



**Yorkshire
Housing**

Anti-social behaviour policy

Impact report September 2023



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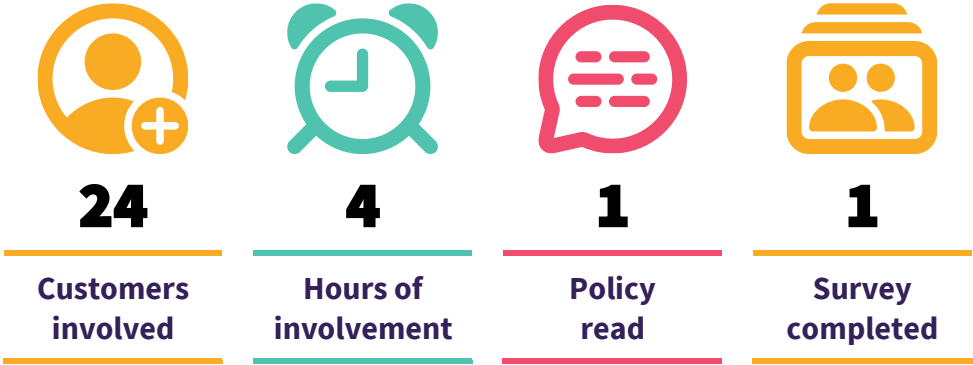
Customer insight and engagement advisor

Customer consultation and co-design



Our Aim

Our anti-social behaviour (ASB) policy was due for review. We wanted to make sure that the updated version was easy to read, understand and was accessible for our customers. To do this we needed to understand customers views and opinions of the policy so we could co-design it together. Gathering customers thoughts and feedback allowed us to make changes to the policy that will help both our customers and colleagues.



Survey

We created a survey that was sent out to our Your Voice Matters (YVM). Customers had the opportunity to read the current ASB policy and give us their views by completing the survey.

1. Do you understand the above definition of anti-social behaviour?
2. Is there anything missing from the definition that you think is important to include?
3. How could we make the definition clearer? Tell us your suggestions below!
4. Thinking about the policy overall, did you find it easy to read and understand?
5. Is there anything we could we do to make the policy easier to read and understand?
6. Before we sent you this survey, were you aware of how Yorkshire Housing can support customers with anti-social behaviour?
7. We always aim to support customers as much as we can with anti-social behaviour and harassment. Are there any other ways you think we could support customers affected by anti-social behaviour and harassment?
8. It's important that customers see the anti-social behaviour policy so they know how to get support when it is needed. In what ways could we share and promote the policy so as many customers as possible are aware of it?
9. Is there anything else you think we could do to help reduce harassment and anti-social behaviour? Tell us your ideas below!
10. Is there anything else you would like to tell us?

Customer feedback



Content of the document

Customers felt that the examples of ASB given within the policy weren't broad enough to cover all aspects of potential ASB. They also felt that some of the examples of non ASB cases should actually be considered as ASB depending on the severity and persistence of the act. For example, parking.

“Environmental health definition is anything which causes distress or alarm at ANY time of the day or night”



“I think parking could be included if someone repeatedly parks causing a pavement blockage, especially making it difficult for anyone with a disability.”

“Dogs barking”

83% of the customers who completed the survey felt that the policy was easy to understand. But they also felt that changes could be made to improve it such as:

- ✓ Providing case studies as examples
- ✓ Provide an easy read version

Accessibility to and awareness of the document

42% of the customers who completed the survey were not aware of how Yorkshire Housing could support them with an ASB issue. This shows that we need to improve the awareness of the help Yorkshire Housing can offer to its customers for ASB. The following suggestions were given on how we could make sure all customers are aware of the support available.

- Leaflet drops and posters in communal spaces
- Information provided at the start of the tenancy
- Promoted through social media, perhaps through videos
- Included in newsletters

Support we offer

Customers felt there was more we could be doing to support people during cases of ASB.

- Regular and effective communication to keep the customer up to date
- Use a multi-agency approach and work closer with other housing associations
- Where necessary, sign post customer to professional help such as counselling or victim support groups



“Use an Multi-Agency Approach, determine the severity of ASB & liaise with the appropriate service.”

You said, we listened



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Based on customer feedback 5 changes have been made to the policy and how we promote it to customers.



You said...



We listened...

The policy needs to be accessible for all customers which means an easy read policy should be available for customers.

We've produced an easy read version of the policy. We're making changes to the information we provide customers when they move into their new homes, including our ASB service. The policy is now on our website.

The policy needs to be very clear about what is considered ASB and what isn't.

We've been clear in the policy to say what we will deal with as ASB (crime included) and what we won't deal with. We've used more examples in the policy to help.

All customers need to know what support is available for them to access when it comes to ASB. You also need to share the positive work you do.

We've worked hard on our website to promote our ASB service and what support is available. We've also shared some of our success stories and included some FAQ's – have a look [here](#). We write a newsletter to customers every two months which'll include stories where we've successfully sorted an ASB problem.

Regular and effective communication is needed. You need to be kept up to date throughout the whole process and given timescales for next steps.

We've made a commitment in the policy to keep in regular contact with customers suffering ASB until the problems are sorted.

You should be using a multi-agency approach to approach ASB if necessary.

We work with the police, social services and other agencies and support providers. This is included in the policy.