

Supporting Communities and Changing Lives

BOURNEMOUTH'S MINIMUM STANDARDS FOR TACKLING ANTI-SOCIAL BEHAVIOUR

We know that anti-social behaviour can be a serious problem that affects the quality of life of individuals, families and communities. Bournemouth's Safer & Stronger Communities Partnership is committed to working across agencies to tackle and reduce anti-social behaviour in the town. Set out below are our commitments to you in how we will deal with anti-social behaviour in Bournemouth and how we will handle your case should you be a victim of anti-social behaviour.

Anti-social behaviour is defined as "...acting in a manner that caused or is likely to cause harassment, alarm or distress to one or more people not of the same household", and "...behaviour that unreasonably interferes with other people's rights to use their home and community".

The behaviour must also be persistent.

Our commitments to all Bournemouth residents:

- We will work in multi-agency Safer Neighbourhood Teams at a local level to engage with communities and address their priorities for their area
- We will keep you informed about what is happening to tackle crime and disorder in your local area through Safer Neighbourhoods, including publishing feedback from public meetings, producing regular newsletters and using partner websites, including those of Dorset Police and Bournemouth Borough Council
- We will share relevant information about anti-social behaviour between agencies to identify hotspot locations, known perpetrators and affected people and businesses, and in particular repeat and vulnerable victims, in order to respond swiftly and effectively to issues
- We will monitor how well we are doing by measuring residents' perceptions of anti-social behaviour through the residents surveys. We aim to reduce the percentage of people that think anti-social behaviour is a problem in their local area from 20.7% in 2008 to 17.7% by March 2012. We will also monitor trends in anti-social behaviour and put in place a range of projects and initiatives to tackle the problems identified

If you report anti-social behaviour to a partner agency you can expect that we will...

- Take your complaint seriously and investigate it thoroughly in a proportionate and timely manner. In doing so, we will treat you fairly and with dignity and respect. We will treat your complaint in confidence and in line with legal requirements
- Respond to your complaint promptly
- Meet with you in a place where you feel safe and comfortable if you want to discuss your case in person
- Work across agencies to tackle the problem in order to ensure a swift and effective resolution. If your case is particularly complex or sensitive we will offer you a single point of contact to liaise with on behalf of these agencies
- Consider the full range of criminal and legal remedies that are available, use them in a proportionate manner and where appropriate publicise this information
- Take appropriate steps to support you and make you feel safe. We will identify vulnerable victims of anti-social behaviour and offer additional support
- Agree an action plan where appropriate and keep you updated about your case within timescales agreed with you
- Monitor your satisfaction of the way we have handled your complaint

And

- If you do not think we are handling your complaint appropriately we will provide you with details of how to complain to the Safer & Stronger Communities Partnership and how you can expect your complaint to be dealt with

We encourage you to...

- Get involved with your Safer Neighbourhood Team to work with your neighbours and local officers to help improve your local area
- Report anti-social behaviour to us

How can you report anti-social behaviour?

Dorset Police

- Telephone: 01202 222222 (always dial 999 in an emergency)
- Visit: Your local police station at Madeira Road, Gloucester Road or Wimborne Road
- Website: www.dorset.police.uk

Bournemouth Borough Council

- Telephone: 01202 451199
- Email: enquiries@bournemouth.gov.uk
- Website: Click on "Report Online" on the homepage at www.bournemouth.gov.uk
- Visit: Main Reception, Town Hall
- Write: Safer & Stronger Communities Team, Town Hall, Bournemouth, BH2 6DY

The following agencies are committed to these standards:

- Dorset Police
- Bournemouth Borough Council
- Dorset Fire and Rescue Service
- Dorset Probation Service
- Bournemouth Primary Care Trust
- Bournemouth Housing Partnership

Approved by Bournemouth's Safer Communities Partnership 21/04/10