



WEST LANCASHIRE BOROUGH COUNCIL ANTI-SOCIAL BEHAVIOUR POLICY

GENERAL INTRODUCTION

Anti-social behaviour is virtually any intimidating or threatening activity that scares you or damages your quality of life.

Examples include:

- rowdy, noisy behaviour
- 'yobbish' behaviour
- vandalism, graffiti and fly-posting
- dealing or buying drugs on the street
- fly-tipping rubbish
- aggressive begging
- street drinking
- setting off fireworks late at night

Anti-social behaviour doesn't just make life unpleasant. It holds back the regeneration of areas and creates an environment where more serious crime can take hold. It has a negative effect on many people's lives and we appreciate that it has to be challenged.

Working together to take anti-social behaviour seriously ... our pledge to you

We know that if anti-social behaviour happens to you, it can have a big impact on your quality of life, which is why here in West Lancashire, we are committed to tackling it.

We will take your reports of anti-social behaviour seriously and will:

- Work quickly to understand the problem.
- Acknowledge your complaint, make a record of it and check whether there are any other reports of the same problem.
- Look at all the information about your complaint and work out the best response according to the nature of it.
- Assess your case to make sure we offer you the right support and involve you where appropriate in our plans for tackling the problem.
- Treat all the information you give us in confidence and work with other partners to make sure we get the right solution.
- Give you just one person to deal with who will keep you regularly informed of what's happening and let you know as soon as possible if this changes.
- Aim to deal with your problem before it gets worse by making the best use of the tools and powers available. This often doesn't need legal action.
- Offer you support if your case goes to court and you are asked to attend as a witness.
- Work with the courts and Crown Prosecution Service on enforcing ASBOs and other orders and publish the outcomes of court cases where appropriate.
- Make it easy for you to tell us about local issues and get involved in solving local problems.
- Ensure better links between neighbourhood policing teams and other organisations to deal with problems quickly.
- Give you and your community clear, consistent, and relevant information about what action is being taken and what effect it is having.
- Let you know how to complain if you aren't happy with the service we have given you.

We are fully aware that Anti-Social Behaviour needs actions from various agencies to tackle it. The important issue is how we as an authority deal with it and how we demonstrate how we deliver against the policies and pledges that we have in place.

We are committed to recognising and tackling all anti-social behaviour with priority being given to vulnerable people, repeat offenders and problem areas. As such we are committed to logging each complaint about anti-social behaviour and collating this information on a regular basis. This information will then be analysed to enable us and our Community Safety Partners to prioritise complaints and action them accordingly.

We aim to ensure that all cases receive an appropriate response and that all agencies share anti-social behaviour complaint information.

The relevant contact details for reporting anti-social behaviour can be found later in this document.

Should a resident be unhappy about the response they receive in relation to a particular request for service, they can complain to the relevant agency through their complaints procedures and if still dissatisfied, to the Community Safety Partnership. Details of how this can be achieved can be found on the West Lancashire Borough Council Website www.westlancs.gov.uk

CORPORATE CUSTOMER STANDARDS

There are Corporate Council Standards, which apply to all services across West Lancashire Borough Council. These are:

- We aim to answer letters and emails within 10 working days. If you request a fuller reply, or the matter requires detailed investigation, we will send you an acknowledgement within 10 days, which will set out what action is being taken and when you are likely to receive a detailed response.
- We aim to answer your phone calls within 10 seconds.
- You can make an appointment to see a manager to speak to staff in confidence.
- At all times, our staff will show courtesy, respect and sensitivity.

We are happy to assist all of our customers with special needs. Please mention this to our staff when you contact the Council.

To view our general standards in full, please visit:
www.westlancs.gov.uk/performance.

The Council will implement all existing and new legislation available to them as a local authority in taking steps to eradicate anti-social behaviour.

RACIST INCIDENTS

Racism will not be tolerated in West Lancashire. Any racist reports received by any department of the Council are recorded on the Council's Racial Incident Notification Proforma and sent to the Head of Human Resources. Human Resources record all details of racially related incidents and report the number of incidents within the annual Human Resources Best Value Performance Indicators.

