



ASB Minimum Standards: East Cambs Community Safety Partnership

East Cambridgeshire is a safe place to live. Out of 376 Local Authority Areas in the UK, East Cambs is generally in the lowest 15% for incidents of Crime and ASB. So there is much less chance of you or our family being a Victim, and long may that continue. But when Crime or ASB does happen to you, the Agencies that make up the East Cambs Community Safety Partnership recognise that the effect can range from merely annoying to deeply traumatic. To help you understand how we operate and how we will respond to your need, we are pleased to publish our ASB Minimum Standards. This page gives a brief overview, and a detailed response is in the pages that follow.

<u>ASB Minimum Standard</u>	<u>Our Response</u>
1 The Partnership will work to reduce perceptions of ASB year on year.	<ul style="list-style-type: none"> We work hard on enforcement, engagement and prevention; and we will be pleased to tell you what we have achieved - so you can judge the improvements in your community.
2 The Partnership through its member organisations will take reported cases of Anti Social Behaviour seriously. Partnership members will record, investigate, and keep victims informed of the actions we take.	<ul style="list-style-type: none"> We will take your complaint seriously, treat it in confidence, and do our best to resolve it quickly. If appropriate, we will consider the full range of criminal and civil legal action that may be taken. We will always advise you of the outcome, even if we can take a case no further.
3 The Partnership through its member organisations will provide information to residents on what actions are being taken to tackle Anti Social Behaviour.	<ul style="list-style-type: none"> We will inform and update you - via the Neighbourhood Panel process, Police Surgeries, Newsletters, press releases, and direct communications to residents - about what we have achieved.
4 The Partnership and through its member organisations will offer support and practical help to victims of Anti Social Behaviour.	<ul style="list-style-type: none"> We will offer immediate support when Police respond to calls for help, and then consider the best way to help you from within the Partnership or from elsewhere.
5 The Partnership through its member organisations will ensure an effective link between neighbourhood policing and neighbourhood management.	<ul style="list-style-type: none"> There are strong links between Police, Partner Agencies, and Parish Councils – so we can have a joined-up approach to serving the community.
6 The Partnership will provide residents with a right of complaint to CSPs if effective action is not taken by local agencies through existing channels.	<ul style="list-style-type: none"> Each Agency has its established complaints procedure, but the Partnership is available to consider matters that cannot be otherwise satisfactorily resolved.

ASB is defined as “acting in a manner that causes or is likely to cause harassment, alarm or distress to one or more persons not of the same household”. It may include: graffiti; under-age drinking; noise nuisance; nuisance driving of vehicles; vandalism; criminal damage; intimidating behaviour; harassment; verbal or physical abuse; racial abuse or hate crime.



ASB Minimum Standards: East Cambs Community Safety Partnership

Agree and publicise local minimum service standards:

It is important for Partnership colleagues to consider these principles in all ASB action planning, as well as having a specific action to make sure that the Partnership publicises its service standards.

No	The Community Safety Partnership's ASB Service Standards	What the Partnership does
1	<p>The Partnership will work to reduce perceptions of ASB year on year.</p>	<p>In East Cambridgeshire, the Community Safety Partnership works with its Partners in the key areas described below to address public perception issues around ASB. By working together at various levels and across organisations we hope to have the maximum impact possible on improving public confidence in the way ASB is dealt with. In this way the Partnership hopes to see that public confidence translated into public survey outcomes, reflecting a reduced perception of ASB as an issue in the public mind.</p> <p>The Partnership delivers on the following:</p> <p><u>East Cambridgeshire ASB Group</u></p> <ul style="list-style-type: none"> • Since 2002, East Cambridgeshire Community Safety Partnership has had a specialist multi-Agency ASB Group comprising: Police; Council; Children and Young Persons Services Locality Team; CYPS Connexions; CYPS Childrens Team; Youth Offending Service; Probation; and Sanctuary Hereward (as area largest RSL) - the Agencies with a major interest in ASB - to ensure we have a joined-up approach. Implicit in the work of the Group is the key objective of reducing perceptions of ASB; • The purpose of the Group is to address individual cases and thematic issues; • This process includes an ASB Action Plan. The plan includes a tried and tested package of actions that include: the evaluation and issuing of ABCs (Acceptable Behaviour Contract) and ASBOs (Anti Social Behaviour Order); a Test Purchasing programme to tackle underage drinking; and strategies to deal with ASB peak periods such as Halloween and the approach to Christmas; • In a recent Her Majesty's Inspectorate of Constabulary Inspection of Cambridgeshire Police Services, the ASB Group in East Cambridgeshire was cited as an example of best practice. <p><u>County-level Partnership Working on ASB /</u></p>

