

Committee:	Executive	Agenda Item No.:	9.
Date:	8 th March 2010	Status	Open
Category	Decision within the functions of Executive		
Subject:	Anti Social Behaviour – Consultation of Standards.		
Report by:	Housing Enforcement Manager		
Other Officers Involved	Head of Community and Street Services		
Director	Director of Neighbourhoods		
Relevant Portfolio Holder	Councillor B.R. Murray-Carr, Portfolio Holder for Community Safety.		

RELEVANT CORPORATE AIMS

COMMUNITY SAFETY – providing standards regarding tackling anti-social behaviour

CUSTOMER FOCUSED SERVICES – Providing standards to residents so they can understand what to expect when involved with ASB

STRATEGIC ORGANISATIONAL DEVELOPMENT – Allowing feedback and learning to ensure services grow and develop.

Please specify how the proposals help to deliver the corporate aims.

TARGETS

Reduce the perception of antisocial behaviour from 31.9% to 29%

VALUE FOR MONEY

By setting standards which provide clear guidance on what customers can expect from the service officers will need to spend less time dealing with the bureaucracy of administration and can focus on addressing issues that are important to customers.

THE REPORT

The Place Survey in 2009 suggested that perception of residents within the District were that anti-social behaviour was poor at 31%

Following this the Homes Office deemed that this was unacceptably high, and that any area with a score of 25% or greater would be offered assistance and additional funding.

To access this funding each authority must develop an ASB improvement plan and develop Minimum Standards for responses to incidents of ASB.

Appendix A contains the draft minimum standards for Bolsover District Council and CDRP partners.

Appendix B contains the draft improvement plan.

Both these documents are subject to a wider consultation process and will form part of corporate service standards.

Comments are welcomed on both these documents.

ISSUES/OPTIONS FOR CONSIDERATION

The approval of the standards

IMPLICATIONS

Financial: Home Office funding is £5,000 for this financial year, and £25,000 for 2010/11. This funding is dependent on approval and publication of these documents.

Legal: Not directly

Human Resources: Not directly.

RECOMMENDATION(S)

1. That Executive discusses the enclosed documents and make suggestions on the contents and approves the standards.
2. That the Director of Neighbourhoods is permitted to make further amendments to the standards and improvement plan following wider consultation. Any changes should be agreed with the Portfolio Holder, Housing Enforcement Manager and Head of Community & Street Services.

REASON FOR DECISION TO BE GIVEN IN ACCORDANCE WITH THE CONSTITUTION

In order that the Council's approach to ASB is clearly and publicly set out.

ATTACHMENTS: **Yes**
FILE REFERENCE:
SOURCE DOCUMENT:

Anti Social Behaviour – Minimum Standards of Response

Suggested minimum standards for discussion/consultation

Within Bolsover District Council different agencies work together to tackle anti-social behaviour the main agencies involved are Derbyshire Constabulary and Bolsover District Council

We aim to work together to tackle the issues that impact on peoples lives and have established a set of standards that show our commitment and let you know what to expect from the services.

In 2010/11 we will:

1. By the 31st March 2011, aim to reduce the perceptions of Anti Social Behaviour from 31.9% to 29%. We want to do this because your perceptions matter to us and we want to respond to your concerns as best we can.
2. Keep residents informed about our efforts to tackle Anti Social Behaviour, through a variety of methods, including the CDRP and Council's publications and websites, leaflet distribution and the Safer Neighbourhood Teams Meeting.
3. Provide residents with a right of complaint and redress through the Council's Compliments, Comments and Complaints Policy and other Partner's own complaints procedures, and the Councillor Call For Action. We believe that if you are not happy with the services you receive you have the right to make a complaint.
4. Put communities first. Making a Commitment to ensure that neighbourhoods are peaceful, safe and secure places to live and recognise that anti social behaviour can have a severe effect and accept our responsibility to help tackle ASB problems.
5. Protecting victims & witnesses, deal firmly but fairly with anti social behaviour to discourage such behaviour and we will encourage and support others to come forward as witnesses.
6. Make effective use of the law to safeguard communities Take prompt, necessary action to tackle anti social behaviour. We will ensure that all partners work together and consider and use all the anti social behaviour tools available, when appropriate.

7. Providing an efficient and responsive service by ensuring staff are highly skilled and trained in all aspects of responding to ASB and putting the customer first.
8. Ensure that the safety of victims and witnesses will always come first. From initial report through to satisfactory conclusion. We aim to identify vulnerable victims and witnesses of ASB wherever possible and offer suitable support.
9. Listening to your concerns, victims and witnesses of anti social behaviour will be dealt with sympathetically and in confidence. We will take your report of ASB seriously and investigate it thoroughly
10. Working in effective partnership, ensure that any identified victims and witnesses who suffer anti social behaviour incidents are fully supported and kept informed of agencies progress and their actions, if the victim requires this. In addition to this, offer referrals to the Victim and Witness Support, which is accessed through Derbyshire County Council, or other specialist support, depending upon the individual's case and needs.
11. Record reported incidents of ASB and not only referring these to the correct agency but making sure as best we can that they take appropriate action tackle the anti social behaviour.
12. Provide you with appropriate support, working with partners and other service providers where possible. We will ensure that you are provided with the name and contact details of the person dealing with your case
13. Agree with the complainant how they wish to be kept informed on the progress of their case. This contact will continue until the case is closed.
14. In appropriate cases share information with partners and signatories to the Information Sharing Protocol, in order to tackle anti social behaviour.