

Our approach to tackling ASB is to take responsive, swift and proportionate action

What is ASB?

We handle the following reports as ASB:

- ➔ Criminal activity
- ➔ Nuisance vehicles
- ➔ Aggressive behaviour
- ➔ Verbal abuse
- ➔ Hate crime
- ➔ Domestic abuse
- ➔ Nuisance
- ➔ Violence or threats of violence
- ➔ Dealing drugs
- ➔ Excessive and/or persistent noise/statutory noise nuisance as defined by the Environmental Protection Act 1990

Issues not falling within this threshold will be dealt with under our Good Neighbourhood Management Policy.

If you report ASB to us, we will:

- ✔ Assess if the report is ASB.
- ✔ Where it doesn't meet the threshold, we will **respond under our Good Neighbourhood Management framework**.
- ✔ **Carry out a risk assessment and take actions** to reduce risk where possible.
- ✔ **Write to you** and let you know what the next steps are.
- ✔ **Investigate the report** made and any counter allegations.
- ✔ **Gather evidence**.
- ✔ **Create an action plan** and communicate this with relevant parties.
- ✔ **Offer community safety measures** where this may reduce issues.
- ✔ **Carry out regular reviews** and update the action plan when needed.
- ✔ **Help you access relevant support**.
- ✔ **Take the most appropriate level of action** to the issue.
- ✔ **Close a case when:**
 - The issues reported have stopped.
 - We've stopped receiving reports.
 - There's not enough evidence to continue the case.
 - A case review cannot support the case to be continued.



What you can expect from us

We will:

- ✓ Acknowledge the ASB case in writing **within 2 working days**.
- ✓ Take the full details of the report **within 5 working days**.
- ✓ Where hate crime is reported, liaise with police to ensure a report has been made and discuss any immediate measures needed to protect the victim.
- ✓ Make an appointment with the alleged perpetrator **within 5 working days** of the full report.
- ✓ Acknowledge counter allegations in writing **within 2 working days**.
- ✓ Create an action plan and confirm this to relevant parties in writing.
- ✓ Carry out **monthly** case reviews when the case is open for a month or longer to ensure appropriate levels of action are being taken.
- ✓ Communicate any changes to the action plan in writing to all relevant parties.
- ✓ Write to relevant parties to ensure that there have not been any further incidents that can be acted upon before closing a case.



How we'll know we're getting things right

We will:

- ✓ **Report monthly** on ASB cases.
- ✓ **Analyse outcomes** for success in tackling types of ASB.
- ✓ **Review ASB trends** and feed any additional actions into our Neighbourhood Approach.
- ✓ **Gather feedback** on a quarterly basis from customers whose cases have been closed.
- ✓ **Review feedback** from reasons for terminations as well as neighbourhood, perception and TSM surveys.

We also monitor our service through Tenant Satisfaction Measures (TSMs). Here's what we track:

- **ASB cases relative to the size of landlord (per 1000 homes)**
- **ASB cases involving hate incidents, per 1000 homes.**

Find out more about how we deal with ASB:
<https://www.lfha.co.uk/anti-social-behaviour/>