



Minimum Standards for Anti-Social Behaviour

Safer Neighbourhoods is the name of the Community Safety Partnership for North Lincolnshire and comprises of the following organisations:

North Lincolnshire Council
Humberside Police "B" Division
Humberside Fire and Rescue Service
NHS North Lincolnshire
Humberside Probation Trust
North Lincolnshire Homes
The Voluntary Sector

Safer Neighbourhoods is committed to "Tackling" and not "Tolerating" acts of Anti-Social Behaviour that occur within their area and have accordingly agreed to a set of minimum service standards that the residents of North Lincolnshire can expect from "The Partnership" in its response to this subject.

The minimum standard of response is designed to compliment the Policing Pledge and not to replace or dilute any of its sections.

THE STANDARDS

1. All partners have differing response times to reports of incidents of anti-social behaviour that are dependent on the seriousness of the report, operational requirements and the wishes of the victims.
2. The "Partnership" however gives an undertaking that all victims and witnesses will be treated fairly with dignity and respect, with all instances of anti-social behaviour taken seriously, applying a multi agency problem solving approach where appropriate.
3. Reports of anti-social behaviour (taken by another agency) requiring an immediate response will be forwarded to the Police without delay if it is inappropriate for that agency to deal with the incident.
4. All agencies share intelligence and information to identify relevant hot spot areas of anti-social behaviour and known offenders and respond to the issues identified using where appropriate a multi agency approach to provide a long lasting solution to the matters causing concern to the residents.

5. Neighbourhood Action Teams are located in each of the 17 wards within North Lincolnshire and comprise of representatives of the local community, police, council and other agencies. Their aim is to prioritise issues that concern the community (which includes anti-social behaviour), and to adopt a problem solving mechanism to address those issues.
6. Residents are encouraged to support these Neighbourhood Action Teams through their respective representatives to assist in identifying priorities and to be part of the problem solving solution.
7. If a Neighbourhood Action Team is of the opinion that it does not have sufficient resources to tackle an identified priority then the matter can be elevated to the relevant Safer Neighbourhoods Area Action Team (SNAT) for assistance to resolve the matter. There are 5 Safer Neighbourhood Area Action Teams that are coterminous with the five policing areas of North Lincolnshire.
8. Incidents of anti-social behaviour on both victims and witnesses affect us all in different ways, ranging from simply feeling upset to feeling vulnerable, powerless and angry. It is therefore vital that both victims and witnesses have confidence in any agency from which they seek help to be effective and act in their best interests. Should victims and witnesses wish it, then agencies will keep them informed of the progress of their respective case as well as making known to them all appropriate services and support.
9. It is vital that residents of North Lincolnshire are kept informed of what the "Partnership" is doing to tackle anti-social behaviour. The Partner Communications Departments liaise closely to ensure that the information given to residents is well balanced and reflective of the "Partnerships" multi agency approach to tackling anti-social behaviour.
10. Communities are also kept informed of what is happening within their respective neighbourhoods through the Neighbourhood Action Teams, and street briefings and leaflet distribution were appropriate.
11. All agencies have their own procedures to deal with complaints from victims and witnesses to anti-social behaviour who believe that they have not received the standard of service they should expect. They also have the right of complaint to the "Partnership" through their elected member when they believe that services have failed them in this respect and the matter cannot be dealt with through the individual services complaints system.
12. The Partnership strives to deliver the best service possible to ensure that its residents have an acceptable quality of life free from wanton acts of anti-social behaviour. The Partnership will endeavour to meet the standards that have been set, but should we fail on any occasion then we will always be willing to explain why it was not possible to achieve our standards on that occasion.