

# 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)

倘若您有任何疑问，請撥打電話 (Cantonese)

اگر سوالی دارید لطفاً زنگ بزنید (Dari)

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

यदि आपको कुछ पूछना हो तो कॉल करे (Hindi)

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

ئەگەر هەر پرسپاریکت هه‌بوو تکایه په‌یوه‌ندیمان بیوه‌ بکه. (Kurdish)

که تاسی پوښتنې لری نو لطفاً زنگ ووهی. (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)

ዝኾነ ሕዝብ እንተ ደህ እለኩም ኮይኑ ንኩሰርቲኩም ብኩልፎን ደዊልኩም ተራኽቡና። (Tigrinya)

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

Nếu qui vì 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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