People who experience or witness racist incidents are encouraged to report them to the police or council. Contact details are at the end of this guide.

NOISE MANAGEMENT POLICY

Noise including loud music, TV noise, dogs barking, vehicle noise, parties, and DIY can all constitute serious anti-social behaviour. Complaints about noise should be made to the Council's Environmental Protection Section who will establish whether or not a 'noise nuisance' exists. The general definition of noise nuisance is "noise which interferes with the use or comfort of a person's property". The Environmental Protection Section will take into account the volume of alleged noise that is taking place; the time of the occurrence; the duration of the occurrence; the regularity of the occurrence and the presence of particularly 'annoying' factors such as low frequency sounds of banging or clanging sounds.

In order for the Environmental Protection Section to assess whether noise constitutes a nuisance, they must be able to assess how the noise affects a person in a property. Anonymous complaints can therefore not be acted upon.

Complaints can be made about noise coming from both Council and private dwellings, and commercial premises. A letter will be sent to the person(s) responsible for causing the alleged noise to advise them that a complaint has been made and making them aware that their behaviour is causing a problem. Complainants will be asked to complete log sheets which, if returned and indicate that noise nuisance is likely, officers from the Environmental Protection Section will try to monitor the noise when it is taking place. If the noise is likely to take place out of general office hours, officers can install a tape recorder to try and record the nuisance. If the noise is likely to take place during normal working hours, complainants are asked to contact the Environmental Protection Section when the noise is occurring to request a visit from an officer who will try to visit the property to witness the noise. If no nuisance is recorded by a tape recorder over a certain length of time, the case will be closed. If an officer witnesses no nuisance, the instalment of a tape recorder will be considered.

The Environmental Protection Act 1990 Section 79 (1) (g), defines that "noise emitted from premises so as to be prejudicial to health or a nuisance" constitutes a statutory noise nuisance. It states, "where a local authority is satisfied that a statutory nuisance exists, or is likely to occur or recur, in the area of the authority, the local authority shall serve a notice ("an abatement notice"). If noise nuisance is therefore recorded by officers, or on a tape recorder installed by the Environmental Protection Section, and it is at a level that is frequent, lengthy and the extent of the noise is having an affect on the complainant, the Council will serve an abatement notice. The abatement notice requires the prohibition or restriction of the occurrence or recurrence of the noise, and states that other steps may be taken in order to stop the nuisance from occurring or recurring. If the abatement notice is not complied with, the Council will instruct the Council's legal services to initiate a prosecution.

Complaints regarding noise nuisance should be made to the Environmental Protection Section (please telephone the Contact Centre initially). You can report noise nuisance even if it is in the middle of the night by leaving a message on the message service for out of hours. Contact numbers are provided at the end of this Policy). To view the Council's full Noise Management Policy, please visit: www.westlancs.gov.uk/environment/environmental_protection/noise_complaints.aspx

PUBLICITY

West Lancashire Borough Council wants Council tenants and the wider community to be aware of successful legal actions we have taken to counteract anti-social behaviour. It is understood by the Council that every case is different, but unless the Court orders against such publicity, the Council will generally aim to publicise successful Possession applications (outright Possession Orders and Termination of Introductory Tenancies if necessary); Injunctions and Anti-Social Behaviour Orders. We hope that publicising successful outcomes will:

- Encourage local people to know about the orders and therefore help to enforce them;
- Reassure the public about safety in their community
- Increase the confidence of the public in the Council and Police's ability to work together to combat crime and disorder
- Act as a deterrent to the perpetrator as s/he will know that more people will be aware of the order in place and therefore there will be an increased chance of them being reported and caught if s/he breached the order
- Act as a deterrent to other perpetrators of anti-social behaviour who will see the consequences of perpetrating in similar anti-social behaviour

In each case, the Anti-Social Behaviour Unit will consider whether the publicity is necessary. We will also consider the human rights of the public and the human rights of the perpetrator; what the publicity should look like and whether the publicity is proportionate.

