

Anti-social behaviour

service standard 2008-09



**We take an uncompromising stance against anti-social behaviour.
We encourage people to report incidents they experience or witness, so we can tackle problems experienced by individuals, families and communities.**

When you report an incident to us we will:

- Take your complaint seriously and thoroughly investigate it
- Provide you with written confirmation of the report and a unique case reference number
- Tell you the name of the member of our staff who will deal with your case
- Treat all information you give us in confidence and in accordance with legal requirements.

When investigating your complaint we will:

- Interview you within five working days in a private and safe environment
- Put your safety and your household's safety first
- Advise you of your options and give you guidance so you can make your own decisions
- Provide you with an agreed written action plan and review it with you at least once a month
- Consider the range of civil and legal actions that might be taken against the individual(s) accused of causing the problem, to ensure your safety and allow you to remain in or return to your home. This may include injunctions, Anti-Social Behaviour Orders (ASBOs) and possession proceedings
- Offer you security improvements if your personal safety is at serious risk
- Help you find safe, temporary accommodation if you are unable to return to your home, and have nowhere else to stay, while we investigate your complaint

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(continued)



- Consider recommending you as a priority case for permanent rehousing (in line with our allocations policy) if it is not possible for you to remain or return to your home
- Identify with you any other support needs you may have and discuss how these might be addressed
- Arrange for any abusive, obscene or threatening graffiti to be removed within one working day
- Ask you to fill in 'observation sheets' to record details of incidents, advise you how to complete them; regularly review completed sheets with you to decide what action should be taken
- Where appropriate discuss with you the option of a referral to Nottingham Mediation Service
- Monitor your satisfaction with the way we have dealt with your case.

If a complaint is made against you we will:

- Speak with you within 10 working days from when the complaint is made*
- Inform you of the allegations being made and listen to your response*
- Give you the opportunity, where appropriate, to rectify your behaviour and get support
- Let you know where we believe you have broken your tenancy or leasehold agreement
- Where appropriate, discuss with you options such as an Anti-social Behaviour Contract or a Parenting Contract, before taking formal legal action
- Provide you with written notice of any legal action we intend to take against you and the reasons for that action.*

***Except where there is violence or the threat of violence involved, when we will consider taking immediate legal action without notice. In this event you will have the opportunity to state your case in court.**