

CUSTOMER INFLUENCE REPORT

Feedback on the Anti-social Behaviour Policy

Date: 11 June 2026

Author: Callie Lancaster, Customer Engagement Manager

Background

The Antisocial Behaviour Policy is being reviewed as part of the policy review cycle. Customers were invited to look at the draft policy and share feedback on how clear, accessible, and customer-friendly it is.

Method

The EDI Group and Editorial Panel were invited to provide feedback on this policy. The feedback period opened on 4 June and closed on 15 June, remaining open for 11 days. A total of 6 out of 24 customers responded.

Key Themes of Customer Feedback

The table below documents the customer comments into themes. No customer comments have been removed; similar points have been grouped together to make the report easier to read and use.

	Customer Comments	Customer Recommendation	Accent Response
Grammar and punctuation	Customers identified inconsistent use of “customers” and “customers” throughout the document. They also noted an apostrophe should be removed from “person’s” and from “Accent Housing’s Domestic Abuse Policy and safeguarding procedures”.	Apply a consistent approach to possessives throughout the document and correct unnecessary apostrophes. Complete a full proofread to ensure grammatical consistency.	Accepted – all reference to customers is consistent and all other apostrophe’s have been reviewed.
Terminology and inclusive language	Customers felt the term “mental ill health” is defining people by their condition.	Use “mental health conditions or needs instead.	Accepted – this has been amended.

Definitions and clarity	Customers questioned whether the statement “There is no single definition of anti-social behaviour” is necessary. They also asked what an “ASB Case Review” is and where further information can be found.	Review the definitions section, remove any unnecessary wording and provide clear explanations of specialist terminology and processes.	Accepted – removed sentence and added a definition from the ‘Antisocial crime and policing act 2014’. Explanation of what a ASB case review is also added.
Legislative and regulatory framework	Customers identified that the sentence “This policy is informed by relevant legislation, regulation and statutory guidance including.” is repeated.	Remove duplicate content and ensure information is only included once.	Accepted – second sentence removed
Reporting anti-social behaviour	Customers requested clear information on how to report ASB, including relevant contact details.	Provide clear contact information and reporting routes for customers.	Accepted – specific contact details have been added to the policy.
Support and specialist services	Customers asked whether Accent has staff or teams with specialist knowledge of Domestic Abuse and ASB and suggested this support should be promoted within the policy.	Highlight specialist support available to customers and explain how it can be accessed.	Partially accepted – DAHA accreditation is being explored, which will include training to bring everyone to same level.
Protected characteristics and hate crime	Customers felt that, if ASB and hate crime remain within one policy, there should be greater clarity regarding the nine protected characteristics because only some are currently referenced.	Include the full list of protected characteristics and provide clearer explanations and examples to support understanding.	Declined – The section where only five protected characteristics are mentioned is in relation to Hate Crime only. ASB covers nine protected characteristics.
Policy structure	Customers suggested it may be easier to understand if there were separate policies for anti-social behaviour and hate crime.	Consider whether separate policies would provide greater clarity for customers. If retained as a combined policy, strengthen the distinction between the two topics.	Partially accepted – best practice is to keep these two policies together, but the distinction between the two has been reviewed and improved.
Formatting and presentation	Customers requested that list items within the “Receiving and Responding to Reports” section start with capital letters and that formatting is applied consistently throughout the document.	Review formatting and presentation to ensure a consistent and professional style.	Accepted – policy has been reviewed to make sure formatting is consistent

Next Steps

This report will be shared with customers to demonstrate how their feedback has influenced the final policy and to provide transparency around the decisions made. Sharing this information helps customers see the impact of their involvement and reinforces our commitment to listening and responding to customer views.

Following completion of the consultation and review process, the policy will progress through Accent's internal approval and sign-off routes. Once approved, the final version will be published on Accent's website, ensuring customers and colleagues have access to the most up-to-date policy and can see how customer feedback has helped shape its content.