



## **Antisocial Behaviour - Service Standards**

### **Scope and purpose of this Service Standards document**

This document supports Medway Council's Council Plan, which highlights just how much Medway has to offer in keeping Medway a safe place to live, work, learn and visit.

This document is intended to set out the standard of service that members of public can expect when they report incidents of anti-social behaviour. It tells you what anti-social behaviour (ASB) is, who to report it to and what the Community Safety Team is and what it will do.

### **What is antisocial behaviour?**

Antisocial behaviour (ASB) is defined, under the Anti-social Behaviour, Crime and Policing Act 2014, as "conduct that has caused, or is likely to cause, harassment, alarm or distress to any person". This is the generally accepted term.

### **Who do I report antisocial behaviour to?**

You can report incidents of ASB to Kent Police by phoning 101 or by going online at - <https://www.kent.police.uk/services/report-online/>

In the case of immediate threat to life or property you must dial 999.

### **What is the Community Safety Team and what will it do?**

The Community Safety Team incorporates the Council's Community Safety Officers. The officers in the team deal with:

- Medium-level and high-level antisocial behaviour (ASB) affecting or involving council tenants and social housing; and
- ASB of all kinds affecting the wider community, including problems in public spaces or involving private sector housing.

Please note that the team do not deal with neighbour and/or parking disputes.

If you are involved in a neighbour or parking dispute; before making a formal complaint or getting other agencies involved, try to discuss the problem with your neighbour. If you cannot resolve the dispute by speaking to your neighbour, get help from a mediation service.

The team works closely with other Council teams as well as partner agencies and stakeholders, including Kent Police.

If you report a problem to the Community Safety Team and they take on your case, the team will:

- Treat your complaint sympathetically and professionally;
- Direct you to another Medway Council service or outside agency if we think your problem can be better dealt with by them;
- Appoint an officer who will lead on your case and who will investigate it.
- Support you and let you know what is happening throughout your case;
- Use any legal, regulatory or tenancy powers to deal with the anti-social behaviour issue.
- Try to resolve issues as quickly and as simply as possible, bearing in mind the seriousness of the problem;
- Keep your case open until we have the best possible outcome for all parties; taking all the facts into account including willingness to mediate or support prosecution. All cases will be reviewed by the Senior Community Safety Officer before closure.

The Community Safety Team is also the specific point of contact for ASB case reviews (the Community Trigger) in Medway.

This document is owned by, and will be reviewed by:

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