

## **SERVICE STANDARDS FOR DEALING WITH ANTI-SOCIAL BEHAVIOUR WITHIN WEST SUSSEX**

You have a right to expect the police, the council and other local agencies to make tackling anti-social behaviour a priority and to respond professionally. You can help to tackle problems in your neighbourhood by reporting anti-social when you see it.

### **How can I report anti-social behaviour?**

1. Phone Sussex Police on phone 0845 60 70 999 anytime
2. Phone the Council on 0845 60 70 999 extension 30233
3. Report on-line (link to form or correct page of your website)
4. For hate incidents use the on-line reporting form (this is the link to use: <http://www.westsussex.gov.uk/ccm/content/community-and-living/community-safety/harm-reduction/reporting-a-hate-incident/hate-incident-reporting-form.en> , ) telephone the Hate Incident Reporting Line on 0845 0751 021 (calls charged at local rate), or e-mail [SussexHateIncidentReport@victimsupport.org.uk](mailto:SussexHateIncidentReport@victimsupport.org.uk)

If the incident requires an urgent police response dial 999.

### **When you report an incident of ASB we will**

- Contact you within 2 working days.
- Remove all incidents of offensive or racist graffiti within 1 working day.
- Record and investigate the details, aiming to resolve it at the earliest opportunity.
- Treat the information you give us sensitively and in confidence\*.
- Assign a dedicated officer to keep you informed of progress.
- We will discuss the options and agree actions to be taken with you.
- Provide you and any witnesses with appropriate help and support.
- Use the tools and powers we have to deal with the persons responsible.
- Stay in touch by phone, text, email, letter or in person as you prefer and at a time to suit you.

\* We may share ASB information and intelligence with our partners to help resolve the case. Information is only to be shared with partners who have made a commitment to keep information confidential and use it sensitively.

### **Keeping you up to date on ASB in your area**

We will report progress with tackling ASB through Council and Neighbourhood newsletters

- If you are not satisfied with the way your report has been handled please speak to your case officer in the first instance. Alternatively you can contact;
- The Council, through its complaints procedure via [www.horsham.gov.uk](http://www.horsham.gov.uk)
- Your local Neighbourhood Policing Team via [www.sussex.police.uk](http://www.sussex.police.uk) or phone 0845 60 70 999
- If you are still not satisfied contact the Local Government Ombudsman via [www.lgo.org.uk](http://www.lgo.org.uk) phone 0300 061 0614 or Independent Police Complaints Commission via [www.ipcc.gov.uk](http://www.ipcc.gov.uk) or phone 08453 002 002 or the CDRP at Horsham District Council, North Point, North Street, Horsham, West Sussex, RH12 1RL.