

ReAction Report For Anti-social Behaviour Focus Group 15/01/2009

Thank you for attending the above focus group. I have enclosed a copy of the notes from the meeting, if you require any further information you can visit our web site www.gloscityhomes.co.uk.

When you attended the focus group meeting, we asked you to suggest ideas on how Gloucester City Homes could improve their service in regards to Anti-Social Behaviour. We can now respond to your suggestions and give you some details on what we intend to do in the future to address these:

You Said:	Our Reply:
Problem tenants to be evicted.	In cases where there is ongoing anti-social behaviour steps will be taken to work with the perpetrator to modify their behaviour. In serious cases this may include legal sanctions such as injunctions or court undertaking. If every attempt to modify their behaviour has been taken and failed the Anti-Social Behaviour Team will consider possession action, however this is a last resort.
Community should be responsible and accountable for their own actions.	The community are consulted by various means e.g via –tenant and resident groups throughout the city, surveys and focus group meetings and are kept updated on improvements to our services. VKL agreed that an ASB Group would be helpful to involve tenants and local communities in anti-social behaviour decisions made in their area. The group suggested a quarterly meeting to be held.
Zero Tolerance to people causing anti-social behaviour.	VKL explained that there couldn't be a zero tolerance approach to resolving anti-social behaviour due to the vast range of influencing factors involved and people's individual circumstances. However agreed that every case can be dealt with consistently and in line with the Anti-Social Behaviour Policy.
Tenants who experience anti-social behaviour should be given emergency numbers to contact on a 24 hour basis.	VKL advised that there currently is an Out of Hours Respect Line. This is dedicated to reports of anti-social behaviour and is contactable 24 hours a day. VKL

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	<p>explained that once a call is received a comprehensive report is compiled and sent to the Anti-social Behaviour Team, who will follow up on any actions the next working day. The group discussed expanded this to have an on call person to visit out of hours if necessary, VKL agreed to review the out of hours service, however it would be unlikely that at the present time that an on call person to go out to peoples properties would be available.</p>
<p>Get rid of offenders who assault women i.e. evict them from their properties.</p>	<p>VKL explained that in cases where an assault is perpetrated the Anti-social Behaviour Team would consider legal action. In most incidents the Anti-Social Behaviour Team will put measures in place to modify peoples behaviour such as an Injunction or Undertaking. However in extreme incidents possession would be considered.</p>
<p>Be patient, things do improve. Work with GCH to sort out issues as they do get resolved by working together.</p>	<p>VKL agreed, and said that sometimes it takes time to work through the processes in place to resolve anti-social behaviour, which can be frustrating to people experiencing it. VKL explained that by being patient and working with the ASB Officer things would improve. This may include completing log sheets, reporting incidents on a regular basis and working with GCH to resolve ASB through measures such as mediation.</p>
<p>Care in the community is not working.</p>	<p>VKL explained that new range of measures is currently being implemented at present to provide reassurance to people experiencing anti-social behaviour in their community. Further updates will be given in tenant times and on our website.</p>

If you have any further questions or comments please do not hesitate to contact us:

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