



Anti- Social Behaviour - Minimum Standards of Response

West Oxfordshire

The West Oxfordshire Safer Communities Partnership (WOSCP)* defines anti-social behaviour as “behaviour that is likely to cause alarm, harassment or distress to others.” Victims can report things such as:

- Graffiti/vandalism
- Flytipping
- Littering and dog fouling
- Threatening and intimidating behaviour
- Excessive noise

The Partnership will continue to work together to reduce instances of anti-social behaviour by diversion, early intervention and effective enforcement. The Partnership’s aim is to make West Oxfordshire a safe place to live, work and visit.

The minimum standard of response is designed to complement the Policing Pledge and not to replace or dilute any of the sections.

The Partnership will ensure that:

1. All victims and witnesses are treated fairly with dignity and respect, with all instances of anti-social behaviour taken seriously, applying a multi agency problem solving solution where appropriate.
2. Victims and sufferers who report ant-social behaviour via the West Oxfordshire District Council Online Reporting System and who do not require an immediate response will be contacted within three working days to determine the level of support required. Complaints can also be received by telephoning: 01993 861000, emailing: community.services@westoxon.gov.uk
Or send in writing to: West Oxfordshire Safer Communities Team, Elmfield District Council Offices, New Yatt Road, Witney, Oxon, OX28 1PB.
3. Reports of anti-social behaviour (taken by 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 anti-social behaviour incidents are fully supported and kept informed of agencies progress and their actions if the victim requires it. All appropriate services and support will be made known to the victim.

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5. All agencies share relevant anti-social behaviour information and intelligence to identify location hotspots, known perpetrators and affected parties and respond purposefully and speedily to such intelligence.
6. Community members in Neighbourhood Action Groups are encouraged to:
 - take ownership of their neighbourhoods;
 - identify their priorities and be part of the problem solving solution.
7. Neighbourhood Action Group members are made aware who represents which agency within their neighbourhood and how to contact them.
8. Partner agencies are aware of their own and others personal roles and responsibilities when dealing with anti-social behaviour and to ensure that they carry out their responsibilities cohesively for the good of the communities and the victims of anti-social behaviour.
9. Communities will be kept informed of what is happening within their neighbourhood through monthly neighbourhood police team updates, the community safety newsletter, the Who's My Bobby website, the Thames Valley Community Messaging system, press releases, leaflet distribution and street briefings (where appropriate).
10. Annual community engagement surveys are carried out by the local police teams to allow residents to comment on anti-social behaviour within their neighbourhood and how they feel about it.
11. Victims have the right of complaint to the WOSCP through the Safer Communities Team when agencies have failed to act to curb an ongoing series of anti-social behaviour directed towards an individual or individuals and the matter cannot be resolved through the individual agencies normal complaints procedure. Complaints can be emailed to community.services@westoxon.gov.uk, Telephone: 01993 861060
Or send in writing to: West Oxfordshire Safer Communities Team, Elmfield District Council Offices, New Yatt Road, Witney, Oxon, OX28 1PB.

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.

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Partnership



* The WOSCP is a multi-agency partnership consisting of West Oxfordshire District Council, Thames Valley Police, Oxfordshire County Council, Thames Valley Partnership, Thames Valley Magistrates Court Service, Thames Valley Probation Service, Oxfordshire Youth Offending Service, Oxfordshire Primary Care Trust, Oxfordshire Race Equality Council, Oxfordshire Drug & Alcohol Action Team, Cottsway Housing Ltd. They work together to address all community safety and cohesion issues.

* Neighbourhood Action Groups are multi-agency, problem-solving groups that consist of relevant partner agencies, key stakeholders and, most importantly, members of the local community. NAGs focus their work around the main priorities that are identified after consultation with the local community. Members, who are all volunteers, take on responsibility for achieving certain tasks on behalf of their neighbourhood.