



Tackling Anti-Social Behaviour:

Our Commitment To You

March 2010

Tackling Anti-Social Behaviour: Our Commitment

Anti-social behaviour is any conduct that can cause people to feel harassed, alarmed or distressed. Anti-social behaviour can blight communities and result in misery for those subjected to it.

Statutory bodies like the police and the local authority have a duty to work together to tackle anti-social behaviour and to give people confidence that any report of anti-social behaviour will be taken seriously.

Cambridge Community Safety Partnership brings together agencies with a duty to tackle anti-social behaviour in the City. The Partnership is committed to doing this job to the highest standard, but realises this must be done through actions rather than words. You have a right to ask what this commitment means in hard, practical terms, and you also have a right to hold the Partnership Board to account if you think it has failed to deliver to the required standard.

Anti-social behaviour that involves violence or the threat of violence, or involves activities like drug dealing or damage to property, is a criminal matter and should be reported to the police. Other kinds like aggressive, intimidating and unacceptable behaviour, neighbour nuisance, noise, graffiti, littering and rowdiness, may not always be criminal, but can make people feel afraid and unsafe and can degrade the quality of life for everyone.

This document sets out what you can expect to happen if you report anti-social behaviour that is *not* criminal. (The standards you can expect from the police if you report criminal anti-social behaviour can be found in the Policing Pledge. A copy of the Policing Pledge can be found on page 12).

This document tells you how a complaint will be dealt with, how quickly you can expect action, and what kind of support you can expect to receive. It also tells you about the Partnership's commitment to work in, and with, the wider community to take on and deter anti-social behaviour. It tells you how you will be kept informed about the progress of your complaint and any actions being taken. Finally, it tells you about your right to complain if you feel the Partnership has not lived up to the commitment given to you.

Tackling Anti-Social Behaviour: Our Commitment

How to report anti-social behaviour

Criminal anti-social behaviour



Cambridgeshire Police:
999 (Emergency)
0345 456 4564 (General)

Non-criminal anti-social behaviour



Cambridge City Council Anti-social Behaviour Team
Safer Communities Section
Hobson House
44 St Andrew's Street
Cambridge
CB2 3AS



01223 – 457950 (includes answerphone for out of hours calls)



asbsection@cambridge.gov.uk

Racial harassment



Racial Harassment Service
Safer Communities Section
Hobson House
44 St Andrew's Street
Cambridge
CB2 3AS



01223 – 457967
07973883261 (out of hours)

Tackling Anti-Social Behaviour: Our Commitment

Fly-tipping, litter and abandoned vehicles

Public Realm Enforcement Team



01223 – 458282 (customer service centre)
01223 – 457457 (out of hours)



streetenforcement@cambridge.gov.uk

Noise

Environmental Health Service



01223 – 457890

Out of hours noise service (**Available between 7 p.m. - 7 a.m. each day and between 9 a.m. - 5 p.m. Saturdays, Sundays and Bank Holidays**)



01223 - 457457

Council tenants and leaseholders reporting housing anti-social behaviour

City Homes North and South



01223 - 457000

Tackling Anti-Social Behaviour: Our Commitment

Our commitment if you report anti-social behaviour to the Council's anti-social behaviour team or to a Council housing officer

- We will treat you with respect, listen carefully to what you tell us and fully investigate your complaint.
- If 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.
- We will respond to all other complaints within two to seven working days.
- We will appoint an officer to lead on your case. The lead officer will agree with you how the case will be handled and how best you can contact each other.
- We will keep up-to-date records of your case.
- We will treat anything you tell us as confidential, sharing information only with other organisations that can help you with your case (for example the police). We will respect any wish you may have to remain anonymous.
- We will work with other agencies, as necessary, to try to achieve a lasting and fair solution to the problem.
- We will use any of the tools and powers available to us under the law and council policy, according to our best professional judgement.
- We will keep you informed throughout your case.
- We will let you know when we have closed your case and why.
- We will send you a customer satisfaction form so that you can tell us how you think we dealt with your case. We will take notice of what you tell us.
- We will let you know how to complain if you are not satisfied with how we have acted.

