



# Anti-social Behaviour Pledge

**Working with you to reduce  
anti-social behaviour in  
Milton Keynes**

# What is Anti-social Behaviour?

Anti-social behaviour (ASB) is defined as acting “in a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household”

Anti-social behaviour can include:

- Noise
- Criminal damage and vandalism
- Drinking in the street
- Graffiti
- Littering

# Why we've created an Anti-social Behaviour Pledge



Making Milton Keynes a safer place is the joint work of six agencies under the name SaferMK: Thames Valley Police, Milton Keynes Council, Buckinghamshire Fire & Rescue Service, Milton Keynes Primary Care Trust, Thames Valley Probation Service, and the Thames Valley Police Authority, who oversees the work of Thames Valley Police.

We recognise that anti-social behaviour covers a whole complex range of activities that affects the quality of life for individuals, families and communities.

We are committed to tackling, not tolerating, anti-social behaviour. We will use the full range of powers and resources available, both civil and criminal to ensure that we take a vigorous approach to deal with those responsible whilst providing effective support to victims, witnesses and the perpetrators.

We want every member of our community to feel confident that we are dealing robustly with anti-social behaviour and to enjoy their homes and neighbourhoods safely and peacefully.

# SaferMK's ASB Pledge

- Treat individuals fairly, with dignity and respect, ensuring you have fair and equal access to our services
  - Investigate, record and assess every report of anti-social behaviour
  - Contact you within five working days of receiving your case to determine the level of support required
  - Reports of anti-social behaviour requiring an immediate response will be forwarded to the police or appropriate agency without delay for them to action
  - Ensure those requiring further support have a single person to contact, and provide their contact details including email and phone number
  - Keep you informed of the case progress
  - Consider the full range of criminal and civil legal actions that may be taken against the individual(s) or group causing the problem
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- Work with other agencies to provide appropriate support services to everyone involved
  - Work closely with all partnership agencies including Neighbourhood Action Groups to ensure that anti-social behaviour is tackled within your community
  - Consult annually with our communities to ensure that the actions we are taking are the right ones in order to reduce anti-social behaviour
  - Acknowledge any dissatisfaction with the service you receive and investigate it fully

# Taking action

If anti-social behaviour is a problem for you, there's a lot you can do to help put a stop to it.

You can:

- Talk to your neighbours to find out if they're affected as well
- If you feel comfortable doing so, talk to the person causing the problem; they may not realise how it is affecting you
- Report the problem to the relevant organisation (see next page)
- If you are a tenant, tell your landlord or residents' association about the situation

- Attend a Neighbourhood Action Group meeting – find out more and find the latest safety statistics for your neighbourhood at [www.safermk.com](http://www.safermk.com)

If the situation is an emergency (if someone's life or safety is threatened) call 999.

All complaints are treated as confidential. So you don't have to worry about your identity being revealed. It is helpful if you have specific details about what happened, when, where and how you were affected by it.

Help us stop anti-social behaviour in Milton Keynes by taking ownership in your neighbourhood.



# Useful Contacts

If you are affected by any ASB or need further advice please contact us.

**In an emergency phone 999**, otherwise call Thames Valley Police on 0845 8 505 505.

For these specific issues:

- **Noise** – Environmental Health: 01908 252398
- **Abandoned Vehicles** – Safer Communities: 01908 252277
- **Flytipping** – Street Care/Safer Communities: 01908 252570 or 01908 252400
- **Graffiti** – Street Care: 01908 252570

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## Our Partners

SaferMK .....	safermk@milton-keynes.gov.uk
Thames Valley Police .....	0845 8 505 505
Milton Keynes Council .....	01908 691 691 out of hours 01908 226699
Environmental Health .....	01908 252398
Safer Communities Unit .....	01908 691 691
Youth Offending Team .....	01908 391000
Housing Department .....	01908 691 691
Children and Family Social Care .....	01908 253169
Primary Care Trust .....	01908 243933
Buckinghamshire Fire & Rescue.....	01296 744400

## Other useful contacts

Respect ActionLine .....	0870 220 200
Citizens Advice Bureau .....	www.adviceguide.org.uk
Childline .....	08001111
Parentline .....	0800 800 2222

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**If you would like this document in a different language please call SaferMK on 01908 252080. This document can be supplied in braille or in large print, and is also available on the SaferMK website.**