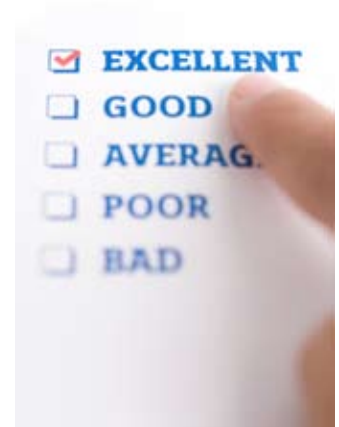


# Putting your Safety **FIRST**

You have told us that the Community Safety is your number 1 priority

That's why, over the last few months, we have been consulting with customers to shape the anti-social behaviour service - feedback suggests that our customers are happy with the service, but this is such an important area, we want to improve even more. We have done this by consulting through the customer conference, a fun day held in February, at the customer panels and in the last Newsletter - a big thank you to everyone who responded. The feedback we have received has enabled us to develop the new service standards which we are now launching:-



- 1 We will respond to a complaint of an Anti-social behaviour (ASB) within 1 working day
- 2 We will ask all victims and witnesses for their preferred method of contact and send an acknowledgement. This will include the:
  - case reference number
  - name of officer who will deal with the case
  - date by which you can expect to receive further contact
  - category given to the case (A,B or C – A being the most serious)
- 3 For ease of identification the proposal is to set 3 categories of ASB.
  - Category A example – domestic violence, hate crimes, threats and/or acts of violence
  - Category B example – persistent noise & youth nuisance, aggressive, rude and offensive behaviour or language
  - Category C example – neighbour disputes, alcohol nuisance, youth nuisance or suspected drug abuse
- 4 We will provide an out of hours reporting service so tenants in general needs scheme can report any ASB that occur out of the normal office hour that are of an urgent nature. The report will be made available to the officer next working day for action. Out of Hours ASB Helpline – 0845 2170714 (Lines open 5pm till 9am)
- 5 We will remove any offensive graffiti within 24 hours of reporting. (For example racist or abusive)
- 6 We will agree with the complainant how often we keep you informed of the progress.
- 7 We will offer you range of solutions to help you resolve your complaint. For example advice, support, mediation or legal action
- 8 We will monitor these services standards to ensure we are meeting them and we will ask people who have made a complaint of Anti Social Behaviour for their feedback through satisfaction survey. We will use this to ensure we are performing to the agreed levels.

You can view the full Anti Social Behaviour Policy on our website [www.svha.co.uk](http://www.svha.co.uk), or contact your Neighbourhood Officer 0845 606 6565.