

## **Portsmouth Anti-Social Behaviour Pledge**

The Safer Portsmouth Partnership (SPP)<sup>1</sup> will continue to work together to reduce instances of anti-social behaviour (ASB) by intervening early, diverting people away from anti-social activity, and by enforcing the law where this is appropriate. The aim of the partnership is to make residents feel their neighbourhood is a safe place to live and visit.

This document sets out the minimum standard of response we will deliver to you when you report ASB and is designed to complement the Policing Pledge.

The partnership recognises that ASB is a serious problem that affects the quality of life of individuals, families and communities. We're committed to tackling anti-social behaviour and will use the full range of powers and resources available, both criminal and civil, to ensure that we take an uncompromising stand against perpetrators. We want every member of the community to enjoy their home and neighbourhood safely and peacefully.

Our aim is to reduce ASB, reduce perceptions of ASB and increase public confidence. The SPP's target is to reduce residents' perception of ASB being a problem in their area from 27.2% to 23% during 2010/11.

Members of the partnership want to deliver the best service we can. If we fail to meet the standards we have set out below we will always explain why this is.

The Partnership will:

1. Provide a service to report your ASB concerns:
  - Police 101
  - Portsmouth City Council City Helpdesk 023 9268 8507
  - Or contact your Local Authority Housing Office

If an emergency response is required call 999
2. Treat all victims and witnesses fairly with dignity and respect, with all instances of anti-social behaviour taken seriously, applying a multi-agency problem solving solution where appropriate.
3. Support victims and witnesses who suffer from anti-social behaviour and keep them informed of progress in relation to their case. All appropriate services and support will be offered to the victim.
4. Keep residents informed of progress in tackling ASB by distributing regular Safer Neighbourhood Team newsletters, attendance at

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<sup>1</sup> The Safer Portsmouth Partnership - is the local crime and disorder/drug action partnership. Members include the Police, Fire Service, Voluntary Sector, Health, Probation Service and all the Council statutory agencies. They work together to address all community safety and cohesion issues.

Neighbourhood Forums, information on Portsmouth City Council and Hampshire Constabulary websites and alternative forms of communication.

5. Use a wide range of tools and powers to tackle ASB, which could include Anti-Social Behaviour Orders, Dispersal Orders or other legal action when appropriate.
6. Make sure partner agencies are aware of their roles and responsibilities when dealing with ASB and ensure that they carry out their responsibilities in a co-ordinated way for the benefit of the community and victims of ASB.
7. Make sure all agencies share relevant information and intelligence about ASB in order to respond purposefully and speedily to tackle local concerns.
8. Maintain effective links with Safer Neighbourhood Teams and other partners to ensure a joined up approach in identifying and tackling ASB issues that matter to local people. For example a multi-agency group (Community Tasking Group) will meet monthly to agree actions in relation to identified local priorities.
9. Make sure residents understand how to complain to the partnership if they feel that individual agencies have failed to curb ASB, and have not been able to resolve the matter through normal complaints procedures. The process is known as the 'Councillor Call for Action' and enables local ward councillors to raise these issues with the partnership on behalf of residents.
10. To take an even-handed and sensitive approach to all cases of ASB, irrespective of the race, gender, sexuality, social or cultural background of victims or perpetrators."