

## SUMMARY CONSULTATION RESPONSES

### From Tenants

<b>Proposed Corporate ASB Policy</b>	Yes	No	Not Sure
Do you agree with the proposed changes to the Corporate ASB Policy?	18	0	0
Do you find the Corporate ASB Policy easy to understand?	13	2	3
Do you find the Corporate ASB Policy informative?	18	0	0

<b>Proposed Housing ASB Policy</b>	Yes	No	Not Sure
Do you agree with the proposed changes to the Housing ASB Policy?	18	0	0
Do you find the Housing ASB Policy easy to understand?	16	0	2
Do you find the Housing ASB Policy informative?	18	0	0

### **Tenant comments in response to the following questions:**

- Do you agree with the proposed changes to the policies?
- Do you find the policies easy to understand?
- Do you find the policies informative
- How would you improve the policies?
- Does anything need to be added or taken away from the new policies?
- Do you have any further comments about any aspect of the proposed policies?

## **Proposed Corporate Policy (Tenant Comments)**

Comment	Response/Amendment
A very interesting document	
I find it complicated and not easy to understand but I understand that it has to address so many situations	The phrases used are a balance of comprehensibility against the need for precision. Specific suggestions have been incorporated where they improve clarity.
A bit complicated if you are not familiar with it but probably can't be improved.	
Reads well as being accessible to all although that is not always easy to implement	N/A

## **Proposed Housing Policy (Tenant Comments)**

Comment	Response/Amendment
Very detailed	N/A
Don't change it, everything that needs to be is there	N/A
I cannot find any reason to improve it	N/A
Seems to cover what is needed and is fair	N/A
What does "target hardening" mean?	Term deleted. Covered under the term 'home security measures'.

<b>Both Proposed Policies (Tenant Comments)</b>	
Comment	Response/Amendment
Easier to understand.	N/A.
There is a greater focus on victims.	N/A.
Well thought through.	N/A.
Layout is better.	N/A.
More condensed.	N/A.
No need to improve any further.	N/A.
Proof read for better comprehension.	Further proof reading carried out to simplify where possible (e.g., changing 'in conjunction with' to 'together with'), correcting numbering errors and compliance with corporate style.
Highlight chapter headings to clarify division between chapters and sub-headings.	Incorporated.
Can some legal terms be made easier to understand?	The phrases used are a balance of comprehensibility against the need for precision. Specific suggestions have been incorporated where they improve clarity.
Delete phrases that people may not understand.	

## **Both Proposed Policies (Tenant Comments) (Continued)**

<p>Summary of changes helpful and should be included in the policies.</p>	<p>Not incorporated. The details of changes and the reasons can be published on the website, but consideration would need to be given about how to minimise the risk of confusion.</p>
<p>No mention of how success of policies will be monitored. Perhaps include in separate document.</p>	<p>Not incorporated. The success of the policies will be measured in a range of ways, including complaints, feedback from elected members, customer satisfaction (e.g., the questionnaire given to people reporting ASB in Housing cases, the State of the Borough Report and the annual HouseMark Star Survey).</p>
<p>Revision after three years is too long. Suggest every 18 months or two years.</p>	<p>Not incorporated. The frequency of revision is a balance between the need to respond to changes and the significant time and resources involved in carrying out a revision. The policy will be revised sooner than three years if there is a change that makes this necessary.</p>
<p>There should be a bigger emphasis on staff training and timelines for staff training as it becomes out of date quickly.</p>	<p>Not incorporated. The policies have a broad commitment to train staff as appropriate. The details of how this is achieved are procedural (e.g., employee, team and service development plans).</p>

## From other stakeholders

<b>Proposed Corporate Policy (Stakeholders)</b>	
Comment	Response/Amendment
None.	N/A.

<b>Proposed Housing Policy (Stakeholders)</b>	
Comment	Response/Amendment
<p><b>(DCC Community Safety)</b> At 3.4, include specific definition of ASB used for Community Protection Notices.</p>	Incorporated for completeness.
<p><b>(Internal stakeholder)</b> We cannot guarantee to make a referral in every case. Therefore at 4.8, change 'Where a need for support is identified, we <u>will</u> make a referral to an appropriate support service where one exists.' to 'Where a need for support is identified, we <u>may</u> make a referral to an appropriate support service where one exists.'</p>	Agreed. 4.8 amended.
<p><b>(Tenant Challenge Panel)</b> Include a statement that ASB from the previous tenant will be taken into account when re-allocating a property ("sensitive lets").</p>	Agreed. Incorporated at 4.10.

### Proposed Housing Policy (Stakeholders) (Continued)

Comment	Response/Amendment
<p><b>(Derbyshire Law Centre)</b> Pleased that people identified who need support at the start of their tenancies and that an assessment will take place before legal action.</p>	N/A.

### Both Proposed Policies (Stakeholders)

Comment	Response/Amendment
<p><b>(DCC Community Safety)</b> At 2.2 (Corporate Policy) and 3.3 (Housing Policy): Is there a duty to consult with other partners as well as the Derbyshire Constabulary in the formulation of a strategy for crime and disorder?</p>	Agreed. Incorporated into both policies.
<p><b>(DCC Community Safety)</b> Suggestion for a clearer form of words at 3.7 (Corporate Policy) and 4.15 (Housing Policy).</p>	Agreed. Incorporated into both policies.
<p><b>(DCC Community Safety)</b> At 4. (Corporate Policy) and 5. (Housing Policy), include a reference to where data is stored and how long it is retained.</p>	Agreed. New paragraph at 4.2 (Corporate Policy) and 5.2 (Housing Policy).

## Both Proposed Policies (Stakeholders) (Continued)

Comment	Response/Amendment
<b>(CBC Regulatory and Local Government Law)</b> Delete 4.2 (Corporate Policy) and 5.2 (Housing Policy) as this is already covered at 4.4 (Corporate Policy) and 5.4 (Housing Policy).	Agreed. Incorporated into both policies.
<b>(CBC Regulatory and Local Government Law)</b> Include proportionality amongst considerations in decisions about publicity.	Agreed. Incorporated into Corporate Policy at 4.9 and Housing Policy at 5.9.
<b>(Derbyshire Law Centre)</b> No problems with proposed polices. Overall, a positive tool for preventing and dealing with ASB.	N/A.
<b>(Police Inspector - Community Safety)</b> No issues.	N/A.