County-level Partnership Working on ASB

- Members of the ASB Group also work in partnership with colleagues from across the County, at a Police-led quarterly ASB Delivery Group;
- The County group shares best practice and looks at ways of reducing ASB across Cambridgeshire as a whole;
- At ASB Practitioner level, East Cambs works with Cambridge City; Fenland DC; Huntingdonshire DC; and South Cambs DC, to share best practice and capitalise on new ideas.

East Cambridgeshire Community Safety Partnership Action Planning and Funding Allocation

- Members of the Community Safety Partnership meet regularly to discuss at strategic level the Partnership's Action Plan to tackle crime and disorder;
- Members of the Partnership also manage the allocation of Home Office funding awarded each year (the Safer Stronger Communities Fund). The Partnership has previously allocated funding to youth facilities and youth engagement, to provide young people at risk of offending or already in the system with much-needed leisure and diversionary activities;
- These facilities include youth shelters, youth clubs and drop-in centres where young people have somewhere safe and warm to meet up instead of only being able to 'hang around the streets'. The Partnership is developing the "YouthSafe" concept via a pilot project at Soham;
- All these activities are designed to achieve harmony between Young People and the rest of the Community, thus challenging the view that all Young People are inherently responsible for ASB.

Neighbourhood Panels and Public Consultation

- The Partnership embraces the Neighbourhood Panel process (quarterly meetings to discuss community concerns, report Police and Council action taken, and publicise activity);
 - The NP Process is a springboard for local engagement at Parish Council level, communicating activity and outcomes;
 - It is also a vehicle to communicate and publicise the work of the monthly East Cambs ASB Group;
- A key objective of the Neighbourhood Panel process is to build the community's faith in the Agencies to manage Crime and ASB.

Community Engagement

The *Community Engagement* project is an initiative designed to target groups labelled as “hard to reach” across the locality of East Cambridgeshire. Using Sport, the project will reach out to a number of people who do not regularly participate within community activity.

Tom Hickson: Sports Development Officer and a team of key partners secured over £120,000 external funding to deliver a three year pilot.

The main project aim is to increase participation of hard to reach groups within Sporting provisions. Our core objectives are listed below.

1. Number of people at risk of offending signed up to specified sports programmes
2. Number of people on a substance misuse rehabilitation programme signed up to specified sports activities.
3. Number of people from the traveller communities in East Cambridgeshire signed up to specified sports activities.
4. Numbers of people that have an ASB contract, and also people who are identified as at risk of re offending.
5. Numbers of people from migrant worker and travelling communities signed up.
6. Number of targeted initiatives developed through Neighbourhood Panel priority concerns.

East Cambridgeshire have recruited a Positive Activities Coordinator to develop the programme and build a network of delivery agencies that will provide a range of opportunities.

Below is the referral process to the Positive Activities Coordinator (PAC) for the partnership to follow (the identified group numbers are those listed above).

- Community Safety Partnership (All Groups)
- Locality Managers (All Groups)
- Neighbourhood Panel's (All Groups)
- Rural Communities Development Team (All Groups)
- Youth Offending Service (Groups 2 and 3)
- ASB/PPO Coordinator's (Group 2 and 4)
- Sanctuary Hereward Housing (Groups 1, 2 and 5)
- School Sports Partnership (Groups 1 and 2)
- Traveller Liaison Team (Group 5)

Referrals are made contacting James Nairn (PAC) using the details below.

In February 2010 Community Engagement received the LOCOG Inspire Mark Accreditation, and has therefore been identified as a

leading innovative programme for our nation.

Lead Contact's

Tom Hickson
Sports Development Officer
tom.hickson@eastcambs.gov.uk
01353 616267

James Nairn
Positive Activities Coordinator (PAC)
James.Nairn@nacro.org.uk
07890 321487

Children's and Young Peoples Services – Youth engagement

The Children and Young People's Services (CYPS) Locality teams in East Cambridgeshire work closely with the Community Safety Partnership and report jointly to the Area Partnership. Work is in place to help children and young people feel safe and happy in their communities, improve achievement for all and narrow the gap for targeted groups. The work is achieved through group and more intensive 1:1 to support for children and young people; support to access appropriate education and training; positive activities through youth clubs; providing information, guidance and support to young people to encourage involvement, and keep safe; enabling young people to be included in identifying their needs and planning activities, and supported in seeking ways to represent themselves in their local communities.

