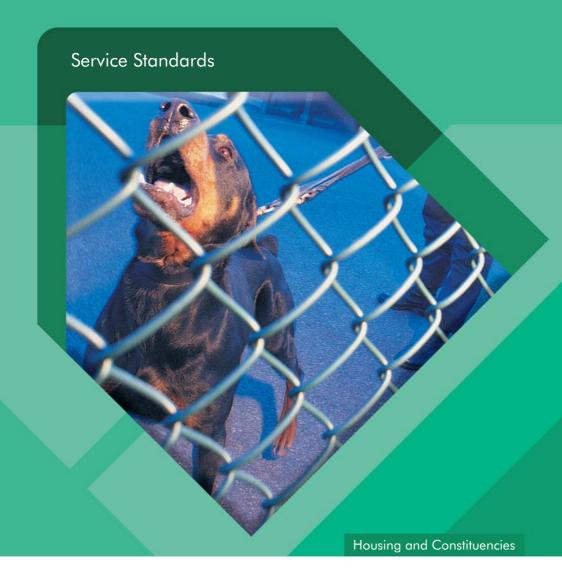
# **Antisocial Behaviour**





### Our commitment to you...

Birmingham City Council aims to provide all its customers with a professional antisocial behaviour service. We know that antisocial behaviour is a serious problem that can badly affect the quality of life for individuals, families and communities.

We will work with the police, other departments and outside organisations to provide an effective, customer-focused, local antisocial behaviour service. We will use all of our powers, including legal ones, so that residents can live in their homes and neighbourhoods in peace.

Our policies are available on the Birmingham City Council website www.birmingham.gov.uk.

## About these service standards

This leaflet tells you what you can expect from us when you are using this service – our service standards. There are two types of service standards:

- Our general service standards. They cover the standards you can expect from all Birmingham City Council housing services, including this one.
- The service standards for the antisocial behaviour service.

These service standards have been developed in consultation with customers. We will monitor our performance against these service standards and share the results with the users of this service. We will review the service standards annually.



### General customer service standards

Our general customer service standards are to:

- Answer all phone calls within six rings. The person who answers the phone will give their name and service area.
- Deal with phone calls immediately or, where this is not possible, call you back within one working day or at an agreed time (if we transfer your call, we will tell the other member of staff your name and why you are calling).
- Acknowledge your letters or emails within three working days, and reply within 10 working days (if we need to follow with a more detailed reply, we will let you know when to expect it).
- Send forms or information leaflets you ask for within five working days.
- Provide you with clear and relevant advice and information in response to any query.

- Visit you in your own home if you cannot come to our offices.
- Leave a calling card when we visit you at home and you are not in.
- Staff will carry identity badges at all times. Please always ask to see identification before letting anyone into your home.

Accessing the housing service through a neighbourhood office:

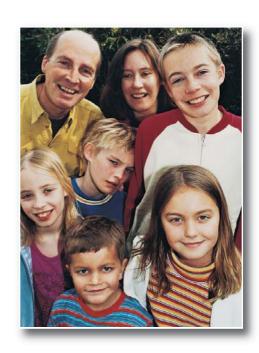
- If you have an appointment you will be seen within five minutes of your appointment time.
- If you call in without an appointment you will be seen by a member of staff within 15 minutes who will assess the nature of your enquiry.
- If your enquiry can be dealt with there and then, we will deal with this at the time of your visit.
- If your enquiry means that you need to see one of our advisers we will offer you an appointment within 10 working days.

We will provide all of our service users with equal access to services. We will not discriminate against anyone because of their age, disability, gender, race, religion or sexual orientation.

#### We will:

- Treat you with respect and deliver our service in a way that meets your needs.
- Train all our staff in equality and diversity issues.
- Ensure that no one receives less favourable treatment than anyone else.
- Act quickly and firmly against any kind of discrimination.
- Make sure our offices are accessible.
- Provide induction loops and sign language facilities if you need them.
- Use written and spoken language that is clear and easy to understand.
- Provide you with written documents that are easy to read and offer them in large print, Braille or on audio CD if required.

- Arrange to translate documents or for an interpreter to explain written documents to you if you are a non-English speaker.
- Collect and monitor information about customer satisfaction and the profile of our service users and use this information to improve our services.
- Assess the impact of our policies and services and make changes if they are found to be treating any group unfairly.



## Antisocial behaviour service standards

#### We will:

- Provide a range of ways you can report antisocial behaviour. You can find out how to contact us on page 6.
- Respond to your complaint within one working day if it is a very serious complaint (category A) such as harassment, violence or threat of violence or a hate crime.
- Respond to your complaint within five working days if it is a serious complaint (category B) such as allegations of petty criminal activity, threats or threatening behaviour, or intimidating behaviour from groups or individuals.
- Respond to your complaint within 10 working days if it is a minor complaint (category C) such as one about pets, parking or refuse.
- Give you the name of the local officer who is looking into your complaint.
- Meet you somewhere that you choose, that is reasonable for both of us.