DOMESTIC VIOLENCE – WHERE TO GET HELP

If you are suffering from domestic violence and want support or information, please telephone the 24 hour Domestic Violence Helpline on 0808 100 3062 or click on the following link:

www.westlancsdc.gov.uk/living_in_west_lancs/community_safety/domestic_violence.aspx

In some cases, the Anti-Social Behaviour Unit can apply to the Court for an Injunction to keep perpetrators of domestic violence away from Council tenants. We can also evict them in some limited situations, if the victim moves out or terminates a joint tenancy.

EQUAL OPPORTUNITIES

West Lancashire Borough Council is an equal opportunities organisation. We will not discriminate against people on the grounds of colour, gender, race, ethnic origin, disability, age or sexual orientation. We are committed to treating the residents of West Lancashire fairly and state that the services we provide will be readily accessible to all groups of people without discrimination.

THE MULTI-AGENCY PROBLEM SOLVING (MAPS) TEAM

The Council recognises that sometimes responsibility for tackling anti-social behaviour needs to be shared between other partner agencies. West Lancashire Borough Council is part of the Community Safety Partnership and works closely with our partner agencies to reduce anti-social and nuisance behaviour.

The Multi-Agency Problem Solving Team comprises of several agencies, which combine their resources and information to tackle crime and disorder in West Lancashire by adopting a balanced and comprehensive approach. Information is shared between these agencies at monthly MAPS Team tasking meetings, as well as

between individual officers from those agencies on a day-to-day working basis. Agencies are able to disclose information to each other where necessary for the prevention and detection of crime under Section 115 Part V of the Crime and Disorder Act 1998 and Section 29 (3) of the Data Protection Act 1998. Agencies incorporated in the MAPS Team include but are not limited to Lancashire Constabulary, Lancashire Fire and Rescue Service, Lancashire County Council, Lancashire Probation Trust and Youth Offending Team, Central Lancashire Primary Care Trust, and Lancashire Social Care Children's Services. The Council's Anti Social Behaviour Unit is also a key part of the Team.

Any agencies that are part of the MAPS umbrella partnership can refer a case to the MAPS Team. The referring agency completes the relevant MAPS referral form and attends the next monthly MAPS Team to raise the issue with partners.

The MAPS Team reviews all cases, and if appropriate, will devise multi-agency strategies to try and reduce and prevent the problem altogether without action in the Courts.

The Council will consider all existing and new legislation available to them as a local authority in taking steps to eradicate anti-social behaviour.

HOUSING SERVICES

INTRODUCTION

The Housing and Property Maintenance Services Division supports the Governments [Respect Standard](#). This details the core commitments that both tenants and the Council as Landlord will commit too.

1. Accountability, leadership and commitment
2. Empowering residents
3. Delivering preventative approaches and rewarding pro-social behaviour
4. Ensuring people are clear about how to report ASB and are supported and encouraged to do so
5. Building procedures round the needs of the customer and providing support for victims & witnesses
6. Delivery of early interventions to nip problems in the bud
7. Taking swift enforcement action to protect communities as quickly as possible
8. Publicising action to reassure communities and encourage their engagement
9. Working to enforce breaches to ensure that communities are clear that persistent ASB will carry penalties
10. Delivery or facilitation of support to tackle the causes of anti-social behaviour.

The council also recognises the Tenant Service Authority's www.tenantservicesauthority.org Required Outcomes and Specific Expectations around anti-social behaviour.

Anti-social behaviour

We shall work in partnership with other public agencies to prevent and tackle anti-social behaviour in the neighbourhoods where they own homes. We shall set out in an annual report for tenants how we are meeting these obligations and how we intend to meet them in the future. We shall then meet the commitments we have made to our tenants.

Specific Expectations

We shall publish a policy on how we work with relevant partners to prevent and tackle anti-social behaviour (ASB) in areas where we own properties.

