



Cleveland Antisocial Behaviour Charter

This charter is a commitment by organisations across Cleveland to help you feel safe in your home and community.

We are committed to working together to resolve issues of antisocial behaviour (ASB).

We will involve you in how we respond to your case and make sure your voice is at the heart of what we do.

This charter sets out what we will do and what you can expect from us when reporting ASB against the person.

For the purpose of this Charter, the definition of a 'victim' is:

- A person who has suffered harm, including physical, mental or emotional harm, which was directly caused by incidents of antisocial behaviour

You can also access this Charter if you are:

- A parent or guardian of the victim if the victim is under 18 years of age or
- A parent or guardian of the victim if the victim is a vulnerable adult

1. **You will be treated with dignity and respect**

You will be listened to and treated with respect, dignity, sensitivity, compassion and courtesy.

You will be treated in a professional manner, without discrimination of any kind.

Your privacy will be respected by service providers in accordance with their obligations under the relevant privacy and data protection laws.

2. **You will be able to understand and be understood**

You will be given information about what happens after you report ASB in a way which is easy to understand.

You will be able to get help so that you can clearly understand the information.

If you need to give a witness statement or be interviewed, you will have extra support to help you.

3. **The details of the incident will be recorded without justifiable delay**

Your incident will be recorded as soon as possible.

4. **A referral to support services will be offered with any support tailored to meet your needs**

If you want to be, you will be referred to support services.

If you would prefer, you can contact support services yourself.

Your needs will be assessed so that services and support can be tailored to meet your needs.

5. **You will be given information about any investigation or prosecution**

If your case leads to an investigation this charter makes the following commitments:

- The officer allocated to deal with your report will contact you within five working days, excluding weekends and bank holidays. The officer will assess your case. He/she will make sure that cases involving a higher risk of harm are dealt with more quickly.
- If the case takes some time, you will receive regular updates. Updates will take place at least monthly.
- When the case ends - or if it cannot be progressed any further - you will get a final update from the officer dealing with your case.
- You will be told when important decisions are taken. At certain stages of the justice process, you can ask for decisions to be looked at again.

6. You will be given the opportunity to make a Victim Impact Statement

If your case goes to court, you can make a Victim Impact Statement (VIS).

This statement explains in your own words how ASB has affected you. This can be physically, emotionally, financially or in any other way.

The VIS is considered by the judge or magistrates when deciding any punishment. It also helps service providers see what additional support you and/or your family may need.

To help decide whether you want to make a VIS, you will be provided with information.

If you decide to make a VIS, you will be asked whether you want to read your statement in court or have it read on your behalf. You can request a copy of the VIS. You can also make an additional statement to reflect any changes around how the ASB has impacted you/your family.

7. You will be given information about the outcome of the case and appeals

You will be told about the outcome of the case. Outcomes may include informal action, sanctions or prosecution.

If formal, legal action is taken, and the defendant is convicted, you will have the sentence explained to you.

If the offender appeals against their conviction or sentence, you will be told about the appeal and its outcome.

At the end of the case, you will be told the outcome. This includes a summary of the reasons for the decision if they are available. The outcome should be given to you as soon as possible after the end of proceedings.

8. You can make a complaint about your needs not being met

If you believe that your needs have not been met, you can make a complaint through the organisation's published complaints process.

9. You can ask for an Antisocial Behaviour Case Review

An ASB Case Review is NOT a complaints procedure.

You can ask for an ASB Case Review by following the process published by your local authority.

You can do this if you have reported the same ASB issue at least three times in the past six months and it is still taking place.

An ASB Case Review involves all of the agencies, that have been dealing with your case. The independent review looks at whether anything further can be done to resolve your ASB issues.