

Service Guarantee



As part of our commitment to reducing anti-social behaviour we will:

- Respond quickly (within 1 working day) to serious ASB e.g. severe harassment, racial or homophobic abuse
- Offer a named member of staff for you to speak to
- Offer a meeting or home visit
- Draw up an action plan following the interview
- Treat all information confidentially
- Where appropriate offer mediation / floating support
- Where appropriate use professional witnesses to help gather evidence
- Take legal action if appropriate
- Keep you regularly updated

In order to keep our promise we need you to:

- Keep accurate records of all incidents of ASB
- Engage in mediation if offered
- Attend review meetings with us
- Help us work with the other agencies such as the Police and Environmental Health
- Provide witness statements
- Understand the difficulties posed if the perpetrator has special/support needs
- Attend court to give evidence

We are committed to offering a good service but dealing with anti-social behaviour is a lengthy process. Legal action can only be taken with independent evidence and your support.

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Comments on this guarantee can be made:

by email to info@swan.org.uk

by phone 0845 612 4700

or in writing to Swan HA, 10 Crisp Street, London E14 6LL or
Swan HA, Pilgrim House, High Street, Billericay, Essex CM12 9AY

Anti Social Behaviour