

Minimum Standards of response for Victims and Witnesses of Anti-social Behaviour

As part of our continued commitment to address Anti-social Behaviour (ASB) in your area, in partnership -

WE WILL:

- Ensure reporting ASB is as easy as possible.
- Take all reports seriously.
- Respond to initial complaints within one working day after receipt and allocate a reference number.
- Allocate a Council Officer, providing contact details to provide regular updates.
- Offer a preferred choice of communication.
- Discuss realistic expectations, options and likely outcomes.
- Investigate reports of ASB and take enforcement action as appropriate.
- Ensure all victims and witnesses are treated fairly and kept informed of action being taken.
- Provide practical support to address victim's needs.
- Explain what further action is to be taken and why.
- Seek feedback at the end of the case about how it has been handled.
- Keep the community informed about how we are tackling ASB and offer the opportunity for community feedback.

REPORT ANTI-SOCIAL BEHAVIOUR 01375 652211



Report ASB to:

Essex Police on
0300 333 4444 or
(in an emergency only)
by dialling **999**.

Thurrock Council on
01375 652211
email **knockknock**
@thurrock.gov.uk

Call your local housing
office.

Complaints to:

If you wish to complain
about the way an ASB
case has been dealt with
contact:

Essex Police at any
police station, on
0300 333 4444 or at
www.essex.police.uk

Thurrock Council
complaints service
0845 3005263
email **complaints@**
thurrock.gov.uk or at
www.thurrock.gov.uk

For a full copy of the
Minimum Standards
visit
www.thurrock.gov.uk
or call **01375 652211**

Monday to Friday
10.00am – 5.00pm



TH/056/LL

If you have any questions call

Telefononi nëse keni ndonjë pyetje (Albanian)

Skakel gerus met enige vrae (Afrikaans)

إذا كان لديك أية أسئلة اتصل بالرقم (Arabic)

আপনার যদি কোন প্রশ্ন থাকে তাহলে যেখানে যোগাযোগ করতে হবে তাহলে (Bengali)

倘若您有任何疑問，請撥打電話 (Cantonese)

اگر سوالی دارید لطفاً رنگ بزنید (Dari)

اگر سوالی دارید از طریق تلفن با ما تماس بگیرید. (Farsi)

यदि आपको कुछ पृथना हो तो कॉल करे (Hindi)

I nwee ajuju obula kpool na igwe eji ekwuokwu (Igbo)

ئەگەر هەر پرسجاړیکت هه‌بوو تکایه په‌هوه‌ندیمان بیوه‌ بکه. (Kurdish)

که تاسی پوښتنی لری، نو لطفاً رنگ ووهری. (Pashto)

Jeśli masz jakieś pytania zadzwoń (Polish)

ਜੇ ਤੁਹਾਡੇ ਕੋਈ ਸਵਾਲ ਹਨ ਤਾਂ ਕਾਲ ਕਰੋ (Punjabi)

Dacă mai aveți întrebări vă rugăm să contactați (Romanian)

Si tienen alguna duda, llámenos (Spanish)

ወተነ ለቶ ለተ ድል ለሌሎች ከቶ ምክርባሪዎች ብዙል። ለዕለትም ተራገቡና (Tigrinya)

اگر آپ کو کچھ پوچھنا ہو تو کال کریں (Urdu)

Nếu qui vj có bất kỳ câu hỏi nào, xin hãy gọi (Vietnamese)

'Bi o ba ni ibere kankan pe wa lori ero ibanisoro' (Yoruba).

For Large Print or Braille phone

01375 652472



THURROCK COUNCIL
www.thurrock.gov.uk



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