Tackling Anti-Social Behaviour: Our Commitment

Our commitment if you report anti-social behaviour in your neighbourhood

- We will remove reported offensive graffiti within 1 day.
- We will remove other reported graffiti spoiling the environment within 5 days.
- We will respond to complaints of noise within three working days and to noise emergencies on the same day. We will usually respond to an out-of-hours emergency within 30 minutes.
- We will remove abandoned or burnt-out cars within 10 days.
- We will remove fly-tipped rubbish within 24 hours of it being reported to us.
- We will respond to complaints of dog fouling within 3 days.
- We will remove needles and sharps dumped in public places within 2 hours of receiving a report.
- We will remove broken glass from public play areas within 2 hours of receiving a report.

Tackling Anti-Social Behaviour: Our Commitment

Our commitment to victims, witnesses and vulnerable people

When victims of anti-social behaviour and witnesses need additional support we will:

- arrange to gather evidence in ways that make you feel more safe (for example, using CCTV);
- arrange, and pay for, transport to and from court;
- arrange for witnesses to tour the court with us before any hearing;
- arrange for witnesses to attend court and give evidence in ways that make them feel safer (for example, using screens and separate waiting rooms);
- be with witnesses throughout any court proceedings;
- help with loss of earnings (up to a permitted amount);
- provide a translator or interpreter or other kind of helper, as necessary; and
- contact support agencies on behalf of witnesses, where appropriate.

When dealing with vulnerable people we will:

- make the case a priority and keep it as priority for as long as we think the vulnerable person needs special attention;
- provide additional support, as necessary; and
- ensure that we work together with other agencies which may be responsible for the care and welfare of the vulnerable person.

Tackling Anti-Social Behaviour: Our Commitment

Our commitment to the community

- We will work with, and support, Cambridgeshire Constabulary in the delivery of the Policing Pledge and neighbourhood policing priorities.
- We will ensure that priorities set by area committees are taken on and delivered by the multi-agency neighbourhood action group.
- We will use problem solving groups (made up of council officers, the police, housing agencies and agencies involved in the welfare of vulnerable individuals) to tackle complex anti-social behaviour and help identify people at risk of becoming victims of anti-social behaviour
- We will use problem solving groups to identify people who may be causing problems and the “hotspots” where anti-social behaviour takes place. We will then work intensively to deal with the problem.

Tackling Anti-Social Behaviour: Our Commitment

Our commitment to keeping you informed

- We will produce quarterly reports on our response times and publish these on the [Cambridge City Council website](http://www.cambridge.gov.uk) (www.cambridge.gov.uk)
- We will produce quarterly statistical reports showing what people who have used the anti-social behaviour service think about how we have dealt with their case. We will publish these reports on the Council's website.
- We will hold between three and four public area committee meetings a year in each of the four City neighbourhoods and always include policing and safer neighbourhoods issues on the agenda. We will produce 'neighbourhood policing profiles' containing local crime and disorder information for each neighbourhood. We will publish these on police and council websites three to four times a year.
- Through the policing profiles, we will let you know the most important anti-social behaviour concerns in your area and what we are doing to tackle these.
- We will hold regular community events throughout the City to promote home security, fire safety and safe neighbourhoods.
- We will use Open Door, the council's quarterly publication for tenants and leaseholders, and other publications and e-facilities such as e-cops to let people know what we are doing to tackle anti-social behaviour and how we are performing.
- We will use the Community Safety Partnership annual review to report on performance across a range of identified crime and disorder issues, including anti-social behaviour.
- We will hold six public Community Safety Partnership board meetings a year.

Tackling Anti-Social Behaviour: Our Commitment

Your right to complain

Complaints about Cambridge City Council

Please talk first to the person who dealt with your case or enquiry, or to that person's manager or the manager of the section.