Positive activities include sports, arts and music projects, holiday provision, skills improvement, pre-employment projects, anger management groups. Locality teams work with ECDC; YOS; Police; Schools; arts, community and voluntary sector providers, on a wider target of reducing ASB, and reducing NEET (not in employment, education or training) figures for young people 16+. Contact:

Jo.Sollars@cambridgeshire.gov.uk

Environmental ASB

Telephone: 01353 665555

Dog Fouling

- A fixed penalty of £50 may be served on anyone committing an offence under Section 3 of the Dogs (Fouling of Land) Act 1996 for failing to remove dog faeces.
- If you are aware of an owner allowing their dog to foul and not picking it up, then contact the Dog Warden. The Dog Warden will need to know who the dog belongs to so that a visit can be made to advise the owner of the legal requirement for them to

pick it up. If you know who the dog owner is, and have their address, please tell the Dog Warden.

- If there is an area in general where dog fouling is a problem, tell the Dog Warden, so that surveillance in the area can be increased.

Graffiti

- Where possible East Cambs District Council will remove graffiti from public and private property. You can inform the Council if you see graffiti by contacting the Community Safety Officer on 01353 665555 or by emailing: nick.ball@eastcambs.gov.uk. Please give as much detail as possible about the location and type of graffiti, as we cannot remove the graffiti without permission from the property owner.
- To obtain an indemnity form for graffiti removal online please go to:
<http://www.eastcambs.gov.uk/docs/corpserv/graffiti.pdf>

Fly-posting

Temporary poster or paper adverts, which are fixed to lampposts, street furniture or walls & fences etc are commonly known as fly posters.

Under planning legislation, the District Council's prior consent for these adverts is required: and the display of unauthorised adverts is a criminal offence.

The District Council only has power to remove the advertisements in specified circumstances, and must ordinarily first request that the advertiser and / or landowner remove the adverts. If unauthorised adverts are not removed, then the District Council can consider a prosecution in the Magistrates Court.

If adverts are on Cambridgeshire County Council land or structures (e.g. within the highway verge, attached to traffic lights etc) then the responsibility for dealing with the matter rests with the County Council.

Complaints or enquiries regarding adverts and fly-posters should be directed to the District Council's enforcement officers.

Contact details:

Planning Enforcement
East Cambridgeshire District Council
The Grange
Nutholt Lane
Ely, Cambs, CB7 4PL

Tel: 01353 665555

Or email: enforcement@eastcambs.gov.uk

Fly-tipping

What to do if you see somebody dumping rubbish?

Fly-tipping is not only unsightly, inconsiderate, dangerous and expensive to clean up; it is also illegal. Waste can only be deposited at licensed sites and anyone fly-tipping waste is not only costing us all money as council taxpayers, but they are also committing a serious offence. Fines can be up to £20,000.

If you see an incident of fly-tipping be discrete, but try to note the following details:

- time, date, and the place where the tipping is taking place;
- what the waste is and how much there is of it;
- description of any vehicles and the registration numbers.

We advise you not to approach any one you see dumping rubbish, but contact the Council with the information you have and then we will liaise with the Environment Agency to consider the most appropriate course of action.

No-one needs to resort to dumping in the countryside. If you have additional household items you want to get rid of, then contact the Council on 01353 665555. The charge for this service is £20 for up to 3 items or £20 each for a fridge / freezer.

The council have also produced an Environmental Crime Incident Report booklet which can be used to report incident of Dog Fouling, Litter and Fly-tipping.

The initiative aims to keep the streets clean and add to the success of being nominated as one of the top 10 cleanest cities. Council officers will encourage people to bin their rubbish rather than drop it. (Crime incident reports can be found on this page or you can collect one from the main reception at the Council Offices).

