



Anti Social Behaviour - Minimum Standards

Anti-Social Behaviour is unacceptable. These standards are Hinckley and Bosworth Borough Council's, supported by the Community safety Partnership, commitment to you in tackling anti-social behaviour. Consideration is currently being given to the development of a common standard across Leicestershire and these will be published as soon as they are available.

For help and advice in relation to anti-social behaviour contact the Council on 01455 238141 or the police on 0116 222222

We will:

- Provide regular updates to your community on what is being done to deal with anti-social behaviour in your neighbourhood. We will publicise the number of enforcement actions taken such as Acceptable Behaviour Contracts, Anti-social Behaviour Orders and Anti-Social Behaviour Injunctions.
- Take your reports of anti-social behaviour seriously and:
 - Record all reports of anti social behaviour and investigate where appropriate, with a lead agency identified and the victim informed of any action taken.
 - Contact victims who report anti social behaviour to the Council within 1 working day. In the case of incidents requiring a police response, the Policing Pledge provides detail of the police response commitment. More information can be found at www.leics.police.uk
 - Keep you informed of progress on actions at least monthly.
 - Provide you with a named contact to ensure you can remain in touch about any concerns you may have.
- Work with victims of anti-social behaviour to identify any support they need and ensure they are referred onto appropriate agencies where we cannot provide that support ourselves, having particular regard for those identified as being vulnerable.

- Maintain strong links between the local authority, neighbourhood policing teams and other local partners to ensure that anti-social behaviour is dealt with effectively.
- Publish the specific service standards that you can expect from those responsible for environmental issues such as the removal of graffiti and fly-tipping on the Council's website www.hinckley-bosworth.gov.uk

We want to do our best for you but if we fail to meet our standards we will always explain why it has not been possible on that occasion to deliver the high standards to which we aspire and you deserve.

If you feel we have not taken effective action to resolve anti-social behaviour in your community and the matter cannot be resolved through our normal complaints procedure or the Community Call for Action you can complain through the Community Safety Partnership via the Community Safety Team, Hinckley and Bosworth Borough Council, The Council Offices, Argents mead, Hinckley LE10 1BZ, 01455 238141 or by e mail on customerservices@hinckley-bosworth.gov.uk