

## **Anti-social behaviour service standards**

The Salford Crime and Disorder Reduction Partnership (CDRP) is made up of public and private agencies each with their part to play in reducing crime and disorder in Salford. A number of these agencies, such as the police, the Council, Salix Homes, City West Housing and other social landlords take action to deal with reports of anti social behaviour. This document sets out the standards of service you can expect from the CDRP partners if you experience anti social behaviour where you live.

### **Our Standards**

We will aim to reduce the percentage of people who think that anti social behaviour is a problem in Salford by at least 1.5% each year

All agencies dealing with anti social behaviour will publicise how and when you can report a problem with anti social behaviour in your neighbourhood. This could be by telephone, in person or online.

If you report a problem with anti social behaviour to the police, the Council or your landlord you can expect them to:

- Acknowledge your report within 1 working day
- Arrange to speak with you to find out more in depth information about the problem within 5 working days.
- If your report is about hate behaviour or if violence has been used or threatened, aim to speak with you about it within one working day.
- Explain to you what will happen in response to your problem, how it will be dealt with and what action can be taken to resolve it.
- Discuss and agree with you what support you may need to help you deal with the problem
- Keep in regular contact with you to let you know what is happening with your case. This will be at least once a month but more frequently if required
- Use a wide range of options to resolve the problem, including both non legal and legal measures such as mediation, warnings, agreements and court orders.
- Offer support to people causing anti social behaviour who need it to help them improve their behaviour,

We will provide regular updates to neighbourhoods, at least monthly, on what action is being taken to deal with anti social behaviour in Salford. This could be information on the numbers and types of actions taken or feedback on specific activity in your neighbourhood.

We will ensure that appropriate support is offered to all victims and witnesses of anti social behaviour. This support will be agreed with you on an individual basis depending upon your particular needs.

The Police will hold public meetings with neighbourhoods at least monthly to allow you and your community an opportunity to meet your local neighbourhood policing team and discuss issues which are of concern to you. These issues will be shared with partners and used to help agree your neighbourhood's priorities. The meetings will be publicised and will be arranged to meet local needs and requirements.

### Your right to complain

All agencies dealing with anti social behaviour in Salford have their own complaints procedure which you should follow if you are dissatisfied with any aspect of the way in which a complaint of anti social behaviour has been dealt with by them. You should complain to them direct in the first instance.

If you are still not satisfied with the response after doing this, you have the right to complain to the Crime and Disorder Reduction Partnership. You can do this by contacting

Community Safety Unit  
Salford City Council  
Civic Centre  
Chorley Road  
Swinton  
M27 5AW

Or e mail [communitysafety@salford.gov.uk](mailto:communitysafety@salford.gov.uk)