2	<p>The Partnership through its member organisations will take reported cases of Anti Social Behaviour seriously. Partnership members will record, investigate, and keep victims informed of the actions we take.</p>	<p>Most incidents of ASB are reported to Cambridgeshire Constabulary, with the District Council also receiving many calls to its Customer Services Team each year. It needs to be borne in mind that individual organisations within the Community Safety Partnership have slightly different customer response procedures and timescales. The two main organisations within the partnership that tackle ASB complaints are Police and Council.</p> <p><u>Cambridgeshire Constabulary</u></p> <ul style="list-style-type: none"> • All cases reported to Police recorded (usually in Command & Control system) and responded to in accordance with Policing Pledge (contact if required in 48 hours); • Victims reporting incidents of ASB can receive on request a visit from a PCSO or a Police Constable to discuss their case. <p><u>East Cambridgeshire District Council</u></p> <ul style="list-style-type: none"> • All cases reported to East Cambs District Council are recorded in Customer Relations Management system, which includes a set response time for an officer to respond to a victim’s enquiry. The response time is generally 7 working days; • Victims reporting incidents of ASB can receive on request a visit from a Council Officer to interview them about their case. Depending on the case details, this officer may be from Environmental Health, Housing or Community Safety. <p><u>Ongoing Partnership Working</u></p> <ul style="list-style-type: none"> • Officers from Police, District Council and Sanctuary Hereward communicate regularly with the Partnership ASB Co-ordinator on specific case details. For instance a victim may have concerns about noise nuisance or profane language from a neighbouring property: in such a case Environmental Health professionals work with Police Constables and / or PCSOs alongside the ASB Co-ordinator, to determine the best course of action for that case. Sanctuary Hereward become involved if the offender or victim is a tenant; • At all times full and serious consideration is given to the victim’s testimony, and the full range of intelligence and incident monitoring is used when trying to resolve a case of reported ASB. <p><u>Further Referrals and Recommendations</u></p> <p>In certain circumstances officers from Partner organisations may refer a victim to the following organisations for additional support with their case:</p> <ul style="list-style-type: none"> • Victim Support service applied to appropriate cases; • Cambridgeshire and District Community Mediation Service particularly in relation to neighbour disputes.
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3	<p>The Partnership through its member organisations will provide information to residents on what actions are being taken to tackle Anti Social Behaviour.</p>	<p>The Partnership will provide information as follows:</p> <p><u>Neighbourhood Panels and Public Consultation</u></p> <ul style="list-style-type: none"> • Neighbourhood Panel process (quarterly meetings, newsletters); • Neighbourhood Panel Action Group meetings (NAGs) focus on panel priority issues, which include ASB. Minutes of meetings are published on the Council website; • ASB task groups are formed on a responsive basis to tackle specific geographical ‘hotspot’ issues raised through the Neighbourhood Panel and NAG process, often in direct response to a Parish Council request. This typically results in a series of multi-agency meetings, or it may be a lower-scale reassurance meeting with the Parish Clerk. At the time of writing 6 such Groups are operating, for Bottisham, Burwell, Little Downham, Littleport, Soham and Stretham. <p><u>Partner Agency Public-Facing Events</u></p> <ul style="list-style-type: none"> • Mobile Police Station / Police surgeries – there is usually one being held each week somewhere in East Cambs; • Market stalls on community safety issues; • Library exhibitions and displays within reception areas of the various Community Safety Partnership member organisations; • Exceptionally, but when warranted, full-scale Public Meetings are held – such as at Burwell in 2008 and Stretham in 2009. <p><u>Newsletters</u></p> <ul style="list-style-type: none"> • East Cambs Community Safety Partnership quarterly newsletter; • Constabulary newsletters; • Sanctuary Hereward newsletters to tenants; • Parish Council Newsletters may be used from time to time as a means of conveying a Partnership message – for example, because of some difficulty experienced in contacting Police, a standard article was developed and offered to the Parishes involved (and well received). <p><u>Media coverage</u></p> <ul style="list-style-type: none"> • Individual cases relayed through public meetings, parish magazines / newsletters etc; • ASBO details publicised in local press with a District-wide circulation; • Radio interviews undertaken mostly on specific and current ASB issues by Partner agencies (usually Council and Constabulary), for example guidance on self-protection at Hallowe’en.
