

Antisocial Behaviour Review

Feedback

Towards the end of last year, we contacted tenants who have been involved in the ASB service to gather opinions on their personal experiences and find out what the priorities are for the next three years.

YOU SAID

WE DID

95%

of customers felt that complainants in ASB cases were not well supported or given priority.

All customers will now have a contact from their case officer at least once a week to check on complainants welfare and find out latest incidents. We are developing a "Complainant Coffee morning" where complainants can come together with SHG officers for mutual support.

95%

of customers felt the perpetrator was given more support than the victims

We are exploring the feasibility of developing a dedicated Complainant Support service to provide specialist, one-to-one support to the most vulnerable complainants for the duration of an open that they are involved in.

58%

of customers felt that there needed to be more pre-tenancy work carried out to ensure new tenants do not cause problems

We are continuing to expand and deliver pre-tenancy support through the Tenancy Ready Service with particular emphasis on customers most at risk of tenancy failure or those with complex previous housing issues, working to address identified issues before a tenancy commences.

63%

of customers think that cases should be dealt with by one case officer from start to finish with no changes or passing cases to others.

Undertaking a review of the structure of the ASB Service to ensure that it is fit for purpose and effectively meets the changing demands of ASB in neighbourhoods.

ALL

customers wanted to see more effective enforcement where there was persistent incidents of ASB

We are going to deliver refresher training to all ASB staff on legal tools and powers and how best to apply them in different cases.