



Tenant Services Management Board – 14th February 2011

Anti Social Behaviour Service Standard

Report of – Steven Clarke Estate Officer

Executive Summary

This report has been produced to propose a new service standard for Anti Social Behaviour (ASB) for Taunton Deane Borough Council Landlord Services.

It outlines the service tenants in council housing can expect from landlord services on managing Anti Social Behaviour.

It provides details of the specific elements of the service.

It will show how the current service works and the time scales involved in contacting the complainants.

The standard will also show that Taunton Deane Borough Council (TDBC) will keep in contact with the complainant.

1. Purpose of the Report

To provide the Tenants Services Management Board (TSMB) with the opportunity to comment and shape the service standard for Anti Social Behaviour (ASB).

2. Background to this report

Landlord services are responsible for ensuring tenants comply with their tenancy agreement and do not behave in an anti social manner within our communities. TDBC house some of the most vulnerable and disadvantaged in our society and we must show support to them.

The service standard will show to tenants the minimum standard they can expect from TDBC in relation to the investigation of neighbour nuisance or anti social behaviour.

- Register their complaint
- What our responses will be to their report
- What actions landlord services can take in relation to anti social behaviour

3. **Aim of the Standard**

To meet the requirements of the anti social behaviour policy and procedures. To give tenants clear information on what they can expect from TDBC, and the support and assistance available to them.

4. **Approximate Costs**

The cost of implementing this standard will be met within existing budgets. It is the intention that the standard will be incorporated into the welcome pack for new tenants.

5. **Impact on Tenants**

Tenants will be better informed on what to expect from their landlord and what is expected of them and the implications of their behaviour.

6. **Diversity**

Some tenants may need specific help to fully access the standard, where required officers will visit vulnerable tenants to explain the standard and then identify any specific needs, referrals for ongoing support maybe made at this stage. Additionally information may be required in different formats:

- Large Font
- Audio Version
- Different Languages
- Website page

7. **Timetable**

14/2/11 – Draft standard reviewed by TSMB standard implemented with immediate effect if approved.

01/4/11 – Introduce the standard into the new tenancy handbook

8. **Outcomes**

The outcomes that can be expected from the implementation of this standard are:

- Improved information to tenants on the landlord service.
- Tenants more aware of service provided by TDBC
- Performance will be monitored and reported back to TSMB

9. **Information Plan**

If implemented it is intended to inform all tenants of the new standard by updating existing Tenant Welcome packs, writing a new page for Housing Website and providing information in the next edition of Deane housing News.

10. **Recommendation**

We recommend that the Tenant Services Management Board approve the proposed ASB Service Standard as set out in Appendix 1 to this report.

11. **Contact Officers:**

Steven Clarke, Estates Officer, 01823 356332 Ext 2693,
<mailto:s. Clarke@tauntondeane.gov.uk>

Appendix 1

Anti Social Behaviour Service Standard

Tenant Services Management Board – 14th February 2011

Anti Social Behaviour Service Standard

This service standard sets out what you can expect from Taunton Deane Borough Council Housing Services in relation to acts of Anti Social Behaviour by Council Tenants or their visitors.

We are committed to provide you with a service that meets our communities specific and individual needs.

The Housing Service will investigate every report of neighbour nuisance and anti-social behaviour and give advice and take any action necessary where at least one of the parties involved is an occupant of a TDBC property, or a property sold via a leasehold agreement. We will work with our tenants to improve our service.

We will:

Register your Anti Social Behaviour Complaint

We will ask all Victims and Witnesses for their preferred method of contact and send an acknowledgement within 1 working day.

- A date by which they can expect to receive contact
- The Neighbour Nuisance Diary
- The name of the officer dealing with your complaint.

Our Response to your Report

Once you have told us about the problem we will offer you an interview as follows

- Within 1 working day if the incident is classed as serious (threats, physical violence)
- Within 5 working days for cases involving persistent harassment
- Within 10 days for all other incidents

Keeping you updated

We will keep you up to date with progress in relation to your complaint and agree with you how we will do this and how often.

Providing Support

We will offer a range of solutions to help resolve your complaint (Example advice and support, mediation, acceptable behaviour contracts and legal action)

Staff Training

We will ensure our staff has appropriate training relating to Anti Social Behaviour.

Languages

Polish
Bengali
Chinese
Hindi
Portuguese

Phone Numbers

Police Emergency 999
Non Emergency 0845 456 7000

Fire Emergency 999
Community Safety Team West Somerset - 01823 365365

TDBC 01823 356356

TDBC out of hours 01823 351411

Citizens Advice 01823 282 235

Confidentiality

We will keep the identity of victims/witnesses confidential when requested.

Ask you what you think of our services and use what you tell us to improve those services.

If you require further information please contact

Taunton Deane Borough Council
The Deane House, Belvedere
Road, Taunton, TA1 1HE
Tel:01823 356332
E-mail:estate.assistant@tauntondeane.gov.uk

www.tauntondeane.gov.uk

The Tenants Services Management Board will review this service standard annually

If you require further information please contact:

Housing Services
Taunton Deane Borough Council
The Deane House, Belvedere Road,
Taunton TAI IHE
Tel: 01823 356332
Email: estate.assistant@tauntondeane.gov.uk
www.tauntondeane.gov.uk

If you would like this document translated into other languages or in Braille, large print, audio tape, or CD please telephone us on 01823 356332 or email us at: estate.assistant@tauntondeane.gov.uk

Bengali

অপনি যদি এই দলিলপত্র অন্য কোন ভাষায় অনুবাদ করে চান, বা ব্রেল, বড়ো ছাপার অক্ষর, অডিও-টেপ বা সিডিতে চান, তাহলে আমাদের টেলিফোন করুন এই নম্বরে 01823 356332 বা অথবা ই-মেল করুন estate.assistant@tauntondeane.gov.uk

Chinese

如果你要這文件翻譯成其他語言或盲人凸字、大號字、聲帶或光碟，請致電我們，電話 01823 356332 或電郵 estate.assistant@tauntondeane.gov.uk

Hindi

अगर आप इस दस्तावेज़ का अनुवाद दूसरी भाषाओं या ब्रेल, बड़े अक्षरों वाली छपाई, ऑडियो टेप, या सीडी में चाहते हैं, तो कृपया हमें इस नंबर पर फ़ोन कीजिये 01823 356332 या यहाँ ईमेल कीजिये estate.assistant@tauntondeane.gov.uk

Portuguese

Se desejar a tradução deste documento para um outro idioma ou em Braille, letras grandes, cassete de áudio ou CD, contacte-nos pelo telefone 01823 356332 ou pelo endereço de correio electrónico estate.assistant@tauntondeane.gov.uk

Polish

W celu uzyskania niniejszego dokumentu w innym języku, w języku Braille'a, wydrukowanego dużym drukiem, nagranych na taśmę dźwiękową lub CD prosimy o kontakt pod numerem telefonu 01823 356332 lub na adres estate.assistant@tauntondeane.gov.uk

Anti Social Behaviour

Service Standard

What we can do to help you with Anti Social Behaviour caused by Council Tenants or their visitors.

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Taunton Deane Borough Council out of hours	01823 351411
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