



Trust



Kindness



Hope

“Together, we will end poverty”

CLWYDALYN POLICY

Resident Concern Policy

IMS/CAS-POL-04
Version 2

Consultation with residents, staff, and partners

This document can be made available in other formats. To request an alternative format please contact document control hsqe@clwydalyn.co.uk



ClwydAlyn

ClwydAlyn Housing Limited
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ClwydAlyn Housing Limited
72 Ffordd William Morgan,
St Asaph Business Park, St Asaph,
Denbighshire, LL17 0JD



About ClwydAlyn

Our mission is to beat poverty, and we strive to support our residents into work, training and volunteering.

How we do things



Trust



Kindness



Hope

Contact us



Customer Services

Monday to Friday 08:00 to 18:00 Freephone from a landline 0800 183 5757 or 01745 536800

Out of hours
emergency repairs

0300 1233091 or text 07786 202533
(please remember to include your name, address and telephone number in your message).



E-mail/online

help@clwydalyn.co.uk or online @ <https://www.myclwydalyn.co.uk/>



Postal address

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#InfluenceUs

Do you want the chance to feedback on what is important to you as a ClwydAlyn resident? Do you want to help shape and improve the service we provide to you? Do you have anything from a few minutes to a few hours to spare each month? If the answer is Yes, then this is your chance to become an Influencer at ClwydAlyn, please follow the link [#influenceus form](#) or contact influenceus@clwydalyn.co.uk

Equality, Diversity, and Inclusion

Every care has been taken to make this document inclusive. If you have any suggestions or would like this document in an alternative format, please contact document control on hsqe@clwydalyn.co.uk

Policy Information/Document Control

This Policy is an agreed statement which contains the set of principles acting as guidelines for achieving the goals of ClwydAlyn.

The master copy is held by the Document Controller, the PDF version is held in ClwydAlyn's SharePoint.

For further information please contact document control hsqe@clwydalyn.co.uk

Issue Number and Revision History

Version No.	Revision Details/Reason for change	Author	Date
V1	Original Document replaces Anti-Social Behaviour Policy. Approved by Residents Committee	Brendan McWhinnie	20/04/2023
V2	Updated & approved at Resident Committee 29 April 2026	Jenni Griffiths	29/04/2026

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1 Introduction

ClwydAlyn is committed to ensuring that all residents feel safe, secure, and respected within their homes and communities. This policy outlines our approach to addressing resident concerns in a fair, consistent, and person-centred manner.

We recognise that concerns may arise that impact residents' quality of life. Our approach focuses on early intervention, prevention, and partnership working, ensuring that concerns are resolved effectively while supporting all individuals involved.

2 Purpose

The purpose of this policy is to:

-  Define what constitutes a resident concern
-  Outline how concerns will be managed and resolved
-  Ensure a consistent, fair, and proportionate approach
-  Promote safe, cohesive communities

3 Scope

This policy applies to all ClwydAlyn residents including members of the public and non-residents affected by ClwydAlyn resident behaviour.

4 Legislative and regulatory Framework (Wales)

This policy is informed by and complies with relevant Welsh legislation and regulatory requirements, including but not limited to:

-  Anti-Social Behaviour, Crime and Policing Act 2014
-  Crime and Disorder Act 1998
-  Data Protection Act 2018 and UK GDPR
-  Equality Act 2010
-  Housing (Wales) Act 2014
-  Human Rights Act 1998
-  Police Reform and Social Responsibility Act 2011
-  Regulation of Registered Social Landlords (Wales) Act 2018
-  Renting Homes (Wales) Act 2016 and Renting Homes (Amendment) (Wales) Act 2021

This policy also aligns with Welsh Government guidance and standards, including:

-  Community Safety Frameworks in Wales

- 🏠 Safeguarding duties under Social Services and Well-being (Wales) Act 2014
- 🏠 Wales Housing Management Standard for Tackling Anti-social Behaviour

ClwydAlyn will ensure that all actions taken under this policy are lawful, proportionate, and compliant with current legislation and regulatory expectations.

5 Definition of a resident Concern

A resident concern is defined as:

“Any incident or behaviour that impacts the comfort, safety, or wellbeing of a resident in their home or community.”

This excludes minor or isolated incidents that are considered normal day-to-day living.

