

Anti-Social Behaviour (ASB)

We will provide support and assistance to residents who are victims of harassment, anti-social behaviour, noise and nuisances. Where necessary we will act in partnership with other agencies.

What you can expect from us

To deliver an anti-social behaviour service where we:

- enable you to report anti-social behaviour (ASB) in person, online, in writing and by telephone
- offer a direct duty service Monday to Friday 9am to 5pm, responding to all initial telephone and email contact within one working day and, where investigations are opened, risk assessing and categorising each case by priority:
 - category 1 (emergency and high risk - includes cases relating to hate crime or domestic abuse): 1 working day
 - category 2 (moderate risk cases): 5 working days
- assess severity, likelihood of escalation and potential risk of harm or impact by completing an assessment during initial ASB reports
- check if you have any particular needs or vulnerabilities that we need to consider during our assessment of your initial ASB report, so we can make appropriate adjustments
- offer home visits to you whenever necessary or requested
- attend appointments when we say we will, always communicating clearly and in a timely manner
- arrange for you to be interviewed by a female officer whenever this is requested and appropriate
- investigate all ASB reports fully, and promote and ensure compliance with ECC's tenancy agreement
- agree an action plan with you
- take a multi-agency problem-solving approach where appropriate, ensuring that each service and agency with a role to play addresses their element of your ASB case appropriately
- regularly update you on how your ASB case is progressing, review the situation with you if we are the lead agency and provide you with a named contact should you wish to raise further concerns
- offer you referrals to relevant support services (including Victim Support) should this be identified or raised as a need
- direct you to other organisations in cases where they may be effective in responding to your ASB report
- deal with identified individuals and hotspots appropriately and proportionately, using powers such as formal warnings, Acceptable Behaviour Contracts, Injunctions, Possession and Closure Orders

- communicate clearly what the service is responsible for and direct you to appropriate alternatives services where required.

We will measure our success by:

- the number of hate-crime related issues responded within 24 hours
- the number of general tenant enquiries and anti-social behaviour responded within 5 working days.