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We recognise that anti-social behaviour is a serious problem affecting the quality of life of individuals, families and communities.

There is not a universally accepted definition of anti-social behaviour so the Safer Peterborough partnership adopts that set out in the Crime and Disorder Act 1998, which states:



'A manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household.'

Anti-social represents an accumulation of crimes or incidents, which may not be deemed serious, but together have a devastating effect upon individuals and communities.

## Report anti-social behaviour

There are a number of officers within the Safer Peterborough partnership team dedicated to tackling anti social behaviour. If you would like to report anti social behaviour you can do this online using our [online reporting system](#), or you can call 01733 747474.

**Please note:** we do not provide a 24-hour emergency service. If you need emergency help you should call the police on 999 or for non-emergencies call them on 101.

## 15 reasons why you can be confident in reporting to us

- > Listen to what you tell us
- > Take your complaint seriously and investigate it
- > Treat you fairly and with dignity
- > Contact you within 48 hours of receiving your complaint
- > Encourage self-resolution wherever possible
- > Make available detailed guidance about how we tackle anti-social behaviour
- > Ensure you have a single point of contact
- > Ensure we meet your needs – this means we might need to ask you some sensitive questions to enable us to help
- > Keep you informed about your case and provide you with updates (by your preferred method and within timescales promised)
- > Treat information received and exchanged in confidence – this means unless you give us permission to do so we will not tell the alleged perpetrator who has reported the problem to us
- > Ensure when we need to share relevant information with partners this is done legally
- > Consider a range of measures to best resolve your complaint
- > Monitor your satisfaction with the way in which we have dealt with your complaint
- > Ensure you know how to complain if you are not happy with the service you receive
- > Use publicity to ensure the wider community knows what action is being taken to tackle anti-social behaviour and why

If you are unsatisfied with how agencies such as the Police, Council or a Registered Social Landlord has dealt with your complaints of anti-social behaviour, you may be eligible to [request a review of your case under the Community Trigger](#).