In our work to prevent and address ASB, we shall demonstrate:

- that our tenants are made aware of their responsibilities and rights in relation to ASB
- strong leadership, commitment and accountability on preventing and tackling ASB that reflects a shared understanding of responsibilities with other local agencies
- a strong focus exists on preventative measures tailored towards the needs of tenants and their families
- prompt, appropriate and decisive action is taken to deal with ASB before it escalates, which focuses on resolving the problem having regard to the full range of tools and legal powers available
- all tenants and residents can easily report ASB, are kept informed about the status of their case where responsibility rests with West Lancashire and are appropriately signposted where it does not
- provision of support to victims and witnesses

COUNCIL TENANCIES

All tenants sign up to a formal tenancy agreement at the start of their tenancy with the Council. This tenancy agreement is a legal contract between the Council and the tenant.

Section 4 of the tenancy agreement (*'You and your neighbours'*) clearly sets out the responsibilities of all Council tenants in relation to their behaviour towards neighbours. It is a breach of the tenancy agreement for a tenant, their family members, or visitors to the tenant home, to cause damage or be a nuisance in their home or even within the locality of their home. This breach could mean you will lose your home.

If you are a Council tenant and would like to discuss your tenancy agreement, please contact the Estate Management and Tenant Participation Team on the number set out at the end of this guide.

In addition to the formal tenancy agreement, from July 2008, all tenants must read and sign the ['Respect and Responsibility Sign-Up Statement'](#) at their tenancy sign-up appointment. This statement outlines what respect in the community is, what the responsibilities of the tenant are and what the Council will not tolerate.

In some cases, warnings from the Council and our partners do not stop anti-social behaviour from taking place. In these cases, legal action taken against the perpetrators of anti-social behaviour may be the only way to resolve the matter. The

most common applications for legal action against alleged perpetrators of anti-social behaviour are listed below:

INTRODUCTORY TENANCIES

From July 2008, all new Council tenants become 'Introductory Tenants' when they sign up to their tenancy. This is a 12-month probationary tenancy after which tenants may become a secure tenant, provided they meet the conditions of their tenancy agreement.

Those introductory tenants who fail to comply with the tenancy agreement, on the grounds of rent arrears or anti-social behaviour may have their tenancy terminated within this 12-month probationary period. In certain exceptional circumstances the introductory period may be extended for a further 6 months.

The evidence needed to terminate an introductory tenancy can be much less than in cases for the eviction of a secure tenant. The Council must prove that it has followed relevant legal procedures.

DEMOTED TENANCIES

Council tenants with secure tenancies who have been involved in anti-social behaviour can have their tenancies demoted.

A demoted tenancy is similar to that of an introductory tenancy and provides less protection from eviction, so tenants could lose their homes very quickly if problems continue. A demoted tenancy has to be granted by the Court, after hearing detailed evidence, and lasts for a period of 12 months.

If granted it gives tenants reduced rights such as the removal of the Right to Buy for that period. The Council can also propose additional requirements to be included in the demoted tenancy to control any behaviour that affects neighbours or the local community. In a similar manner to introductory tenancies, the Council has to follow relevant legal procedures but does not have to provide further detailed evidence for a Court application to terminate the demoted tenancy and gain possession. In effect evict the tenant.

A demoted tenancy is a one-year probationary tenancy, which can be terminated or extended for a further 6 months if any unacceptable behaviour continues.

SECURE TENANCIES

A Judge in County Court can order immediate or suspended possession of a council property and the tenant(s) may be evicted and lose their home. This can be a lengthy process, particularly if defended and may require a number of Court hearings. The Council needs to obtain witness statements taken from those being affected by the anti-social behaviour, and in most cases, witnesses will be required to attend Court.

In most cases other ways of dealing with a problem will be tried before these proceedings are begun.

