

Check it Challengers

ASB Awareness Week - Review of Survey



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.

During the event we will be carrying out a survey. We sent the survey to the Check it Challengers to review the questions we were thinking of asking for them to give us their thoughts.

We received 13 responses and below is a highlight of the answers we received.

→ Did you understand the survey questions?

Yes 84.6%

No 15.4%

→ Were there any that were unclear or confusing?

Yes 30.8%

No 69.2%

→ Please tell us why you think this:

“ Could tell people who to contact if they want to stay anonymous ”

“ I think a good clear question to add would be ‘Do you currently have any unresolved ASB issues that are not being dealt with in your area?’ ”

“ Will all tenants understand a text box? ”

→ Is there anything you think we shouldn't be asking in this survey?

- Nothing
- No
- I think all questions are appropriate

NO



Is there anything else you think tenants would like to be asked in this survey?

“Provide information as to where people can access support if their health or mental wellbeing is affected by ASB”

“If the survey is done on an individual basis for each tenant then you shouldn't go far wrong”

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



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've made the the following changes to this survey:"

- Added the option for respondents to tick to indicate they would like their feedback to be anonymous.
- Added a question about any current issues with ASB in your local area.
- Added signposting at the end of the survey to our website, which in turn includes information on support available. We are also focusing on the impact on health and wellbeing and the support available on the Saturday of the campaign.
- We will be providing opportunities for people to 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.