

Antisocial Behaviour – Service Standards

A guide to how you can expect us to deal with reports of antisocial behaviour.

Midland Heart is committed to providing high quality services to our customers. This service standard shows the response time in responding to reports of antisocial behaviour.

At Midland Heart, we assess and prioritise cases on the following categories:

1. Personal
2. Nuisance
3. Environmental

1. PERSONAL – HIGHEST LEVEL OF PRIORITY

Antisocial behaviour that is perceived to be targeted at an individual or a group rather than the community at large.

Cases involving:-

*Threats or actual violence

* Incidents of racial harassment or any other form of harassment –

- Race, colour ethnic origin, nationality or national origin
- Religion or belief
- Gender or sexual identity
- Sexual orientation
- Disability
- Age

We will make an initial response within 1 working day.

2. NUISANCE – MEDIUM LEVEL OF PRIORITY

Antisocial behaviour is causing trouble, annoyance or suffering to the local community at large.

Cases involving:- noise nuisance, neighbour disputes, verbal abuse, criminal activity supply/possession of drugs, prostitution.

We will make contact with the complainant within 5 working days.

3. ENVIRONMENTAL – LOWER LEVEL OF PRIORITY

The antisocial behaviour incident is not aimed at an individual or group but targets the wider environment e.g. public spaces, buildings.

Cases involving:- vandalism, animal nuisance including dog fouling and dog barking, fly tipping.

We will make contact with the complainant within 7 working days.