



ANTI SOCIAL BEHAVIOUR SERVICE STANDARD

Northern Devon Community Safety Partnership Tackling Anti Social Behaviour.

Northern Devon Community Safety Partnership recognises that anti – social behaviour is a problem that can affect any member of the community and affect their quality of lives.

Safer North Devon employs an Anti Social Behaviour Officer who works in partnership with:

- Devon and Cornwall Constabulary
- Devon and Cornwall Police Authority
- Devon and Cornwall Probation
- Devon and Somerset Fire and Rescue Service
- Devon County Council
- Devon Primary Care Trust
- North Devon Council
- Torridge District Council

Together we work on delivering solutions to reduce crime, fear of crime and anti – social behaviour.

Safer North Devon use a full range of powers to tackle anti social behaviour including criminal and civil proceedings and work closely in partnership with other agencies to tackle individuals behaviour.

Working in partnership we tackle crime and its causes and raise the profile of exceptional local work in communities aimed at building confidence and improving understanding of what you need locally. We work on innovative projects with communities that aim to improve quality of life and that challenge agencies to work in new and exciting ways.

Our aim is to work to reduce anti social behaviour in your area year on year.

We encourage members of the community to report all instance of anti- social behaviour.

What can you expect?

Our Pledge to You

1. We will treat you fairly, with dignity and respect at all times. All reports of anti-social behaviour will be taken seriously, recorded and investigated appropriately.
2. If you report anti-social behaviour that does not require an immediate response, we will contact you within 3 working days to determine the nature of your problem and the level of support required.
3. When appropriate and necessary, we shall pass on reports of anti-social behaviour without delay to the agency/agencies best placed to respond. We will maintain a close working relationship with them to resolve the reported issue.
4. Whether you are a victim or witness, we will support you fully and keep you informed of any progress made in the management or investigation of your case.
5. If you report anti-social behaviour, we will provide appropriate services and support and you will be given the name of the lead agency caseworker. If it is identified that you or your family has any special circumstances or vulnerability, we will support you and the lead agency will take measures to ensure your safety.
6. We will meet regularly to share information in order to identify problem areas, known offenders and victims.
7. We will keep you informed about what is happening within your neighbourhood. This may be through neighbourhood newsletters, PACT meetings and key agency websites
8. We encourage you to participate in community initiatives such as **Partners And Communities Together (PACT)**

These are partnership meetings designed to identify specific issues for your area and provide feedback as to action taken.

- Community Partnerships
- Community/Neighbourhood Watch Schemes
- Residents' Associations or similar

If you are not happy with what is done in response to your report of anti-social behaviour and have approached the lead agency with no success, you have a right of complaint and should bring this to the attention of the Community Safety Partnership.

As a Partnership we want to deliver the best service we can for you. If we fail to meet the standards we have set, we will always explain why it wasn't possible to do so on that particular occasion.

- **The Police non emergency telephone number** is 08452 777444 (24 hours)

Your local authority waste, Recycling and Street Cleaning will deal with:

- Graffiti
- Fly tipping
- Littering
- Unauthorised distribution of free literature
- Refuse collection, street sweeping, litterbin emptying
- Public conveniences- cleaning/vandalism

North Devon Council 01271 388870

(Office hours only)

Torrige Grimebusters 0800 1422442

(Office hours only)

Your local authority Environmental Health and Housing Service will deal with:

- Dog control and fouling
- Noise and other statutory nuisances
- Abandoned vehicles
- Nuisance Parking/vehicle sales in the street

North Devon Council 01271 388870

(Office hours only)

Torrige District Council 01237 428810

(Office hours only)

Safer North Devon Barnstaple Police Station

North Walk

Barnstaple

North Devon

EX31 1DU

info@safernorthdevon.co.uk

Tel: 01271 335241

Fax: 01271 335312