

Tendring District Council believes that no one should have to experience anti-social behaviour (ASB) or hate incidents. This service standard details how we handle complaints and how we want to work closely with residents and partner agencies to make communities safer places to live. We provide a commitment that when our customers report a problem, we tackle it using appropriate tools and powers.

To do this we will:

- Investigate all reports and inform complainants how we intend to deal with the matter and provide a realistic expectation of the likely outcome.
- Complete a Risk Assessment.
- Inform the complainant of progress at appropriate stages in the investigation.
- Explain our reasons should we choose to take no further action and advise on other alternative courses of action available whenever appropriate.
- Consider our approach if a victim or perpetrator is a vulnerable person.
- Share relevant information on ASB with partners and participate in multi-agency groups dealing with specific ASB issues.
- Work with our local partners to make residents aware of their responsibilities through customer information, estate signage and resident engagement.
- Use education and early intervention, work to reduce and prevent ASB.
- Use appropriate legal tools and powers but seek to resolve ASB at the lowest level of intervention.
- With the consent of those people involved, refer suitable cases to mediation.
- Work in partnership to ensure victims and witnesses are provided ongoing support where appropriate, particularly those considered vulnerable.
- Ensure that staff dealing with ASB are trained and follow Council policies and procedures.
- Respond promptly to complaints about our service and advise anyone not satisfied how to make a complaint via our Housing Complaints Procedure.
- Allow victims to ask for a review of their case where they feel that either no action or inadequate action has taken place to tackle the problem (the Community Trigger).
- Be committed to protecting personal information in line with the Data Protection and Privacy Rights guidance (published on our website)
- Report on how we perform in various ways including on our website and newsletters.

OUR SERVICE STANDARD

Anti-Social Behaviour

- Accept a representative or advocate raising an issue on your behalf, providing you have given consent.
- Tell you how to make a complaint if you are not satisfied with the service that you have received from us.
- Always be courteous, helpful and ensure you are treated fairly and with respect.
- Be committed to protecting your personal information in line with the Data Protection and Privacy Rights guidance published on our website.
- Aim to get it right first time.
- Listen and act on customer feedback.

We ask you to:

- Not use your home, communal areas, any neighbouring areas or any garage for any illegal purpose.
- Respect the rights of Council Staff to carry out their duties free from harassment or abuse.
- Be responsible for the behaviour of all people, including children, who live in or visit your home in communal areas and in the locality.
- Not cause or allow anyone living in or visiting the property to do anything that could harass neighbours or anyone in the locality, including Council employees and their contractors.
- Not use threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) against any other person lawfully entitled to live in the property.
- Not use violence, threats or intimidation towards any person to try to remove them from the tenancy or cause them to leave.
- If you witness or are a victim of ASB report the matter via one of our reporting methods.
- Respond to us immediately if we contact you regarding an ASB matter.
- Engage with us when we arrange initiatives and actions to help us reduce the likelihood of ASB occurring on our estates.
- Contact us if you are not happy with the service provided.

If you would like to get in contact with our ASB Team, you can do so by the following:

Telephone: 01255 686488 or Email: housingASB@tendringdc.gov.uk

Offices: 88-90 Pier Avenue, Clacton On Sea, CO15 1TN Monday-Wednesday 10am-1pm

Or on our website [Tendring District Council | Hate crime \(tendringdc.gov.uk\)](https://www.tendringdc.gov.uk)