

Service Standards

Anti Social Behaviour

At Wansbeck Homes our aim is to be:

'A caring organisation committed to quality services, affordable homes and working together to build confident communities.'

We recognise the importance of providing well managed homes in a peaceful, safe and attractive environment that can be fully enjoyed by residents.

Our aim is to take early and effective action to tackle anti social behaviour and to work with residents and partners to identify the causes of anti social behaviour and develop measures to stop it happening. This service standard sets out what you can expect when reporting anti social behaviour.

Anti social behaviour is any behaviour that causes or is likely to cause harassment, alarm, distress or annoyance to one or more persons who do not live in the same household as the person behaving in the anti social manner.

Reporting anti social behaviour:

- If you are experiencing anti social behaviour there are various ways you can report it. You can visit, telephone or write to your local office or email us.
- You can report any problems you are having anonymously but please remember we may not be able to investigate the complaint fully if we only have limited information and we would not be able to keep you informed of any progress.

In dealing with anti social behaviour, we will:

- Offer you a face to face interview by appointment with a female or male member of staff at a location of your choice. You can also have someone with you to provide support.
- Provide you with a named Officer who will deal with your case.
- Discuss the situation with you and advise you on what we can and cannot do and, in conjunction with you, formulate an Action Plan that will set out clearly what will be done and by whom.
- Ask you to keep diary sheets if necessary of any incident you experience, or where appropriate provide other ways to record information.

- Contact and work with other agencies and organisations that may be able to provide information and help to you and us in tackling the problem.
- Work closely with you and keep you informed of progress made in dealing with the situation.
- Investigate all reports of anti social behaviour promptly in a professional, sensitive and unbiased manner.
- Try to resolve any disputes between neighbours in the most effective and appropriate way.
- Encourage tolerance between parties where complaints arise from a clash of lifestyles by offering mediation or advice on practical solutions.
- Consider, where appropriate, taking legal action against any person who continues to cause anti social behaviour where all attempts to stop them doing so have failed.
- Provide support and protection, wherever possible, to victims of anti social behaviour.
- Consider rehousing victims and witnesses (with their consent) in the most serious cases.
- Work closely with other agencies, including the Police, in tackling anti social behaviour and making the estates you live in better places to live.
- Have a system of case closure and mechanism for seeking feedback on how we deal with cases.

You can help us by:

- Reporting incidents of anti social behaviour.
- Telling us and the Police if you witness anti social behaviour in your community.
- Writing down the details of any incidents as soon as they happen and where possible take photographs or record footage.
- Treating your home and surroundings and our staff with respect.

We will monitor our Anti Social Behaviour performance in the following areas:

- Responding to extreme/serious cases involving actual violence, threats of violence, intimidation, racial harassment, domestic violence or serious risk to life or property within 1 working day.

- Responding to all other reports of anti social behaviour within 5 working days.
- Remove racist, abusive or homophobic graffiti within 24 hours and all other graffiti within 7 working days.

Performance

We will set challenging targets to monitor our performance against service standards. The results of our performance can be found on posters displayed in our offices, in our newsletters and on our website www.wansbeckhomes.co.uk.

Our service standards have been developed with residents and will be reviewed every two years.

Contact us

For all enquiries you can contact us on 0844 800 3800.

Our phone lines are open:

Monday to Thursday	8.45 am to 5.00 pm
Friday	8.45 am to 4.30 pm

Outside these hours, emergencies can be reported on 0800 0279 766. This service is available during weekends and bank holidays.

Email: info@wansbeckhomes.co.uk

Website: www.wansbeckhomes.co.uk

Fax: 01670 532241.

What if we do not meet your expectations?

Report your concerns to a member of staff who will try to resolve the problem.

If you are dissatisfied with the response given you have the right to make a formal complaint via Wansbeck Homes' complaints procedure. Full details of the complaints procedure are available at your local office or by calling 0844 800 3800.

We are always happy to receive any compliments about our services or hear of any suggestions you may have.

Head Office:

Front Street West, Bedlington, NE22 5TU

Local Offices:

3 & 4 Dawson House, Poplar Street, Ashington, NE63 0BY

The Bungalow, Woodhorn Road, Newbiggin-by-the-Sea, NE64 6HG