

Our charter for dealing with Anti-social behaviour

Anti-social behaviour is a serious problem which affects the quality of life of individuals, families and the community. It includes things like vandalism, graffiti and fly-tipping, nuisance neighbours and intimidating groups in public places. .

The Epsom & Ewell Crime and Disorder Reduction Partnership (CDRP) is committed to tackling anti-social behaviour and will use the full range of powers and resources available to take action.

We have developed a minimum set of standards setting out what you can expect from us when reporting anti-social behaviour. This Charter complements the [Surrey Policing Pledge](#)

Our commitment to you:

1. All victims and witnesses will be treated fairly, with dignity and respect.
2. All instances of anti-social behaviour will be taken seriously and complainants informed how the matter will be progressed.
3. Anyone who reports anti-social behaviour, which doesn't require an immediate response, will be contacted within the timescales outlined in Epsom & Ewell Borough Council's [Customer Charter](#) to determine the level of support required.
4. Reports of anti-social behaviour requiring an immediate response will be passed on to the Police straight away.
5. Victims and witnesses in ongoing cases will be kept informed and provided with regular updates by a named contact.
6. We will work in partnership with all agencies to share relevant anti-social behaviour information quickly and effectively.
7. We will keep residents informed about our efforts to tackle anti-social behaviour using the monthly Neighbourhood Panel meetings, Street Briefings, newsletters, council magazines and websites and media campaigns.

You have the right to complain if you feel we have not dealt with something properly. If you have reported anti-social behaviour, but do not feel appropriate action has been taken, you can complain to your Neighbourhood Policing Team customerservice@surrey.pnn.police.uk or to the Council contactus@epsom-ewell.gov.uk

You have a right to expect the police, your council and other agencies to make tackling anti-social behaviour a priority. But community support also plays an important role. By working with local agencies you can help ensure successful action can be taken against anti-social behaviour.

You can help us by:

- Reporting anti-social behaviour when you see it.

- Joining or setting up a Neighbourhood Watch Scheme.
- Attending the regular Neighbourhood Panel Meetings.
- Becoming a member of Surrey Police Special Constabulary.

By playing an active role in your community, you can really help make a difference and together we can create a place where anti-social behaviour is tackled and not tolerated.

Further information on antisocial behaviour and details of how to report it can be found at:

- www.surrey.police.uk
- www.direct.gov.uk/localcrime

** The CDRP (Crime & Disorder Reduction Partnership) is a multi agency partnership consisting of Surrey Police & Surrey Police Authority, Epsom & Ewell Borough Council, Surrey County Council, Surrey Primary Care Trust, Surrey Fire & Rescue Service, and Surrey & Sussex Probation Service*

** Neighbourhood Panel Meeting – meetings hosted by the local neighbourhood policing team (usually ward based) with input from partner agencies. Residents can share ideas and views for priorities. The neighbourhood issue with the most number of votes will become the main focus for the police and other partner agencies in the area.*

** Street briefing – engagement with the public by one or more agencies to discuss issues relevant to that community*