



SERVICE STANDARDS

Community Safety

This document can be made available in large print, Braille, tape format or in other languages upon request

APRIL 2007



The service

Section 17 of the Crime and Disorder Act, 1998 placed a statutory duty upon local authorities to consider crime and disorder reduction and community safety issues in every aspect of their business. This duty has been strengthened by the Police and Justice Act 2006.

We employ, jointly with the Crime and Disorder Reduction Partnership (C&DRP), for four days per week, a Community Safety Liaison Officer.

We will deliver Community Safety within the community of West Somerset by:

- Commitment to the C&DRP
- Supporting Community Cohesion
- Engaging with the Neighbourhood policing agenda
- Promoting and supporting Safer & Stronger communities

The standard of service you can expect from us

We will:

- Fulfil, as a minimum, our statutory obligations directly, and as a statutory partner in the C&DRP, under legislation.
- Engage with communities and other agencies to assist to resolve issues of crime, anti social behaviour and other issues that negatively impact upon those communities or individuals within our communities.
- Where appropriate, we will seek to control individuals responsible for anti social behaviour by applying, through the courts if necessary, anti social behaviour orders.
- Where appropriate, we will address anti social behaviour linked to alcohol in public places by the application of designation zones.
- Where appropriate, we will seek to negate the impact upon communities of premises identified as being used for taking illegal drugs, by applying to the courts for closure orders upon those premises.
- Maintain a close working relationship with Police and other agencies, through local arrangements and through the C&DRP, to ensure appropriate responses to community safety issues.
- Identify and utilise opportunities to address the disparity between levels of crime and anti social behaviour in West Somerset and peoples perceptions of these.
- Provide information and, where appropriate, guidance and training in respect of Community Safety issues to staff, partner agencies and communities.
- Provide support to communities in order to develop community cohesion and community safety.
- Support community activities with flexible working arrangements by the Community Safety Liaison Officer and, where appropriate, other staff within WSC.
- Aspire to provide information and assistance to communities in respect of funding opportunities that will serve to benefit that community and lead to greater community cohesion or reductions in crime and anti social behaviour.
- Support initiatives that address domestic abuse.
- Support initiatives that address issues of harassment in any form (including racial, religious or sexual).
- Support initiatives that seek to make our roads safer and reduce collisions.

You can help by

- Promoting and seeking local resolutions to community safety issues, including the establishment and maintenance of active Neighbourhood Watch or Community Groups.
- Working with the Police and reporting anti social behaviour or suspicious incidents and, where appropriate, providing evidence to support prosecutions.
- Conducting yourself in a manner that does not negatively impact upon the rights of others to live in an environment that is free from crime and anti social behaviour and the fear of those.

Your right to equal treatment

West Somerset Council is committed to giving an equal service to all. This means that customers should not be treated any differently because of their gender, race, age, disability, sexual orientation or religion.

Your right to complain

Things can go wrong, and we can make mistakes. If you are dissatisfied with something the Council has done, that you think is wrong or unjust, you should let us know and we will try to put things right to your satisfaction.

You can:

- Complete a comments, compliments and complaints form available from council offices or online at www.westsomersetonline.gov.uk/
- Write to West Somerset Council, Customer Services, West Somerset House, Killick Way, Williton, Taunton TA4 4QA
- Email us on customerservices@westsomerset.gov.uk

You can also:

- Seek advice, guidance and support in respect of community safety issues from the Community Safety Liaison Officer.
- Utilise the services of other agencies, for example, the Police Architectural Liaison or Crime Reduction Officers.

Further information

- For any further information visit the West Somerset Council website at www.westsomersetonline.gov.uk or telephone 01643 703704
- Or visit the Avon and Somerset Police website at www.avonandsomerset.police.uk

WEST SOMERSET COUNCIL - FEEDBACK



Would you like to help us improve our services?

Here at West Somerset we really want to know what you – our customers think of the service that we provide for you. We aim to provide a high-quality service but there is always room for improvement. We therefore would be grateful if you could spend a few moments completing this questionnaire.

	Phone	Email	Letter	Website	Personal Visit	Other (please specify)
1. How did you make your enquiry						

2. What service did you require eg housing, benefits

	Yes	No
3. Did we meet the standards you were expecting		
If no, please provide details of where we have gone wrong		

Service Provided

4. How would you rate the following.....
- Ease of contact with us
 - Courtesy and helpfulness of the staff
 - Keeping you informed about the progress of your enquiry
 - How would you rate the service overall

	Excellent	Good	Fair	Poor
Ease of contact with us				
Courtesy and helpfulness of the staff				
Keeping you informed about the progress of your enquiry				
How would you rate the service overall				

Were you kept informed?

5. How would you rate the following.....
- The information meets my needs
 - The information was provided when I expected it
 - The information was clear and well presented

	Strongly agree	Agree	Disagree	Strongly disagree
The information meets my needs				
The information was provided when I expected it				
The information was clear and well presented				

6. Is there anything we could do to improve our service?

Equal Opportunities

WSC is committed to providing an equal service to all members of the public. The following includes questions on age, ethnicity and disability and are optional. By completing these sections you will be providing additional information that WSC will find useful in improving its services. The information is strictly confidential and will only be used for statistical and monitoring purposes. We will not make it available to third parties in accordance with the Data Protection Act (1988).

Are you?

Male Female Transgender

Age

0 – 15 16 – 24 25 – 34 35 – 49 50 – 64 65 – 79 80+

Ethnic Origin

White

British Irish Other White

Mixed

White & Black Caribbean White & African Black Other Asian Mixed

Romany

Romany Gypsy Traveller of Irish heritage Traveller of European Heritage Traveller of other Heritage

Asian

Asian or Asian British Indian Pakistani Bangladeshi Other Asian

Black

Black or Black British Caribbean African Other Black

Chinese

Chinese or other Ethnic group Chinese Other ethnic group

If other in any category above, please specify:

Disability

Do you consider yourself to have a disability? Yes No

This form may be completed anonymously. However, please provide some contact details if you would like a reply.

Name:

Address:

.....

Telephone: Email:

Preferred method of contact: