

## WHAT IS THE PUBLIC REASSURANCE TEAM AND WHAT DO WE DO?

The Public Reassurance Team is made up of one public reassurance officer and six public reassurance assistants. The team's main role is to work in partnership with Strathclyde Police using the ACPOS (Association of Chief Police Officers Strategy) to problem solve areas in West Dunbartonshire that are blighted by anti-social behaviour.

During this process the Public Reassurance Team will:

- survey residents in the problem area
- carry out environmental visual audits
- co-ordinate multi agency meetings
- draw up multi-agency action plans
- identify sustainable solutions for the area
- work with all partners to ensure that these solutions can be put in place.

We also work with West Dunbartonshire Council's Community Safety Team and The Pulse Youth Diversity Team to support and assist with new initiatives throughout West Dunbartonshire.

Remember — it's your community, say NO to Anti-Social Behaviour!

## WHO DO THE PUBLIC REASSURANCE TEAM WORK WITH AND WHERE?

The Public Reassurance Service will operate in all Council wards of West Dunbartonshire and is free to all tenants and residents. Below are some of the Partners that the Public Reassurance Team will work with to tackle Anti-Social Behaviour.

- West Dunbartonshire Council Tenants and Residents
- Strathclyde Police and Fire Service
- Community Safety Partnership
- Community Councils
- Tenants and Residents Associations
- Housing Associations
- Problem Solving Groups
- Commercial Owners and Landlords
- Internal Council Departments

## CAN I HELP TO STOP ANTI-SOCIAL BEHAVIOUR?

Anti-Social Behaviour is not the norm and communities should never accept it. West Dunbartonshire Council and Strathclyde Police have the services to deal with Anti-Social Behaviour effectively, however without your help the effect we have is greatly reduced.

### PUBLIC CONSULTATION MEETINGS:

- will be organised by the Public Reassurance Team and Strathclyde Police.
- will be advertised within the problem area.

You can help us, and your community, by attending these meetings and engaging with the Public Reassurance Assistants and Strathclyde Police when we speak to you. Without fully understanding the problem in the community we can not effectively and collectively look to solve it.

### SURVEYS:

- face to face interviews so that we fully understand the problem, scale of the problem and the effect it's having on your community.



## WHEN DO THE PUBLIC REASSURANCE TEAM WORK AND HOW DO I CONTACT THEM?

The Public Reassurance Team operates Monday to Friday 10am – 6pm

### PHONE US

01389 772 207  
01389 772 208  
01389 772 209

### WRITE TO US

Scott McLelland  
Public Reassurance Officer  
Leven Valley Enterprise Centre  
Castlehill Road, Dumbarton, G82 5BN

### EMAIL US

public.reassurance@west-dunbarton.gov.uk

## HOW DO I REPORT A COMPLAINT OF ANTI SOCIAL BEHAVIOUR?

To report a complaint of Anti-Social Behaviour you can call the Council's Anti-Social Behaviour Hotline on 01389 772 048

or

Strathclyde Police:  
Dumbarton – 01389 822000  
Clydebank – 0141 532 3300  
Alexandria – 01389 823000

## BRaille

We can provide this document in Braille, in large print, on tape or on computer disc.

We can also provide information in Polish, Chinese, Urdu, Punjabi and Hindi. Please phone strategy staff on 01389 772 048

Możemy również informacji w języku polskim, chińskim, Urdu, Punjabi i Hindi. Proszę o telefon personel strategii 01389 772 048

我們可以提供這文件的點字版、大字印刷、錄音帶及電腦磁碟，還有其他語文版本包括中文，烏都文，旁遮普及印地文。  
請致電 01389 772 048 聯絡策劃部 職員。

ہم یہ اطلاع دے سکتے ہیں کہ اس معلومات کو اردو، پنجابی، ہندی، چینی، پولش، بڑے چھپائی، ٹیپ، کمپیوٹر ڈسک اور دیگر طریقوں پر پیش کیا جاسکتا ہے۔  
01389 772 048 پر رابطہ کریں۔

ਅਸੀਂ ਇਹ ਦਸਤਾਵੇਜ਼, ਬਰੇਲ, ਵੱਡੇ ਅੱਖਰਾਂ, ਟੇਪ ਜਾਂ ਕੰਪਿਊਟਰ ਡਿਸਕ ਰਾਹੀਂ ਪ੍ਰਦਾਨ ਕਰ ਸਕਦੇ ਹਾਂ। ਅਸੀਂ ਇਹ ਦਸਤਾਵੇਜ਼, ਚੀਨੀ, ਉਰਦੂ, ਅੰਗ੍ਰੇਜ਼ੀ ਅਤੇ ਹਿੰਦੀ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਵੀ ਪ੍ਰਦਾਨ ਕਰ ਸਕਦੇ ਹਾਂ। ਕਿਰਪਾ ਕਰਕੇ ਸਟ੍ਰੈਟੇਜੀ ਸਟਾਫ਼ ਨੂੰ ਇਸ ਨੰਬਰ 01389 772 048 'ਤੇ ਫ਼ੋਨ ਕਰੋ।

हम यह अभिलेख, ब्रेल, बड़े अक्षरों, टेप अथवा कंप्यूटर, डिस्क द्वारा उपलब्ध करा सकते हैं। हम यह अभिलेख, चीनी, उर्दू, पंजाबी और अंग्रेज़ी भाषाओं में भी उपलब्ध करा सकते हैं। कृपया स्ट्रेटजी स्टाफ को इस नंबर 01389 772 048 पर फोन करें।



STRATHCLYDE  
POLICE



**PUBLIC  
REASSURANCE**

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