INJUNCTIONS

Injunctions prohibit the perpetrator of anti-social behaviour from engaging in behaviour detailed in the injunction. Some injunctions can exclude the person from a specific place, including their own home. Injunctions can include a power of arrest if the perpetrator has been violent or has threatened violence. If an injunction is breached the person could be sentenced to prison by a Court. Witness statements will be taken from those being affected by the anti-social behaviour, and in most cases, witnesses will be required to attend Court.

ANTI-SOCIAL BEHAVIOUR ORDERS (ASBOs)

ASBOs are civil Court orders (not criminal penalties) which forbid specific threatening or intimidating actions. ASBOs can only be obtained on persons of 10 years of age or older. They can ban a person from a number of things which are proven to be directly linked to the anti-social behaviour perpetrated by the individual concerned including spending time with a particular group of people; visiting certain areas; or even being out in public in the evenings. ASBOs last for a minimum of two years, and can be longer. If the ASBO is breached, the individual can be convicted of a criminal offence, punishable by a fine / up to five years in prison. Details of all recent ASBOs obtained by West Lancashire Borough Council are available to view on the Council's website at:
http://www.westlancsdc.gov.uk/living_in_west_lancs/community_safety/anti_social_behaviour.aspx.

PREMISES CLOSURE ORDERS [PCOs]

PCOs are powers that can be used to offer the community immediate respite by temporarily closing a premises for three months. PCOs may be applied for where there has been illegal use of a dwelling, for example, if we believe illegal drugs are being used or supplied from a property, and there is associated significant and persistent disorder or nuisance to the community. These powers will not be used as a first resort, but where other interventions have been used or considered and rejected for good reason, and where all implications have been carefully considered. PCOs are sought in consultation with the Police.

CRIMINAL ANTI-SOCIAL BEHAVIOUR ORDERS (CRASBOs)

CRASBOs are ASBOs, which are issued by a court on conviction of a criminal offence. They will typically be applied for where an individual is responsible for a pattern of criminal behaviour, which causes harassment, alarm or distress. This would normally be where criminal convictions are not able to deal sufficiently with the cumulative effect of such activities.

HIGH RISK CASES

Where there are severe examples of anti-social behaviour or where there is a continuing risk of significant harm to complainants, the Council will consider applying for immediate legal action to protect them. Applications like this are rare but they can

be issued without notice to the alleged perpetrator of the anti-social behaviour. Such action may be taken where the senior ASB officer or a more senior officer considers violence has been used. Or there is an elevated threat of violence, severe harassment or distress.

This action may also be taken in cases where Domestic Violence, Hate Motivated or Racist behaviour has occurred.

HOW TO MAKE A COMPLAINT ABOUT COUNCIL TENANTS CAUSING ANTI SOCIAL BEHAVIOUR

If you believe that you are affected by anti-social behaviour from a Council tenant, or from someone living in a Council house (including children), you should make a complaint to the Estate Management and Tenant Participation Team [see contact numbers listed at the end of this guide].

The Housing Officer responsible for the area in which you live will investigate the complaint. Please note that the Estate Management Team do not deal with complaints between private tenants or owner-occupiers.

Some complaints may reflect differing lifestyles and allowances have to be made for this. However anti-social behaviour caused by a Council tenant, or someone else living at or visiting the property (including children) can be dealt with as a breach of the tenancy conditions. In addition, a tenant may be held responsible for the behaviour of those living in the home in other parts of the Borough including any Council location.

The Housing Officer may encourage complainants, who allege that their neighbours are causing anti-social behaviour, to first discuss the problem with the person who is the subject of the complaint to try to resolve the problem between them in a mutually beneficial manner. However we accept that on occasions this may not be appropriate.

However if you feel unsafe, in danger or you feel at risk that you, or members of your family may be harmed, or have had a criminal act perpetrated against you or your home, our advice is always to telephone the Police. West Lancashire Borough Council works closely with the Police to combat anti-social behaviour and often takes a joint approach in resolving such matters, in particular where criminal offences are suspected or proved. Contact details for the police are included at the end of this guide. In an emergency or if you witness a crime in progress you should telephone 999 and ask for the Police.

