



## Frequently asked questions

### Will I need to give my name and address?

Yes, we do prefer you to provide your details but these are not given to the person you are complaining about. We will not give your name or address to any other agency without your permission, unless there is a crime involved or children or a vulnerable adult are at risk.

### Do I need to provide evidence of the nuisance?

Yes, you will need to supply details of the nuisance you are experiencing but we can arrange to meet you at a convenient location to discuss this. You might also be asked to fill in monitoring forms to record details of the nuisance.

### What action will you take?

In many cases problems and disputes can be resolved through discussion with those involved. If a problem cannot be resolved there are a range of legal remedies we can consider for serious and persistent cases of anti-social behaviour.

### Will I be kept informed of what is happening?

Yes, we will report back to you at regular intervals and let you know what is happening in regard to your case.

### Will other organisations be involved?

Yes, where appropriate we will work with other organisations to address your problems and those of the people causing those problems. These organisations include the Police, Fire Service, Youth Services, Education Welfare, Environmental Services and Derbyshire County Council.

### Will I have to act as a witness?

Where legal proceedings are necessary, you might be asked to be a witness. We will give you all the support we can and work with other partners, including the Police and Derbyshire Victim Support when appropriate.



## Tackling anti-social behaviour in Chesterfield

Anti-social behaviour is defined as 'behaviour that causes, or is likely to cause, harassment, alarm or distress'.

Examples of anti-social behaviour include:

**Neighbour problems** - These are disputes which can happen between two neighbours and cover complaints such as noise, verbal abuse, and intimidation.

**Neighbourhood problems** - These problems affect more people living in a neighbourhood such as graffiti and noisy groups of people meeting outside.

**At Chesterfield Borough Council, we take the issue of anti-social behaviour very seriously.**

We are committed to making sure our neighbourhoods are peaceful, safe and secure places to live. We believe that everyone should be able to live in their home, free from crime, harassment, and unreasonable levels of disturbance.

Where needed we will work with you and other agencies to reduce bad behaviour that is serious and persistent. We will deal with all complaints promptly and decide which is the best course of action to end nuisance behaviour.



## What we will do

### If you report anti-social behaviour, we will:

- Arrange to talk to you in confidence - either by telephone or face to face in order to understand your problem more clearly
- Decide how much risk you are at, and how urgently we need to deal with your complaint
- In serious cases we will contact you within 24 hours
- Always contact you within five working days and usually less
- Discuss the situation with you and explain what action we can take
- Give you the direct phone number and name of the officer dealing with your complaint
- Agree how you can contact us about further incidents
- Support you whilst you are experiencing anti-social behaviour with the help of organisations such as the police and voluntary organisations
- Consider legal action against those involved, in serious cases
- Protect witnesses by all means available to us
- Keep you updated on how we are dealing with your case

## How can I make a report of nuisance or anti-social behaviour?

If you are aware of anti-social behaviour in your area, you can report it by email, phone or contact us online:



[asb@chesterfield.gov.uk](mailto:asb@chesterfield.gov.uk)



01246 345345



[www.chesterfield.gov.uk/anti-social-behaviour](http://www.chesterfield.gov.uk/anti-social-behaviour)

Please tell us as soon as you have a problem – the sooner we know, the sooner we can help.