



Wales & West Housing

Anti-Social Behaviour Procedure Summary

At Wales & West Housing we have developed a Policy and Procedure to support, and inform, how we address reports of anti-social behaviour. We encourage the reporting of anti-social behaviour and while we seek to tailor our approach to recognise the circumstances of the situation, and the needs of the individuals, we have developed a framework to support a consistent approach.

The full version of the Anti-Social Behaviour Procedure is available on request. [It is also published on the Wales & West website.](#)

Reporting Anti-Social Behaviour

We are happy to accept reports verbally, in writing or electronically. We would also accept reports from the person affected, or from someone on their behalf. When you report an issue to us we will gather as much information as you are able to provide to help us understand the issue, and to us help decide what steps to take next.

Other agencies, such as the Police or the local authority also deal with anti-social behaviour, and you may be asked to report the issue to them too.

Investigation

We will ask you for the full details of what is happening, and the impact the issue is having on you, and it is the severity of this impact that dictates our response.

There are instances where our response may be to provide advice only following your report. However, where required we will agree an action plan with you, which will include how you would like us to keep in touch, and what information you may need to record. We will also make sure that we ask you about any circumstances that you may wish us to consider when we are communicating or meeting with you, such as needing large or small print documentation, the need to make specific appointments or any other adjustment to our usual way of working.

Case Management

We have a wide range of approaches and tools to help us work to resolve the issues. These range from helping you speak to your neighbours, or access support either from one of our own specialist staff, or an external agency. We have developed a range of procedures to help with specific issues such as hate crime or domestic abuse. We are also able to use a range of formal, legal approaches to tackle the issues you may be experiencing.

Monitoring and Reviewing

We will ensure that we regularly review your case to make sure that we are doing everything we can to tackle the issue. We will review the situation and the actions undertaken to see what has worked well, and what else could be done. We will make sure that we have helped you access the right

support, if needed, and if any of your circumstances have changed which may affect the way that we manage your case.

If you want to make a report about ASB please call 0800 052 2526. Further contact details can be found by visiting the Wales & West Housing website: <https://www.wwha.co.uk/en/contact/>