

STAFFORD BOROUGH COMMUNITY SAFETY PARTNERSHIP

ANTI-SOCIAL BEHAVIOUR CHARTER 2010/11

Introduction

Anti-social Behaviour (ASB) can mean different things to different people – but basically it is any kind of repeated behaviour that affects your quality of life. ASB can be caused by people of all ages and from different backgrounds, it is not confined to young people. Examples are:

- rowdy, noisy behaviour
- 'unruly' 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 in Stafford Borough

In the most recent Place Survey conducted in the borough, 84% of residents agreed that they are satisfied with their local area as a place to live. However, ASB is one of the main concerns of local residents; almost 13% of respondents to the Place Survey perceived a high level of anti-social behaviour in their local area.

What the Partnership will do

As a partnership, we will aim to:

- Increase feelings of safety and reduce perceptions of ASB
- Provide regular updates on what is being done to tackle ASB
- Provide residents with a right of complaint to Community Safety Partnerships if effective action is not taken by local agencies through existing channels
- Provide support and help for victims of ASB
- Take reports seriously by recording and investigating all cases and committing to keeping victims informed of action taken
- Ensure better links between neighbourhood policing and other local partners to deal swiftly with problems.

How will the Partnership do this?

- ASB is a priority for Stafford Borough Community Safety Partnership. Both ASB and the perceptions of ASB will be tackled through the Risk Taking Behaviour Strategy Group and the fortnightly Joint Operations Group (JOG).

- ASB updates will be provided to the community through the Community Safety Partnership website (www.saferstafford.org.uk) and the Community Safety booklet which is delivered to every household in the Borough. Information will also be provided through leaflets and posters in the 'Safer Stafford Shop'.
- There is an 8-step process that Staffordshire Police have introduced to deliver ASB Satisfaction. In summary the eight steps ensure:
 - robust enforcement where people's behaviour is unacceptable
 - support to help people overcome problems when they have arisen
 - prevention to ensure that emerging problems are dealt with before they become serious and established
 - victims are kept updated and are satisfied with the action taken.

Dealing with those who commit anti-social behaviour

- There is a separate process to deal with those who commit acts of anti-social behaviour. This process is overseen and implemented by the local Anti-social Behaviour Co-ordinators, under the direction of the Neighbourhood Policing Team Inspector. This process includes Anti-social Behaviour Orders (ASBOs) and Acceptable Behaviour Contracts (ABCs). As well as these orders there are numerous other legislative tools that are available in the Borough. These include:
 - Section 30 Dispersal Orders
 - Alcohol Restriction Zones
 - Crack House closures
 - Parenting Orders
 - Civil injunctions
 - ASB Vehicle legislation
 - Assisting with evidence gathering for partner agency / Registered Social Landlord evictions and tenancy condition enforcement.

How is progress monitored?

Perceptions of Anti-social Behaviour will be monitored through the bi-annual Place Survey and the Feeling the Difference Survey, which is commissioned by Staffordshire Police.

How to report Anti-social Behaviour

In an emergency contact Staffordshire Police on **999**, otherwise use the 'non-emergency' number **0300 123 4455**

Alternatively contact your landlord if you are a tenant of a registered social landlord or housing association.

How to report dissatisfaction

You can acknowledge dissatisfaction with the service you have received through any of the agency's existing complaints procedures. As part of the Policing Pledge, you can report any dissatisfaction with the service you have received within 24 hours of reporting it to the Police.

If you have reported anti-social behaviour to a Registered Social Landlord or Housing Association, but do not feel that sufficient action has been taken you should complain directly to them following their complaints procedure.

If you are still not satisfied with the response you have received you can contact your Community Safety Partnership by writing to Russ Cartlidge, Safer & Stronger Communities Manager, Stafford Borough Council, Civic Centre, Riverside, ST163AQ Or email rcartlidge@staffordbc.gov.uk



WE WANT YOU TO KNOW:

- **HOW TO REPORT INCIDENTS**
- **WHERE TO REPORT INCIDENTS**
- **WHAT TO EXPECT WHEN YOU REPORT AN INCIDENT**
- **WHAT TO DO IF YOU'RE NOT SATISFIED WITH THE RESPONSE YOU RECEIVE**

Your local Council and Police working together to keep your community safe