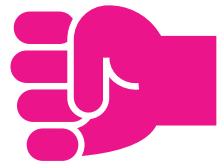




# Review of the **ASB** policy November 2023

## Why did we ask for feedback?

**Experiencing Anti-Social Behaviour can be stressful & upsetting.** We wanted to ensure our **Anti-Social Behaviour Policy** was fit for purpose & to get your opinion on our new Good Neighbour guide & procedure.






## What did you say & what **Changes** will we make using your feedback?

**11 of you** participated in an **online webinar** which included a **detailed presentation, discussion & survey:**

**55%** of you felt there was something missing from the **Good Neighbourhood Guide** & **45%** of you feel there was something missing from the **Good Neighbourhood Procedure**.

What you said	Actions we will take	Target Date
<p><b>55%</b> of you felt the word '<b>mediation</b>' could be thought of negatively &amp; perceived that blame is attached to both parties.</p> <p>You would like to use <b>another word</b> to describe the <b>mediation process</b>.</p>	<p>We will share this with <b>Housing Managers &amp; the Community Safety Team</b> &amp; consider a change.</p>	<p>12 April 2024</p>
<p><b>82%</b> of you felt we were <b>meeting our customers expectations</b> through our <b>Noise Matrix</b> within the <b>Good Neighbour Management Procedure</b>.</p>	<p>We will implement the <b>Good Neighbourhood Management Procedure</b> &amp; make sure staff receive training on the <b>Noise Matrix</b>.</p>	<p>31 August 2024</p>
<p><b>82%</b> of you felt our <b>message is clear</b> that a '<b>one off incident</b>' should not be classed as <b>ASB</b>. However, you would like examples of what <b>is &amp; is not</b> classed as <b>ASB</b> to help make it clearer from the start.</p>	<p>We have already included examples of what is &amp; is not ASB in the <b>ASB policy &amp; procedure</b>. However, we will also add it to the <b>Good Neighbourhood Guide</b> &amp; make it available on our website.</p>	<p>12 April 2024</p>
<p><b>82%</b> of you <b>agree</b> that our <b>strapline &amp; definition of 'being a good neighbour'</b> is clear. However, you would like some examples included of what a '<b>Good Neighbour</b>' is.</p>	<p>We will add some <b>examples</b> of what a <b>Good Neighbour is</b> to the Good Neighbourhood Guide &amp; make this available on our website.</p>	<p>12 April 2024</p>

What you said	Actions we will take	Target Date
<p><b>55%</b> of you felt there was something missing from the <b>Good Neighbourhood Guide</b> &amp; <b>45%</b> of you feel there was something missing from the <b>Good Neighbourhood Procedure</b>. You wanted clarity on the following;</p>		
<p><b>Mediation</b> - you would like a full description, including cost implications, expectations, repercussions &amp; to provide timescales.</p>	<p>We will provide a better explanation of the process &amp; ensure it is included in guide &amp; the procedure.</p>	<p>12 April 2024</p>
<p><b>Initial Stage</b> - Provide details on what a customer needs to do before mediation.</p>	<p>We will ensure this is clearly set out in the procedure.</p>	<p>12 April 2024</p>
<p><b>Motorised Wheelchairs/Scooters</b> - The safety aspects: Parking (in corridors or in general), in-house use/storage; battery charging. Advice should be given in a non-stressful manner. </p>	<p>We will take this into account &amp; add it to the procedure &amp; the guide.</p>	<p>12 April 2024</p>
<p><b>Noise Recordings</b> - provide clarity on this matter. </p>	<p>We will take this into account &amp; add in how we manage the noise app within the guide &amp; procedure.</p>	<p>12 April 2024</p>
<p><b>ASB</b> - provide examples of what Plus Dane perceives as ASB, provide detailed example of ASB to show procedure from start to finish. Provide name &amp; number of ASB officer dealing with cases, weekly updates from ASB officer. Provide support staff from PD to help vulnerable customers dealing with ASB.</p>	<p>We will engage with our Communications Team to assist us in developing an ASB Communications Strategy to promote what we do to include our outcomes &amp; the locations affected.</p>	<p>12 April 2025</p>
<p><b>Tenancy Sign up</b> - provide information &amp; explain it at this time.</p>	<p>We will consult with the lettings team to look at the feasibility of including this with sign up pack.</p>	<p>Sept 2024</p>
<p><b>Leaseholders</b> - include Leaseholders to ensure they understand <b>ASB</b> &amp; responsibilities &amp; responsibilities for new customers - give Homeshub oversight of the guides</p>	<p>Consultation to be shared with <b>HomesHub</b> so they are aware of the document &amp; can share with their customers. Include their responsibilities in the procedure.</p>	<p>Sept 2024</p>
<p><b>Neighbourhood Interaction</b> Plus Dane needs to provide more interaction at a local level, Housing Officers to be on site &amp; speak with customers to find out whats going on &amp; hear tenants issues &amp; views. Staff to be on site more &amp; interacting with customers face to face.</p>	<p>We will continue to run days of action &amp; make sure we <b>promote them in advance</b> on <b>social media</b> as well as via letter.</p>	<p>March 25</p>
<p><b>Ring door bells</b> - Clarity on <b>CCTV / Ring doorbell footage</b> &amp; how Plus Dane will use any footage (in line with Information Commissioner's Office guidelines). </p>	<p>Will add in clarity on <b>CCTV &amp; Ring Door bells</b> within the procedure.</p>	<p>12 April 2024</p>