Article 4: How to Report Anti-social Behaviour

Should you experience or witness crime or anti-social behaviour you should contact Cleveland Police to report the matter and request assistance on either Tel. 999 (emergency/crime in progress), or on Tel. 101 (none emergency/after the event). Where you have reported anti-social behaviour to the Police this will either be dealt with by them at the time, or where appropriate may be later passed onto Hartlepool Borough Council’s Anti-social Behaviour Unit (ASBU) to investigate matters further. You can also report anti-social behaviour directly to Hartlepool Anti-social Behaviour Unit.

Hartlepool Anti-social Behaviour Unit works with the public and partner agencies such as Council Departments, the Police, Fire Service, Housing Associations, and Victim Support etc, to deal with the issues that affect the quality of life of Hartlepool residents through prevention, mediation, diversion, support, assistance, or enforcement work.

The Unit will:

- Treat everyone using their service equally, fairly and impartially,
- Deal with all complaints in confidence,
- Ensure that its staff manage a complaint in a sensitive and sympathetic manner, respecting a complainants wishes,
- Support victims and witnesses,
- Work with a complainant to resolve or reduce the problems that are reported using the most appropriate and effective solutions available.

Hartlepool’s Anti-social Behaviour Unit can also offer residents victim support and crime prevention advice and assistance through its Victim Services Officer.

You can contact the Unit in confidence and details of how to do this can be found at the end of this newsletter.