Great ideas for maximising tenant satisfaction when responding to anti-social behaviour

23 April 2009

At the ASBAActionNet conference delegates were asked to describe a great idea for maximising tenant satisfaction when responding to anti-social behaviour. Below are some of the best suggestions from the day:

Winner:

Issue guidance as a framework at first point of contact, set out what we expect the victim to do in order to take ownership of their problem and what we will do, e.g. a service level agreement, case closure interviews, a victim support network.

Other great ideas:

- **Listening support service**: Provide telephone support after case closure.

- **Vegetable market**: Employ someone from an outside agency to teach families life skills like cooking. Have an organic vegetable market on estates.

- **Inter-generational dialogue**: Have an open forum where older residents meet younger tenants.

- **Information leaflets**: Leaflets and information for tenants on how best to approach their neighbours when they first have an issue or problem.

- **Pre-tenancy training**: Produce a DVD with the help of local school children to help new tenants better understand what constitutes anti-social behaviour and the impact it has.

- **Agree goalposts**: Manage expectation from the outset; agree goalposts at the date of an anti-social behaviour report.

- **Online survey**: Develop an online customer satisfaction survey.
- **Peer work**: Arrange for young perpetrators who have turned their lives around to give talks in local schools.

- **Stress management**: Fund the health service to provide victims with ways to cope with the stress caused by anti-social behaviour.

- **Online reporting**: Set up a 24-hour online reporting facility.

- **Revisit closed cases**: Review closed cases after a timely period, and with both the perpetrator and the victims.

- **Incentives**: Run one Acceptable Behaviour Contract/Agreement scheme with rewards and one without to measure the success of each.

- **Counselling service**: Provide a counselling service for victims once they’ve been through the anti-social behaviour case process.

Thanks to all who took part.