

Check it Challengers

ASB Awareness Week - Review of Berneslai Homes Website



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.

We asked the Check it Challengers to have a look on the Berneslai Homes website and look at the information we have on there about ASB and then give us their views by completing a survey. We had 13 responses to the survey and below is highlight of the answers we received.

→ Can you locate information about anti-social behaviour (ASB) on the Berneslai Homes website easily?



→ Please tell us why you think this:

“ Can locate under contacts or via search function. Not under Support for Tenants tab ”

“ Had to type in request on the webpage to find the info. Not easy and no idea it was available without prior knowledge ”

“ Used search on a mobile phone (once I found search) it was at the very bottom, this may be different on other devices. Would be better if it was at the top. ”

→ Did you find the definition of ASB accurate and useful?



of those who answered the question said Yes.

→ Please tell us why you think this:

- Easy to understand, though drug use and associated odour permeating other flats or communal areas was not included.
- Good to have what is and what is not classed as ASB.
- Simple explanations, easy to read and understand.



Did the website help you to understand what is and what isn't ASB?

100%

of the people who took the survey said the website did help them to understand what is and what isn't ASB.



Please tell us why you think this:

“
Very clear, though
drugs issue not
included.
”

“
I didn't realise what is and
isn't included.
”



Would you know how to report ASB from the website?

Again, everyone who answered the survey said Yes, they would know how to report ASB from the website

100%



Please tell us why you think this:

“
Many options which is
good for people to
contact in a way that
suits them.
”

“
The steps to take are very
clear.
”

“
All different ways to report
are clearly shown
”



Do you think there are suitable options for reporting ASB?

100%

of those who answered the survey said Yes



Please tell us why you think this:

- Paper or electronic, perhaps also telephone or voice for people with writing difficulty.
- All options of contact have been made accessible and explained.
- I think there are suitable options but the wording and the way it's put makes me feel a little anxious about reporting on there. A lot of encouragement to speak to offenders.



Were you able to find the response times for ASB and what to expect once you've made a report?



Everyone who answered the survey answered Yes.



Please tell us why you think this:

“ Priority response and timeline shown BUT maybe someone initial confusion with 2 high priority response times shown 1 day and 3 working days. ”

“ Everything followed on as I scrolled down the page, hopefully this is the same on other devices. ”

“ Response times are clearly shown. ”



Does the website explain how the ASB app and Respect Line are used?



12 people answered Yes to this question, 1 person answered No



Please tell us why you think this:

“

More clarity about the app could be helpful.

”

“

Yes, but minimum info and a bit generic

”

“

New to me, gives options for those who can use the app but diary sheets are still available.

”

“

Good to have two systems as not everyone can access the app

”



Does the website explain what action we can take after a report is made to us?

100

All 13 people answering the survey answered Yes to this question

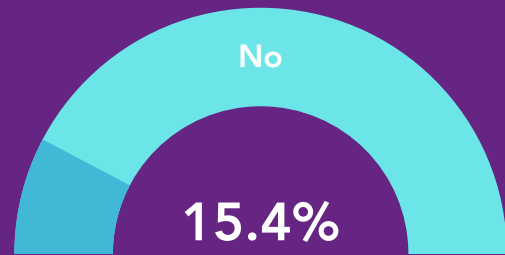
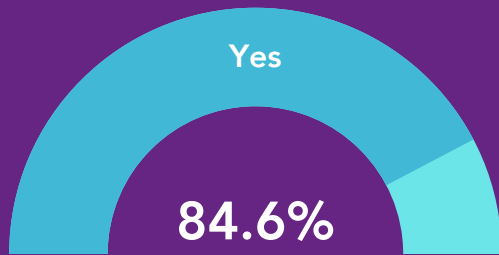


Please tell us why you think this:

- Could be clearer. Needs to be some sort of regular audit/feedback to ensure this is undertaken.
- Again, very generic.
- Either resolved or unresolved.
- Explanations are very clear.



Does the website explain what a tenant can do if they are unhappy with how their report is being dealt with?



Please tell us why you think this:

“ Not really, my own real life experience differs greatly from the webpage information. ”

“ Not very clear or easy to report. ”

“ Shows who to contact and how. ”



Is there anything else you'd like to comment on or see about ASB on the Berneslai Homes website?

- No, I think everything is clear and simple to navigate
- Needs an insight committee to do a deep dive inspection of all anti social behaviour and come up with structured plans to tackle.
- Berneslai Homes ASB logo
- ASB can be difficult to find on the website, hidden in your home and estate section.
- No, I think it's covered everything very well. Plus easy to understand and lots of useful contacts.
- Found it very informative for those who would go online.
- Option to add in details to an active ASB report, should this be necessary.
- ASB effects so many communities so hopefully this website will help.
- I just think a less formal approach and an encouragement to report with reassurance of confidentiality would make people feel less anxious about reporting. I think in most cases speaking to the offender is going to lead to further trouble for a tenant and shouldn't be encouraged as much.