

Who do I call?

Is a crime occurring now or is there a threat to life?

Yes

Call the police on 999
The call will be risk assessed and the police will respond accordingly

No

Has a crime been committed? Or is anti-social behaviour happening now?

Yes

Call the police on 101
The call will be risk assessed and the police will respond accordingly or give advice as appropriate. You can also call Crimestoppers anonymously on 0800 555111. Details on anti-social behaviour and who deals with it can be found by scanning this code.



No

Is this an ongoing case regarding crime or anti-social behaviour?

Yes

For ongoing crime contact your case officer or local Police Safer Neighbourhood Teams (SNTs). Details for all SNTs can be found by scanning this code.
For an ongoing anti-social behaviour case, report it to your ASB Case Investigation Officer in the Council or your Housing Provider.



No

Does your problem relate to excess noise, loud parties or music?

Yes

Contact the council's Environmental Health and Noise Team on **0207 364 5007** or **0207 364 5008** Mon-Fri (8am-4pm) & Thurs-Sun (8pm-3.30am)
The service will assess the call and send an Environmental Health Officer if necessary

No

Does your problem relate to a stray dog or another animal?

Yes

Contact the Council's Animal Warden Service on **0207 364 5008**
This service has specialist officers trained to deal with animals

No

Does your problem relate to an abandoned vehicle?

Yes

Contact the council (if the vehicle is on a Public Highway) on **0207 364 5003** or report via the QR code. Or contact your Managing Agent or Housing Provider if the vehicle is on private property. These organisations will assess the situation, and if necessary arrange for the vehicle to be removed.



No

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 the qr code. If the rough sleeper is bedding down make a referral to the StreetLink Team via the qr code. This organisation supports rough sleepers and can help them into accommodation and treatment if necessary.



No

Does your problem relate to street cleaning, such as fly tipping?

Yes

Report this to the council's environmental and waste services team using the **Love Your Neighbourhood app** which available to download for free on both Apple and Google Play.