

Out of Hours Anti-Social Behaviour Service

IHS has been delivering out of hours call and environmental health services to Local Authorities across South East England for the past decade. Our qualified Environmental Health Officers and experienced Technical Officers can offer the following services to help you deal with occurrences of anti-social behaviour:

Anti-social behaviour reporting & advice service

- Out of hours call operator to take calls direct from residents or referrals from your existing call centre
- Assessment of severity and advice services for residents reporting anti social behaviour
- All worksheets provided electronically by 10:00 next working day

Anti-social behaviour visiting service

- Hotlists of existing anti-social behaviour cases – to witness/investigate for a statutory nuisance
- Visits within one hour of anti-social behaviour being reported
- Full legal service (pre-court work, statements, liaison with Police, expert witnesses)
- Recommendation to Local Authority of service of notice where a statutory nuisance is witnessed

Quality of service

- Project Manager dedicated to the contract to handle all queries
- One specialist officer handling liaison with your call centre and residents
- One specialist officer handling visits as required within an agreed response time
- Electronic worksheets by 10:00 next working day
- Website (updates, statistics, problem cases posted daily)
- Regular monitoring meetings with the Project Manager
- CVs of all officers working on the contract provided
- Fully insured

Hours of operation:

- Monday to Thursday – 18:00 to 08:00 hrs the following day
- Friday from 18:00 to 08:00 hrs the following Monday
- 24 hour cover for Bank and Public Holidays

Inside Housing Solutions (IHS) launches new out of hours anti-social behaviour service for Housing Associations



Finding it difficult to obtain evidence of anti-social behaviour out of hours?

Reluctant resident witnesses?



**T: (01293) 871107
info@insidehousingolutions.com**

www.insidehousingolutions.com