



ANTI-SOCIAL BEHAVIOUR



We take anti-social behaviour seriously and are here to help you feel safe in your home and community.

When you tell us about ASB, we'll listen and take action. We'll treat everyone involved fairly and with respect, and we won't tolerate discrimination of any kind.

We'll act quickly to reduce harassment, alarm or distress. Where it helps, we'll work with partners like the police or local services to resolve issues.

We'll also keep you updated, so you know what's happening and what to expect at every stage.

How To Report ASB

 0121 748 8100

 contactus@pioneergroup.org.uk

 pioneergroup.org.uk

 11 High Street

Emergency situations involving immediate danger should always be reported to the police first.

Our Response Times

We'll always aim to respond as quickly as we can. When you report ASB, here's what you can expect from us:

When You First Report ASB:

We'll contact you within **24 hours**

If we open an ASB Case:

If your report meets our ASB criteria, we'll open a case and a Community Housing Officer will support you. Our response times will then depend on the type of issue:

Within 24 hours

- Physical violence
- Hate crime or incidents
- Domestic abuse

Within 5 working days

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|-----------------------------|------------------------------|
| • Drugs or substance misuse | • Verbal abuse |
| • Noise nuisance | • Harassment or intimidation |
| • Pet or animal nuisance | • Threatening behaviour |
| • Prostitution | • Other criminal behaviour |
| • Vandalism | |

We'll explain what we can and can't do to help sort the issue, so you know what to expect. We'll keep you updated on progress at least every two weeks, or sooner if the case is more serious. Before we close your case, we'll get in touch to let you know and explain why.

What We Class as ASB

ASB may include but isn't limited to:

- Drug / Substance Abuse
- Noise Nuisance
- Pet & Animal Nuisance
- Physical Violence
- Prostitution
- Vandalism
- Verbal Abuse / Harassment / Intimidation
- Threatening Behaviour
- Criminal Behaviour
- Hate Crimes / Incidents
- Domestic Abuse

Normally we won't treat everyday living noise or minor disagreements as ASB, unless persistent or severe.

What Don't Class as ASB

We'll look at every report of anti-social behaviour fairly. We also expect everyone to show a reasonable level of consideration for their neighbours and community.

While we act quickly on ASB, not every concern will be treated as ASB. In some cases, we won't open an ASB case.

We won't investigate the following as ASB:

- Everyday living noise and activity, like children playing or babies crying.
- Issues that don't break tenancy conditions, such as people staring or being impolite.
- Minor disagreements between neighbours, like arguing or gossiping, where the situation isn't serious enough for us to get involved.
- Behaviour that may feel inconsiderate but doesn't break tenancy conditions, such as parking badly but not illegally.
- Differences in lifestyle that others may not agree with, such as parenting choices, who people socialise with, how they dress, or what they do in their own home unless it breaks tenancy conditions.

Investigation and Case Management

We will:

- Give you a named officer to manage your case, so you know who to contact.
- Carry out a risk assessment to understand your situation.
- Agree an action plan with you, so you know what will happen next.
- Keep clear and accurate records of reports and actions.
- Review your case regularly until it's resolved or closed.

Support For Victims

Where needed, we may:

- Help you access support services by making referrals to partner agencies.
- Follow safeguarding procedures to help keep you safe.
- Give advice on gathering evidence, such as keeping diary sheets.
- Consider temporary safety measures in more serious cases.

Enforcement and Outcomes

We'll always aim to resolve issues early.

Depending on the situation and the evidence available, we may:

- Offer early support and issue warnings.
- Arrange mediation to help resolve disputes.
- Put acceptable behaviour agreements in place.
- Take legal action, such as injunctions or possession proceedings.
- Work with partners like the police or local authority.

Confidentiality

We will:

- Handle your report sensitively and keep information confidential where we can.
- Not share your personal information without your consent, unless we have a legal duty to do so.
- Be clear with you about any limits to confidentiality.

Feedback and Complaints

When your case is closed, we'll ask for your feedback so we can keep improving our service.

If you're unhappy with how we've handled your case, you can:

- Ask for an ASB case review (sometimes called the Community Trigger) through your local authority.
- Make a formal complaint using our complaints process.
- Contact the Housing Ombudsman if you're still not satisfied.