

Anti-Social Behaviour Minimum Standards

Our Promise to You

*'Your police and local councils
working together'*

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Suffolk is a safe county in which to live, however we are not immune to anti-social behaviour (ASB) and for many communities it is a key concern. Your Community Safety Partnership (CSP) has agreed minimum standards of service that will be provided to all victims and witnesses of ASB.

We will not tolerate this type of incident and these minimum standards form our promise to you to help keep Suffolk a safe and pleasant county in which to live, work and visit.

What is a CSP?

A CSP is a statutory partnership body with a duty to work with other local agencies and organisations to develop and implement strategies to tackle crime and disorder including anti-social and other behaviour adversely affecting the local environment.

CSPs consist of representatives from Suffolk Constabulary, Suffolk Police Authority, Suffolk County Council, District and Borough councils, Youth Offending Teams, Suffolk Primary Care Trust, Drugs and Alcohol Teams and Suffolk Fire and Rescue Service. Suffolk has five CSPs, covering Ipswich, Waveney, Babergh, Suffolk Coastal and the Western area. All five CSPs have agreed to adhere to the minimum service standards, ensuring a consistent response to any report of ASB anywhere in Suffolk.

In line with defined minimum standards, the CSP will work together in partnership to reduce instances of ASB by diversion, early intervention and effective enforcement. As a victim or witness you will be treated with a high level of service and care from all partner agencies.

Why work together?

Effective partnership working on community safety is key to sustainable and safer communities and is crucial in effectively tackling the range of issues that ASB involves. In order to respond to the needs of victims and witnesses in an effective way, agencies must work together to identify their areas of expertise and to give a rounded solution to the problems our communities face.

Why should I report Anti-Social behaviour?

We know that being a witness or victim of ASB can cause stress and upset. We want to tackle it in all its forms, and we need you to tell us when it occurs. We want you to feel confident in the service you will receive from your CSP, and these standards define our response.

We will ensure that we deal with your case in a timely, supportive and highly professional way. If you are suffering as a result of ASB, or you have witnessed someone else suffering, you can expect your council, the police, and partner agencies to treat the problem seriously, take action and report back to you what they have done.

Our Anti-Social Behaviour Minimum Standards

Community Safety Partnerships will work together to reduce instances of anti-social behaviour by diversion, early intervention and effective enforcement. The partnership aims to make residents of Suffolk feel that their neighbourhood continues to be a safe and good place to live, work and visit.

The minimum standards of response are designed to complement the Policing Pledge and not to replace or dilute part of it.

Partnerships will ensure that:-

- Your complaint will be taken seriously and each complaint will be investigated.
- All information you give us will be treated in confidence and in accordance with data protection legislation.
- You will be informed who the lead organisation will be and you will be provided with appropriate support. The lead organisation will work with partners and other service providers where necessary.
- You will have a single person to contact within the lead organisation dealing with your ASB issue together with contact details.
- We will consider the full range of actions available in order to swiftly and satisfactorily resolve an issue.
- We will support you in collecting evidence to enable positive action to be taken. We will regularly review this information and explain what action is to be taken and why.
- We will keep you informed about your case and provide you with updates within timescales agreed with you.
- We will contact you via telephone, text, email, letter or in person as agreed with you, and at an appropriate time to suit you.
- We will monitor your satisfaction with the way we have dealt with your case.
- The lead agency will ask the court for special measures for vulnerable or intimidated victims and witnesses where appropriate.
- We will keep communities informed of what is happening within their neighbourhood through a range of means including street briefings, newsletters and leaflet distribution where appropriate.
- When agencies have failed to act to curb an ongoing series of ASB directed towards an individual or individuals, you can complain to the Community Safety Partnership through your district and county elected councillors.
- We are committed to deliver the best service we can for you in partnership. If we are unable to do this we will give a full explanation as to why it was not possible.

How do I report Anti-Social Behaviour?

In an emergency, you should always call 999.

An emergency is:

- When a crime is happening
- When someone suspected of a crime is nearby, or
- When someone is injured, being threatened or in danger.

You can report anti-social behaviour to Babergh District Council by ringing 01473 826622 or by completing a report via our website at: www.babergh.gov.uk (look for the option to report anti-social behaviour on the right hand menu, titled "How do I?")

To report anti-social behaviour or a crime to the Poice when it is not an emergency call **01473 613500**

To contact your local Safer Neighbourhood Team to report an issue in your community visit www.safersuffolk.org.uk