Victim and Witness Support for Anti-Social Behaviour Reduction
Wiltshire Community Safety Partnership commitment

Whilst Wiltshire has one of the lowest rates of recorded crime and Anti-Social Behaviour (ASB) in England, tackling ASB is still a top priority for the Wiltshire Community Safety Partnership (WCSP).

The partnership will not tolerate ASB and will utilise the relevant tools and powers to ensure victims and communities are protected.

We want to cultivate a sense of trust and respect among residents, where communities and local agencies work together to tackle ASB.

To do this we have adopted a set of minimum standards that you can expect. This leaflet tells you how we will deliver these actions.

The Wiltshire Community Safety Partnership is a multi-agency partnership consisting of:

- Wiltshire Police
- Wiltshire Council
- Wiltshire NHS
- Wiltshire Fire & Rescue Services
- Wiltshire Police Authority
- Wiltshire Youth Offending Service
- Wiltshire Probation Service

These agencies are committed to working together in partnership to reduce instances of ASB by education, diversion, early intervention and effective enforcement.

The partnership’s aim is to ensure that our residents feel that their neighbourhoods are safe places to work, rest and play.

As a partnership we want to deliver the best service we can for you. If we fail to meet the standards we have set we will always explain why it wasn’t possible to do so on that occasion.
We understand that taking a stand against ASB can be stressful and intimidating.

We will ensure that we deal with your case in an effective, efficient and professional way.

To support victims and witnesses of ASB we will:

- contact you within three working days of receiving your case either by phone or by post
- take your complaint seriously and investigate it thoroughly
- arrange for any abusive graffiti to be removed within one working day
- utilise the full range of tools and powers to tackle ASB, using both criminal and civil powers
- provide you with a single point of contact, with contact details, for those cases being investigated
- refer you to Victim Support if requested.

Right to complain

We recognise that sometimes you may not be satisfied with the service you were given. If you wish to make a complaint about the way your case was handled you should direct your complaint to the appropriate agency; please see Minimum Standards overleaf.

Wiltshire Police:

Telephone: 0845 408 7000
Website: www.wiltshire.police.uk

Wiltshire Council:

Customer Services: 0300 456 0100
Website: www.wiltshire.gov.uk
Your local councillor or area board

The WCSP will ensure the Minimum Standards overleaf are delivered.
Anti-Social Behaviour Reduction – Minimum Service Standards Statement

The Wiltshire Community Safety Partnership will ensure that services and procedures are in place to support the following:

1. All victims and witnesses are treated fairly with dignity and respect, with all instances of ASB taken seriously, applying a multi-agency problem solving solution where appropriate.

2. Victims and witnesses who report ASB to Wiltshire Council or Wiltshire Police and who do not require an immediate response will be contacted within three working days to determine the level of support required.

3. Reports of ASB taken by Wiltshire Council or another agency requiring an immediate response will be forwarded to the police without delay if it is inappropriate for that agency to deal with the incident.

4. Victims and witnesses who suffer an identified series of ASB incidents will be fully supported and kept informed of the progress of agencies and their actions if the victim requires it. All appropriate services and support will be made known to the victim.

5. All agencies will share relevant ASB information and intelligence to identify location hotspots, known perpetrators and affected parties and will respond purposefully and speedily to such intelligence.

6. Communities and individuals are encouraged to:
   - take ownership of their neighbourhoods
   - report incidents of ASB to their Neighbourhood Police Teams (NPT)/Wiltshire Council
   - attend their local police and community meetings
   - identify their priorities and be part of the problem solving solution.

7. Communities will be kept informed about who represents which agency within their neighbourhood and how to contact them.

8. All partner agencies have a clear understanding of each others' roles and responsibilities and will work together to prevent and tackle ASB and to support the victims.

9. Communities will be kept informed about what is happening within their neighbourhood through regular community meetings including those held by area boards and Neighbourhood Police Teams and, when appropriate, through their newsletters and leaflets.

10. Regular surveys will be carried out by the Neighbourhood Police Teams to enable communities to comment on the level of ASB within their neighbourhood and how they feel about it.

11. Victims have the right to complain to the Wiltshire Community Safety Partnership through their local councillors if they consider agencies to have failed to act to curb an ongoing series of ASB. This process is to be used only if the matter cannot be resolved through the usual complaints procedures of the individual agencies, or the 'Community Call for Action' programme.
“Tackling an ASB case successfully relies on partnership activity between victims of ASB and those agencies tackling it.”

