

Anti Social Behaviour – Minimum Standards of Response

The Bolsover Community Safety Partnership* will continue to work together to reduce Anti Social Behaviour and tackle the issues that impact on peoples lives.

We recognise that Anti Social Behaviour can have a severe effect on the quality of life and we accept our responsibility to help tackle Anti Social Behaviour problems and to ensure that neighbourhoods are peaceful, safe and secure places to live and work.

To achieve this we have established a set of standards that show our commitment to you and let you know what you can expect from our services.

We will:

1. Aim to reduce the perceptions of Anti Social Behaviour from 31.9% to 29%. We want to do this because your perceptions matter to us and we want to respond to your concerns as best we can.
2. Keep residents informed about our efforts to tackle Anti Social Behaviour through a variety of methods, including all partner publications and websites, leaflet distribution and the Safer Neighbourhood Teams Meeting.
3. Listen to your concerns. Victims and witnesses of Anti Social Behaviour will be dealt with sympathetically and in confidence. We will take your report of Anti Social Behaviour seriously and investigate it thoroughly.
4. Record reported incidents of Anti Social Behaviour. We will refer these to the correct agency and ensure that appropriate action is taken to tackle the Anti Social Behaviour.
5. Protect victims and witnesses. We will deal firmly but fairly with Anti Social Behaviour to discourage such behaviour and we will encourage and support others to come forward as witnesses.
6. Not tolerate Hate Crime in any form and we will respond to any incidents of Hate Crime quickly and effectively and actively pursue perpetrators by using all tools and powers available to us. We will fully support all victims of Hate Crime.
7. Ensure that the safety of victims and witnesses will always come first, from the initial report through to the conclusion of the case. We aim to identify vulnerable victims and witnesses of Anti Social Behaviour, work with partners and other service providers to offer suitable support.

8. Work in effective partnership and ensure that any identified victims and witnesses who suffer Anti Social Behaviour incidents are fully supported and kept informed of progress if the victim requires this. In addition to this, we will offer referrals to the victim and witness support, which is accessed through Victim Support or other specialist support, depending upon the individual case and needs.
9. Provide you with appropriate support, working with partners and other service providers. We will ensure that you are provided with the name and contact details of the person dealing with your case
10. Make effective use of the law to safeguard individuals and communities by taking prompt action to pursue perpetrators of Anti Social Behaviour. We will ensure that all partners work together and utilise all Anti Social Behaviour tools and powers available where appropriate.
11. Provide an efficient and responsive service by ensuring staff are highly skilled and trained in all aspects of responding to Anti Social Behaviour - putting you first.
12. Agree with you how you wish to be kept informed on the progress of and outcome of your case. This contact will continue until the case is closed or no further support is required.
13. Provide you with a right of complaint and redress through the Bolsover District Council's Compliments, Comments and Complaints Policy and other Partner's own complaints procedures, including the Councillor Call for Action. We believe that if you are not happy with the services you receive you have the right to complain.
14. Share information with partners and signatories to the Information Sharing Protocol in order to tackle Anti Social Behaviour.

* The Bolsover Community Safety Partnership is a multi-agency partnership who work together to tackle crime, disorder and the fear of crime. Statutory partners include: Bolsover District Council; Derbyshire constabulary; Derbyshire Police Authority; Derbyshire Fire and Rescue Service; Derbyshire County Council; Primary Care Trust and National Probation Service Derbyshire.