

Anti-Social Behaviour

About the Service

The ASB Service aims to make communities safer by preventing and addressing anti-social behaviour, supporting victims and working with individuals and partners to resolve issues and reduce harm.

These ASB Service Standards should be read alongside the Housing Service Code of Conduct, which sets out the professional behaviours and principles we apply when delivering our services.

We are committed to:

making communities safer for everyone

responding to reports of anti-social behaviour promptly and consistently

putting the safety and wellbeing of residents first

taking all reports seriously and acting in a fair, reasonable and proportionate way

using a risk-based approach to prioritise vulnerable and repeat victims

listening to and understanding residents' experiences while gathering evidence to establish the facts

taking a victim-centred and trauma-informed approach to service delivery

keeping you informed about your case and what action is being taken

working with partners to resolve anti-social behaviour effectively

treating you with respect, dignity and fairness

meeting your language, cultural and accessibility needs

maintaining confidentiality, protecting personal information and sharing data appropriately, proportionately and lawfully

learning from feedback, complaints and compliments to continuously improve our service

To meet our commitments, we will:

acknowledge reports of anti-social behaviour within 1 working day

make contact:

- within 1 working day for high-risk cases
- within 5 working days for standard cases

carry out a risk and vulnerability assessment for all cases

review risk assessments throughout the life of a case and whenever circumstances change

agree a clear plan of action to address the behaviour
explain what anti-social behaviour we can investigate and where another agency may be better placed to act and why
explain what action is available, what evidence is needed and keep you informed throughout the investigation
keep you updated at agreed intervals
inform you of any changes in agreed timeframes and explain the reason for the changes
provide advice and support even where formal enforcement action is not possible
use a range of interventions that are appropriate and proportionate to the circumstances of the case, for more details on different approaches visit our web page
gather evidence to support appropriate action
consider the impact of anti-social behaviour on victims when deciding what action to take
work with other agencies such as the Police, Housing Services, Environmental Health, Adult Social Care and Children's Services where appropriate for more information on how we may share your information please visit our web page
take safeguarding action or make referrals where required
support you through the anti-social behaviour Case Review process (previously known as the Community Trigger) where applicable
manage information in line with data protection legislation and information-sharing protocols
close cases only when appropriate action has been taken and explain clearly the reasons for closure
We ask you to:
provide as much information as possible when reporting anti-social behaviour
let us know how the behaviour is affecting you
provide evidence where possible, such as incident diaries, photographs, recordings or witness information, where it is safe and lawful to do so
report incidents as soon as possible
keep in contact with us and respond when we contact you
inform us of any changes to your situation
work with us and partner agencies to help resolve the issue
attend agreed appointments where possible
treat staff and others involved with respect
avoid making malicious, vexatious or knowingly false reports
To measure and improve our service we will:

send a satisfaction survey when we close your case
monitor performance against our service standards and targets
monitor response times, case outcomes and customer satisfaction
carry out regular audits of ASB cases to ensure quality and consistency
review complaints, compliments, feedback and Housing Ombudsman decisions
monitor repeat incidents, repeat victims and high-risk cases
undertake quality assurance checks to ensure compliance with policies, procedures and legislation
identify learning and service improvements from audits, case reviews and customer feedback
use feedback from residents to improve how we deliver services
report performance regularly to residents, senior management and relevant governance bodies
publish performance information so residents can see how we are performing
publish examples of service improvements made because of resident feedback and lessons learned