**SNAP INFORMATION**

**What is a SNAP?**

SNAPs are Safer Neighbourhood Action Panels (SNAPs), a public meeting held jointly by the Police, Borough Council and West Norfolk Partnership, to listen to and work to address local concerns.

**When are they held?**

Each of West Norfolk’s nine neighbourhoods will have a SNAP meeting every two months, held at a community venue within the neighbourhood. To find out where yours will be you can visit [www.norfolk.police.uk](http://www.norfolk.police.uk) or call the Council’s Partnership Team on 01553 616251.

The dates for your neighbourhood are:

7pm 12th July 2012 Dersingham Infant School

1pm 18th September 2012 Whitehorse Service Station, Gayton

7pm 8th November 2012 Dersingham Infant School

7pm 31st January 2013 Gt Massingham Village Hall

7pm 14th March 2013 Dersingham Infant School

**Who will be there?**

SNAP meetings are chaired by a local councillor and the panel will be made up of a police representative, either an Inspector or Sgt from the local Safer Neighbourhood Team; a council representative, usually an Environmental Health Officer; and a representative from the West Norfolk Partnership, usually a Neighbourhood Officer.

Other key local agencies which provide a service in the community may also sit on the panel, including neighbourhood managers, housing, health and education officials or voluntary organisations. Police Community Support Officers (PCSOs) will also be available should anyone wish to speak privately to an officer.

**Who can attend?**

Any member of the public living or working in the neighbourhood is welcome to come and have their say at the meeting.

We also encourage organised community groups - such as Home Watch - to send a representative and parish councils, who may wish to send a representative for a cluster of villages.

**What issues can I raise at a SNAP meeting?**

SNAP meetings are your chance to raise or report any local issues or concerns directly to the local agencies that can help address them.

The issues can range from crime or suspected crime in your street or community to issues of anti-social behaviour that may be affecting you or other nearby households.

Anti-social behaviour is any aggressive, intimidating or destructive activity that damages another person’s quality of life. This can include:

* Noise nuisance (vehicles or people)
* abusive, threatening or intimidating behaviour in the street
* Vandalism, graffiti, littering and other general inconsiderate behaviour.

The meetings can also be used to identify any perceived lack of provision in your community. For instance, when people in South Lynn said there was nothing for young people to do, the police and council worked with people in the area to launch a new youth club and ‘Midnight football’.

**What happens next?**

Any issues you raise will be recorded and agreement reached on how it can be addressed. It may be easily addressed by one or more of the agencies present or they will work with another local agency with responsibility for that issue. If it is a common concern, a long-term issue or one which requires a more complex response, the panel may agree to make this a local ‘priority’. That is, agencies will focus on addressing this issue as a priority over others for the next eight weeks. Each SNAP meeting can agree up to three local priorities. Any relevant issues raised or which have emerged outside of the meeting will also be considered. The work carried out to resolve the issue will be reported back at the next meeting.

**I can’t get to a SNAP, what can I do?**

There are many ways you can get involved and have your say in the process. You can report any concerns or issues you have directly to your Safer Neighbourhood Team at a police surgery or by calling 0845 456 4567 or visiting the police web-site. Or matters can be reported via the council, a community group, neighbourhood manager or housing officer. These issues will all be fed into the priority-setting process.