

Anti- Social Behaviour - Minimum Standards of Response

These minimum standards for the London Borough of Hammersmith and Fulham sets out how the council, Metropolitan Police and local housing providers will assist you if you have experienced incidents of anti-social behaviour by detailing what they intend to do and how, where and when they will do it .

Hammersmith and Fulham's Partnership Agreement to the community is to offer a service which will

Treat all victims and witnesses fairly with dignity and respect, with all instances of anti-social behaviour taken seriously and a multi agency problem-solving solution applied where appropriate.

Share any reports of anti-social behaviour (amongst the relevant agencies such as the Council, Police and Housing Providers where appropriate). Those requiring an immediate response will be forwarded to the Police without delay.

Fully support victims and witnesses who suffer an identified series of anti-social behaviour incidents and keep them informed of agencies progress and their actions. All appropriate services and support will be made known to the victim.

Encourage all agencies to share relevant anti-social behaviour information and intelligence to identify location hotspots, known and repeat perpetrators and affected parties, and respond purposefully and speedily to such intelligence.

The partnership will use the full range of civil and legal remedies to address identified issues of anti-social behaviour.

What the Council and Hammersmith and Fulham Homes (H&F Homes) will do. (Telephone contact number 0208 753 2693, Email asbu@lbhf.gov.uk)

The Council and H&F Homes will respond to reports of racial harassment, hate crime and anti-social behaviour swiftly and effectively. The action we take will be dependent on the seriousness of the complaint.

Any action will be agreed between the officer and the complainant when the issue is reported. This could include legal action and / or support from another agency e.g. Police, Housing etc...

We will ask for your consent to take action so that we can be sure you are in agreement with the action that we are taking. This is particularly important if we are taking legal action. In a small number of cases, despite reassurance that we will do all we can not to disclose your identity in our investigation and subsequent action, some residents are reluctant to give consent. Where you do not consent to action being taken, and where the anti -social behaviour can be witnessed without help from you, we will follow this up providing that there is no risk to you in doing so. We will advise you of the action that we take in response to the anti-social behaviour issue.

Where you report acts of actual or threatened violence or a racially motivated incident or other hate crime we will:

- Offer you an appointment for a first interview within two working days of the initial complaint.
- Commence initial investigation within three working days of receiving your written consent.
- Inform you of what we have found out and the action we have taken within 10 working days of receiving consent.

Where you report behaviour that is intended to intimidate, frighten or harm and prevents you from the peaceful and quiet enjoyment of your home or your community we will:

- Offer an appointment for an interview with you within three working days of your initial complaint.
- Commence initial investigation within four working days of receipt of consent.
- Inform you of what we have found out and the action we have taken within 10 working days of receiving consent.

Where you report behaviour that is considered as a breach of the tenancy/leasehold agreement we will:

- Offer an appointment for a first interview with you within five working days of the initial complaint.
- Commence initial investigation within five working days of receipt of consent.
- Inform you of what we have found out and the action we have taken within 15 working days of receiving consent.
- For nuisance cases where no corroborative evidence can be ascertained (i.e. one on one complaints) the Council and H&F Homes reserves the right to inform you and the alleged perpetrator that the case shall be referred to the CALM Mediation Service.

Where you report behaviour that is not considered as a breach of H&F Homes' tenancy/leasehold agreement and for which we have no further legal powers upon which to act, we will:

- Write to you within five working days of receiving your complaint and inform you that there is no action that we can take and provide you with advice on further action that you may wish to pursue. We will recommend that you make use of the CALM Mediation Service to assist

you to resolve the issue. We ask complainants to discuss this option with CALM Mediation Service.

In all cases we will:

- Work with residents and other agencies to reduce anti-social behaviour and target problem areas
- Protect the identity of any persons who wish to remain anonymous and make referrals to our Professional Witness Service where appropriate.
- Keep victims and witnesses informed of any developments they are taking by arranging a meeting, or contacting them by telephone letter or email.
- Inform residents of actions taken in the community to reduce anti-social behaviour, when legally able to do so. This could include leafleting areas, newsletters, newspaper articles or personal contact
- Support vulnerable tenants, directly or through referrals to specialist agencies.
- Work with you and other agencies when you report nuisance and anti-social behavior
- Uphold tenancy agreements
- Conduct regular neighbourhood inspections with residents and agencies
- Let empty premises as quickly as possible
- Clean and maintain communal areas and open spaces
- Remove graffiti and fly tipping, investigate dangerous dogs and those used in a threatening way. These issues should be reported via the Cleaner Greener Hot line (0208 753 1100)
- Work with other Housing providers as appropriate to ensure anti-social behaviour issues are addressed across the borough and best practice is shared.

What other local Housing Providers will do

There are a number of other Housing Providers within the borough who, in line with best practice, have their own policy and procedures and service standards on how they will address complaints of anti-social behaviour, support victims and witnesses, and consider using intervention and prevention techniques. Information regarding these is available on their websites or in their Housing offices.

We will work in partnership with such organizations to address anti-social behaviour issues across the borough.

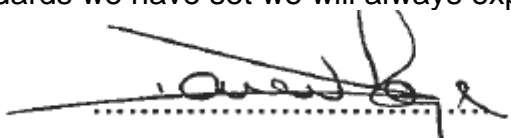
What the Police will do as set out in the Policing Pledge (Email www.met.police.uk/pledge/)

- Respond to calls for help where there is an immediate threat to life or serious risk of injury or damage to property, as quickly as possible and certainly within 12 minutes. When it is not an emergency but the victim or witness is vulnerable we aim to attend within 60 minutes
- We aim to answer any 999 emergency call within 10 seconds and non-emergency using our 0300 123 1212 number within 30 seconds
- Attend, within 1 hour, any incident where the call for help requires prompt police attendance but doesn't justify an immediate response
- Otherwise, if it is still appropriate for us to attend we will make an appointment at a time agreed with you and within 48 hours. In addition, some crimes can be reported by you over the telephone or by visiting a police station
- Always give priority to emergencies. Please note that whenever the reason for contacting the police, they will try to respond in a timely manner appropriate to the circumstances. This may mean giving telephone assistance
- Investigate incidents thoroughly and update you with progress at a convenient time and in an agreed way
- Maintain a Safer Neighbourhood Policing Team that will patrol 80% of their time in your neighbourhood to provide a local contact for all community-policing issues

In addition, locally the police can:

- Take positive action against those involved in anti-social behaviour
- Listen and act upon the concerns of local people, provide updates through newsletters, street briefings and give regular feedback
- Work with the community and other agencies to solve local concerns
- Share information with other agencies on those who commit anti-social behavior in the area
- Provide advice, support and protection to those suffering anti-social behaviour

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.



Assistant Director Safer Neighbourhoods



Chief Inspector Safer Neighbourhoods