the location of dog fouling, please contact the West Berkshire Council Dog Warden.

Contact Details:

West Berkshire Council Dog Warden	01635 519192
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Flytipping

Any information relating to flytipping, whether it is information on the offender or the location of the rubbish should be reported to West Berkshire Council Streetcare. Please also note that the Council provides a free of charge removal scheme for white goods such as fridges and cookers and bulky furniture.

Contact Details:

West Berkshire Council Streetcare	01635 519080
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Graffiti

West Berkshire Council is able to remove graffiti from highway structures such as bridges and subways and public buildings. In addition, the appropriate Housing Association can be contacted regarding the removal of graffiti on Housing Association owned properties. However it is the responsibility of private homeowners to remove graffiti on their property although the Neighbourhood Wardens may be able to assist in the areas in which they operate. Any information regarding the source of the graffiti should be reported to the Police.

Contact Details:

Please refer to [Aggressive/Abusive People](#)

Hoax Calls

Hoax calls are a real problem to all the emergency services such as the Police, Fire Service and Ambulance Service as they waste time and resources and can delay officers attending a real emergency, possibly resulting in loss of life. Any information regarding people making hoax calls should be passed to the appropriate organisation or can be phoned anonymously to Crimestoppers.

Contact Details:

Crimestoppers (you may phone anonymously)	0800 555 111
Police	0845 8 505 505
Royal Berkshire Ambulance Trust	0118 936 5500
Royal Berkshire Fire & Rescue Service	0118 932 2740

Inappropriate use of Motorbikes, Gopeds and Mopeds

This sort of problem is not just about enforcement but also about educating people about the law and when and where it is appropriate to use gopeds and motorised scooters. Therefore it may be worthwhile discussing it with your Parish or Town Council as well. However in the first instance it can be reported to the Police

Contact Details:

Police non-emergency number

0845 8 505 505

Litter

It is an offence to drop litter under the bylaw that is in operation in West Berkshire with a penalty of £50. If you have any information on offenders or want to report the location of dropped litter, please telephone West Berkshire Council Streetcare.

Contact Details:

West Berkshire Council Streetcare

01635 519080

Neighbour Nuisance

Neighbours who behave in an anti social manner can make people's lives a real misery, however there are a number of organisations and solutions available such as mediation and community conferencing that may assist. In addition, the West Berkshire Anti Social Behaviour Co-ordinator will be able to send you an Anti Social Behaviour Log to enable you to keep a record of the behaviour. Resolve, the West Berkshire Mediation Service, is able to provide a mediation service for neighbour disputes or disputes in a local community. They also work with young people and their families if there are issues around the young person wanting to leave home or being asked to leave home. Community conferencing is a way of trying to resolve community issues and concerns identified by community members such as children, parents, carers, schools, local police, youth workers etc. Community facilitators make contact with the community members through a conference to identify local problems, develop plans and solutions and find sources of support for children, carers and communities.

Contact Details:

Community Conferencing

01635 516743

Resolve, West Berkshire Mediation Service

01635 524065

West Berkshire Anti Social Behaviour Co-ordinator

01635 264691

Noise Nuisance

Environmental Health officers are able to carry out noise assessments if there are problems in a neighbourhood with noise nuisance. This can lead eventually to the serving of a Noise Abatement Notice or the removal of such items as hi-fi equipment.

Contact Details:

West Berkshire Council Environmental Health (office hours)

01635 519192

Out of hours emergencies only

01635 42161

Public Order Offences *(including drunken and drug influenced behaviour)*

A Public Order Offence is a criminal offence and should be reported to the Police.

Contact Details:

Crimestoppers (you may phone anonymously) 0800 555 111

Police emergency number (if a crime is in progress) 999

Police non-emergency number 0845 8 505 505

Speeding Motorists

Speeding motorists can endanger life and are a real nuisance in the urban and rural communities as well as creating a noise nuisance. Information on speeding motorists (including vehicle registration numbers) can be passed to the police who may be able to prosecute the offenders. In addition, a Speed Indicator Device is available from West Berkshire Council to check speed levels and raise awareness in communities. A number of Parish Councils have been trained to operate the device.

Contact Details:

Crimestoppers (you may phone anonymously) 0800 555 111

Police non-emergency number 0845 8 505 505

West Berkshire Council Highways 01635 42400

Vandalism

If you witness damage being carried out this should be reported immediately to the Police. However, if you wish to report damage that has occurred or street lights that are not working, this should be reported to West Berkshire Council Streetcare.

Contact Details:

Crimestoppers (you may phone anonymously) 0800 555 111

Police non-emergency number 0845 8 505 505

Police emergency number (if a crime is in progress) 999

West Berkshire Streetcare 01635 519080