

# Anti-social Behaviour Local Standards



## Prevention and community work

We will work with the local community in preventing anti-social behaviour

- We will hold four anti-social behaviour partnership events across the borough each year
- We will regularly publicise in council publications and on the LBE website how we are tackling anti-social behaviour
- We will hold monthly meetings with Safer Neighbourhood Team sergeants to discuss anti-social behaviour.

## Access

We will provide residents with an easy way of reporting anti-social behaviour

- We will provide you with the following ways to contact us – by phone, by letter, in person, by email, through our online services and by text.

## Speed of response

We will respond to anti-social behaviour swiftly and effectively

- We will send you an acknowledgement letter with an action plan and diary sheets detailing your complaint within five working days
- After receiving your complaint we will always interview (either by telephone or in person) within the following timescales:
  - Category A:** one working day
  - Category B:** three working days
  - Category C:** five working days

## Customer care

We will provide support and help for victims and witnesses of anti-social behaviour and keep you updated on the progress of your case

- We will record all incidents of anti-social behaviour that are reported to us using three categories:
  - Category A:** cases include domestic violence, drugs, hate crime, threats of violence and unprovoked attacks
  - Category B:** cases include damage to property, harassment and loud noise
  - Category C:** cases include ball games, domestic noise, pets, rubbish and youths
- Home visits will be available when requested by residents
- Female officers will be available if requested by residents
- For category A cases we will provide a fortnightly progress update
- An interview (in person or by telephone) will be offered before a case is closed.

## Scrutiny and service improvement

We will work in partnership with residents to monitor the performance of the anti-social behaviour service

- We will empower a resident scrutiny panel to complete 30 satisfaction surveys per quarter upon case closure through telephone interviews
- We will aim to increase satisfaction rates with how anti-social behaviour is dealt with to 87%
- Anti-social behaviour managers/service heads will attend quarterly resident scrutiny panels to discuss performance against the agreed local standards.