If you remain dissatisfied you can complain to the Council's independent complaints investigator:



The Independent Complaints Investigator
PO Box 700
Cambridge
CB1 0FE



01223 – 457072



Investigator@cambridge.gov.uk

All complaints will be dealt with according to the Council's [complaint procedure](#).

Complaints about the police

Complaints about the police will be dealt with according to the Cambridgeshire Constabulary [complaints procedure](#).



Professional Standards Department
Cambridgeshire Constabulary
Hinchingsbrooke Park
Huntingdon
PE29 6NP



01480 422221

Complaints about Partnership members

If you are not satisfied with the way the Partnership, or any member of it, has dealt with an issue you have raised. To contact the Partnership:



Cambridge Community Safety Partnership
Safer Communities Section
Hobson House
44 St Andrew's Street
Cambridge
CB2 3AS



01223 457045

Cambridge Community Safety Partnership is:

Cambridge Business Against Crime (CAMBAC)
Cambridge City Council
Cambridge Council for Voluntary Services
Cambridge Magistrates
Cambridge University Hospitals
Cambridgeshire Constabulary
Cambridgeshire County Council
Cambridgeshire Fire and Rescue Service
Cambridgeshire Police Authority
NHS Cambridgeshire
National Probation Service

Cambridgeshire Constabulary Policing Pledge

Cambridgeshire Constabulary is committed to delivering a service deserved and expected by residents of Cambridgeshire. We will support law abiding citizens and pursue criminals relentlessly to keep you and your neighbours safe from harm.

We will:

1. Always treat you fairly with dignity and respect ensuring you have fair [access to our services](#) at a time that is reasonable and suitable for you.
2. Provide you with information so you know who [your dedicated neighbourhood policing team](#) is, where they are based, how to contact them and how to work with them.
3. Ensure [your neighbourhood policing team](#) and other police patrols are visible and on your patch at times when they will be most effective and when you tell us you most need them. We will ensure your team are not taken away from neighbourhood business more than is absolutely necessary. They will spend at least 80% of their time visibly working in your neighbourhood, tackling your priorities. Staff turnover will be minimised.
4. Respond to every message directed to your neighbourhood policing team within 24 hours and, where necessary, provide a more detailed response as soon as we can.
5. Aim to [answer 999 calls within ten seconds](#), deploying to emergencies immediately giving an estimated time of arrival, getting to you safely, and as quickly as possible. In urban areas, we will aim to get to you within 15 minutes and in rural areas within 20 minutes.
6. [Answer all non-emergency calls promptly](#). If attendance is needed, send a patrol giving you an estimated time of arrival, and:
 - If you are vulnerable or upset aim to be with you within 60 minutes.
 - If you are calling about an issue that we have agreed with your community will be a neighbourhood priority (listed below) and attendance is required, we will aim to be with you within 60 minutes.
 - Alternatively, if appropriate, we will make an appointment to see you at a time that fits in with your life and within 48 hours.
 - If agreed that attendance is not necessary we will give you advice, answer your questions and / or put you in touch with someone who can help.

7. Arrange regular public meetings to agree your priorities, at least once a month, giving you a chance to meet your local team with other members of your community. These will include opportunities such as surgeries, street briefings and mobile police station visits which will be arranged to meet local needs and requirements. Your local arrangements can be found in the [dates for your diary](#) section.
8. Provide [monthly updates on progress](#), and on local crime and policing issues. This will include the provision of [crime maps](#), information on specific crimes and what happened to those brought to justice, details of what action we and our partners are taking to make your neighbourhood safer and information on how your force is performing.
9. Agree with you, if you have been a victim of crime, how often you would like to be kept informed of progress in your case and for how long. You have the right to be kept informed at least every month if you wish and for as long as is reasonable.
10. Acknowledge any [dissatisfaction with the service you have received](#) within 24 hours of reporting it to us. To help us fully resolve the matter, discuss with you how it will be handled, give you an opportunity to talk in person to someone about your concerns and agree with you what will be done about them and how quickly.

We want to do our best for you, but if we fail to meet our pledge we will always explain why it has not been possible on that occasion to deliver the high standards to which we aspire and you deserve.