



Tackling Anti-Social Behaviour:

Our Commitment To You

Quarterly Performance Report

Quarter 4: 2010-2011
(January-March 2011)

Background to this report

As from March 2010 all community safety partnerships¹ in England have had to publish a document setting out what they will do *as a minimum* to tackle anti-social behaviour (ASB) in their areas.

The Cambridge Community Safety Partnership minimum standards document [Tackling Anti-Social Behaviour: Our Commitment To You](#) set out ten key anti-social behaviour targets and committed the Partnership to reporting on these targets four times a year.

This is the third of these quarterly reports. In coming quarters, as the range of data builds, we will provide quarter-by-quarter comparisons and also annual figures.

If you have any questions about the Partnership's minimum standards or about this report, please contact:



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¹ Community safety partnerships (often called 'crime and disorder reduction partnerships' or CDRPs) were introduced by the Crime and Disorder Act 1998. They bring together a range of agencies that have a duty or an interest in combating crime and disorder, including anti-social behaviour. The membership of Cambridge Community Safety Partnership includes the police, the city and county councils, the fire service, the probation service, Cambridgeshire NHS and bodies representing local businesses and the voluntary sector.

Quarter Four 2010-11 Results and annual summary (NB. Annual results do not include data for Quarter 1)

Target 1: If you report anti-social behaviour to the ASB team and we think your complaint is urgent, (for example, posing a serious immediate risk to yourself, your family or your community) we will respond to you within one working day.

Number of urgent reports in Quarter	No responded to within target time	Percentage of cases meeting target
None in period	N/A	N/A
Annual performance (as a percentage of all reported cases)		100%

Target 2: We will respond to all other complaints of anti-social behaviour reported to the ASB team within a period of two-to-seven working days.

Number of reports in Quarter	No responded to within one day	No responded to within two days	No responded to within 7 days	Percentage of reports meeting 7 day response target
29	25 (86%)	27 (93%)	29	100.0%
Annual performance (as a percentage of all reported cases)				100.0%

Target 3: We will remove reported offensive² graffiti within 1 day.

Number of cases reported in Quarter	No responded to within target time	Percentage of cases meeting target
51	51	100%
Annual performance (as a percentage of all reported cases)		98.5%

² This is graffiti that is obscene or is the product or, or is likely to promote, hatred.

Target 4: We will remove reported non-offensive graffiti spoiling the environment within 5 days.

Number of cases reported in Quarter	No responded to within target time	Percentage of cases meeting target
219	216	96.9%
Annual performance (as a percentage of all reported cases)		97.9%

Target 5: We will respond to noise emergencies within 24 hours.

Number of reports in Quarter	No responded to within target time	Percentage of cases meeting target
236	236	100.0%
Annual performance (as a percentage of all reported cases)		100%

Target 6: We will respond to non-emergency noise within three working days.

Number of reports in Quarter	No responded to within target time	Percentage of cases meeting target
240	202	99.0%
Annual performance (as a percentage of all reported cases)		99.5%

Target 7: We will remove abandoned or burnt-out cars within 10 days.

Number of reports in Quarter	No responded to within target time	Percentage of cases meeting target
73	73	100.0%
Annual performance (as a percentage of all reported cases)		100%

Target 8: We will remove fly-tipped rubbish within 24 hours of it being reported to us.

Number of reports in Quarter	No responded to within target time	Percentage of cases meeting target
107	98	92.0%
Annual performance (as a percentage of all reported cases)		88.1%

Target 9: We will respond to complaints of dog fouling within 3 days.

It is not possible to report on this target at the present time.

Target 10: We will remove needles and sharps dumped in public places within 2 hours of receiving a report.

Number of reports in Quarter	No responded to within target time	Percentage of cases meeting target
63	60	95.2%
Annual performance (as a percentage of all reported cases)		96.5%

Minimum Standards Performance - Quarterly Comparisons

