



## The Elim Standard: Anti-social Behaviour

The Elim standard for ASB management is based upon 5 main principles:

### 1. We believe that no-one should have to experience Anti-social Behaviour (ASB)

- We will put the victim first in all our work.
- We will make people aware what ASB is by:
  - Publicising and promoting the services we provide to combat ASB.
  - Talking to our new tenants at their Tenancy sign up and during our Keeping in Touch visits so everyone is clear about what the expectations are.
- We will encourage people to report ASB and make it possible for them to do this using a range of reporting methods.

We will seek to respond to each report of ASB as quickly as possible and, in any case, within our target times and we will support victims of ASB to the extent that the seriousness of the matter requires.

### 2. Incidents of ASB will be treated seriously and dealt with professionally

- We will assess (and reassess where needed) the seriousness of ASB reported to us.
- We will treat all reports as confidential, sharing information only with other organisations that can help with the problem (for example, the Police and Health Care professionals,) observing Data Protection legislation and Information Sharing Agreements.
- We will register each report of ASB we receive and draw up a plan of action with the complaint every time a new report is received.,
- We will appoint a named Housing Officer to lead on and investigate the incident.
- We will explain our reasons, should we choose to take no further action on a report of ASB, and advise on self-help or other alternative courses of action whenever it is possible and appropriate to do this.
- We will close cases where we are unable to take any further action or where the action, we have taken has addressed the reports of ASB. We will write to every complainant and advise them why we are closing the complaint.
- We will respond promptly to complaints about our service and advise anyone not satisfied with the way in which their report was handled how to request a review of their case.

### 3. All reports of Anti-social Behaviour will be dealt with firmly, fairly and proportionately

- We will deal with the most serious reports of ASB as a matter of urgency, especially where vulnerable people are involved, either as the complainant or the perpetrator.

- We will use all available and appropriate powers to address and resolve ASB.

#### **4. We will work with other agencies to deliver an effective, value for money service for our residents**

- We will engage and work with any Community Safety Partnership that are operating in locations where we own accommodation.
- We will participate in permanent or ad-hoc multi-agency groups dealing with specific ASB issues (for example, problems involving street-based ASB.)
- We will work with other housing providers to benchmark our services and ensure we deliver excellent services.

#### **5. We aim to provide a high-quality service that meets the identified needs of our residents**

- Ensure that staff dealing with ASB are qualified, trained, understand, and follow agreed policies and procedures.
- Invite each complainant when a case is closed to request a review of the case by the relevant line manager to understand satisfaction with our service.
- Review our Procedural documents at least once every two years.

**Sara Bennett**  
**Head of Housing Services**  
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