

# Check it Challengers

## ASB Awareness Week - Review of Social Media Content



This year the national ASB Awareness Week takes place between 18-24 November. Berneslai Homes will be supporting the event and using it to promote the proactive work that we do to prevent ASB, the partnership approach to tackling ASB, and the support available to victims of ASB.

Throughout the event we will be posting on our different social media channels to raise awareness. We sent the Check it Challengers the different posts we are proposing to make and the timeline to get their views. We had 14 responses and below is a highlight of the answers we received.

→ Do you like the style and tone of the social media posts?



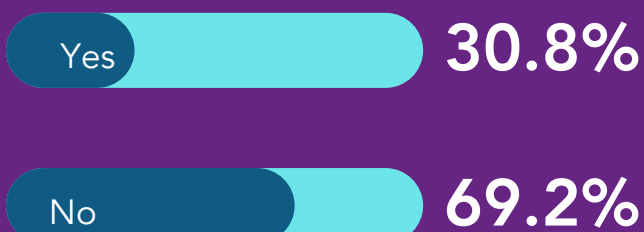
→ Please tell us why you think this:

Well laid out, clear and easy to understand. I like the way it builds up to the event.

Not many elderly people will be able to access the social media sites or feel they can report ASB for fear of being targeted.

It clearly sets out what is coming up giving people the opportunity to be involved

→ Do you think we've covered a good range of topics associated with ASB?

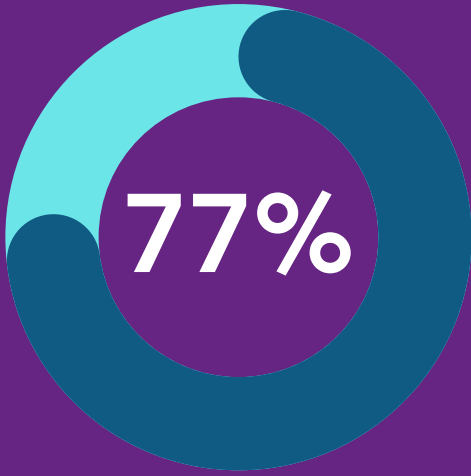


→ Please tell us why you think this:

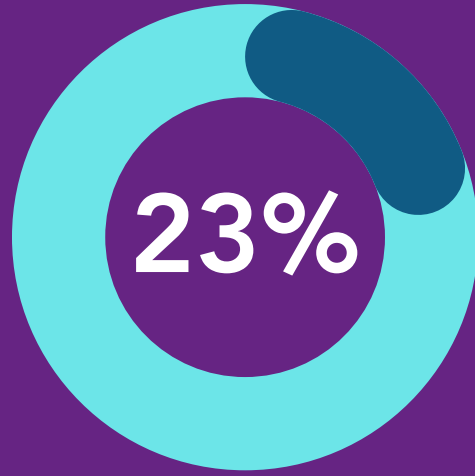
- I think there is a need to define what anti-social behaviour may include.
- Liked how it shows people are not alone in suffering from ASB, shows how widespread it is but now something can be done. All agencies will be involved, including young people, to help communities feel safer but it all starts with your input.
- All topics covered well



Do you think we've provided tenants with enough opportunities to share any feedback or ask any questions they may have about ASB?



Yes



No



Please tell us why you think this:

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Encouraged to complete the survey, website or phone helpline throughout the media content

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“

I am glad there is the option to share feedback on the ASB Team as many people can benefit from this. Whether it's a negative review for the team to improve on some areas or a positive review.

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Will there be physical drop-in opportunities to enable people not on social media to respond? These people may be more susceptible to ASB

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I think it should be stressed that reports or information from tenants are treated in confidence.

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You  
Said

We  
Did

A message from the ASB Team Leader and the Communications and Support Hub Manager: Thanks for your feedback on ASB Awareness Week. We really value your input and your comments have helped us make some improvements to the campaign. As a direct result of your feedback, we'll:"

- Make sure we've covered the definition what is and isn't ASB within the posts throughout the week.
- We will be providing opportunities for people to get more information and give their feedback in person at a stall in Barnsley Markets on various days, and an event on the Summer Lane estate on the Thursday of the campaign week.
- Make sure we explain that reporting can be anonymous and the different ways to make a report (not just online)