

Anti-Social Behaviour (ASB) Service Standards

What you can expect from us

- ✓ Advertise what is classed as ASB and what is not ASB, and what needs to be reported directly to the Police
- ✓ Advertise how to report ASB through all our communication channels
- ✓ Thoroughly investigate reports of ASB in confidence with staff being helpful, courteous, responsive and knowledgeable
- ✓ Contact the complainant within 3 working days of reporting ASB
- ✓ Conduct a Risk Assessment of the situation to help identify vulnerable and repeat victims
- ✓ Work together with the complainant to agree a suitable action plan to resolve the complaint to their satisfaction
- ✓ Provide clear information on what legal and non-legal actions are available and appropriate to the circumstances, and what possible outcomes can be expected.
- ✓ Support you in collecting evidence to enable positive, prompt and proportionate actions to be taken
- ✓ Contact the alleged perpetrator within 5 working days of reporting ASB
- ✓ Work in partnership with other agencies, including the Police when responding to reports of ASB
- ✓ Keep you informed about your case providing updates within agreed timescales
- ✓ We will discuss the outcomes of the case with you before closing it
- ✓ Once a case is closed we will seek your feedback and use the learning outcomes to improve our service offer to our customers
- ✓ Monitor and report performance of ASB cases to our staff and Board of Directors

What we expect from you

- ✓ Treat staff with respect when they are assisting with your ASB complaint
- ✓ Consider whether your complaint is ASB as per our advertised definitions
- ✓ Be responsive to contact from us during the ASB case and provide requested evidence to allow us to progress the case accordingly
- ✓ Understand any limitations on what we can do to help
- ✓ Consider taking the time to provide feedback on your experience of the ASB process when contacted by our surveying partners, Acuity