



ANTI-SOCIAL BEHAVIOUR

SPELTHORNE MINIMUM STANDARDS:

- **Regular updates for every community on what is being done to tackle antisocial behaviour – including an expectation to publicise ASBOs to the local community**

We will publish updates using a wide range of media including websites, publications such as the Borough Bulletin, Council Tax leaflet, news releases and direct contact with the public i.e. Partnership Action Days. When an ASBO is made, the Community Incident Action Group will consider on each occasion the merits of details being made public.

- **Provide residents with a right of complaint to CDRP's if effective action is not taken by local agencies through existing channels**

The council has established a formal process for councillors to scrutinise community safety issues and through the Councillor Call for Action process allow residents to complain through their Ward councillors. All Councillors have received a card to give to residents outlining the process.

- **Support and help for victims of ASB**

We will support and help victims and seek to resolve issues through dialogue with other partners as appropriate. We will randomly sample a number of victims to gauge their views on the quality of help and support provided, then amend our practices accordingly.

- **Taking reports of ASB seriously by recording and investigating all cases and committing to keeping victims informed of action taken.**

We will do this, and in particular invest in a case management software system that will facilitate effective investigation, recording and keeping the victims informed.

- **Ensuring better links between neighbourhood policing and other local partners to deal swiftly with problems.**

We will ensure better links are established through the Community Incident Action Group and Joint Action Group and in the long term the council and police will co-locate their community safety teams to re-enforce partnership working and swift response. The above software will also contribute in enabling better communications and links.