

Service standard: Anti-social behaviour and hate incidents

A customer guide to how you can expect us to deal with reports of anti-social behaviour.

We're committed to providing high quality services to our customers. This service standard tells you what level of service you can expect from us in dealing with anti-social behaviour (ASB).

When dealing with reports of ASB our Community Safety team will do the following:

- Respond to reports of ASB
- Not disclose the identity of the complainant without their permission to do so
- Investigate and gather evidence
- Take appropriate action to resolve ASB
- Keep complainants updated throughout an investigation every 10 working days unless agreed otherwise.

Responding to reports of ASB

All cases will be recorded as being in one of the four following categories:

- **Hate incident** - where there is motivation for the ASB due to the victim's inclusion within one of the protected characteristics (i.e. their age, disability, gender reassignment, race, religion or belief, sex or sexual orientation).

We will respond to these reports with one working day.

- **Personal** – Where the victim has been personally targeted by the alleged perpetrator.
- **Nuisance** – Where the ASB causes annoyance to the local community in general.
- **Environmental** – Where the ASB is directed at the social environment.

Personal, nuisance and environmental cases will be responded to within three working days.

Risk assessments

In every case where there's an identifiable victim of ASB we will complete a risk assessment to establish the level of risk to and vulnerability of that victim.

Every complainant will be categorised as being at either standard, medium or high risk.

We will utilise this assessment in order to prioritise cases and to ensure that victims receive the appropriate level of support and intervention either directly from the Community Safety team or through referrals to other internal and external agencies.

Action plans

In every case where there is an identifiable victim of ASB we will agree an action plan with that victim.

This will be a written document that sets out those actions that the ASB investigator will carry out and those that we expect the complainant to complete. The complainant will be provided with a copy of this action plan.

Gathering evidence

We will:

- Visit you unless you do not want us to or it is agreed that it is not necessary and that the relevant information has already been obtained through other forms of communication.
- Identify and speak to other witnesses to the ASB.
- Appropriately utilise incident diaries, NCHA's overt CCTV systems, covert cameras, noise recording systems and personal observations.
- Interview the alleged perpetrator unless the victim indicates that this is not appropriate and that they do not want the perpetrator to be notified of the complaint.
- Liaise with external agencies such as the police, social services and local authorities, attending multi-agency meetings and taking part in Community Triggers.

Taking action to resolve cases

We will:

- Utilise the lowest appropriate level of sanction in all cases.
- Escalate further sanctions as appropriate where ASB continues to be a problem.
- Identify low level cases that are suitable for Early Resolution (no direct intervention by an ASB investigator) or that are appropriate for the use of mediation as a means of resolving them.
- Use all appropriate informal sanctions such as verbal and written warnings, Acceptable Behaviour Contracts, Good Neighbour Agreements, Parenting Contracts, extension

of a starter tenancy and serving a Notice Seeking Possession.

- Use legal sanctions where informal ones have failed to work or in circumstances where informal sanctions are not appropriate due to the seriousness of the behaviour. This may include a demotion of tenancy, injunctions, applications for a Suspended Possession Order and the ending of a starter tenancy or eviction.
- We will take into account the Equality Act 2010 before instituting legal proceedings.
- After a sanction has been imposed we will wait a further 10 working days before re-contacting the complainant to ascertain if that sanction has remedied the ASB issue or not.

Closing cases

When we close a case we will send you a letter explaining the outcome and to explain how you can complete a satisfaction survey detailing how you thought the case was dealt with and to provide any feedback that you may wish to make.

How we monitor these service standards

The Community Safety Manager receives reports indicating how long it took to respond to cases and the appropriate use of action plans and risk assessments.

We also ask tenants how satisfied there are with the service. Cases reported to have been dealt with unsatisfactorily will be re-assessed by the Community Safety Manager and any identified actions for improvement will be instigated.

More information

If you don't think we're meeting the standards set out above please let us know.

Email info@ncha.org.uk to get in touch with us. Alternatively you can call us on 0800 013 8555.

Translation

By request we'll do what's reasonable to provide copies of documents in another language or format.