



PCH SERVICE STANDARDS

ANTI-SOCIAL BEHAVIOUR

We are fully committed to resolving problems of anti-social behaviour (ASB) with the help of local residents and are serious about tackling ASB, which can cause harassment, alarm, or distress.

Our response to receiving a report of anti-social behaviour includes:

-  **Reporting**
 - If you report an issue of ASB to us, we'll discuss the issues with you and provide advice, support and information on potential next steps appropriate to the situation.
 - If you make a complaint about ASB, we'll agree an action plan with you that includes telling you how often we'll keep you updated on the case and explain how you can update us on the situation both during standard office hours and out of hours.
 - We'll complete a victim-focussed risk assessment so we understand how you feel and how best to support you through the complaints process, which could include referring you to support agencies.
 - We'll support you to capture evidence of any ASB by giving you access to our Noise App or other equipment to capture recordings or provide advice on completing written diary notes.
-  **Investigation**
 - During the process of investigating a complaint of ASB, we will keep a log of all relevant details and continually review evidence as it is provided.
 - We'll work closely with partner agencies such as the police and local authority on a plan to address the issues and support you.
 - We'll protect your identity if you wish and share regular feedback with you once we have discussed the allegations with our partner agencies, updating you on any actions taken.





Resolution

- We'll review all available options including mediation services if appropriate, as well as Acceptable Behaviour Contracts or Good Neighbour Agreements.
- We'll ensure residents abide by the terms of their Tenancy Agreement or take appropriate action where there are breaches.
- We will consider legal actions if these are required, and progress appropriate injunctions or court orders if necessary.
- We'll share information with you about the Community Case Review process (also known as a trigger).

- We will only close a case if:
 - ◊ The issues have been resolved to your satisfaction
 - ◊ We have taken all available action to resolve the matter and cannot take any further action without new evidence
 - ◊ Another agency is dealing with the case, and it no longer requires our involvement
 - ◊ No evidence is found to prove incidents of ASB occurred

How we will measure this:



Percentage of residents satisfied with the way we handled their anti-social behaviour complaint.



Number of anti-social behaviour complaints per 1,000 stock.



Percentage of residents satisfied with the outcome of their anti-social behaviour complaint.



Number of hate related anti-social behaviour complaints per 1,000 stock.



Percentage of residents satisfied with our approach to anti-social behaviour.

