

Service standard: Anti-social behaviour

A customer guide
of what you
can expect from
our anti-social
behaviour service



What is anti-social behaviour?

Anti-social behaviour (ASB) is defined by the Anti-Social Behaviour, Crime and Policing Act 2014 as 'acting in a manner that has caused, or is likely to cause harassment, alarm or distress to any persons'.

LiveWest are committed to tackling nuisance and anti-social behaviour across our communities, ensuring that our customers feel safe in their homes.

We recognise that ASB can have a significant impact on the lives of our customers and can have a disruptive effect on our communities.

We take ASB seriously and are committed to supporting our customers to resolve their ASB issues, taking proportionate action where necessary using the tools available to us as a social landlord.

We will need to take a multi-agency approach with some ASB reports, for example drug dealing or noise nuisance, and will offer you the appropriate support to refer this to them and take action where we have the evidence.

How to report ASB

You can make your ASB report using a variety of methods, via our website, by email, in writing, or reporting directly to your Housing Officer:

 **0300 123 8080**

 **livewest.co.uk**

 **enquiries@livewest.co.uk**

Response times

Priority 1 - high risk of harm. Serious assault, threats of violence, hate crime, arson and cuckooing. We will aim to respond within 24 hours (excluding weekends and bank holidays)

Priority 2 - standard risk of harm. Vandalism, damage to property and noise nuisance. These cases will be acknowledged within 24 hours (excluding weekends and bank holidays) and investigation will begin within 5 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 LiveWest 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 partner agencies and to clarify who is the lead agency. We will share resources and expertise in order to deliver better outcomes for our customers
- We will hold case 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 supporting us with witness statements

Closing a case

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 reasons for this will be explained to you)
- When 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 service we provide in relation to ASB, in order to continuously improve.

We work in partnership with **ASB Help** and promote use of the Community Trigger process to bring about a successful resolution to ASB cases. They can help you with advocacy and provide information on the Community Trigger. Find out more at asbhelp.co.uk

For more information refer to our ASB and Hate Crime policy at:

livewest.co.uk/sites/default/files/2019-06/ASB_Policy.pdf

If you are dissatisfied with the service that LiveWest have provided, you can tell us here:

livewest.co.uk/raising-compliments-and-complaints