- Listen to what you tell us and keep a record of it so you don't have to repeat yourself.
- Explain what we can do to help you and agree an action plan with you.
- Clearly and honestly explain why, if we discover we cannot help you.
- Keep what you tell us confidential.
- Contact you every two weeks to tell you about the progress of your complaint.
- Refer your case to other organisations which can help, if needed. For example, we could ask a mediation service to help.
- Give you a diary to complete to gather evidence if needed and help you complete it. We will review it every two weeks.
- Provide you with a specialist victim support service if your case goes to court.
- We will consult with you before we finish dealing with your complaint.

We will send you a customer satisfaction survey when we finish dealing with your complaint and use your comments to improve our service to customers.

We take all complaints seriously but there will be times when we can't change a decision, such as for legal reasons.

### Your responsibilities

We gave you a conditions of tenancy booklet when you moved in to your council home. If you can't find yours, you can get a new one from your nearest neighbourhood office or by calling your local housing team. Please make sure you read this booklet and follow the tenancy conditions.

It explains how you, and any joint tenants, are responsible for your behaviour and the behaviour of your children, pets and anyone else living with or visiting you. You must not do anything that interferes with the peace, comfort or convenience of other people living in the area. Action will be taken against tenants who break their conditions of tenancy.

# Can you work with us to make the service better?

We are always looking for service users to get involved and help us improve the service. If you would like to find out more about how you can get involved, please contact us using the details on the next page.



#### How to contact us

You can report antisocial behaviour to any neighbourhood office or call Contact Birmingham on **0121 303 1111**.

You can also call or email your local team on the number below:

**Edgbaston** 0121 303 9728

Edgbaston@birmingham.gov.uk

**Erdington** 0121 303 5487

Erdington@birmingham.gov.uk

Hall Green 0121 464 1199

HallGreen@birmingham.gov.uk

Hodge Hill 0121 303 7269

HodgeHill@birmingham.gov.uk

Ladywood 0121 303 5660

0121 464 5197

Ladywood@birmingham.gov.uk

Northfield 0121 464 4700

Northfield@birmingham.gov.uk

Perry Barr 0121 303 6523

PerryBarr@birmingham.gov.uk

**Selly Oak** 0121 464 1199

SellyOak@birmingham.gov.uk

**Sutton Coldfield 0121 303 5487** 

SuttonColdfield@birmingham.gov.uk

Yardley 0121 303 0742

Yardley@birmingham.gov.uk

You can also visit our web pages at www.birmingham.gov.uk/asb

```
This is an important document about ANTISOCIAL BEHAVIOUR and about the service standards we
have to meet. If you do not understand this document then please ask a friend or relative, who speaks
English, to contact your local neighbourhood office or housing team on your behalf. We will then
arrange to meet with you with an interpreter.
```

هذه وثيقة مهمة حول السلوك المنافى لأعراف المجتمع ومعابير الخدمة التي يتوجب علينا الإلتزام بها. إذا لم تفهم هذه الوثيقة، نرجو أن ج هذه وبيقه مهمه حول السنوت المنتقي و حراف المجتمع ومعيير الحسم التي ترجب حيث الإسرام . .. إلى م الحج - حريب الرجو ل المنطقة المنطقة الإنجليزية أن يتصل بمكتب الخدمات الاجتماعية "تبير هود أوفس" الخاص بمنطقتكم أو فريق الإسكان نيابة عنك. ثم سنقوم بترتيب لقاء معك بمساعدة مترجم فوري.

**অসামাজিক আচার-আচরণ** এবং আমাদের সেবার মানের ব্যাপারে এই তথ্যপত্রটি অত্যাবশ্যক৷ আপনি এই তথ্যপত্রটি বঝতে না পারলে দয়া করে ইংরেজীতে কথা বলতে পারেন, আপনার এমন একজন বন্ধু-বান্ধব বা আত্মীয়কে আপনার পক্ষ হয়ে আপনার স্থানীয় 🛱 নেবারহুড অফিস বা হাউজিং টিমের সঙ্গে যোগাযোগ করতে বলুন৷ আমরা তাহলে একজন দোভাষী সঙ্গে নিয়ে আপনার সঙ্গে সাক্ষাৎ 🖇

這是一份有關影響社會治安行爲 (Antisocial Behaviour) 的重要文件,内容還闡明我們提供這項 o 服務需達到的標準。如果您看不懂這份文件,請找一位會講英語的親戚朋友代您聯係當地的街 坊辦事處。我們將會安排傳譯員一起來見您。

این مدر ک مهمی است در بار ه ر فتار ضداجتماعی و استاندار دهای خدماتی که ما باید بر آور ده بسازیم اگر شما این مدرک ر ا نمی فهمید لطُّفًا ازيك دوست يا خويشاوند تان كه به زبان انكليسي صحبت كرده مي تواند، خواهش كنيد كه از جانب شما با دفتر محله ح لطفا از یک دوست یا خویشاوند تان که به زبان انحلیسی صحبت در ده می بوس. حو.سی حــِـــ ر . . . و (نیبر هودافس) تان یا گروه تهیه مسکن تماس بگیرند. سپس ما قرارخواهیم گذاشت و همراه با مترجم با شما ملاقات خواهیم کرد.

