



Anti-Social Behaviour

Minimum Standards

Our Promise to You

'Working together to help and prevent Crime and Disorder in the High Peak

What is the High Peak Community Safety Partnership?

The High Peak Community Safety Partnership (CSP) is a statutory partnership body with a duty to work with other local agencies and organisations to develop and implement strategies to tackle crime and disorder including Anti-Social Behaviour and other behaviour which are adversely affecting the local communities.

The High Peak Community Safety Partnership is based with High Peak Borough Council and consist of:

- ❖ A Community Safety Officer
- ❖ An Anti-Social Behaviour Officer
- ❖ A Partnership Sergeant

The High Peak Community Safety Partnership Officers work in partnership with:

- ❖ Derbyshire Constabulary,
- ❖ Derbyshire Police Authority,
- ❖ Derbyshire County Council, including local Schools
- ❖ High Peak Borough Council,
- ❖ Youth Offending Teams,
- ❖ Derbyshire Primary Care Trust,
- ❖ Drugs and Alcohol Teams and
- ❖ Derbyshire Fire and Rescue Service.
- ❖ High Peak Community Housing and other Registered Social Landlords
- ❖ Probation Service

The High Peak Community Safety Partnership have agreed to adhere to the minimum service standards, ensuring a consistent response to any reports of ASB anywhere in within the High Peak are dealt with In line with defined minimum standards.

The High Peak Community Safety Partnership will work together in partnership to reduce instances of ASB by diversion, early intervention and effective enforcement. As a victim or witness you will be treated with a high level of service and care from all partner agencies.

Why work together?

Effective partnership working on community safety is key to sustainable and safer communities and is crucial in effectively tackling the range of issues that ASB involves. In order to respond to the needs of victims and witnesses in an effective way, agencies must work together to identify their areas of expertise and to give a rounded solution to the problems our communities face.

Why should I report Anti-Social Behaviour?

We know that being a witness or victim of ASB can cause stress and upset. We want to tackle it in all its forms, and we need you to tell us when it occurs. We want you to feel confident in the service you will receive from your CSP, and these standards define our response. We will ensure that we deal with your case in a timely, supportive and highly professional way. If you are suffering as a result of ASB, or you have witnessed someone else suffering, you can expect your council, the police, and partner agencies to treat the problem seriously, take action and report back to you what they have done. We will also offer all witnesses and victims the opportunity to be referred to the Victim Support specialist service, for supporting 'Victims and Witnesses of ASB'

Our Anti-Social Behaviour Minimum Standards

The High Peak Community Safety Partnership will work together to reduce instances of anti-social behaviour by diversion, early intervention and effective enforcement. The partnership aims to make residents of the High Peak continue to live in one of the safest places on the country.

The minimum standards of response are designed to complement the Policing Pledge and not to replace or dilute part of it.

The High Peak Community Safety Partnership will ensure that:

- ❖ Your complaint will be taken seriously and each complaint will be investigated.
- ❖ All information you give us will be treated in confidence and in accordance with data protection legislation.
- ❖ You will be informed whom the lead organisation will be and you will be provided with appropriate support.
- ❖ The lead organisation will work with partners and other service providers where necessary.
- ❖ You will have a single person to contact within the lead organisation dealing with your ASB issue together with contact details.
- ❖ We will consider the full range of actions available in order to swiftly and satisfactorily resolve an issue.
- ❖ We will support you in collecting evidence to enable positive action to be taken.
- ❖ We will regularly review this information and explain what action is to be taken and why.
- ❖ We will keep you informed about your case and provide you with updates within timescales agreed with you.
- ❖ We will contact you via telephone, text, email, letter or in person as agreed with you, and at an appropriate time to suit you.
- ❖ We will monitor your satisfaction with the way we have dealt with your case.
- ❖ The lead agency will ask the court for special measures for vulnerable or intimidated victims and witnesses where appropriate.
- ❖ We will keep communities informed of what is happening within their neighbourhood through a range of means including street briefings, newsletters and leaflet distribution where appropriate.
- ❖ When agencies have failed to act to curb an ongoing series of ASB directed towards an individual or individuals, you can complain to the Community Safety Partnership
- ❖ We are committed to deliver the best service we can for you in partnership. If we are unable to do this we will give a full explanation as to why it was not possible.

How do I report Anti-Social Behaviour?

To contact The High Peak Community Safety Partnership:

Community Safety Officer

Alena Canty

0845 129 7777

alenac@highpeak.gov.uk

Anti Social Behaviour Officer

Hannah Cocker

0845 129 7777

hannahc@highpeak.gov.uk

Partnership Sergeant

Garry Staples

0845 129 7777

garrys@highpeak.gov.uk

To contact your local anti-social behaviour team visit www.direct.gov.uk/localcrime and type in your postcode

To contact your local Safer Neighbourhood Team to report an issue in your community visit www.derbyshire.police.uk or 0345 113 33 33

In an emergency, you should always call 999.

An emergency is:

- ❖ When a crime is happening
- ❖ When someone suspected of a crime is nearby
- ❖ When someone is injured, being threatened or in danger.