Confident and safer communities
SOUTH AND VALE COMMUNITY SAFETY PARTNERSHIP

South and Vale Community Safety Partnership (CSP)

MINIMUM STANDARDS OF RESPONSE TO ANTI SOCIAL BEHAVIOUR

Anti social behaviour is defined as someone "behaving in a manner that causes or is likely to cause harassment, alarm, distress to one or more persons not of the same household as them"

The South and Vale Community Safety Partnership (CSP) will continue to work together to reduce instances of anti social behaviour by diversion, early intervention and effective enforcement. The partnership aims to raise the community's confidence in South Oxfordshire and the Vale of White Horse and make it an even safer place to live and visit. **Appendix one** lists the members of the partnership.

The minimum standard of response to anti social behaviour is designed to complement the Policing Pledge.

The partnership will ensure that:

1. All victims and witnesses are treated fairly with dignity and respect, with all instances of anti social behaviour taken seriously, applying a multi agency problem solving solution where appropriate.

2. We will contact victims and sufferers who report anti social behaviour, and who do not require an immediate response, to determine the level of support required. We will contact them within 24 hours, but if they report the problem outside office hours, we will contact them the next working day.

3. Some reports may be made to an agency, but require an immediate response by the police. We will forward those reports to the police without delay.

4. We will support residents who suffer repeated incidents of anti social behaviour. We will also support those people who may be vulnerable to the effects of anti social behaviour (for example, elderly residents). We will inform them who and which agency is dealing with their issues and keep

them informed of progress. We will give victims advice about appropriate services and support.

5. All agencies share information about anti social behaviour and intelligence to identify location hotspots, perpetrators and affected parties. This will ensure that effective and informed decisions are made in all cases of anti social behaviour. We will respond purposefully and speedily to such intelligence.

6. We will work together with all other agencies, making full use of all the tools and powers available to us. We will be relentless in our pursuit to resolve anti social behaviour within our communities, by daily monitoring of anti social behaviour incidents..

7. Partner agencies are aware of their own and others' roles and responsibilities when dealing with anti social behaviour. They will ensure that they carry out their responsibilities cohesively and to the good of the community to assist those affected by anti social behaviour.

8. We will listen to the concerns of victims and witnesses and make communities aware of who represents which agency within their neighbourhood and how to contact them. We will do this via agency web sites and regular contacts with the public.

9. Communities will be kept informed of matters within their neighbourhood using:

    - monthly neighbourhood police team updates distributed locally and posted on Thames Valley Police website.

    - "Have your say" and other public meetings for example, parish council meetings and neighbourhood action groups.

    - community safety partnership events

    - county council, district council and parish newsletters

    - press releases to the local news media

    - community messaging

    - leaflet distribution.

10. Communities are encouraged to take ownership of their neighbourhood, attend police neighbourhood team "Have your say'" meetings and look out for CSP events.

11. We carry out annual surveys through the district councils' Citizens Panels to allow communities to comment on the level of anti social behaviour within their neighbourhood. Other ways we find out how the public feels are

through meetings, such as Neighbourhood Watch meetings and councillor surgeries.

12. Victims have the right of complaint to the CSP when agencies have failed to act to curb a series of anti social behaviour, and the matter cannot be resolved through the agencies normal complaints procedure. Each agency has its own complaints procedures, but if this route fails to resolve issues, the CSP will make sure that the correct steps are in place.

The South and Vale Community Safety Partnership (CSP) is determined to deliver the best service we can when dealing with anti social behaviour. If we fail to meet the standards we have set, we will always explain why we have not been able to do so on that occasion.

APPENDIX ONE

The South and Vale Community Safety Partnership (CSP) is a multi agency partnership. The members of the partnership work together to address community safety and cohesion issues

- Oxfordshire County Council
- Oxfordshire Drugs and Alcohol Action Team (DAAT)
- Oxfordshire Fire and Rescue Service
- NHS Oxfordshire
- Soha
- South Oxfordshire District Council
- Sovereign Vale Housing
- Thames Valley Police
- Thames Valley Police Authority
- Thames Valley Probation Service
- Vale of White Horse District Council.