

SERVICE STANDARDS SAFER COMMUNITIES



<p>Summary of service</p> <p><i>Aim of service, what the service does and does not provide</i></p> <p>The Safer Communities team co-ordinates a partnership response in conjunction with the Metropolitan Police to deal with reports of anti-social behaviour from residents and to address community safety concerns.</p> <p>The service seeks to make Ealing a safer place to live, work and visit by working with the local community to prevent and deal with all types of crime especially anti-social behaviour.</p> <p>Safer Communities is distinct and separate from the police as it deals with civil law which is concerned with community matters. The service can only provide support and guidance about criminal matters. Residents must report any incident to the police who are responsible for investigating further.</p> <p>The Safer Communities team does not deal with environmental community concerns such as noise nuisance or litter.</p>
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<p>Service Standards “What we will do”</p>
<p>We will hold partnership meetings with local police colleagues to review all crime, anti-social behaviour and safety concerns across each area in Ealing every month</p>
<p>We will hold four anti-social behaviour partnership events across the Ealing borough every year</p>
<p>We will provide residents with different ways of reporting anti-social behaviour such as by phone, by email, by letter or in person</p>
<p>We will record all reported incidents of anti-social behaviour using three categories:</p> <ul style="list-style-type: none"> • Category A: cases include domestic violence, drugs, hate crime, threats of violence and unprovoked attacks • Category B: cases include damage to property, harassment • Category C: cases include people congregating, vehicle or animal related nuisance
<p>We will respond to anti-social behaviour swiftly and effectively</p>
<p>After receiving your complaint, we will always interview you by telephone or in person, within the following timescales:</p> <ul style="list-style-type: none"> • Category A: one working day • Category B: three working days • Category C: five working days
<p>Within five working days of your report we will seek to agree an action plan to tackle your complaint</p>
<p>We will provide support and help for victims and witnesses of anti-social behaviour and keep you updated on the progress of your case</p>
<p>We will always seek to provide a fortnightly progress update for Category A cases</p>
<p>We will offer home visits to residents when necessary or requested</p>
<p>We will arrange for female officers to liaise on cases when requested by residents</p>
<p>We will notify you when your case is closed</p>
<p>We will protect your data and use it for the purpose provided. Where appropriate it will be shared with other agencies in line with GDPR Regulations</p>
<p>We will regularly publicise how we are tackling anti-social behaviour through communications such as newsletters and the council website</p>

Tenant Responsibilities “What you will do”

Outline actions the tenant needs to do to activate the service, behavioural expectations etc.

- Residents must support their local community by reporting any offence of a criminal or anti-social nature to the police
 - Call 101 to report a crime that does NOT need an emergency response i.e. when you or anyone else’s life or well-being is NOT in danger
 - Call 999 for an emergency, such as when a crime is in progress, someone suspected of a crime is nearby, when there is danger to life or violence is being used/threatened
- Residents must not ignore any offence as this prevents the police from protecting the community – remember if there is no police record, there is no investigation!
- Residents that have reported an offence to the police will get a reference number and can call the Safer Communities team afterwards for further support or guidance if required
- Residents must respect others in the community by obeying national and local law

Performance Monitoring

Methods such as system reports, internal auditing/inspections, residents’ scrutiny panels, complaints etc.

TBC