

thirteen

Managing and building homes

Customer Engagement report

Introduction

Policy Review – Anti Social Behaviour and Hate Crime

The current Anti Social Behaviour and Hate Crime Policy is due for renewal and, in line with the Customer Involvement Framework, Involved Customers who had expressed an interest in reviewing policies were provided with a copy of the policy and asked to read it prior to answering a series of questions. Involved Customers were given the policy and questions on 14th January 2020, with a deadline to respond by 22nd January 2020. They were also sent a reminder on 20th January 2020 and a further reminder on 22nd January 2020.

The majority of the questions were closed questions and the Involved Customers were given three opportunities to make comment.

Responses

Copies of the policy and questionnaire were sent to 30 involved customers, 22 by email with a link to complete the online questionnaire, and eight by post with a hard copy of the questionnaire for them to complete and return in the pre-paid envelope provided.

Eleven questionnaires were completed.

Findings

The participants were asked the following questions and their responses are highlighted below each question in bold.

1. Do you think the Anti-social Behaviour and Hate Crime Policy is clear and easy to follow?

82% of respondents thought that the policy is clear and easy to follow

2. If you answered no to question 1 can you tell us why?

Comment - Not for someone who has not been involved in this sort of thing before. May under contractual obligations. Does it mean you can fix need a better explanation of categories ie it just says vehicle maintenance your car or you can't?

Managers Response

Refer to the tenancy agreement for detail

Comment - Whilst the policy may be clear and easy for a number of tenants there is a possibility that not everyone will understand.

Managers Response

We have tried to make it as jargon free and easy to understand as possible, customers are more than welcome to contact staff for further explanation

3. Do you think the wording in the Anti-social Behaviour and Hate Crime Policy is free from jargon?

100% of respondents think that the policy is free from jargon.

4. Looking at the Anti-social Behaviour and Hate Crime Policy is the Definition of Anti-Social Behaviour clear?

89% of respondents think that the definition of ASB is clear.

5. Looking at the Anti-social Behaviour and Hate Crime Policy is the aim of the policy clear?

82 % of respondents think that the aim of the policy is clear.

6. Does the Anti-social Behaviour and Hate Crime Policy give an overview of the tenants obligations and make it clear that details of contractual responsibilities and obligations are included in the Tenancy Agreement?

82% of respondents think that this is made clear in the policy.

7. If you answered no to question 6 can you explain why?

Comment - Needs more clarity. I've looked at this as if I've never seen a policy before as a lot of tenants may not have. If I was desperate for housing I would just sign up even if I did not understand it.

Managers Response

The ASB policy isn't something we sign up to as an organisation like a tenancy agreement. I would need to understand this comment more.

Comment - Responsibility of tenants regarding nuisance should be more descriptive and there needs to be written procedures that are monitored regularly in order to ensure all avenues are being explored to ensure a good resolution for all parties.

Managers Response

We have processes and procedures in place which are continually reviewed using satisfaction and customer feedback. Tenancy agreements detail the behaviour we expect from tenants.

8. Any other comments:

Comment - A well written policy.

Managers Response

Thank you

Comment - As soon as it is reported I know Thirteen will act as soon as possible.

Managers Response

Thank you

Comment - I know it's difficult but you have to read these policies as if you were a six year old because a lot of people don't really read stuff like this and just sign.

Managers Response

Again, this policy does not warrant a signature.

Comment - There will still be a number of elderly and vulnerable tenants that will not contact the landlord for fear of retribution. Whilst it's made clear ASB will not be tolerated it's very difficult for some tenants to change their mindset. In some instances it's very obvious who made a complaint and retribution is a very real fear. I have read the policy and I've made these comments based on what I can remember it said, please accept my apologies if my comment doesn't apply.

Managers Response

A key priority for the policy is to reduce the fear of crime and as an organisation we will look to address perceptions and fear of ASB in our neighbourhoods by working with the community.

Comment - Tenants who are being investigated need to be told at a very early stage that their tenancy is at risk.

Managers Response

This forms part of our internal processes, tenants will always be warned when they are in breach of tenancy. We make it clear in the tenancy agreements the behaviour we expect from tenants.

Conclusion

The responses received indicate that the majority of the Involved Customers taking part found the policy to be clear and easy to understand. However, comments have been made which require a response.

Action required

Feedback to the comments has been provided by Thirteen Senior Tenancy Support Service Manager to the Customer Engagement Team and this feedback has been shared with all customers involved in ASB & Hate Crime Policy review. This policy was completed on 31st January 2020..

I confirm that the Customer Consultation was carried out, the results agreed as above and the amended ASB & Hate Crime Policy shared with the customers involved.

Name: V.L. Scollen

Signature: V. Scollen

Date: 7.2.2020

