

### **Service Standard: Anti-Social Behaviour**

Nuneaton and Bedworth Borough Council (NBBC) are committed to providing high quality services to our customers.

This service standard tells you what level of service you can expect from us when dealing with reports Anti-Social Behaviour (ASB):

- Each complaint will be thoroughly investigated and taken seriously.
- All information you give us will be treated in confidence and in accordance with data protection legislation.
- We will respond to high-risk incidents within one working day.
- We will respond to non-high-risk incidents within 5 day working days.
- Our staff will be trained to give you the correct advice.
- A risk assessment will be completed to help identify vulnerable and repeat victims.
- We will work in partnership with other agencies, including the Police when responding to reports of ASB.
- We will work with you to agree an action plan to resolve the complaint to your satisfaction, with consideration of the full range of actions available to us.
- We will support you in collecting evidence to enable positive action to be taken.
- We will regularly review this information and explain what action is to be taken and why.
- We will keep you informed about your case and provide updates within timescales agreed with you.
- When we close a case, we will send you a letter to let you know and will enclose a satisfaction survey form for you to fill in and return. This information is reviewed by the Tenancy Services Manager and used to improve services for our customers.