

## REACTION REPORT

Thank you for attending the Anti-Social Behaviour (ASB) focus group. You should have received the notes from the meeting you attended on 21<sup>st</sup> January 2010 but if by some chance you did not receive the notes and would like a copy sent to you, please contact our Customer Contact Centre on 0800 408 2000 (option 1) or you can visit our web site [www.gloscityhomes.co.uk](http://www.gloscityhomes.co.uk)

When you attended the focus group meeting, we asked you a number of questions, which you replied to. 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	Things we already do
<b>Would GCH look to have a Police Officer working as part of the ASB Team?</b>	<b>GCH currently work in partnership with Gloucestershire Police and have developed good working relationships, which has seen an improvement in the joint approaches to resolve anti-social behaviour.</b>
<b>Can the whole of the Focus Group have feedback from the Witness Recognition Event Improvement Workshop?</b>	<b>GCH Anti-Social Behaviour Team upload all of their reaction reports onto their website under the Managing Anti-Social Behaviour Section.</b>
<b>Can we contact complainants within 24 working hours of their complaint, including out of hours calls regardless of their severity.</b>	<b>Current service standards are that we contact complainants of serious anti-social behaviour within 1 working day of their complaint and complainants of minor anti-social behaviour within 3 working days.</b>

# REACTION



Short term objective	Long-term objective	Final Objective
<b>Change the Service Standards for first contact for all complainants to within 24 working hours and amend website and new ASB Policy accordingly.</b>	<b>Look to introduce a Police Officer into the ASB Team to provide a more joined up service.</b>	<b>Make suggested and agreed amendments to the draft ASB Policy and finalise. Publicise new policy and update the website.</b>
<b>Circulate feedback from Witness Recognition Event to all Focus Group attendees and publicise on website and tenant times.</b>		