WHO DO I CALL? (WHAT RESPONSE TO EXPECT)





Call the Police on Is a crime occurring now or is there a YES 999 threat to life? The call will be risk assessed and the Police will respond accordingly NO Call the Police on 101 Has a crime been committed? YES The call will be risk assessed and the Police will respond Or is Anti-Social Behaviour accordingly or give advice as appropriate. happening now? Details on Anti-Social Behaviour and who deals with it can be found via this link NO For ongoing crime contact your Case Officer or local **Police Safer Neighbourhood Teams (SNTs)** Is this an ongoing case regarding Details for all SNTs can be found via this link crime or Anti-Social Behaviour? For an ongoing Anti-Social Behaviour case, report it to your ASB Case Investigation Officer in the **Council or your Housing Provider Contact the Council's Environmental Health** and Noise Team on Does your problem relate to excess YES 0207 364 5007 or 0207 364 5008 noise, loud parties or music? Mon-Fri (8am-4pm) & Thurs-Sun (8pm-3.30am) The service will assess the call and send an Environmental Health Officer if necessary Contact the Council's Animal Warden Service on 0207 364 5008 Does your problem relate to a stray This service has specialist officers trained to deal with dog or another animal? animals Contact the Council (if the vehicle is on a Public Highway) on 0207 364 5003 or report online Or contact your Managing Agent or Housing Provider (If the vehicle is on Private Property) Does your problem relate to an These organisations will assess the situation, and if abandoned vehicle? necessary arrange for the vehicle to be removed If a Rough Sleeper is causing ASB or using drugs

Does your problem relate to a Rough

Sleeper?

YES

If a Rough Sleeper is causing ASB or using drugs Report it to the Council via this <u>link</u>

If the Rough Sleeper is bedding down

Make a referral to the StreetLink Team online

This organisation supports rough sleepers and can help them into accommodation and treatment if necessary