



Oadby & Wigston

BOROUGH COUNCIL

Customer Service Standard – Anti-Social Behaviour

Service Overview

The Anti-Social Behaviour officer is responsible for recording and investigating reports of anti-social behaviour. Their aim is to try to prevent and deter such behaviour from continuing which can manifest in many different forms. They will utilise the most appropriate and proportionate method when dealing with any named perpetrator whilst working with and supporting any victim needs.

Our Customers Promise

We Will:

- Be professional and treat all customers fairly
- Deliver the service within an appropriate timescale
- Ensure our staff are knowledgeable
- Ensure all our staff are trained in Customer Care
- Ensure our staff are polite and friendly
- Ask our customers for feedback
- Use this feedback to help shape the services we deliver

Our Customer Groups

Our customers include: Residents of the borough, (including home owners, council tenants and private tenants), Visitors to the borough and Businesses/Employees working within the borough

Our Partners

When investigating and managing anti social behaviour, we work in close partnership with the following agencies: Leicestershire Police, Leicester Fire and Rescue Service, NHS, Social Services, Children and Family Wellbeing Service, educational establishments and the Community Safety Partnership.

Access

Customers can access our service using one of following two methods:

Phone

By calling our Customer Service line on 0116 2888 961 (see our website for opening hours)

Online

By completing our ASB Report form online via our website - www.oadby-wigston.gov.uk (access 24/7)

Our Standards

When you	We will	Timescale/Target
Live in our borough	Adopt a proactive, multi-agency approach to ensure our residents are safe	Attending monthly Joint Action Group meetings alongside Leicestershire Police, Leicester Fire and Rescue Service, NHS, Social Services, Children and Family Wellbeing Service, educational establishments.
Report ASB either through our Customer Services or online	Respond to you using your preferred method of contact to gather any further information needed	First contact to be made within 3 working day
Are a victim or complainant involved in an open case with the ASB Officer	Ensure that you are kept up to date with any action taken	Victims or complainants will be updated (on average) within 14 days although updates are usually provided when any action has been taken which is much sooner than this timescale. Higher risk cases, victims will be updated a minimum of every 7 days.
Have contact with the ASB Officer	Ensure you are listened to, treated fairly and with respect The ASB officer will respond to your report and discuss what actions can be taken	To achieve 97% customer satisfaction rating in our surveys