

## The Anti-Social Behaviour Service Standard

- We will acknowledge all reports of anti-social behaviour (ASB) and log them on our ASB database within 1 working day of receipt.
- We will respond to all reports of racial harassment within 1 working day of receiving the initial report
- We will respond to all reports of domestic violence and harassment within 1 working day
- We will respond to all reports of nuisance within 5 working days
- With the consent of the complainant, we will interview the alleged troublemaker within 10 working days
- We will ensure that the victims and witnesses and our partner agencies (such as Police, Social Services, Schools) are kept informed about the progress of ASB action plans on a regular and timely basis
- We will monitor, report and publicise all actions taken to resolve ASB