Anti-Social Behaviour Reduction Team (Wiltshire Council)

The role of the team is to:
- provide support or signpost victims for support
- lead a partnership response to cases of ASB
- co-ordinate multi-agency action to tackle ASB
- improve public confidence in the local authority to tackle ASB effectively
- utilise the relevant tools and powers to tackle ASB - Anti-Social Behaviour Orders (ASBOs), Acceptable Behaviour Contracts (ABCs), dispersal orders and premises closure orders
- lead on specific projects to tackle ASB (such as diversionary work)
- work in partnership with other agencies and services to offer relevant family intervention, including parenting.

Public Protection Services (Wiltshire Council)

Under-age sales/rogue traders:
- To regulate the sellers of age-restricted goods and those businesses providing goods and services to the public
- To provide advice and education to businesses, young people and consumers
- To take robust enforcement action, civil or criminal, when underage sales/rogue traders are identified
- To work with partners to deal with local problems.

Wiltshire Police

- Improve public confidence in the police to tackle ASB effectively
- Identify and respond to incidents reported
- Investigate and apply short and long term solutions in partnership with other agencies
- Provide advice and signpost victims for appropriate support
- Via the Witness Care Unit (WCU), assist victims and witnesses through the court process
- Police any Anti-Social Behaviour Order (ASBO) or similar intervention and take appropriate action.

Housing (Wiltshire Council and Registered Social Landlords)

A significant amount of low level ASB is resolved by the intervention of housing officers.

More serious persistent cases will result in the issue of legal notices, injunctions, possession and eviction action.

Social landlords’ commitments are:
- to demonstrate by its actions that ASB by tenants or by other persons which affects its tenants and residents will not be tolerated
- to ensure that all complaints of ASB are responded to seriously, promptly, professionally and confidentially
- to provide appropriate support tailored to the needs of the people involved in every individual case.
Fire & Rescue Service

The Wiltshire Fire & Rescue Service can play an important role in shaping the communities that it serves and encouraging positive behaviour across Wiltshire, particularly through its work with young people.

A number of schemes and initiatives are delivered to that end, for example:

- Salamandar scheme courses
- Duke of Edinburgh courses
- Juvenile firesetter counselling
- Safe Drive Stay Alive presentations
- Schools and youth group presentations.

Further work is undertaken with partners to reduce the amount of ASB that takes place and to stop areas from entering a spiral of decline.

Initiatives include the following:

- Work with Neighbourhood Policing Teams and Anti-Social Behaviour Reduction teams, especially through our case managers, to reduce the chances of deliberate anti-social fires occurring, such as those involving disused buildings, abandoned vehicles or refuse, and to reduce their effects. Such fires can threaten lives, homes, schools and other local infrastructure and businesses, as well as contributing to a spiral of decline in an area.

- Work with the police and schools to reduce the number of malicious false alarm fire calls and the number and severity of attacks on firefighters or fire service equipment and buildings.

Wiltshire Council

We will act on complaints in respect of:

- noise nuisance
- fly tipping
- fly posting
- refuse on private land e.g. back gardens
- light nuisance from security lights
- smoke nuisance
- abandoned shopping trolleys
- dog fouling
- grit and dust from building sites.

Actions we will take are:

- removal of racist and abusive graffiti
- removal of fly tipping on public land or the highway
- inspection and removal of abandoned vehicles
- removing drug litter from public land or the highway
- focussed cleaning of areas.

Youth Offending Service (YOS) (Wiltshire Council)

Wiltshire Youth Offending Service is a multi-disciplinary team hosted by Wiltshire Council.

The primary aim of the service is to help young people avoid offending through:

- the supervision of court orders
- preventing offending
- increasing confidence in the system
- supporting the needs of victims and reducing the fear of crime.

Working in partnership with a number of other agencies we aim to co-ordinate our resources in encouraging and supporting young people to find ways to avoid offending, while ensuring that parents and carers take the responsibility that they must take to support the child or young person.
How do I report ASB?

Wiltshire Police:
0845 408 7000 (non-emergency)
999 (in an emergency)
www.wiltshire.police.uk

Wiltshire Council:
0300 456 0100

Housing information:
0300 456 0100
or contact your housing provider

Crime Stoppers:
0800 555 111

Your local councillor
or area board

Other useful numbers

Victim Support in Wiltshire:
01380 738888

Home Office website:
www.asb.homeoffice.gov.uk