

## **Anti-Social Behaviour Service Standard**

We will:

- Provide multiple ways for you to report Anti-Social behaviour.
- Take your concerns seriously and work with you to reduce the impact of the issue.
- Assess the level of risk of every report we receive.
- Respond within 10 working days and agree an initial action plan with you.
- Allocate a named officer to manage your case, keep you updated, and provide support, including working with other partner agencies such as the police when necessary.
- Use the full range of tools and powers available, including legal action against perpetrators.
- Only close a case once actions are completed, or when evidence thresholds cannot be met. We will explain decisions, provide a closure letter, and signpost further options (including Case Review or the complaints process).