



Anti-Social Behaviour: Minimum Service Standards

The Safer and Stronger North Somerset partnership* will continue to work together to reduce instances of anti-social behaviour by prevention, diversion, intervention and effective enforcement. The partnership understands it is important to ensure communities feel safe and secure.

As part of our ongoing commitment to effectively tackle incidents of anti-social behaviour, we will:

- Take your report seriously, and take time to listen to your concerns
- Contact victims and sufferers of anti-social behaviour - who do not require an immediate response - once the report has been received, to determine the level of support required
- Record and investigate fully the report you have made
- Respect and protect your confidentiality at all times, in accordance with legal requirements
- Work with our partners and other service providers to effectively deal with your complaint, making use of the full range of expertise available
- Allocate a lead officer who will be your key contact and will keep you informed with regular updates – at times pre-arranged and agreed with you.
- Ensure you feel supported with practical help, advice and information
- Explain fully any action that has been taken, including the decision to close your case once the investigation has been completed.
- Provide you with a channel to offer feedback on the service you have received*.

As a partnership we will also:

- Ensure people feel confident to report ASB* to us, know how to report and feel fully informed as to what response they will receive.
- Keep the communities of North Somerset updated with action being taken locally to tackle anti-social behaviour

- Use PACT meetings (Partners and Communities Together), community meetings and/ or events to listen to your concerns, and give you the chance to influence what happens in your neighbourhood when dealing with local issues
- Continue to work together to tackle concerns of anti-social behaviour, to make your communities feel safer and stronger.

* Safer and Stronger North Somerset - is a multi-agency partnership consisting of Avon and Somerset Police, North Somerset Council, Avon Fire and Rescue, Avon and Somerset Probation Service, North Somerset NHS and Avon and Somerset Police Authority. They work together the voluntary sector and other partner organisations, such as housing providers, to address all community safety and cohesion issues.

* ASB - Anti-Social Behaviour

* Victims have the right of complaint to the Safer and Stronger North Somerset partnership through their elected members when the matter cannot be resolved through the individual agency's normal complaints procedure.