

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:

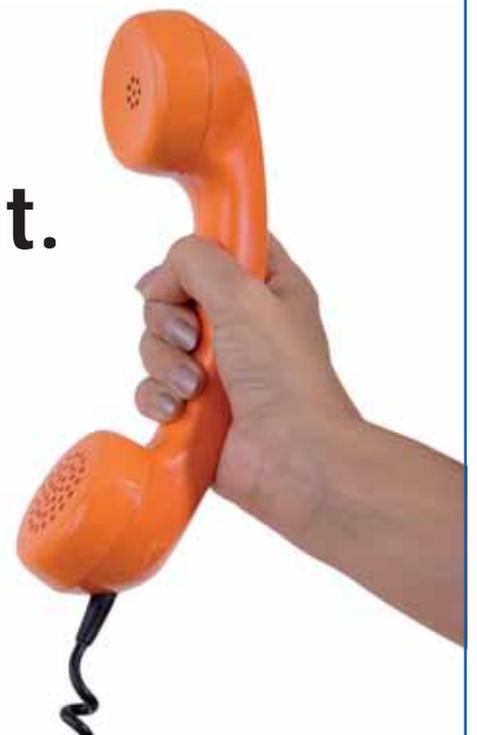
'Acting in a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as (the defendant)'

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.

**Help us to sort it.
If you see it, report it.**

**Anti-social
behaviour hotline (24 hrs)
01753 875298**



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

Complaints

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, contact:

- **Corporate Complaints Officer**, Slough Borough Council, Town Hall, Bath Road, Slough, Berks, SL1 3UQ
Email: complaints@slough.gov.uk

And if you are still not satisfied, contact:

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

How to contact us

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 01753 875298 - 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.

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

WORKING WITH