

CYNGOR SIR POWYS COUNTY COUNCIL

Housing Services

Anti-Social Behaviour Service Standard

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This document is available on request in alternative formats (e.g. Large print type / Braille / on tape).

Powys County Council - Housing Services Anti-Social Behaviour Service Standard

We take an uncompromising stance towards anti-social behaviour. By this we mean behaviour which might disturb or intimidate you or spoil your quality of life. It is anything which interferes with the peaceful enjoyment of your home and surrounding area. We will encourage people to report incidents they experience or witness, so working together with other agencies we can tackle problems experienced by individuals, families and communities.

To achieve this we will:

- 1. support you when you report an incident to us, by:**
 - a) taking your complaint seriously and thoroughly investigating it
 - b) treating all information you give us in confidence and in accordance with legal requirements
 - c) providing you with written confirmation of your report and giving you a unique case reference number
 - d) giving you the name and contact details of the member of staff who will deal with your case
 - e) being clear when you should contact the police or other agencies

- 2. support you when we investigate your complaint, by:**
 - a) responding within one working day of your complaint if it involves actual or threats of violence or hate crime
 - b) interviewing you within 5 working days of your complaint, if your complaint does not involve violence or the threat of violence
 - c) putting you and your family's safety first. We will offer to meet you in an accessible, private and safe environment
 - d) giving you advice and guidance so you can make your own decisions
 - e) working with you to agree an action plan and monitor this on at least a monthly basis or more frequently in more serious cases
 - f) providing you with appropriate support, working with our partners and other agencies, including the Police
 - g) considering the full range of criminal and civil legal actions that may be taken against the individual(s) or group causing the problem
 - h) arranging for the installation of noise monitoring equipment in the case of complaints of noise nuisance
 - i) providing observation sheets with guidance on recording the details of incidents. We will regularly review this information and agree on what action can be taken
 - j) arranging for any abusive, obscene or threatening graffiti to be removed within 1 working day
 - k) offering you security improvements if your personal safety is at serious risk
 - l) rehousing you if it is not possible for you to remain or return to your home
 - m) identifying with you any other support needs you may have and discuss how these might be addressed
 - n) offering to transport and escort you to and from any court hearings if you are required to attend to give evidence

- o) providing you with support whilst you are at Court by making sure you feel comfortable and protected, if you are either a victim or a witness
- p) referring you to Victim Support, should you require it

3. treat you fairly if a complaint is made against you, by:

- a) speaking with you within 10 working days of the complaint being made*
- b) informing you of the allegations being made against you and listening to your response*
- c) giving you the opportunity, if appropriate, to rectify your behaviour and get support*
- d) letting you know how we believe you have breached your tenancy or leasehold agreement
- e) discussing with you options such as an Acceptable Behaviour Contracts, mediation or other options, before taking formal legal action*
- f) providing you with written notice of any legal action we intend to take against you and the reasons for that action*.

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

- 1. % of tenants who made a complaint about anti-social behaviour who are satisfied with our response to addressing the problem
- 2. % of tenants who received a complaint about anti-social behaviour against them who are satisfied with our response to addressing the problem

The performance will be discussed with the Tenant Liaison Forum.

* 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.