

## **North Herts Community Safety Partnership (NHCSP) Anti-Social Behaviour Minimum Standards – Our Commitment**

The North Herts Community Safety Partnership (NHCSP) recognises that anti-social behaviour can be a serious problem that affects the quality of life of individuals, families and communities. We are committed to tackling anti-social behaviour (ASB), and will use the range of powers and resources available, both criminal and civil, to ensure that together we take a stand against perpetrators.

Our aim is to improve the quality of life for all individuals and for the wider community to enjoy their neighbourhood whilst also reducing the perception of anti-social behaviour

'Our Commitment' highlights what you can expect from us (the North Herts Community Safety Partnership) when dealing with anti-social behaviour.

### **Reducing Anti-Social Behaviour**

North Herts Community Safety Partnership recognises that anti-social behaviour remains a priority for many of its residents. Partners will continue to work together to not only reduce anti-social behaviour, but also perceptions regarding anti-social behaviour. We will do this by using the wide range of powers and tools available, against anyone who engages in, or causes misery to others through anti-social behaviour.

### **Taking reported cases of Anti-Social Behaviour seriously**

North Herts Community Safety Partnership recognises that being a victim, or witness, to anti-social behaviour can have a lasting impact on your quality of life, as well as causing distress and concern. We will ensure that every case of anti-social behaviour reported to members of the Partnership will be dealt with in a timely, supportive and professional way.

### **Providing support and help for victims of Anti-Social Behaviour**

We understand that being a witness, or a victim of anti-social behaviour isn't easy, but we want to support you and work with you at your pace, to tackle anti-social behaviour in North Hertfordshire. We will provide victims and witnesses of anti-social behaviour with a wide range of support.

- Your complaint will be taken seriously and investigated thoroughly
- You will be allocated a named person from our team as your contact, together with their contact details
- We will arrange to meet you at a mutually convenient time and date to discuss the case if you wish
- You will be provided with a diary for you to record details of anti-social behaviour incidents
- We will be in regular contact with you, keeping you informed of how the case is progressing
- We will endeavour to deliver the best service we can for you

### **Providing regular information to residents on what action is being taken to tackle anti-social behaviour**

We not only recognise the need to inform residents about their individual complaint, but also to publicise to the whole district what is being done to address anti-social behaviour and other community safety matters. We will do this by publicising information relating to how we are tackling anti-social behaviour in newsletters and the local press and through raising awareness at community events.

### **Ensuring that there are effective links between local partners to tackle anti-social behaviour in a timely manner**

Each Partner has its own procedures to deal with reports of anti-social behaviour, however partners will liaise with each other when a case needs a multi-agency problem solving solution. We will do this by sharing information with one another on cases that require a collaborative response and working with communities in addressing anti-social behaviour issues.

### **Providing residents with a right to complain if effective action is not taken by local agencies**

Every agency within the Partnership has a complaints procedure for residents to make a complaint should they feel that they have not received a satisfactory response. NHDC has a standard complaints procedure, details of which can be found on the NHDC Website under Comments, Compliments & Complaints.

As a partnership we want to deliver the best service we can for you. We need you to work with us to take a stand against those who cause misery to others within our communities. We know it is not easy and it is only with the bravery of individuals like you that we can work together to stop anti-social behaviour in our area.