

Anti Social Behaviour Service Standard



Our aim: Cartrefi Cymunedol Gwynedd aims to work in partnership to tackle anti social behaviour, resolve local issues and improve neighbourhoods

We will:

Deal with your complaint promptly

- Investigating any breaches of the tenancy agreement that are reported
- Have a member of the Neighbourhood Services Team contact you within 1 working day of receiving your complaint
- Formally acknowledge your complaint in writing within 5 working days
- Aim to interview you within 5 working days to obtain full details of your complaint of anti social behaviour. This may be done face to face or by telephone in some cases, dependent on the nature of the complaint
- Interview you within 3 working days if your complaint involves hate crime, domestic abuse or serious anti social behaviour
- Provide advice and support if you become involved in a dispute with a neighbour, and where appropriate offer to mediate

Be clear about what we can do and what we can't do

- Arrange to visit you to discuss matters in the privacy of your own home, or if you prefer, at any of our Area Offices
- Advise you what we are able to do to deal with the problem, and also establish what we can't do
- Work with you to set out an action plan, outlining what will be done and by whom
- Treat information and or complaints as confidential when requested to do so
- If appropriate, work with you to try and resolve the problem, explaining clearly to you what will happen at each stage of the case
- We will endeavour to contact those who have been identified as responsible for the anti social behaviour within 10 working days of interviewing the person who has made the complaint
- Consider the case for offering mediation if all parties involved agree

Make sure you are supported

- Offer support to the person complaining of anti social behaviour, and to other witnesses or people affected, by informing you of a nominated Officer to deal with your case, and arrange visits by our Community Wardens
- At times if vulnerable people are involved, as victims or perpetrators we will offer support to the person causing the anti social behaviour, eg where there are issues such as mental health to consider
- Explain clearly the procedure to witnesses where cases are referred for Legal action and ultimately to Court
- Arrange for you to speak to our Legal team personally where possible

- Provide you with diary sheets to record details of any incident you experience or witness, and offer assistance and support in completing when necessary. This information will help us decide on a particular course of action and may also be used as evidence if a case progresses to Court. Other means of recording incidents can be arranged if you have any difficulty with completing the sheets.

Work with others to try and resolve the situation

- Contact and work with other statutory agencies and partners to share information that will help us tackle the problem. These may include the Police, Gwynedd Council, Mental Health Team, Social Services, Health and Family services or Women's Aid
- Use preventative measures where possible, such as Final Notices, Behaviour Contracts or referring young people involved in anti social behaviour to prevention and diversionary services.
- Consider taking legal action based on the evidence received to stop people causing anti social behaviour in neighbourhoods where all other attempts have failed

When we don't get it right

- We aim to do everything right and correct our mistakes.
- If you are unsatisfied with the service you have received you can let us know by telephone, letter, email or in person in any of our offices.

Service Standards Review

- We will review these service standards 12 months after they were first established and thereafter every 3 years