

**Tendring  
Crime and Disorder  
Reduction Partnership**

**Anti-Social Behaviour  
Minimum Service Standards**

**“Victims Come First”**



**2010 - 2011**

## LOCAL MINIMUM SERVICE STANDARDS

In order to meet our aim of reducing the incidences of Anti-Social Behaviour, Tendring Crime and Disorder Reduction Partnership will work pro-actively to implement the Tendring Local Minimum Service Standards as outlined below:

- 1) Provide support for those affected by anti-social behaviour. This will be our overarching aim as reflected in the Mission Statement;**
- 2) Identify individuals and groups responsible for anti-social behaviour and take appropriate action to deal with them either as a Council or with other partners; and**
- 3) Engage with our partners and communities to proactively identify specific targets or hotspots in relation to anti-social behaviour and the measures which will most effectively tackle them;**
- 4) Reduce perceptions of ASB year on year;**
- 5) Take reported cases of ASB seriously, recording, investigating and keeping victims informed of action taken;**
- 6) Provide regular information to residents on what action is being taken to tackle ASB;**
- 7) Offer support and practical help to victims of ASB;**
- 8) Ensure an effective link between neighbourhood policing and neighbourhood management;**
- 9) Provide residents with a right of complaint to Tendring CDRP if effective action is not taken by local agencies through existing channels.**

Please see table below as to how the calls made to Tendring's Anti-Social Behaviour Reporting Line are managed:

Calls made to the ASB Reporting Line on 0845 605 2222	How long does it take to respond? If area dependent, how long does it take to deal with problems on the high street and residential streets?	Do you report the outcome back to the caller? If so, how?	Do you use enforcement (e.g. FPNs, abatement notices, others) and i.e. Yes / committed to?	If you have council web links to report / information what is the URL?
<b>When an ASB incident is reported</b>	Call received before 4pm to be returned within the same working day. Call received after 4pm must be returned within the next working day.	Yes. Either via telephone, letter or email.	No.	Tendring Crime and Disorder Reduction Partnership Website is <a href="http://tcdrp.co.uk/">http://tcdrp.co.uk/</a>
<b>When a Noise incident is reported</b>	Respond to a complaint within 3 working days. If serious will respond more quickly.	Yes. Telephone or questionnaire.	Yes. Abatement notices.	Waste Crusaders link on Tendring District Council Website at <a href="http://www.tendringdc.gov.uk/">http://www.tendringdc.gov.uk/</a>
<b>When a Graffiti and Criminal Damage incident is reported</b>	Call received before 4pm to be returned the same working day. Call received after 4pm must be returned within the	Yes. Either via telephone, letter or email.	Yes. Either FPNs and/or prosecution.	Waste Crusaders link on Tendring District Council Website at <a href="http://www.tendringdc.gov.uk/">http://www.tendringdc.gov.uk/</a>

	<p>next working day.</p> <p>In relation to graffiti will remove within 28 days. If offensive within 24 hours.</p>			
<b>When litter and rubbish is reported</b>	<p>Respond to a complaint within 3 working days. If serious will respond more quickly.</p>	<p>Yes. Either via telephone, letter or email.</p>	<p>Yes. Either FPNs and/or prosecution.</p>	<p>Waste Crusaders link on Tendring District Council Website at <a href="http://www.tendringdc.gov.uk/">http://www.tendringdc.gov.uk/</a></p>
<b>When dog fouling is reported</b>	<p>Respond to a complaint within 3 working days. If serious will respond more quickly.</p>	<p>Yes. Either via telephone, letter or email.</p>	<p>Yes. Either FPNs and/or prosecution.</p>	<p>Waste Crusaders link on Tendring District Council Website at <a href="http://www.tendringdc.gov.uk/">http://www.tendringdc.gov.uk/</a></p>
<b>When fly-tipping is reported</b>	<p>Respond to a complaint within 3 working days. If serious will respond more quickly.</p>	<p>Yes. Either via telephone, letter or email.</p>	<p>Yes. Either FPNs and/or prosecution.</p>	<p>Waste Crusaders link on Tendring District Council Website at <a href="http://www.tendringdc.gov.uk/">http://www.tendringdc.gov.uk/</a></p>
<b>When abandoned and burnt out vehicles are reported</b>	<p>In relation to abandoned vehicles respond to a complaint within 3 working days. If serious will respond more quickly.</p> <p>In relation to burnt out vehicles, if on fire at the time an</p>	<p>No.</p>	<p>No.</p>	<p>Waste Crusaders link on Tendring District Council Website at <a href="http://www.tendringdc.gov.uk/">http://www.tendringdc.gov.uk/</a></p>

	immediate response from the Police. If subsequently found burnt out, a response within 24 hours from the Police.			
<b>How do you support victims and witnesses on ASB? (say whether there is a dedicated V&amp;W public facing contact)</b>	Referred to Victim Support for support and guidance.	N/A	N/A	N/A

For further information and guidance please refer to:

**Tending Crime and Disorder Reduction Partnership  
Anti-Social Behaviour Strategy and Protocol**