

Anti-Social Behaviour (ASB) Minimum Standards of Response

Runnymede

The Community Safety Partnership (Safer Runnymede) is a multi agency partnership consisting of Runnymede Borough Council, Surrey Police, Surrey County Council, Surrey Primary Care Trust, Surrey Fire & Rescue, Surrey Police Authority and Surrey Probation Service. The Partnership established in 2000 work together to enhance the quality of life for residents, businesses & visitors to the Borough

This minimum standard of response is designed to complement and enhance the working practices & procedures of all the individual agencies and not to dilute or detract from already sound joint working arrangements.

- We will work to improve public perceptions of ASB every year.
- We will work together to reduce the number of ASB incidents reported to the CDRP by 5% in the period 2010/2011.
- We will work together to find solutions to long term issues even though immediate solutions are not available.
- We will listen to your concerns and if your priorities change we will reflect this in our policies.
- We will treat all complainants with respect and dignity.

How to report Anti Social Behaviour (ASB)

We recognise ASB can be a serious problem. It can affect the quality of life of individuals, families and communities. Safer Runnymede is committed to both tackling ASB and supporting those who are suffering as a result of it. The key to any action is information, so please use any of the following ways to report what is happening to you or in your area.

- **If an incident requires immediate Police attention dial 999.**
Defined as crime or ASB in progress, or the suspects are nearby.
- If an incident of ASB is being committed within view of a CCTV camera, you can notify CCTV staff with a text sent to 07766332288 you will get an automated reply back & CCTV operators will be aware of problems and may be able to monitor them.

Please note: This depends on the demands of other incidents in progress at the time.

An incident may not require an immediate Police response if:

It is not happening at the time of reporting.

It has only just come to your notice and the day / time of the incident is not known to you and the offenders have left the scene.

An incident not requiring immediate Police attention can be reported by any of the following methods (numbers & websites are listed at the end of the document).

- To your local Neighbourhood Specialist Officer or Police Community Support Officer (see your local newsletters/police website or telephone for details if you are unsure who they are). Alternatively your local Officers hold monthly surgeries where you can express your concerns in person, details on the website/newsletters/local notice boards or shops.
- To the Borough Council, either to the individual Department (Environmental Protection/Housing etc) or Safer Runnymede, if you require specialist advice they will sign post you to the correct service and also log your complaint. Or via the Council or Safer Runnymede websites, the benefit of these are that you can complete them at any time of the day or night, and they are automatically copied to Police and relevant departments (such as abandoned vehicles or litter/fly tipping) for action at the earliest opportunity. We also have a member of staff available at the Community Desk in the foyer of the Council Offices, Station Road, Addlestone on Tuesday afternoons between 2 & 3.30pm, so just call in and speak to them.
- To the County Council on their telephone central reporting line or online.
- Complaints can be made to individual Officers of either the Borough or County Council in person, the member of staff should be able to record the incident for you and sign post you to a support agency if necessary.

Help & Support

If you require help & support you will be assigned at least one member of staff as a key contact. If your complaint requires a visit we will aim to

undertake this within 5 working days or at your convenience. No matter how you contact us, we will always take your complaint seriously, outline what action we will take, and behave in a professional & courteous manner. You may also be referred to other agencies or voluntary organisations that can help. We would ask that you make full use of any help offered. In order to get a better picture of the problem you may be issued with an ASB diary to complete, if so, you will be given a timeframe in which to complete it and a named member of staff to return it to. Incidents that are sporadic may not have a closed time scale but the diaries may help you capture as much relevant information as possible in future, you will still have a named member of staff as your key contact and an agreed review date.

We would ask that no members of the public put themselves at risk to gather information. All information supplied will be treated sensitively, but may be shared with Partner Agencies to gain a satisfactory conclusion.

Anonymous information although logged, can rarely be used to progress cases of ASB as we need to be able to verify and question reports. Actions can be taken which allow witnesses to remain anonymous but staff dealing with the complaint need to have details to further their enquiries.

What happens if you are not satisfied with the response?

If you have reported anti-social behaviour to the Borough Council, but do not feel that appropriate action has been taken by an individual department, you can complain to Runnymede Borough Council on 01932 838383 using the standard process. However you may prefer to contact the Community Safety Manager, or your Local Councillor who will follow this up for you. This does not diminish your right of taking your complaint further in any way.

If you have reported Anti Social Behaviour to the Police you can expect to be contacted by local officers within 24 hours in compliance with the Surrey Policing Pledge. If you are not satisfied you should contact your local neighbourhood team directly.

If you have reported Anti Social Behaviour to the County Council you can complain in writing or via your County Councillor, information is available online or in your local library.

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If you have reported Anti Social Behaviour to a Registered Social Landlord or Housing Association, but do not feel that the appropriate action has been taken you should complain directly to them following their complaint procedures.

What happens to people responsible for Anti Social Behaviour?

The Community Safety Partnership uses a number of tools and powers to tackle anti social behaviour throughout the Borough. We adopt a bespoke approach and consider actions and consequences very seriously before implementation. The following are some of the tools and powers available to us:

Acceptable Behaviour Contracts (ABC's)

Anti Social Behaviour Injunctions (ASBI)

Anti Social Behaviour Orders (ASBO's) which we publicise fully unless Court restrictions apply.

Anti Social Behaviour Order on Conviction (CRASBO)

Crack House Closure orders

Dispersal Of Groups (Section 30 order)

Designated Public Place Order (restricts drinking in public places)

Individual Support Orders (ISO)

Parenting Contracts / Orders.

Phone numbers, websites & addresses;

Runnymede Borough Council : 01932 838383

www.runnymede.gov.uk

Safer Runnymede (office): 01932 425063

www.saferrunnymede.co.uk

address:

Civic Centre, Station Road, Addlestone, Surrey KT15 2AH

Surrey Police 0845 125 2222

www.surrey.police.uk

address:

Police Station, Civic Centre, Station Road, Addlestone, Surrey KT15 2NW

Crimestoppers: 0800 555 111

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Surrey County Council: 03456 009 009

www.surreycc.gov.uk

Address: Contact Centre, Floor 3, Conquest House, Wood Street, Kingston-upon-Thames KT1 1AB