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## **CUSTOMER SERVICE STANDARDS COMMUNITY SAFETY**

Web: [www.charnwood.gov.uk/safety](http://www.charnwood.gov.uk/safety)

Tel: 01509 634920

Email: [community.safety@charnwood.gov.uk](mailto:community.safety@charnwood.gov.uk)

## **EMERGENCY PLANNING**

Web: [www.charnwood.gov.uk/pages/emergencyplanning](http://www.charnwood.gov.uk/pages/emergencyplanning)

Tel: 01509 632562

Email: [emergency.planning@charnwood.gov.uk](mailto:emergency.planning@charnwood.gov.uk)

Charnwood's Community Safety Team is committed to promoting a safe and secure environment in Charnwood.

Charnwood Community Safety Partnership will:

- Inform residents on the progress against Crime and Disorder targets on a quarterly basis to improve community confidence through media campaigns, road shows and community events.  
(CS/218)

## CUSTOMER SERVICE STANDARDS – COMMUNITY SAFETY &amp; EMERGENCY PLANNING

Emergency Planning for Charnwood aims to prepare emergency plans and make arrangements to protect people, property and the environment in the Borough or reduce the impact on them from an emergency by working in partnership with the emergency services in the Borough.

In addition to the standards in the customer charter you can also expect us to deliver the following:

<b>When you:</b>	<b>We will:</b>	<b>Within: Timescale)</b>
Report an incident of Anti-Social Behaviour	Record and prioritise the complaint (serious, moderate & minor) (CS 106)	Immediately
	Respond to complaints according to priority	1 working day (serious) (CS 107) 3 working days (moderate) (CS 108) 5 working days (minor) (CS 109)
	Contact complainant to inform of progress until resolution of incident	Monthly (CS 110)
Report an incident of damage to public and private property by : Flooding Building Failure	Investigate and provide initial response	Flooding: 24 hours (CS 85)  Building Failure: 2 working days (CS 104)



## CUSTOMER SERVICE STANDARDS – COMMUNITY SAFETY &amp; EMERGENCY PLANNING

<b>When you:</b>	<b>We will:</b>	<b>Within: Timescale)</b>
Report an emergency repair on a council owned building (not housing)	Attend the building and repair or make safe (CS 219)	24 hours

This information is available in different formats. To access these please phone (01509) 634560.

এ তথ্যাদি অন্যান্য মাধ্যমে পাওয়া যায়। এসব পেতে হলে দয়া করে (01509) 634560 এ নাম্বারে টেলিফোন করুন।

這資料具不同的格式，請致電 (01509) 634560 索取。

આ માહિતી જુદી જુદી પદ્ધતિઓમાં ઉપલબ્ધ છે. તે મેળવવા માટે કૃપા કરી આ નંબર પર ફોન કરો (01509) 634560.

यह जानकारी अलग-अलग प्रारूपों में मिल सकती है। इनको पाने के लिये कृपया यह नंबर डायल कीजिये (01509) 634560.

ਇਹ ਜਾਣਕਾਰੀ ਵੱਖ-ਵੱਖ ਸ਼ਕਲਾਂ ਵਿੱਚ ਮਿਲ ਸਕਦੀ ਹੈ। ਇਹ ਹਾਮਿਲ ਕਰਨ ਲਈ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ (01509) 634560



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