

Useful contacts

Tamworth Anti-Social Behaviour Team

Tel: 0300 1234455

Environmental issues, litter, dog fouling etc

email: neighbourhoodservices@tamworth.gov.uk

Street Wardens

Tel: 01827 709359 (Answer phone option available)

email: streetwardenssouth@tamworth.gov.uk

Tamworth Police

email: tamworth.npu@staffordshire.pnn.police.uk

Neighbourhood Watch

Neighbourhood Watch is one of the biggest and most successful crime prevention initiatives ever and helps communities to come together to tackle issues in their area.

The scheme is free to join and to find out more you can visit www.owl.co.uk to see if there is already a watch in your area. If you are interested in joining or would like more information please contact Don Palmer, Neighbourhood Watch Manager

Tel: 01785 234 654 or email: donald.palmer@staffordshire.pnn.police.uk



If you require this information in another format or language please call (01827) 709709 or email enquiries@tamworth.gov.uk



Tamworth



Community Safety Partnership



Anti-Social Behaviour

Our pledge to you



Tamworth Community Safety Partnership will:

1

Reduce incidents and perceptions of high level anti-social behaviour by:

- ▶ Taking appropriate interventions against perpetrators
- ▶ Being committed to improving public confidence
- ▶ Clearly informing communities of the work we are doing and the progress we are making

2

Keep residents informed about how we will prevent, enforce and educate on anti social behaviour by using a variety of methods including:

- ▶ The new community safety website
- ▶ Publish details of enforcement action taken against perpetrators of anti social behaviour
- ▶ Distribute leaflets, newsletters etc to communities informing them of anti social issues.

3

Offer you the right of complaint to our community safety partnership if you are dissatisfied with the service or outcome received and

- ▶ Provide you with the opportunity to comment on the service that you have received.
- ▶ In addition you have the right of complaint to a relevant agency

4

The safety and wellbeing of victims is extremely important to the partnership. We will ensure they are given access to support from local agencies such as Victim Support.

- ▶ This will be enhanced by the introduction of a anti social behaviour victim champion who will provide comprehensive and quality support and outreach service to victims and witnesses of antisocial behaviour

5

Take reports of anti social behaviour seriously by providing a response in a timely and professional manner by:

- ▶ Listen to your complaint and take it seriously
- ▶ Record your complaint on our database
- ▶ Thoroughly investigate the problem
- ▶ Treat all information that you provide to us in a confidential manner, in accordance with legal requirements
- ▶ Regularly keep you informed of progress

6

Local agencies are committed to working effectively in partnership by:

- ▶ Exploring all possible solutions to the problem and work with you and our partner organisations to identify the one which is most appropriate
- ▶ Taking appropriate action to resolve the problem, including enforcement action against perpetrators where this is required
- ▶ Working together with our partner organisations in your neighbourhood to tackle the issues which concern you most
- ▶ Offering all residents the opportunity to get involved in local problem-solving and decision-making, via your local PACT meeting.