



Anti-Social Behaviour Service Standards

Safer Communities: North Yorkshire Moors and Coast



Introduction

Your local Safer Communities Partnership is committed to providing an excellent service to you by ensuring its partners fully fulfil their roles. We have produced this leaflet so that you know what level of service you can expect from us. The Safer Communities Partnership comprises of North Yorkshire Police, North Yorkshire Police Authority, North Yorkshire Fire Authority, North Yorkshire County Council, Scarborough Borough Council, The Primary Care Trust and North Yorkshire Moors National Park Authority.

This leaflet explains:

- What anti-social behaviour is;
- Our service standards;
- The tools and powers we can use against people who cause anti-social behaviour;
- How to make compliments, comments and complaints about our service; and
- Who to contact for further advice and information.

What is anti-social behaviour?

Anti-Social Behaviour is behaviour likely to cause alarm, harassment or distress to anyone not of the same household as the perpetrator.

Examples of anti-social behaviour include, but are not limited to:

- Drug/Substance Misuse and Dealing
- Street Drinking
- Begging
- Prostitution
- Sexual Acts
- Abandoned Cars
- Vehicle Related Nuisance and Inappropriate Vehicle Use
- Noise
- Rowdy Behaviour
- Nuisance Behaviour
- Hoax Calls
- Animal Related Problems
- Intimidation/Harassment
- Criminal Damage/Vandalism
- Litter/Rubbish.
- Domestic Abuse and Physical Violence

How can I report anti-social behaviour?

There are a number of ways in which you can report anti-social behaviour. These include:

Anti Social Behaviour can be reported to Scarborough Borough Council Anti-Social Behaviour Reporting Line (Telephone Number) 01723-3844. Between 8.30am and 5 pm Monday to Friday your call will be taken by a member of the Council "Custom First" team, outside of working hours including weekends and bank holidays calls will be taken on an answer-phone.

Anti Social Behaviour can be reported to North Yorkshire Police (Telephone Number) 0845-6060247.

Response Times

We will:

- Acknowledge your complaint within two working days of your call having been received on the Anti Social Behaviour Reporting Line.
- North Yorkshire Police will answer nonemergency calls promptly and attend within 60 minutes if you are vulnerable or if it is a local priority, or if attendance is not required make an appointment to see you within 48 hours.
- Offensive Graffiti will be removed under normal circumstances within 2 working days of having been reported, all other instances is within 5 working days.
- Noise incidents will be responded to within 3 working days.
- Litter/Fly tipping incidents will be responded to within 1 day.

Dealing with your Complaint

We will:

- Take effective and prompt action against those who are the perpetrators of anti-social behaviour.
- Tell you about any action we have taken to deal with the problem, or tell you why we are not able to take action.

Tools and Powers

Working with our partners, we will use a range of tools and powers to reduce anti-social behaviour, including educational, supportive and preventative measures. Depending on the severity of a given case, legal action may be pursued through the Courts, however all responses to reports of anti-social behaviour will be proportionate to the behaviour reported. Details of some of the Tools and Powers available to deal with Anti-Social Behaviour can be found at: [www.asb.homeoffice.gov.uk/uploadedFiles/Member and images/enforcement](http://www.asb.homeoffice.gov.uk/uploadedFiles/Member_and_images/enforcement)

Our Commitment

We will:

- Respond to your complaint in an unbiased, sensitive and consistent manner.
- Work with colleagues in partner agencies to provide and support diversionary activities and parenting programmes, to create a safe and stable community.
- Liaise with partners in the public, private and voluntary sectors, to tackle anti-social behaviour on both a strategic and operational basis.
- Seek to develop local solutions to local problems, in recognition that not all areas are the same.
- Record and monitor all instances of anti-social behaviour reported to use and use the information to target our day-to-day work.

Your views

Your views are important as they help us to monitor how well we are doing and allow us to improve the service we provide to you.

Residents will be regularly asked how we are performing through customer satisfaction surveys and other consultative mechanisms.

How to make compliments, comments and complaints

The Safer Community Partners value all views and comments about service delivery. We want to know when things go well and not so well. We always aim to improve the quality of our services. Our procedures make sure we deal with your compliments, comments and complaints in the right way.

If you would like to discuss any element of the service you receive, please contact the partner agency dealing with your issue. If you fail to receive satisfactory resolution of the problem you complained of with the partner agency who dealt with the issue you should contact the Safer Community Partnership Manager, Safer Communities: North Yorkshire Moors and Coast, Town Hall, St Nicholas Street, Scarborough, YO11 2HG.

Useful telephone numbers

Scarborough Borough Council	01723 -232323
ASB Reporting Line	01723 384444
North Yorkshire Police – Non Emergency	0845 – 6060247
Emergency Number	999
Domestic Abuse Service – Scarborough	01723 – 381808
National Domestic Abuse Line	0808 – 2000 247
Yorkshire Coast Homes	01723 – 343040
Crimestoppers	0800 555 111