HOW YOU CAN HELP US INVESTIGATE YOUR COMPLAINT MORE EFFECTIVELY

Please ensure that when you contact the Estate Management Team (or the ASBU), you have the correct address or a clear description of the location of the people you are complaining about.

Please also ensure that you are at home, or at another pre arranged place for all appointments with our Housing Officers. If you are unable to meet us at the arranged time, please contact us as soon as possible to arrange an alternative appointment.

In all cases, complainants will be contacted and asked to keep a note of any incidents in order to record:

- who you are complaining about and where they live
- what happened
- when it happened (specific dates and times)
- who was involved
- who the complainant told, i.e. the Police, Housing Officer or other person.
- how the anti-social behaviour affected you

This may seem like hard work but it is very important should the case later be referred to the Anti-Social Behaviour Unit who may decide to prepare the case for legal action. This evidence will be used to describe examples of specific incidents of anti-social behaviour within witness statements. Complainants can record incidents of anti-social behaviour in other ways however they must ensure that the information require, as listed above, is included.

We normally ask people to complete 'Incident Recording Sheets' to note down what has happened but we can also use other methods if this presents any difficulty to our tenants and witnesses.

If you have any issues with:

- reading or writing
- understanding or using English
- hearing or speaking
- holding a pen, telephone or using email

or any other difficulty please let us know. We will work with you to help you to stay in contact with us and to record incidents.

WHAT TO DO IF YOU ARE ACCUSED OF CAUSING ANTI-SOCIAL BEHAVIOUR

If you are a Council tenant and have been accused of causing anti-social behaviour, or someone who lives with you or visits you is accused of causing anti-social behaviour, you may be asked to explain some of yours, or their, actions. Officers from the Estate Management and Tenant Participation Team will write to you, and in most cases will visit you to discuss the allegations that have been made. There can be exceptions to this procedure, the earlier section on HIGH RISK CASES.

In some cases, the Officer may be unable to disclose the identity of who made the complaint. You will be given an opportunity to put your side of the story to the Housing Officer and hopefully the matter can be resolved.

Do not ignore any Notices, letters or other communication that you receive relating to anti-social behaviour or your tenancy. Whether you agree or disagree with what we

claim, it is usually in your best interests to reply to us. You may also wish to get independent advice from a solicitor or the Citizens Advice Bureaux.

If you are found to be causing anti-social behaviour, and you continue to do so despite being warned, you will usually be told that you may be in breach of your tenancy. The matter could then be referred to the Anti-Social Behaviour Unit if the problem continues. Should the problems continue even after the Anti-Social Behaviour Unit have become involved, legal action may be taken against you which could result in you being evicted from your home or having legally enforceable restrictions placed on you.

COMPLAINING ABOUT NON-COUNCIL TENANTS

If you believe that anti-social behaviour is being perpetrated by an owner-occupier or by someone who rents their property privately from a private landlord, you should make a complaint to your local Police Community Beat Manager (CBM) or local Police Community Support Officer (PCSO). You could also attend your local Police And Communities Together (PACT) meeting where you can raise the issue with your CBM / PCSO. If you do not know who your CBM / PCSO, or would like to know when your next PACT meeting is, please telephone the relevant Neighbourhood Policing Team on the numbers set out at the bottom of this guide. Your CBM / PCSO will try and resolve the matter. However if it cannot be resolved, if the problem is escalating or if they regard the matter to be a wide-ranging issue whereby the input of other outside agencies could assist in resolving the issue, they may consider referring the matter to the Multi-Agency Problem Solving (MAPS) Team (see the Procedure document that relates to this Policy).

In some cases, if you are a Council tenant and are being harassed by an owner-occupier or someone who rents their property privately, the Council may consider taking legal action in the form of an Injunction to protect you.

You should make a complaint to the Estate Management and Tenant Participation Team [see contact numbers listed at the end of this guide]. The Housing Officer responsible for the area in which you live will investigate the complaint. Please note that the Estate Management Team do not deal with complaints between private tenants or owner-occupiers.

