

**ANTI-SOCIAL BEHAVIOUR  
CHARNWOOD COMMUNITY SAFETY PARTNERSHIP MINIMUM STANDARDS  
CHARNWOOD BOROUGH COUNCIL'S EXPLANATORY NOTES**

**Standard 5**

The Community Safety Partnership's Anti-social Behaviour Strategy, sets out a clear framework for tackling anti-social behaviour complaints and locally identified priorities. The framework enables individual member agencies and organisations, comprising the Community Safety Partnership, to comply with relevant policy and procedure whilst enhancing the multi agency approaches to addressing anti social behaviour priorities.

The framework recognises and seeks to enhance the roles of Charnwood's Joint Action Groups and Anti Social Behaviour Steering Group. The process ensures that complaints of anti-social behaviour are recorded and that the complainant is provided with a unique reference number.

It allows for the identification of focussed multi agency working groups to be formed, whose role is to identify and agree with the complainant, an action plan to address the issue of concern.

It ensures the implementation of Charnwood's incremental approach to tackling anti-social behaviour and the regular update of all parties involved in the process.

- [Click here to view the Multi Agency Anti-social Behaviour Strategy.](#)
  
- [Click here to view the Multi Agency Framework in flowchart format.](#)

All anti-social behaviour complaints made to Charnwood Borough Council's Anti-Social Behaviour Team are recorded on Sentinel and graded as serious, moderate or minor. This grading dictates an appropriate response time but all anti-social behaviour complaints, made to the Council's Anti-social Behaviour Team will be responded to within 1 working day.

The management of the investigation of anti-social behaviour complaints, received by the Council's Anti-social Behaviour Team, is overseen by senior staff and complaints cannot be closed without their permission.