

# Customer Service Standards

## Anti-social behaviour



## What is anti-social behaviour?

Anti-social behaviour (ASB) is behaviour which causes or is likely to cause harassment, alarm or distress to one or more persons not of the same household as the perpetrator. If you consider yourself to be vulnerable or need extra support we may be able to adjust our timescales or provide other help and advice to meet your needs so please let us know.

## What can I expect as a customer?

### We will:

- ✔ Ensure that early action is taken to prevent the escalation of ASB, to prevent, tackle and resolve neighbour disputes
- ✔ Investigate all reports of ASB promptly and work closely with you to keep you informed of the progress
- ✔ For serious incidents of ASB relating to violence, hate crimes, threatening language, arson and theft
- ✔ We will contact you within **one working day** of your initial report and complete a risk assessment with you and provide you with the appropriate advice on what we can do to help
- ✔ We work with a range of partners and will provide you with the relevant support advice and assistance
- ✔ For persistent ASB issues relating to noise nuisance, vandalism, drug related activity or general nuisance.
- ✔ We will contact you within **two working days** of your initial report to provide you with advice on what we can do to help
- ✔ For incidents of ASB causing environmental problems relating to poorly maintained gardens, rubbish dumping and general nuisance
- ✔ We will contact you within **five working days** of your initial report to us to provide you with advice on what we can do to help

## In all cases:

- ✔ Ask you to keep diary sheets and log any incident of ASB you experience
- ✔ We will produce an action plan during our discussions with you which clearly sets out what will be done by whom and when
- ✔ Provide support and protection, wherever possible, for victims and witnesses of ASB
- ✔ Work with the Staffordshire Police, Social Services, Environmental Health and the Mediation Service to prevent and tackle ASB
- ✔ Share information with other agencies so that we can identify and co-ordinate action to prevent and address issues of ASB escalating
- ✔ Use of range of non-legal and legal remedies where necessary against the perpetrator and implement initiatives to resolve ASB

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## What if I am not satisfied with the service I have received?

We have a complaints procedure. Please use this if you are in any way unsatisfied with the service you have received from the Housing Neighbourhoods Team.

### Stage 1

You can complain to the **Assistant Tenancy Services Manager** using the contact points below;

### Stage 2

If stage 1 does not resolve the matter, you may contact the **Tenancy Services Manager**

To find out more information and to submit a compliment, comment or complaint online visit [www.cannockchasedc.gov.uk/customer-feedback](http://www.cannockchasedc.gov.uk/customer-feedback)



## You can contact us by:

Report ASB to the Housing Neighbourhoods Team

Tel: **01543 462621 (Monday to Friday 9am - 5pm)**

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Out of hours ASB 24hr hotline: **01543 462621** (Don't live with it Report it)

Report ASB online via our website:

**<https://customers.cannockchasedc.gov.uk/report-a-nuisance-ccdc>**

or email: **EMTeam@cannockchasedc.gov.uk**

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**By personal visit to the Civic Centre or your home**

Monday to Friday 9am - 5pm

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(An appointment may be necessary to speak with a named officer)

**Cannock Chase Council, Civic Centre, Beecroft Road,**

**Cannock, Staffordshire WS11 1BG**

Visit: **[www.cannockchasedc.gov.uk](http://www.cannockchasedc.gov.uk)**

 Search for '**Cannock Chase Life**'    **@CannockChaseDC**    **@CannockChaseDC**

## Useful contacts:

For reporting incidents of a criminal but non-emergency nature

please contact the **Police** on **101**

In an **EMERGENCY** please dial **999**

**Crime Stoppers** **0800 555 111**

**Glow** (victims and perpetrators) **0330 094 8878**

**New Era** **0300 373 5772**

**Talking Resolutions Mediation Service** **07459119851**

**Harmony ASB for victims** **0330 1757 258**