



## **Anti – Social Behaviour and Hate incidents Service Standard**

**We are committed to tackling nuisance and anti-social behaviour (ASB) across our communities, ensuring that our residents feel safe in their homes. We take ASB seriously and are committed to supporting our residents to resolve their ASB issues, taking proportionate action where necessary using the tools available to use as a social landlord and by working in partnership with residents and other agencies**

### **We promise to:**

#### **Help you to report ASB & hate incidents**

- You can report ASB and hate incidents to us using a variety of methods, via our website, by email, in writing, by phone, or by reporting directly to your Housing Officer (web address, Tel no. and email details).

#### **Response Times**

- High Priority – high risk of harm. Serious assault, threats of violence, hate crime, arson, cuckooing. We will aim to respond within 48 hrs (excluding weekends and bank holidays)
- Standard Priority – standard risk of harm. Vandalism, damage to property and noise nuisance. These cases will be acknowledged within 48 hrs (excluding weekends and bank holidays) and investigation will begin within 10 working days.

#### **What happens next?**

- We will formally record your report and allocate an officer to your case
- As part of our investigation, we will interview all relevant parties
- We will agree an action plan with you, taking a harm centred approach and considering any specific support needs you may have
- We will keep in regular contact with you, as agreed in the action plan.

#### **Progressing the case**

- You are responsible for reporting any new incidents to SDC and other relevant agencies, such as the Police. We will support you in how to make reports to other agencies.
- We commit to working closely with other council departments and partner agencies and to clarify who is the leading agency. We will share resources and expertise in order to deliver better outcomes for our residents.
- We will hold care review meetings with relevant officers on a trigger basis at any point during a case.
- For a case to be considered for legal action, we will need to confirm your commitment to support us with witness statements

**Closing cases**

- A case will be closed in the following circumstances:
  - The reporter withdraws the complaint
  - The case has been resolved
  - Where all appropriate actions have been exhausted (the reason for this will be explained to you)
  - Where there have been no new reports for 90 days
- We will visit you or contact you by phone to agree this before the case is formally closed.

**Satisfaction**

- We are committed to obtaining your views on the services we provide in relation to ASB and hate incidents, in order to continuously improve.
- We work in partnership with Victim Support, Solace and the Police to bring about successful resolution to ASB and hate cases.
- Partner agencies can help you with advocacy and, together, we promote the use of the ASB Case Review mechanism.

**To keep you informed about how well we're doing we will publish the following performance measures each year:**

- % tenants who are satisfied with our approach to handling anti-social behaviour
- The number of anti-social behaviour cases dealt with, including the number that involve hate incidents.