



Anti-Social Behaviour Minimum Standards

Anti-Social Behaviour is unacceptable. These standards have been agreed by the Melton Area Safer Communities Partnership and represent a commitment to deal quickly and appropriately with Anti-Social Behaviour in the Borough of Melton.

For help and advice in relation to Anti-Social Behaviour please contact the [ASB Team](#) at Melton Borough Council on 01664 502 502 or Leicestershire Constabulary on 0116 222222.

Regular updates for every community

We will regularly attend residents groups and relevant meetings such as beat surgeries to update you on what is being done to tackle ASB in your area.

We will publicise actions taken and preventative measures using existing channels of communication (e.g. Websites, Police Newsletter, Melton Times etc.) and establish new ones where these are insufficient.

Take Your Reports of ASB Seriously

Prioritise our response based upon an assessment of risk, taking into account repeat incidents and vulnerability, and tell you what we will do next.

Respond to those assessed as a high priority within 1 working day or in the case of incidents requiring a police response in line with the Policing Pledge. For example, respond to every message directed to your Neighbourhood Policing Team within 24 hours or in an emergency getting to you within 15 minutes in urban areas and within 20 minutes in rural areas. For more detail on the Policing Pledge commitments see www.leics.police.uk

Victims of ASB have the right to decide how often they wish to be informed of progress in their case and for how long. They have

the right to be contacted at least every month if requested and for as long as is reasonable.

We will provide you with a named contact to ensure you can remain in touch about any concerns you may have.

Support and help for victims

Victims of ASB will be fully supported by the appropriate agency and will be kept informed of progress and actions in accordance with the timeframes outlined above.

We will continually review and update the service provided for victims of ASB to ensure that it meets their needs.

Ensuring better links between partner agencies

The Melton Area Safer Communities Partnership will continue to work together through appropriate action groups (Joint Action Group, ASB Working Group etc.) to deliver a co-ordinated approach to ASB in the Borough.

We will direct resources to where they are most needed and communities will be encouraged to raise concerns at resident's meetings. We will consult residents on their local priorities.

We will publish the specific service standards that you can expect from those responsible for environmental or enforcement issues such as the removal of graffiti, fly-tipping, noise nuisance and dog fouling on the website for your local council/community safety partnership.

For more information please visit the Leicestershire Constabulary Website and view their [Policing Pledge](#).

Complaints procedure

Where effective action is not being taken in your community to tackle ASB and the matter cannot be resolved through that

agency's usual complaints procedure residents now have the right to escalate the issue to the Overview and Scrutiny Committee of the Melton Area Safer Communities Partnership.

For more information or to lodge a complaint with the Overview and Scrutiny Committee please email the [Community Safety Team](#).