

By being **pro-active** and **working in partnership**, we hope that West Lothian will become **a more attractive place to live and work.**

## Introduction

The Safer Neighbourhoods Team (SNT) was established in April 2007 to address anti-social behaviour issues in West Lothian. The multi-agency team worked to deliver robust long-term solutions in specific geographical areas for intensive periods of time.

Safer Neighbourhood Teams are now allocated to each of West Lothian's nine ward areas. Each team comprises police officers and staff from West Lothian Council's Neighbourhood Response Team (NRT). It pro-actively targets anti-social behaviour hotspots which are identified through intelligence and analysis.

Neighbourhood Response Officers will deal with all complaints of anti-social behaviour across West Lothian, in partnerships with their police colleagues and with a wide range of other services and agencies.

The Safer Neighbourhoods Team offers the flexibility to respond to issues in a number of areas at a time, or to focus upon one particular problem, and complements existing police and local authority resources. SNTs deter anti-social behaviour by their presence and visibility. They also respond to youth calls, vandalism, hate crimes and minor assaults. Evidence to date shows that deploying SNTs, together with a range of initiatives related to under-age drinking, has led to significant reductions in youth calls and vandalism. There has been a 38% reduction in youth calls in the first three months of 2008, compared to the first three months of 2007.

### Purpose of the Safer Neighbourhoods Team

The main purpose of this team is to make it easier for tenants and residents to report complaints in the knowledge that they will be dealt with quicker and better. To achieve this, the team will work in close partnership with a range of agencies including the police, Youth Action, Registered Social Landlords, other council services, voluntary groups and the other landlords throughout West Lothian.

### Objectives of the Safer Neighbourhoods Team

To protect tenants and residents rights to the peaceful enjoyment of their home

*and*

To create an environment where both tenants and residents are willing to report incidents in the knowledge and confidence that they will be dealt with efficiently, effectively and sensitively.

### What are the Key Features of the team?

You will benefit from having a central point of contact to report serious and ongoing problems of anti-social behaviour through :

- **A specialised team who will ensure that all complaints are dealt with quickly**
- **The team will receive referrals from a range of sources**
- **The team will develop a range of improved methods for dealing with this problem**
- **The team will provide an out of hours responsive service, in appropriate cases, to allow them to witness serious incidents as they happen**
- **The team will continue to develop close inter-agency working with a range of agencies to help resolve your problems**

## How can the Safer Neighbourhoods Team Help you?

Referrals to the team are normally made by

- Customer Service Centres or Council Information Service
- Your local housing office
- Your local councillor
- Owner occupiers
- Partner agencies e.g. Lothian & Borders Police, Social Policy
- Other Registered Social Landlords

The Safer Neighbourhood Team will use a wide range of measures to deal with the serious and ongoing cases effectively. This may include:

- Providing advice and assistance
- Using information technology solutions to record and manage areas of concern
- Keeping accurate records of meetings and interviews
- Taking witness statements
- Supporting victims and witnesses
- Interviewing alleged perpetrators of anti-social behaviour
- Making referrals to other agencies where support needs are identified
- Working in close partnership with the police, Youth Action, other council services, voluntary agencies and other landlords
- Issuing Acceptable Behaviour Contracts (ABC's)
- Applying for anti-social behaviour orders (ASBO's)
- Considering a short Scottish secure tenancy agreement (SSST) for tenants of social landlords
- Taking court action to end a tenancy
- Attendance at court

## What can You Do To Help?

We also need your help when dealing with neighbour nuisance cases to :

- Report incidents as they happen
- Gather evidence, such as dates and times of incidents, through the use of diary sheets

The main aim of this team is to create an environment where tenants and residents are willing to report complaints in the knowledge that they are dealt with effectively, efficiently and sensitively.

By being pro-active and working in partnership, we hope that West Lothian will become a more attractive place to live and work.

### Customers with special requirements

Information is available in Braille, tape, large print and community languages. Please contact the interpretation and translation service on 0131 242 8181

هذه المعلومات متوفرة بلغة بريل وعلى شريط ويخط كبير وبلغات الجالية.  
الرجاء الإتصال بخدمة الترجمة على الهاتف 0131 242 8181

এই তথ্য আপনি ব্রইল, টেপ, বড় অক্ষরে এবং কমিউনিটির বিভিন্ন ভাষাগুলিতেও পাবেন। অনুগ্রহ করে ইন্টারপ্রিটেশন অ্যান্ড ট্রান্সলেশন সার্ভিসের সঙ্গে যোগাযোগ করুন। টেলি: 0131 242 8181

這份資料是可以凸字、錄音帶、大字印刷及社區語言的式本提供。請聯絡傳譯及翻譯服務部，電話：0131 242 8181

ਇਹ ਜਾਣਕਾਰੀ (ਬ੍ਰੇਲ) ਟੈਪਟੇਟ ਦੇ ਪੜ੍ਹਣ ਵਾਲੀ ਸਿੱਖੀ, ਟੇਪ, ਵੱਡੇ ਫਿੰਟ ਅਤੇ ਸਮਾਜ ਦੀਆਂ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ। ਸਿੱਖਾ ਵਰਗੇ ਸਿੱਟਰਪ੍ਰੋਗਰਾਮ ਅਤੇ ਟਰਾਂਸਲੇਸ਼ਨ ਸੇਵਾਵਾਂ ਨੂੰ ਇਸ ਨੰਬਰ 'ਤੇ ਸੰਪਰਕ ਕਰੋ : 0131 242 8181

یہ معلومات بریل (انگریزوں کے سوا انگریزی)، ٹیپ، بڑے حروف کی مطبوعہ اور کمیونٹی کے مختلف زبانوں میں دستیاب ہے۔  
براہ کرم بریل، ٹیپ، بڑے حروف کی مطبوعہ اور کمیونٹی کے مختلف زبانوں سے رابطہ قائم کریں۔  
0131 242 8181 پر رابطہ قائم کریں۔

Informacje te mogą być przełożone na język Braille'a, dostępne na taśmie magnetofonowej lub wydane dużym drukiem oraz przetłumaczone na języki mniejszości narodowych. Prosimy o kontakt z Usługami Tłumaczeniowymi pod numerem 0131 242 8181.

Text phones offer the opportunity for people with a hearing impairment to access the council. The text phone number is 01506 464427. A loop system is also available in all offices.

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## HOUSING & BUILDING SERVICES 01506 775000

### Armadale CSC

E: Armadaleaho@westlothian.gov.uk

### Bathgate CSC

E: Bathgateaho@westlothian.gov.uk

### Blackburn Connected

E: Blackburnaho@westlothian.gov.uk

### Broxburn CSC

E: Broxburnaho@westlothian.gov.uk

### Fauldhouse CSC

E: Fauldhouseaho@westlothian.gov.uk

### Advice Shop

9/12 Waverley Industrial Estate, Waverley Street, Bathgate | T: 01506 776444

### Linlithgow CSC

Email: Linlithgowaho@westlothian.gov.uk

### Livingston CSC

Email: Livingstonaho@westlothian.gov.uk

### West Calder CSC

Email: Westcalderaho@westlothian.gov.uk

### Whitburn CSC

Email: Whitburnaho@westlothian.gov.uk

### West Lothian Connected

CSC, Almondvale Centre

If you have used the Council's complaints procedure and you are still unhappy, you can pass your complaint, within a year, to the Scottish Public Services Ombudsman, 4 Melville Street, Edinburgh, EH3 7NS Tel: 0800 377 7330

Email: ask@spsos.org.uk

## Safer Neighbourhoods Team

Responding Positively to Anti-Social Behaviour

West Lothian Council  
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