Where the anti-social behaviour stems from one-on-one neighbour disputes, the Anti-Social Behaviour Unit may not be able to get involved or take any action to try and resolve the matter. If this is this case, you will be advised of the reasons why the Unit will not become involved. We will however try to offer advice as appropriate.

WITNESS SUPPORT

We understand that, for witnesses, choosing to make a complaint, providing a witness statement and ultimately attending Court to give oral evidence can be a daunting experience. The Anti-Social Behaviour Unit endeavours to make the experience as straightforward and as easy as possible by:

- Explaining possible options for the case including legal action and ensuring that witnesses are aware of the implications (e.g. alleged perpetrators will be able to read their witness statement, the Council cannot guarantee the outcome of the Court decision etc)
- Keeping complainants and witnesses fully informed at all stages and providing advice and reassurance whenever possible
- In the event that witnesses are required to attend Court, the legal procedure and what will happen on the day will be fully explained
- Exploring, with the witness, the possibility of giving video evidence or other alternatives to giving oral evidence in open court
- On the day of the Court attendance, the Anti-Social Behaviour Unit will greet the witnesses and show them around the Court; introduce witnesses to the Council's legal representative; provide a copy of the signed witness statement if necessary; explain any legal terminology, and ensure that the outcome of the Court is fully understood. Every effort will be made to prevent witnesses from waiting in the same area as the alleged perpetrator
- Working with the independent organisation that supports witnesses, 'Victim Support' or other appropriate organisations.
- In exceptional cases, assistance with transport and loss of earnings can be given
- In exceptional cases where witnesses remain anonymous, the Anti-Social Behaviour Unit will maintain the confidentiality of the witness.
- Providing witnesses with all relevant contact numbers including Police emergency and non-emergency numbers.

USEFUL CONTACT NUMBERS / WEBSITES

Council

West Lancashire Borough Council's Contact Centre	01695 577177
WLBC Estate Management & Tenant Participation Team	01695 585376
WLBC Anti-Social Behaviour Unit	01695 566356
WLBC Housing Options Team	01695 585271

For the Council's Environmental Protection Section, please use the Contact Centre number and you will be directed to the appropriate officers.
www.westlancsdc.gov.uk

Police

Emergencies	999
Lancashire Constabulary – Non-emergencies	0845 125 35 45
Neighbourhood Policing Teams* (Skelmersdale and surrounding areas)	01695 566051

(Ormskirk and surrounding areas)

01695 566444

*Please use these telephone numbers for details of who your local Community Beat Manager (CBM) and Police Community Support Officer (PCSO) is, and for details of your next local Police and Communities Together (PACT) meeting.

www.lancashire.police.uk

Crime Stoppers

To report crime anonymously

0800 555 111

<http://www.crimestoppers-uk.org/>

Independent agencies:

Citizens Advice Bureau

Free, independent, confidential advice

01695 723110

[WWW.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

Domestic Violence

24 Hour helpline

0800 100 3062

www.westlancsdc.gov.uk/living_in_west_lancs/community_safety/domestic_violence.aspx

Victim Support

Helping people cope with crime

01772 201142

<http://www.victimsupport.org.uk/>

Help Direct

Practical support, help and guidance

0303 333 1000

<http://www.helpdirect.org.uk/>

We can provide this information on audiotape, CD, large print, Braille, and in other languages as appropriate on request. Visit our website www.westlancs.gov.uk/access or telephone 01695 577177.

Wszystkie te informacje możemy przekazać na życzenie w formacie audio, na płycie CD, w wersji zapisanej dużym drukiem lub alfabetem Braille'a, bądź też przetłumaczonej na wymagany język. Zapraszamy na stronę www.westlancs.gov.uk/access lub prosimy o kontakt telefoniczny pod nr 01695 577177.

Podemos prestar esta informação em gravação áudio, em CD, em letra grande, em Braille e noutras línguas, conforme apropriado e a pedido. Visite o nosso Website www.westlancs.gov.uk/access ou telefone para o 01695 577177.