

West Lancashire Community Safety Partnership

Anti-Social Behaviour Minimum Standards

Introduction

Anti-social behaviour is virtually any intimidating or threatening activity that scares you or damages your quality of life.

Examples include:

- rowdy, noisy behaviour
- 'yobbish' behaviour
- vandalism, graffiti and fly-posting
- dealing or buying drugs on the street
- fly-tipping rubbish
- aggressive begging
- street drinking
- setting off fireworks late at night

Anti-social behaviour doesn't just make life unpleasant. It holds back the regeneration of disadvantaged areas and creates an environment where more serious crime can take hold. It has a negative effect on many people's lives and we are committed to tackling it.

Responsible authorities have a statutory duty to work with other local agencies and organisations to develop and implement strategies to tackle crime and disorder including anti-social behaviour and other behaviour adversely affecting people's quality of life and the local environment. This also includes the misuse of drugs in their area.

These statutory partnerships, which are known as Community Safety Partnerships (CSPs) were developed in response to the Crime and Disorder Act 1998. The responsible authorities included on the West Lancashire CSP include: -

- West Lancashire Borough Council
- Lancashire Constabulary
- Lancashire County Council
- Lancashire Fire and Rescue Service
- NHS Central Lancashire
- Lancashire Probation Trust

In 2006, the Police and Justice Act made several amendments to the Crime and Justice Act and this included a new duty on CSP's to produce an Annual Strategic Assessment and to prepare and implement an annual Partnership Plan. Responsible authorities are under a statutory duty to ensure that the key agencies work in partnership in a CSP to deliver their Community Safety Partnership Plans.

The Police and Justice Act 2006 also placed a requirement for Responsible Authorities to convene a Strategy Group in two-tier areas and in Lancashire this requirement is being fulfilled by the Safer Lancashire Board.

Community Safety Partnerships were asked by the Home Secretary to commit to a set of minimum standards in tackling anti-social behaviour by 31 March 2010. The Safer Lancashire Board agreed that this should take place at a pan-Lancashire level

in order to ensure that the public could access the same minimum level of service regardless of where they live. In support of the requirement to produce a set of minimum standards, Safer Lancashire on behalf of the Safer Lancashire Board has produced an Anti-Social Behaviour Pledge.

West Lancashire CSP has adopted the pledge and the pledge is supported by a locally agreed set of minimum standards: -

**Working together to take anti-social behaviour seriously
... our pledge to you**

We know that if anti-social behaviour happens to you, it can have a big impact on your quality of life which is why here in Lancashire, we are committed to tackling it by working together.

We will take your reports of anti-social behaviour seriously and will:

- Work quickly to understand the problem.
- Acknowledge your complaint, make a record of it and check whether there are any other reports of the same problem.
- Look at all the information about your complaint and work out the best response according to the nature of it.
- Assess your case to make sure we offer you the right support and involve you where appropriate in our plans for tackling the problem.
- Treat all the information you give us in confidence and work with other partners to make sure we get the right solution.
- Give you just one person to deal with who will keep you regularly informed of what's happening and let you know as soon as possible if this changes.
- Aim to deal with your problem before it gets worse by making the best use of the tools and powers available. This often doesn't need legal action.
- Offer you support if your case goes to court and you are asked to attend as a witness.
- Work with the courts and Crown Prosecution Service on enforcing ASBOs and other orders and publish the outcomes of court cases where appropriate.
- Make it easy for you to tell us about local issues and get involved in solving local problems.
- Ensure better links between neighbourhood policing teams and other organisations to deal with problems quickly.
- Give you and your community clear, consistent, and relevant information about what action is being taken and what effect it is having.
- Let you know how to complain if you aren't happy with the service we have given you.

You should report anti-social behaviour to your local council, the police, or your registered social landlords. You can do this in person, by telephone or in writing. They can also provide you with further details.

Brought to you by Safer Lancashire in partnership with West Lancashire Community Safety Partnership

We are fully aware that Anti-Social Behaviour needs actions from various agencies to tackle it. The important issue is how we as a partnership deal with it and how we demonstrate how we deliver against the policies and pledges that we have in place.

We are committed to recognising and tackling all anti-social behaviour with priority being given to vulnerable people, repeat offenders and problem areas. As such we are committed to logging each complaint about anti-social behaviour and collating this information on a regular basis. This information will then be analysed to enable community safety partners to prioritise complaints and action them accordingly. The partnership has a number of thematic delivery groups which work together and we will ensure that ASB is a priority for all those groups.

By recognising vulnerable people, repeat offenders and problem areas we will look to target interventions where they are most needed.

We aim to ensure that all cases receive an appropriate response and that all agencies share anti-social behaviour complaint information and assist any other partner, where possible.

The relevant contact details for reporting anti-social behaviour and examples of the types of anti-social behaviour that agencies deal with can be found in appendix A.

Should a resident be unhappy about the response they receive in relation to a particular request for service, they can complain to the relevant agency through their complaints procedures and if still dissatisfied, to the Community Safety Partnership. Details of how this can be achieved can be found on the West Lancashire Borough Council Website www.westlancs.gov.uk

Appendix A

How do I ask for help?

Anti-Social Behaviour is tackled by numerous agencies dependant on the type of complaint and the relevant contact details are enclosed below:-

Lancashire Constabulary

For issues concerning

- rowdy, noisy behaviour in the street
- 'yobbish' behaviour
- vandalism
- dealing or buying drugs on the street
- aggressive begging
- street drinking
- setting off fireworks late at night

Please telephone 0845 125 35 45 or visit [www www.lancashire.police.uk](http://www.lancashire.police.uk)

Alternatively if you are under threat of harm or you witness a crime being committed and require an immediate response you should keep calm and dial 999.

If you have information about crime, or criminals, then telephone Crime stoppers on 0800 555 111.

You can remain anonymous and may even be able to claim an award.

West Lancashire Borough Council

For noise related to a premises (not in the street), fly tipping, graffiti and anti social behaviour from a Council tenant

Phone 01695 577177 or visit www.westlancs.gov.uk