

COMMUNITY SAFETY TEAM – OUR MINIMUM STANDARDS FOR RESPONDING TO REPORTS OF ANTISOCIAL BEHAVIOUR (ASB)

Our community safety team works in partnership with residents, other council services and outside agencies to help tackle antisocial behaviour (ASB) in South Oxfordshire and the Vale of White Horse districts.

ASB is defined as “conduct that has caused, or is likely to cause, harassment, alarm or distress to any person” (Antisocial Behaviour, Crime and Policing Act 2014).

The minimum standards below set out our team’s promise to you as a local resident about how we will respond to any reports of ASB that we receive.

If you report ASB to our team, we will:

- respond to you within three working days of receiving your report (if you have provided your contact details);
- be clear about what we consider to be ASB (for example, sometimes other people’s behaviour is inconsiderate but it doesn’t necessarily mean it’s ASB);
- take all reports of ASB seriously and respond in a proportionate and professional way;
- provide you with a named officer who will be responsible for looking into your report;
- only share your details with relevant agencies in accordance with the Crime and Disorder Act 1998, with your permission where possible (unless there is a significant safeguarding risk)

When responding to reports of ASB, we will:

- treat all those involved in ASB reports with fairness and respect – this includes trying to understand the issues from all angles;
- deal promptly and effectively with any problem reported to us – this may involve forwarding the details or signposting you to another service that we consider may be better placed to help tackle the issue(s);
- be open and realistic about the options that are available to try and tackle the ASB
- share relevant information and intelligence relating to ASB with partner agencies so we can provide a joined up, effective and robust response to ASB across the districts;
- signpost victims, witnesses and those causing ASB to sources of support as and when appropriate;
- keep complainants informed and regularly updated until the issues have been resolved or all proportionate action has been taken.

If a resident feels that agencies have failed to act to curb a persistent ASB problem, they have the right to apply for a review of their case through the South and Vale Community Safety Partnership’s (CSP) [Community Trigger](#) process. The CSP will make sure that all appropriate and reasonable actions have been carried out and that any additional steps are in place to try and resolve the issue(s). It is important to note that the Trigger process does not replace an organisation’s complaints procedure.

We are always keen to develop and improve the service we provide to our residents. Therefore, if you have any feedback relating to these minimum standards, please email us at communitysafety@southandvale.gov.uk or call the team on 01235 422590.