

REPORTING GUIDE – ANTI-SOCIAL BEHAVIOUR AND OTHER CONCERNS

AGENCY	METHOD OF CONTACT	WHEN TO USE	RESPONSE
POLICE	999	<ul style="list-style-type: none"> • A crime is being committed now. • The offender is still there or nearby. • People are injured, in danger or feel immediately threatened. 	<ul style="list-style-type: none"> • Call will be graded 1- 4 according to level of urgency. • You will be informed of the grade and a serial number for your call. • A unit will be dispatched to respond as appropriate. • Matter could be passed to another police team to deal with the criminal investigation.
	101	<ul style="list-style-type: none"> • Reporting a crime that needs a response that day, but not an emergency response. • Logging something to be responded to by police at a later point/ for information. 	<ul style="list-style-type: none"> • Call will be graded 1- 4 according to level of urgency. • You will be informed of the grade and a serial number for your call. • A unit may be dispatched to respond if appropriate. • Matter could be passed to police team to deal with the criminal investigation.
	www.sussex.police.uk	<ul style="list-style-type: none"> • Reporting a crime that needs a response but not necessarily that day. • Logging something for information. 	<ul style="list-style-type: none"> • Report will be graded according to level of response needed. • You will be informed of the grade and a serial number for your report. • A unit may be dispatched to respond if appropriate. • 101/ 999 should be used if response needed more urgently.
	101@sussex.pnn.police.uk		

REPORTING GUIDE – ANTI-SOCIAL BEHAVIOUR AND OTHER CONCERNS

COMMUNITY SAFETY CASEWORK TEAM (COUNCIL)	01273 292 735	<ul style="list-style-type: none"> Reporting anti-social behaviour or hate incidents in Brighton & Hove. The service is staffed Monday-Friday 9am-5pm. <p>NOTE: THIS IS NOT AN EMERGENCY SERVICE – ALWAYS CALL 999 IN AN EMERGENCY.</p> <p>Social housing tenants experiencing ASB/ hate incidents in or around their homes should report this to their housing provider. BHCC tenants via Housing Customer Services on 01273 29 30 30.</p>	<ul style="list-style-type: none"> Enquiry/report will be responded to within 1 working day. Victims and witnesses will be offered an assessment of the harm that has been caused by the ASB/hate incident experienced. An action plan will be agreed to address the issues reported – led by victim/ witness and often working together with other agencies such as Police. Could involve tackling perpetrators if appropriate.
	Communitysafety.casework@brighton-hove.gcsx.gov.uk		
	http://www.safeinthecity.info find us on twitter - https://www.twitter.com/safeinthecity Facebook - https://www.facebook.com/BHSafeintheCity		
	Self Evident phone app. Just search 'self evident' in app store or google+ apps		
CITY CLEAN	01273 292929 Cityclean@brighton-hove.gov.uk https://selfservice.brighton-hove.gov.uk/MyServices	<ul style="list-style-type: none"> Requesting street cleaning. Reporting drug litter/ paraphernalia. Reporting graffiti. Reporting fly tipping. Bench repairs and requests. Rubbish collection enquiries – black box requests, missed collections etc. 	<ul style="list-style-type: none"> Call centre staffed Monday-Friday 9am-5pm except Wednesday which is 10am-5pm Email response within 10 working days. Actions will usually be much quicker than 10 days (usually even more quickly for fly-tipping, drug litter etc). Response for discarded sharps within one hour during office hours.
	Emergency number (01273) 292229	Report out of hours emergency street cleaning issues, e.g. discarded sharps.	<ul style="list-style-type: none"> Collected within 24 hours.

REPORTING GUIDE – ANTI-SOCIAL BEHAVIOUR AND OTHER CONCERNS

REPORTING GUIDE – ANTI-SOCIAL BEHAVIOUR AND OTHER CONCERNS			
CITY PARKS	(01273) 292929	<ul style="list-style-type: none">• Reporting problems in parks or open spaces.• Queries about parks and open spaces.	<ul style="list-style-type: none">• Call centre staffed Monday-Friday 9am-5pm.• Response within 10 working days.
	cityparks@brighton-hove.gov.uk		
	www.brighton-hove.gov.uk	<ul style="list-style-type: none">• Questions/ reports about trees.	
	arboriculture@brighton-hove.gov.uk		
ANIMAL related concerns	Animal Welfare – RSPCA , 0300 1234 999 http://www.rspca.org.uk/utilities/contacts/reportcruelty	<ul style="list-style-type: none">• Concerns relating to animals that are being abused, mistreated or neglected.	<ul style="list-style-type: none">• The RSPCA prioritise all calls and online reports of cruelty and injured animals to us according to their severity and urgency.
	Dog Fouling – Cityclean , 01273 292929 Cityclean@brighton-hove.gov.uk	<ul style="list-style-type: none">• Any issues relating to dog fouling should be referred to Cityclean.	<ul style="list-style-type: none">• Cityclean can arrange for one of their street-cleaning team to visit the affected areas and remove any dog-waste.• Cityclean also have Enforcement Officers who can fine people who do not pick up after their dogs.
	Lost or Found Dogs – Animal Wardens , 01273 294266 https://selfservice.brighton-hove.gov.uk/MyServices	<ul style="list-style-type: none">• If you have lost a dog or to report a dog that you have found. <p>If you lose/find a dog after 4pm, please contact our out-of-hours company, K9, on 07827 967 088.</p>	<ul style="list-style-type: none">• One of the team will contact you if the dog has been found.• Or an officer will contact you to arrange collection.

REPORTING GUIDE – ANTI-SOCIAL BEHAVIOUR AND OTHER CONCERNS

ENVIRON- MENTAL HEALTH	01273 294266 www.brighton-hove.gov.uk EHL.environmentalprotection@brighton-hove.gov.uk	<ul style="list-style-type: none"> • Car/ intruder alarms. • Noise from domestic or commercial premises, or outside events. • Smoke/ odour/ dust pollution. 	<ul style="list-style-type: none"> • Response within 4 working days.
		<p>Weekend noise patrol every Friday/Saturday 22.00 to 03.00 & Saturday/Sunday 22.00 to 03.00.</p> <p>The number is 01273 293541.</p>	<ul style="list-style-type: none"> • Officers will come and witness noise nuisance happening if resources allow. • If there is a statutory nuisance witnessed, a Noise Abatement Notice will be issued.
CRIME STOPPERS	0800 555 111 www.crimestoppers-uk.org	<ul style="list-style-type: none"> • Anonymous crime reports. • Free phone number. 	<ul style="list-style-type: none"> • All calls treated in confidence.
ROUGH SLEEPING	<p>Brighton and Hove SOS via the national referral service StreetLink.</p> <p>Call 0300 500 0914 or use the StreetLink app to leave details.</p> <p>www.streetlink.org.uk/</p>	<p>As a council, we believe everyone has a responsibility to end rough sleeping - we would ask members of our community not to walk past someone sleeping rough but to contact StreetLink.</p> <p>Reports will be forwarded to the SOS team to help connect them with the person you are concerned about.</p>	<ul style="list-style-type: none"> • Reports of new rough sleepers responded to within 72 hours.