



Date of consultation: 9th February 2017

Consultation Title: Review of the Anti-Social Behaviour Policy

Number of tenants/customers involved in consultation: 32

Method of Consultation: Online Survey

1. Overview of tenant/customer feedback from consultation:

- *It was a useful exercise that provided some very good feedback about the changes to the ASB Policy.*
- *A high proportion of customers (96% of those who provided feedback) agreed that the New ASB Policy was clear and easy to understand.*
- *Some feedback received was in response to customers own experiences of ASB rather than commenting on the Policy. Plus Dane have proactively contacted these customers separately to discuss their situation.*
- *One customer did not receive a copy of the Policy.*
- *One customer commented that there were too few Anti-social behaviour Officers due to cuts*
- *Customers asked how the levels of asb are set*

2. Key recommendations from consultation:

- *It was pointed out that the Equalities Act 2010 replaced the Disability Discrimination Act 1995*
- *It was suggested that Plus Dane provide a condensed version of the Policy to be issued at sign up.*
- *Not all customers felt that their personal experience of reporting ASB to Plus Dane had not been resolved in line with the Policy.*

3. What will Plus Dane do as a result of this consultation:

- *We will remove the reference to the Disability Discrimination Act 2010*
- *We are developing a condensed guide to the ASB Policy to be included in new sign ups by December 2017*
- *Customers who stated that their personal ASB reports have not been dealt with satisfactorily will be contacted separately to discuss Plus Dane's service offer.*