Le présent document est important. Il concerne les COMPORTEMENTS ANTISOCIAUX et les normes de Le présent document est important. Il concerne les COMPORTEMENTS ANTISOCIAUX et les normes de prestations du service que nous devons satisfaire. Si vous ne comprenez pas ce document, veuillez demander à mun ami ou un parent qui parle anglais, de contacter en votre nom votre bureau de quartier local, ou l'équipe du se logement. Nous prendrons alors des dispositions pour vous rencontrer avec un(e) interprète.

ئەمە بەلگەنامەيەكى گرنگە دەرباردى رەفتارى دژ كۆمەلايەتى و دەرباردى پيۆانەي ئاستى خزمەت كەوا پيۆيستە لەسەرمان پيشكەشى بكەين و چ خانه بالمناهاياتي مرفعه تاروري رونماري دار مومه ديادي و فادروروي پيروندي داستي عرصات دار، پيروسته ماسه رضان پيرهدي به يون و چ ځانجامي بدهين. ئهگار تو لهم بهلگهنامه په تيناگه پهت ئيتر تکايه داوا بکه له برادهريک يان خزميک کهوا زماني ئينگليزي قسه بکات بر ئهوهي له چ جياتي تو پهيوهندي بکات به (نهيهرهود ئوفيس – ئوفيسي کانسل بر ئامؤرگاري) ياخود تيمي خانوو. کنينجا نهو کاته نيمه وهرگير (موتهرجم) دابين

Jest to ważny dokument dotyczący ZACHOWAŃ ANTYSPOŁECZNYCH, oraz poziomu usług, jaki zobowiązani jesteśmy osiągnąć. Jeśli niniejszy dokument jest dla Państwa niezrozumiały, prosimy, aby Państwa znajomi lub krewni, którzy znają język angielski, skontaktowali się w Państwa imieniu z najbliższym oddziałem "sąsiedzkiego biura" ⋤ lub z zespołem ds. zakwaterowania, a my zaaranżujemy Państwa spotkanie z tłumaczem.

ਇਹ ਜ਼ਰੂਰੀ ਪਰਚਾ **ਲੋਕਾਂ ਦੇ ਗੈਰ ਸਮਾਜੀ ਵਤੀਰੇ** ਬਾਰੇ ਅਤੇ ਇਸ ਸੰਬੰਧੀ ਸਾਡੀ ਸੇਵਾ ਦੇ ਮਿਆਰਾਂ ਬਾਰੇ ਹੈ ਜਿਹੜੇ ਸਾਨੂੰ ਪੂਰੇ ਕਰਨੇ ਪੈਂਦੇ ਹਨ। ਜੇ ਤੁਸੀਂ ਇਸ ਨੂੰ ਨਹੀਂ ਸਮਝ ਸਕਦੇ ਤਾਂ ਆਪਣੇ ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਦੋਸਤ ਜਾਂ ਰਿਸ਼ਤੇਦਾਰ ਨੂੰ ਕਹੋ ਕਿ ਨੂ ਉਹ ਤੁਹਾਡੇ ਵਾਸਤੇ ਸਥਾਨਕ ਨੇਬਰਹੁੱਡ ਔਫ਼ਿਸ ਜਾਂ ਹਾਊਸਿੰਗ ਟੀਮ ਨੂੰ ਫ਼ੋਨ ਕਰੇ। ਫ਼ੇਰ ਅਸੀਂ ਇੱਕ ਤਰਜਮਾਕਾਰ ਨੂੰ ਨਾਲ ਲੈਕੇ 🚡 ਤਹਾਨੂੰ ਮਿਲਾਂਗੇ।

دامهم سندد ټولنيز ضد سلوک او دخدمتو نو ستندر دپه باره کې دي چه مو نړبايدهغه تر سره کړو. که تاسې په دې سند نه پو هيږي، نو دخپل يوملګری يا خپلوی نه چه په انګليسی ژبه خبری کولی شی، غوښتنه وکړی چه ستاسی له خواستاسی بسيمی ګاونډی دفتر (نيبرهودافس) يا دکوربرابرونی ډلی سره تماس ونيسی. بيا مونږبه وخت وټاکواويوترجمان به هم وغواړوچه تاسی سره کتنه

Kani waa qoraal rasmi ah oo ku saabsan DHAQANKA BULSHADA LIDKA KU AH iyo heerarka adeega loo baahanyahay inaan gaarno. Haddii aadan fahmin qoraalkan rasmiga ah fadlan waydii saaxiib ama qaraabo, ku 💆 hadla luuqada Ingriiska, inuu la soo xiriiro xafiiska xaafadaada ama kooxda guriyenta isagoo magacaaga ku 🎘 hadlaaya.. Ka dib anagaa diyaarin doona inaan kuula kulano iyadoo turjumaana la keeno.

ملا قات کاانتظام کریں گے۔

### If you would like this leaflet in large print, Braille, audio cd or tape, please call 0121 303 1111