

# **Tonbridge and Malling Borough Council**

## **Anti-social behaviour minimum standards**

- 1.1 Tonbridge and Malling Borough Council are committed to taking each report of anti-social behaviour seriously.
  - 1.1.1 Every call received by the ASB Officer at Tonbridge and Malling Borough Council will be recorded electronically (using a database held by the Borough Council). These calls will be investigated and action taken. This will involve partner agencies where appropriate.
  - 1.1.2 If unable to respond to a call immediately the ASB Officer will contact the resident within five working days to discuss the nature of the problem and decide what action needs to be taken.
  - 1.1.3 If it is not appropriate for the ASB Officer to investigate the complaint themselves, then a referral will be made to another appropriate person or organisation.
  - 1.1.4 If a complaint is not deemed to be anti-social behaviour (as defined in the ASB protocol, of which the Borough Council is a signatory) then this will be explained to the caller and, where appropriate, alternative courses of action will be suggested. This decision will be recorded electronically.
  - 1.1.5 If further action is deemed necessary, a full electronic record of the case will be made and regularly updated.
- 1.2 The ASB Officer will provide feedback on progress with cases to victims on a regular basis.
- 1.3 Referrals to specialist services able to support victims will be made as appropriate.
- 1.4 The Borough Council is committed to reducing the perceptions of anti-social behaviour and a reduction target is contained in the Community Safety Partnership Action Plan.
- 1.5 The Borough Council will provide at least quarterly reports to the public on what is being done within the borough to tackle anti-social behaviour. Officers within the Borough Council will liaise with partners to gather information to be included within these reports. The reports will be published in a variety of media. Where ASBOs are granted these will also be publicised giving consideration to data protection.
- 1.6 If residents feel that appropriate action to resolve their ASB issue has not been taken by the Borough Council, they should first raise that matter using the Borough Council's complaints procedure. The Borough Council will investigate any complaint following their complaint procedure. If residents are not satisfied with the response they receive via that process they can, as a last resort, approach their local Councillor to request a 'Councillor Call for Action'. The Councillor can then decide whether to

make a referral to the Borough Council's Community Safety Scrutiny Sub-Committee.

- 1.6.1 If a referral is made to the Community Safety Scrutiny Sub-Committee each appropriate agency who has been involved in the initial ASB case will be requested to attend the meeting to provide a review of the case and the actions they have taken in dealing with the initial complaint. The Sub-Committee will then decide whether any further action is justified by partner organisations.
- 1.7 Borough Council staff are committed to holding regular briefing meetings to discuss incidents of ASB which will involve neighbourhood policing staff and other partners such as housing associations, Council staff etc. to agree actions and review progress. This will take place through the Community Safety Unit tasking processes or other appropriate sub-groups of the Community Safety Partnership.