

# Plus Dane VOICES

## We asked...

customers living in our homes to help us review our anti-social behaviour [ASB] policy

your feedback will help **shape & improve** the way we handle the **ASB**

we introduced customers to the concept of **\*harm based approach** when dealing with reports of **ASB**

**harm based approach** to **ASB** takes into account the impact the **ASB** is having on the individual, family and neighbourhood to understand the **harm** that is being caused.

## what is ASB?

**ASB** is acting in a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household.

The aim of an **ASB** policy is to prevent and minimise instances of **ASB** and to resolve them as early as possible through timely and appropriate intervention.

6 of you took part in our survey



### what you said

**100%** of you agree that introducing the **harm-based approach** is the way we deal with reports of **ASB** at Plus Dane

**100%** of you felt the **webinar** was an easy way to get involved, give feedback and that you would be interested in attending another one in the future



**80%** of you agree with the service standard set out

### what we're going to do



Plus Dane will introduce the **harm centred approach** to reports of **ASB**  
**To help embed this new approach we will:**

share and discuss the reviewed policy at Team Meetings

deliver specific training on the new approach

introduce a risk assessment to identify harm at the first point of contact

implement the new service standards and measure our performance against them

