

Scrutiny review – ASB noise nuisance

Why noise nuisance?

We chose to work on ASB noise nuisance because we understand the impact it can have on the people experiencing it.

Our research showed ASB Noise Nuisance was an area in which Stonewater customers were keen to see improvements.

How we did it

We conducted the review by:

- Looking at Stonewater’s policies and procedures
- Doing a survey with Stonewater customers
- Meeting with Stonewater colleagues
- Mystery shopping
- Looking at complaints data
- Looking at how other housing associations tackle noise nuisance
- Looking at Stonewater’s ASB reports

What we found out

- The ASB policy was available on the website, but hard to read
- Customers would benefit from more resources explaining how Stonewater can help, as well as information about other organisations that offer support
- More guidance was needed for customers to understand what is and isn’t anti-social behaviour



How does a scrutiny review work?

The Scrutiny Panel is made up of a maximum of 12 members who work with Stonewater to review and improve services. A review involves taking an in-depth look at a service and making recommendations for changes or improvements based on the panel’s findings.

What did we change?

We worked with Stonewater to embed the following improvements:

- An updated policy and procedure
- A brand new guide which includes videos, templates and resources.
- Updated webpages
- Additional staff training

Got feedback or ideas for the Scrutiny Panel? Please email scrutiny@stonewater.org. You can find out more about us on our webpage.