

CITY HOUSING ANTI-SOCIAL BEHAVIOUR SERVICE STANDARDS

OUR STANDARD:

These are our service standards for dealing with Anti-Social Behaviour (ASB) involving Birmingham City Council Housing Department Residents. They aim to provide clarity on what residents should expect from City Housing when they report ASB incidents and what we may expect from you.

We are committed to ensuring that you are fully satisfied with our handling of ASB situations, we are here to help.

We work in partnership with the police, other statutory agencies, and neighbourhood-based partners to resolve issues of ASB affecting tenants and our wider neighbourhood.

As part of our service commitment to you, this is what we will do in the following circumstances.





WHEN YOU REPORT ASB TO US. WE WILL:

- ✓ We want to make it as easy as possible for you to contact us when you report ASB. You can contact us by telephone call **0121 464 7297**, make a report via our website **www.birmingham.gov.uk** or your **BRUM Account**. You can request a personal visit to your home or at a location that is mutually agreeable.
- ✓ When you contact us, we will assess your level of risk and vulnerability and categorise your case for investigation or re-categorisation if necessary.
- ✓ If we cannot help you, our Customer Service Team can help to signpost you and offer advice about contacting relevant agencies.

OUR RESPONSE TIMES WHEN YOU REPORT ASB TO US. WE WILL:

- ✓ In very serious cases such as Hate Crime or Violence we will respond to your ASB Complaint within 1 Working Day.
- ✓ In all other cases such as Breaches of Tenancy, Noise Nuisance, or Neighbour Disputes. we will respond to you within 10 Working Days.



TO PROGRESS YOUR CASE. WE WILL:

- ✓ We will provide you with the name of a dedicated investigating officer you can contact easily and who will work with you to resolve the ASB issue.
- ✓ We will be decisive and impartial, constantly looking for sustainable solutions before they escalate.
- ✓ We will ensure that you feel we have listened to you. We will be open and honest with you focussing on solutions and being realistic about what we can deliver.
- ✓ We will consider the wellbeing of all parties involved, by ensuring we identify any complex needs and provide support in order to prevent further ASB.
- ✓ Your assigned investigating officer will agree on an action plan with you and provide you with a copy so that together you can monitor and review the progress of your case.
- ✓ We will work in partnership with you to identify other witnesses to the ASB you are experiencing to achieve the best outcome.
- ✓ Your investigating officer will keep you updated on a regular basis on the progress of your case using a communication method that you both agree on, and this will happen at least once every month.
- ✓ We will discuss informal tools with you such as talking things out through Mediation, Acceptable Behaviour Contracts, and Good Neighbour Agreements.
- ✓ We will also consider the full range of legal powers and partnerships available and will discuss these with you.
- ✓ We will collaborate with partner agencies to gather evidence such as Police, Social Services, Mental Health, attendance at multi-agency meetings and participating in ASB Case Reviews (previously known as Community Trigger).
- ✓ We will offer initiatives that can help us to work together to prevent and improve the place where you live to be a safer and cleaner space.
- ✓ We will raise awareness and encourage ASB Reporting by conducting ASB Surveys, holding Community Events, taking part in national and local campaigns, and providing our multiple reporting options.
- ✓ We are committed to working with partners and supporting campaigns that help victims and witnesses of Domestic Abuse and Hate Crimes.



WHEN WE CLOSE YOUR CASE. WE WILL:

- ✓ We want to keep you informed and involved in the process of closing a case. Before formally closing your case, we will contact you and will also confirm the reasons to you in a letter or email.

TO OBTAIN YOUR FEEDBACK. WE WILL:

- ✓ We will provide instructions and encourage you to complete a Customer Satisfaction Survey so you can tell us about your experience with how we handled your ASB Case.
- ✓ We will listen to you and take your views into account by offering ways for you to get involved in improving the safety of where you live, such as becoming a Block or Street Champion or setting up a Residents Group for your block or street.

TO MONITOR THIS ASB SERVICE STANDARD. WE WILL:

- ✓ Team Leaders and Managers will conduct monthly reviews on cases and perform audits, to ensure that we are keeping to our word and following through with our commitments to you.
- ✓ We will provide our Tenant Scrutiny Group monthly progress reports so that tenants can monitor our performance against these standards.
- ✓ We will use performance reports to monitor that we are meeting these standards.
- ✓ We will review this standard based on the feedback we receive through complaints and compliments, and strive to incorporate it into our policies, procedures, and future delivery plans.





WHAT WE WOULD REQUEST FROM YOU.

- We want you to report any incidents of ASB that you experience.
- We would like you to let us know if you need any advice, help or support to help you resolve the ASB problem.
- We would request you to be a thoughtful and considerate neighbour.
- Please be respectful to all our staff and contractors, and do not engage in any form of harassment, abuse, or insulting behaviour towards them.
- We would request that you work with us to gather evidence so we can resolve the ASB Issue together.
- Where appropriate you consider mediation to resolve complaints and disputes with your neighbour.
- We would like you to complete a Customer Satisfaction Survey through the link provided in your closure letter. Please tell us about your experience in how we handled your ASB Case. This will help us to continuously improve our service to you and respond in the best way possible.



