North Region

Resident Scrutiny Committee

2023/2024 Highlight Report

CLARION HOUSING

Scrutiny topic: **Noise nuisance**

What is a resident scrutiny committee?

- A resident scrutiny committee (RSC) is a group of residents who review housing services to ensure they meet residents' needs.
- This helps identify areas for improvement, ensures transparency and supports regulatory standards. The RSC's input builds trust, improves communication, and enhances the quality of Clarion's services.

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1. Why this topic was chosen

- The Housing Ombudsman's 'Spotlight on Noise' report and new guidance, highlighted that Clarion's existing antisocial behaviour (ASB) policy was no longer effective.
- Clarion lacked a clear policy for handling household noise complaints, leading to an inconsistent approach and difficulty in managing issues, as no team had overall responsibility for resolving them.
- Addressing noise issues often requires working with different teams and external partners, so staff needed the right tools and training to achieve the best outcomes for residents.

2. What we found out?

- Residents can report ASB and noise nuisance through various channels.
- Clarion's website provides information on ASB.
- Improvements were needed in how Clarion manages noise nuisance cases.
- Noise nuisance cases are often complex and finding solutions for them can be expensive.
- Frontline staff need better training to support residents with noise nuisance and handle complex cases.
- "Noise Champions" among staff is important to support those handling complex cases and may help find additional support options for residents.

To find out more about this report, or if you're interested in becoming a member, please email **getinvolved@myclarionhousing.com**

3. How we did it?

- Reviewed existing policies and procedures.
- Analysed noise complaints, general enquiries, and noise case statistics.
- Examined Clarion's online content on reporting ASB and noise nuisance.
- Researched best practices for good neighbour code and procedures.
- Made enquiries about information sharing protocols.
- Investigated Clarion's support options for noise nuisance cases.
- Facilitated staff and resident focus groups.

4. What changed

- Implemented a Good Neighbour Policy and Procedures, including resources for Neighbourhood Response Officers, such as a Good Neighbour Code and a list of noise management solutions.
- Provided additional training on the Noise App for Tenancy Specialists.
- Introduced a standard checklist for the Tenancy Specialist team to use with every ASB report, now part of both the Good Neighbour and ASB procedures.
- Created a clear referral process for cases of poor soundproofing, also added to the Good Neighbour and ASB procedures.
- Several staff members have volunteered to be trained as 'Noise Champions'.
- Made mandatory training on Managing Mental Health Conversations available for frontline staff to address challenging topics.
- Established national mediation contracts to help resolve ongoing noise nuisance cases.
- Residents can now self-refer to our Me in Mind programme, offering free mental wellbeing support through Together all, an online community providing courses, forums, and tools for managing low mood, stress and anxiety.