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4	<p>The Partnership and through its member organisations will offer support and practical help to victims of Anti Social Behaviour.</p>	<p>Police and Council as the main organisations responding to ASB complaints will offer the following support to complainants / victims of ASB;</p> <ul style="list-style-type: none"> • Police Officers / PCSOs offer immediate support when responding to cases; • Council Officers provide support by visiting victims on request. Noise monitoring equipment may be installed in agreement with the victim in cases involving neighbour nuisance and dispute; • ASB Co-ordinator visits on request to discuss case details; • Longer-term liaison - Victim Support - if cases run on. <p>Sanctuary Hereward has a team of Housing Managers who assist tenants, mostly on a direct and individual basis but calling upon other members of the Partnership if appropriate. For example, actions on eviction are usually led by Sanctuary Hereward with administrative and operational help from Police</p>
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5	<p>The Partnership through its member organisations will ensure an effective link between neighbourhood policing and neighbourhood management</p>	<p>Council and Constabulary as two leading agencies of the Community Safety Partnership administer the Neighbourhood Panel process throughout the district. There are 5 Neighbourhood Panels. Neighbourhood Policing Profiles / Updates are instrumental to this overall Neighbourhood Panel process of public consultation. Equally important is active ongoing liaison between Police Officers and Council Officers.</p> <ul style="list-style-type: none"> • Link established between Police, and ECDC Environmental Enforcement Officer and ECDC Town Centre Supervisors. The Town Centre Supervisors liaise with Police on their own town centre CCTV network and on markets supervision /car parking issues; • Shared intelligence between Constabulary and Council departments on alcohol and drug related litter, pointing to ASB related activity and hotspot areas. Data is also shared with the Drug and Alcohol Action Team (DAAT) at County Council; • Detached youth workers or alcohol workers can be sent into areas known to experience reported incidents of drug abuse as backed up by reports of drug- and alcohol-related littering; • Joint operations between Police and the Council Enforcement Officer on tracking perpetrators of fly tipping and waste carrier license abuse - and fining offenders; • Relocation of CCTV Control Room and Monitoring to East Cambridgeshire from Cambridge City. This will provide Police with significant localised opportunities for shaping patrol patterns and responding to ASB incidents. Opportunities for building up and acting on local intelligence will be increased. Police Officers and PCSOs will be able to attend the local Control Room as it suits them to monitor live incidents and gather evidence for ASB incidents. • The revised CCTV network will be wireless in nature, allowing for cameras to be redeployed at hot-spot areas to gather evidence on ASB incidents. This will vastly increase the operational links between Council and Constabulary on active neighbourhood management; • A flexible wireless CCTV system will also be deployed for Events Management in the district, thus assisting Police and Council to manage events in a safer more secure manner; • A revised CCTV steering group will be in place to guide the revised network, with representatives from Police and Neighbourhood Management Officers from the Council as key members.
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6	<p>The Partnership will provide residents with a right of complaint to CSPs if effective action is not taken by local agencies through existing channels</p>	<ul style="list-style-type: none"> • <u>Police Complaints Procedure:</u> <p>telephone: to the 24-hour call centre 0345 456 456 4 e-mail: via the Police website www.cambs-police.co.uk in writing: Cambridgeshire Constabulary Headquarters Hinchingsbrooke Park HUNTINGDON PE29 6NP</p> <p>It is also possible to complain about the Police by contacting the Independent Police Complaints Commission, by telephone on 08453 002002 or by using the complaints form in the IPCC booklet available at Police stations.</p> • <u>ECDC Complaints Procedure</u> Comparable, with access to Executive Members. telephone: 01353 665555 e-mail: in writing: East Cambs District Council The Grange Nutholt Lane ELY CB7 4PL • <u>Sanctuary Hereward</u> has an established Complaints Procedure. telephone: 0845 850 5757 e-mail: in writing: Sanctuary Hereward St Marys Lodge St Marys Street ELY CB7 4EY • <u>The Neighbourhood Panel process</u> - is becoming established as a principle forum for the community to engage directly and complain (if required) with the Agencies - mainly Police and Council, but indirectly with - for example - County Council Highways. Details from Alan Williams, Neighbourhood Panel Co-ordinator, telephone 01353 616349, and e-mail: alan.williams@eastcambs.gov.uk • East Cambs Community Safety Partnership accepts complaints, and will discuss with the Agency concerned, but cannot over-rule the established complaints procedure. telephone: 01353 616256 e-mail: Issy.bridge@eastcambs.gov.uk in writing: Partnership Support Officer The Grange Nutholt Lane ELY CB7 4PL
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