

Performance Area	Standard
Reducing perceptions of ASB year on year	<ul style="list-style-type: none"> • We will aim to improve public perceptions of ASB every year • We will update our progress on ASB in our annual Strategic Assessment and identify in our Action Plan any areas where we can improve on perceptions of ASB • Include on the Community Safety section of the Waverley Borough website items to reduce perceptions of ASB which has links to other relevant websites including the Surrey Police website/pages which have data concerning perceptions of ASB. • Include in Surrey Police Newsletters and media releases and interviews
Regular updates for every community on what is being done to tackle antisocial behaviour – including an expectation to publicise Anti-Social Behaviour Orders to the local community	<ul style="list-style-type: none"> • Surrey Police Neighbourhood Newsletters will be sent to every household. • Neighbourhood Panel Meetings/Surgeries will be run by Surrey Police on a regular basis • We will maintain the Community Safety section of the Waverley Borough Council website to provide regular updates. The website includes links to the Neighbourhood Policing website which contains details of Panel Meetings and downloads of Newsletters both of which provide updates on local and current issues and their resolution. • Surrey Police media press and radio releases and interviews
Provide residents with a right of complaint to CDRPs/CSPs if effective action is not taken by local agencies through existing channels	<ul style="list-style-type: none"> • Councillor Call for Action will be invoked as contained in the Strategic Assessment • There will be an annual review on Safer Waverley Partnership by Waverley Borough Council’s Community Overview & Scrutiny Committee. • There is recourse to writing to the Chair of the Safer Waverley Partnership
Support and help for victims of ASB	<ul style="list-style-type: none"> • For Waverley Borough Council tenants support is available from the Waverley Borough Council ASB Officer • For Housing Associations tenants support is available from the Estate Management Team of that particular Housing Association • For all residents support is available from the Neighbourhood Policing Teams and, where necessary, they will involve their ASB Team, PubWatch, Neighbourhood Watch, ShopWatch • For all residents support is available from Victim Support, details are available through the Community Safety section of the Waverley Borough Council website
Taking reports of ASB seriously by recording and investigating all cases and committing to keeping victims informed of action taken	<ul style="list-style-type: none"> • Procedures and Pledges (e.g. Surrey Police Pledge) are in place for all organisations dealing with ASB and each will adhere to their Customer Care and complaints standards • Safer Waverley Partnership will aim to resolve issues by means of its groups, for example Joint Action Group (JAG), Community Incident Action Group (CIAG), Casualty Reduction Action Group (CRAG), liaising with JAG, CIAG, CRAG, liaising with the Surrey Police Western Cluster ASB Team • Safer Waverley Partnership will address issues of ASB at each of its Strategy Group meetings by routine reporting on Joint Action Group (JAG) and Community Incident Action Group (CIAG) • Any unresolved issues will be taken to the Executive of the Safer Waverley Partnership <p>All Partners are committed to keeping victims informed at all stages of the investigation and possible prosecution.</p>
Ensuring better links between neighbourhood policing and other local partners to deal swiftly with problems.	<ul style="list-style-type: none"> • Surrey Police and Waverley Borough Council’s Community Safety Team have co-located to improve communications/links • Regular meeting are held of the groups of the Safer Waverley Partnership – including Joint Action Group (JAG), Community Incident Action Group (CIAG), Casualty Reduction Action Group (CRAG) • Regular Partnership events are held • There is joint working on Partnership initiatives