

**SLOUGH BOROUGH COUNCIL
ANTI-SOCIAL BEHAVIOUR SERVICE STANDARDS**

Councils have a legal duty to tackle anti-social behaviour (ASB) and race crime, and to ensure that people feel safe in their communities. We also have a duty to work with other partner agencies, including the police, fire service, housing providers, voluntary agencies and local businesses.

The Safer Slough Partnership is Slough's Community Safety Partnership and includes the work of the Drug and Alcohol Action Team. One of the aims of the partnership is to reduce crime, ASB and fear of crime.

**A widely used definition of ASB is the definition contained in the Crime and Disorder Act (1998), describing it as:
'Acting in a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as (the defendant)'**

ASB can include:

- Dumped rubbish and flytipping
- Abandoned vehicles
- Noise nuisance
- Vandalism
- Graffiti
- Soliciting for purposes of prostitution
- Rowdy behaviour
- Dangerous dogs
- Harassment
- Drug dealing
- Begging
- Neighbour disputes

- and many other types of behaviour or perceived behaviour which has a negative impact on people's daily lives.

Tackling ASB –what you can expect from us

We will:

- make it easy for you to report ASB, by phone, email, letter or in person
- always act promptly in response to your complaint, take your case seriously and treat you in a courteous and professional manner
- seek to make contact with you and carry out an interview in urgent cases, such as racial harassment, within 24 hours (this may not always be possible over the

weekend) and in all other cases within 5 working days. We will interview you by telephone or face to face, making sure you know the name of the caseworker dealing with your case, and we will treat your case with sensitivity

- seek to resolve your concerns and provide you with feedback within 30 days
- keep you informed of what actions we are taking face to face, over the phone or in writing
- keep monthly contact with you and review each complaint after three months
- write to you to confirm what is being done and to tell you if we close a case
- put you in touch with support services (if you would like us to) – for example, Victim Support or the ASB Victims' Champion
- work closely with the police and other partners to tackle ASB and take appropriate action against the perpetrator(s), using all available powers to protect you and your community from ASB
- provide you with details of how to complain if you feel appropriate action has not been taken. In the first instance we would like to resolve the problem ourselves, so please contact your case worker if you feel the issue has not been resolved satisfactorily. However, if you still do not feel appropriate action has been taken, please see below for our Corporate Complaints procedure.
- keep you updated on what we are doing to tackle ASB in your area, via leaflets, newspaper articles, online and in person at events or street briefings.
- actively continue to work with as many people in Slough as we can to understand the problems of ASB, listen to what you tell us and work with you on initiatives to tackle it.

How to contact us

NB If you have a housing provider, please call your housing officer in the first instance

1. **Online** - Using the reporting form on the council website - www.slough.gov.uk - is a quick and easy way to report ASB to us.
2. **Telephone** – You can call our ASB hotline on 0845 605 2222 – which is answered 24-hours a day.
3. **Write to us** – if you prefer to write a letter, you can send it to us at: Community Safety Team, 2nd Floor, St Martins Place, Slough, SL1 3UH.
4. **Email** – you can email us at communitysafety@slough.gov.uk

COMPLAINTS

5. If you have let us know you are not happy with our response, and we still have not resolved the issue to your satisfaction, **complaints should be sent as follows:**

- **Drugs and Community Safety Manager or Director**, 2nd Floor, St Martins Place, Slough, SL1 3UH, email communitysafety@slough.gov.uk

If you are still not happy with the response, please contact:

- **Corporate Complaints Officer**, Slough Borough Council, Town Hall, Bath Road, Slough, Berks, SL1 3UQ or by email to complaints@slough.gov.uk

And if you are still not satisfied you are entitled to contact:

- **Local Government Ombudsman**, PO Box 4771, Coventry, CV4 0EH
Telephone: 0300 061 0614 on Monday to Friday between 8.30am to 5pm.
Website: [Local Government Ombudsman](http://www.local.gov.uk)
Email: advice@lgo.org.uk
Text 'call back' to: 0762 480 4299 Fax: 024 7682 0001

For more information on ASB, please ask for a copy of our ASB Guide.