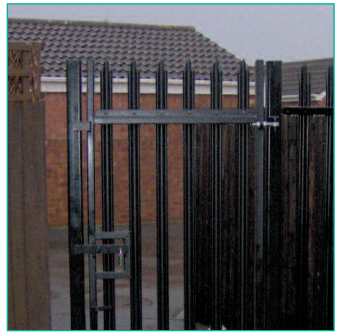


# anti-social behaviour

## Minimum Standards of Response



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### Coventry Community Safety Partnership

The Coventry Community Safety Partnership\* brings together a range of agencies including the local authority and the police to prevent and reduce anti-social behaviour. They do this in a variety of ways using prevention/diversion, education and enforcement.

Reducing crime and the fear of crime is a priority for the partnership and increasing public confidence is a key driver for this work. Residents and agencies working together is a critical partnership if we are going to provide long term, sustainable solutions to anti-social behaviour. We want residents to support and trust local agencies and have confidence that their concerns will be responded to effectively.

The partnership works with local communities in a number of ways and uses various mechanisms to inform, consult and engage with them. Regular briefings, one to one support/advice, community walkabouts, seasonal events and campaigns, ward forums and the local media are all ways in which the partnership aims to connect and interact with local people.

Coventry's minimum standards for responding to anti-social behaviour are designed to complement the Policing Pledge.

### The Coventry Community Safety Partnership will ensure that:-

1. All victims and witnesses are treated fairly with dignity and respect, treating all reports of anti-social behaviour seriously, applying a multi-agency problem solving solution where appropriate.
2. Victims and witnesses who experience anti-social behaviour are fully supported and kept informed of progress and actions that have been taken. The victim will be fully informed of available support services including emotional and practical support which may include the use of special measures and interventions such as witness support, CCTV, domestic security etc. where appropriate and necessary.
3. Victims have the right of complaint to the Community Safety Partnership through their local Councillors if they feel that agencies have failed to respond to anti-social behaviour directed towards an individual or individuals and the matter cannot be resolved through an individual agency's normal complaints procedures.
4. Residents who report anti-social behaviour via the "It's your call" ASB\*\* reporting line (and who do not require an immediate response) will have their report sign-posted to the relevant agencies to determine the appropriate action required. A written acknowledgement of their report will be sent within 24 hours.

The relevant agencies will exchange information to assess level of action required and then contact the complainant within 5 working days to advise on the action that will be/has been taken.



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5. Reports of anti-social behaviour taken by another agency other than the police but require an immediate response will be forwarded to the Police without delay.
6. The police, local authority and other agencies will work together at the neighbourhood level to ensure that they have a good understanding of local community safety issues and to develop appropriate and effective solutions.
7. All agencies will share relevant information on anti-social behaviour hotspots, perpetrators and affected parties and will work together to manage the offending behaviour and its impacts on the community.
8. All agencies are aware of their own and others personal roles and responsibilities when dealing with anti-social behaviour and are trained and equipped to ensure that they carry out their responsibilities for the good of the communities and the victims of anti-social behaviour.
9. Perpetrators are made aware that their offending behaviour is not acceptable, will not be tolerated and could face both criminal and civil enforcement action.
10. Communities are encouraged, supported and empowered to:-
  - take ownership of their neighbourhoods;
  - report offending behaviour in a number of ways to a range of agencies; and
  - identify their priorities and be part of the problem solving and the solution.
11. Communities are made aware of who represents each agency within their neighbourhood and how to contact them and will be kept informed of what is happening within their neighbourhood through publicity and communication outlined above.

12. Residents' perceptions of anti-social behaviour and their views on how well agencies respond to local concerns are measured through regular postal surveys, customer satisfaction surveys and customer call back. The Coventry Community Safety Partnership takes public perception seriously and is committed to reducing perception levels of ASB year on year.

As a partnership we want to deliver the best service we can for you. We will always feedback to you what action has/hasn't been taken and the reasons why.

*\* The CCSP - is a multi agency partnership consisting of senior Representatives of Police, Housing Providers, Fire Service, Youth offend and Probation services, the Voluntary Sector, Health and all the Council statutory agencies. They work together to address all community safety and cohesion issues.*

**\*\* ASB: Anti-social behaviour**



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# Contacts...

**In the case of emergency you should call the police on 999.**

West Midlands Police (WMP): **0845 113 5000**

West Midlands Fire Service: **0845 5000 900**

**For non-emergencies, by reporting incidents each and every time you can help us to decide the most appropriate course of action required:**

It's Your Call Anti Social Behaviour reporting line: **024 7683 1300**

Coventry Community Safety Team: **024 7683 1300**

Community Safety Officer – **North West** **07968 037 832**

Community Safety Officer - **North East** **07968 131 666**

Community Safety Officer - **South** **07977 500 657**

**You can also report noise nuisance to the following numbers:**

Daytimes (Monday to Friday, 9am to 5pm): **0500 834 333**

Night time (Monday to Friday, 5pm to 2am): **024 7683 2222**

Weekends (10am-2am): **024 7683 2222**

## **Registered Social Landlords**

Whitefriars Housing Association **024 7676 7000**

Ashram/Accord Housing Association **0300 111 7000**

Guinness Northern Counties **024 7646 1546**

Jephson Housing Association **01926 831 177**

Mercian Housing Association **0121 322 7373**

Midland Heart **03456 020 540**

Orbit Heart of England **03458 500 500**

Sanctuary Midlands **0116 2536 646**

Nehemiah HA **0121 3580 966**

Central & Cecil Housing Trust **0121 622 5806**

**For information on local services (for example, pest removal, etc) contact Coventry Direct on 0500 834 333**

