

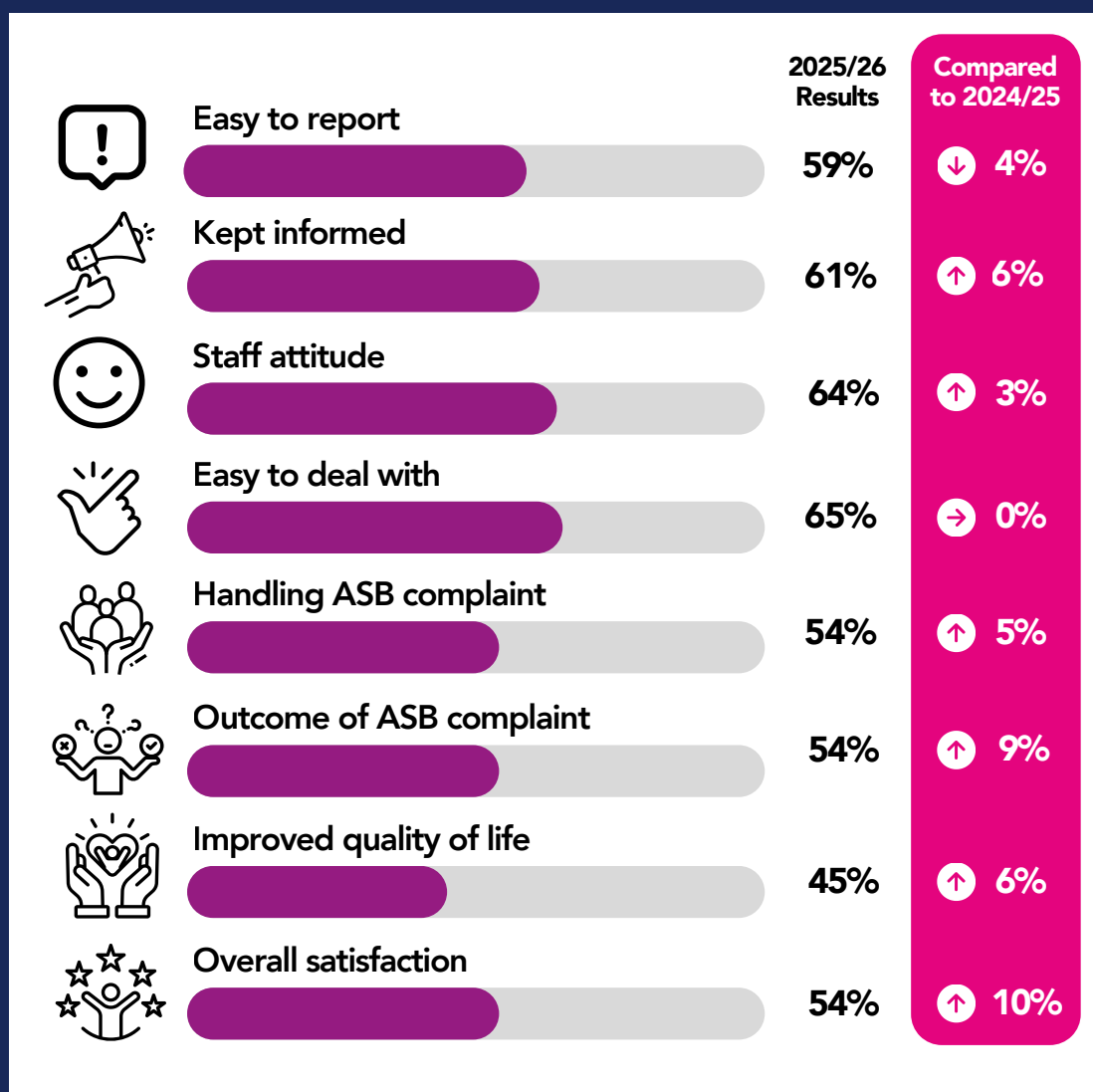
Anti-social behaviour survey summary

April 2025 to March 2026



When an anti-social behaviour (ASB) case is closed, we ask for feedback about the way we handled the report of ASB. Below are the results from this survey.

Satisfaction results



THANK
YOU!

...for taking the time to give us your feedback!
We will monitor results over the next coming months!

Turning your feedback into action



We've strengthened our action plan and risk assessment process to better support tenants reporting ASB. This means clearer communication, realistic expectations, early identification of support needs, and timely referrals helping us build trust and provide reassurance throughout.



We're carrying out more case audits to make sure cases are handled promptly and consistently. This will also help us spot any gaps, learning opportunities, and areas where we can make further improvements.



Resolve, a national charity, will deliver training to our neighbourhood officers and the Tenants First team. This will strengthen knowledge and confidence in managing ASB cases, promote a more consistent approach, and improve the advice and support we provide to tenants throughout the process.

THANK
YOU!

...for taking the time to give us your feedback!
We will monitor results over the next coming months!