

Chesterfield Borough Council

Anti-social behaviour - Service commitment

Chesterfield Borough Council is committed to putting you first.

Everyone deserves to feel safe in their home and community. We are committed to treating you fairly, keeping you informed, and supporting you every step of the way.

If you experience or report anti-social behaviour, this service commitment explains the service, support and care you can expect from us.

1



- We will treat you with respect and take your concerns seriously.
- You can speak to us confidentially by phone or face-to-face so we can understand how the behaviour is affecting you.

We will listen to you

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We will respond quickly

- For serious, high-risk or hate related situations, we will contact you within one working day.
- For all other reports, we will contact you within five working days.
- We will assess how urgent and serious your case is from the start.

3



We will give you clear information

- You will always be told who your case officer is (including their contact details), what actions we can take, and what will happen at each stage of the process.
- We will also explain any evidence we may ask you to provide, and why.

4



We will support you

- We will offer support throughout your case. Where needed, we can link you with the police, voluntary and community organisations, victim support services, and safeguarding services for children or vulnerable adults.
- If legal action is needed, we will guide you through the process and prepare you if you are asked to be a witness.

5



We will respect your privacy

- Your information will be kept confidential.
- We will not share your details with the person you are reporting, or with other organisations, unless: a crime has been committed; a child or vulnerable adult is at risk; or the law requires us to share information to keep people safe.

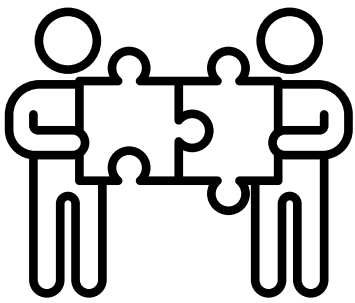
6



We will keep you updated

- We will agree how often you would like updates.
- We will inform you of any major developments or changes in your case.

7



We will work with other agencies

- When appropriate, we will work closely with partners such as Derbyshire Police, Derbyshire Fire & Rescue Service, youth services, schools and education welfare teams, environmental services, and Derbyshire County Council.
- This joined-up approach helps us tackle the causes of the behaviour more effectively.

8



You have the right to challenge our response

- If you feel your case has not been handled properly, you can ask for a review through the Anti-Social Behaviour Case Review or make a formal complaint about the service you received.
- We will provide information on how to do this.

Your responsibilities



Provide accurate information about what is happening, including dates, times and details.



Report new incidents promptly.



Stay in contact with your case officer.



Help with evidence where safe and appropriate (e.g., diary sheets, recordings, photos).



Tell us about any changes, such as if things get better or worse.



Follow safety advice and do not confront the person responsible.