6 Principles

The main principles of this policy are for ClwydAlyn to always:

- 🏠 Act promptly and professionally
- 🏠 Take a person-centred approach
- 🏠 Focus on early intervention and prevention
- 🏠 Work collaboratively with partner agencies
- 🏠 Use enforcement action only as a last resort
- 🏠 Treat all parties fairly and without bias

7 Types of Concerns

ClwydAlyn commits to taking all resident concerns seriously and taking swift and appropriate action on all concerns raised. For reporting purposes, we will categorise concerns raised in the following way:

7.1 Low Level Concerns

Low Level Concerns (Examples may include)

- 🏠 Noise nuisance
- 🏠 Littering or fly-tipping
- 🏠 Pet or animal nuisance
- 🏠 Minor property damage
- 🏠 Misuse of communal areas

7.2 High Level Concerns

High Level Concerns (Examples may include)

-  Violence or threats of violence
-  Domestic abuse
-  Hate incidents
-  Drug-related activity
-  Harassment or exploitation

All concerns will be risk assessed and categorised based on severity and impact.

8 Reporting A Concern

Residents can report concerns through several ways, these include:

-  Telephone
-  Email
-  Online portal
-  In person

All reports will be recorded in line with data protection requirements.

9 Managing Resident Concerns

9.1 Initial Assessment

-  All concerns will be acknowledged promptly
-  A risk assessment will be completed
-  Immediate safeguarding actions will be taken where necessary

9.2 Investigation

-  Information will be gathered from all relevant parties
-  External agencies may be consulted
-  All individuals will have the opportunity to provide their account

9.3 Action Planning

-  A tailored action plan will be developed for all high-level cases
-  Clear objectives and timescales will be set

9.4 Communication

-  All parties will be kept informed throughout the process
-  Appropriate confidentiality will be maintained

9.5 Review

-  Cases will be reviewed at least every four weeks

- 🏠 Actions will be adjusted as required

10 Early Intervention and Prevention

ClwydAlyn recognises early intervention is key to prevent escalation. Early Intervention may include:

- 🏠 Providing support services
- 🏠 Referrals to external agencies
- 🏠 Helping to address underlying causes such as financial hardship, mental health, or substance misuse.

11 Safeguarding

Supporting and safeguarding our residents and communities in which they live is a key priority for ClwydAlyn. We will:

- 🏠 Assess risks to all parties
- 🏠 Implement safeguarding measures where required
- 🏠 Work with multi-agency partners to protect vulnerable individuals
- 🏠 Ensure Officers are trained appropriately
- 🏠 Follow internal and external safeguarding procedures

12 Restorative Approaches

Where possible, we will consider restorative approaches taking into account the resident's wishes and will make referrals for specialist support where appropriate. This includes:

- 🏠 Community resolution
- 🏠 Impact statements
- 🏠 Letter of apology
- 🏠 Mediation
- 🏠 Offer of reparation

13 Enforcement

Where concerns persist or escalate, enforcement action may be taken.

13.1 Non-Legal Actions

Non-Legal actions may include interventions such as:

- 🏠 Verbal and written warnings
- 🏠 Resident agreements
- 🏠 Joint visits with partner agencies

13.2 Legal Actions

Legal actions could include interventions such as:

Civil injunctions	Court order to stop ASB
Possession proceedings	Eviction for breach of contract
Closure orders	Temporarily close problem property
Community Protection Notice	Require behaviour to stop
Criminal Behaviour Order	Court restrictions after conviction

All enforcement will be proportionate and compliant with relevant legislation.

14 Partnership Working

ClwydAlyn will work collaboratively with partner agencies wherever possible to address resident concerns and incidents of anti-social behaviour.

We recognise that effective partnership working brings significant benefits, including improved information sharing, access to a wider range of powers and remedies, and enhanced safeguarding to better protect vulnerable individuals. Working in partnership also enables faster and more effective resolutions, strengthens the evidence base for potential legal action, and increases our ability to protect victims and support safer, more resilient communities.

Key Partners include:

-  Health Services
-  Local Authorities
-  Police
-  Social Services
-  Support and any other relevant agencies

The aim is to resolve concerns effectively and prevent escalation wherever possible.

15 Monitoring and Performance

ClwydAlyn will ensure that we:

-  Monitor all cases regularly
-  Review performance and outcomes
-  Gather resident feedback
-  Use learning to improve service delivery

16 Equality & Accessibility

ClwydAlyn is committed to:

-  Treating all individuals fairly and with respect
-  Providing accessible services
-  Offering communication in preferred formats and languages
-  Supporting individuals with additional needs

17 Reviewing

This policy will be reviewed every two years or sooner if required to reflect changes in legislation or best practice.

18 Responsibility

The Executive Director of Housing Services is responsible for the implementation of this policy.

19 Compliance & Assurance

ClwydAlyn will ensure this policy is fully aligned with Welsh Government regulatory expectations.

19.1 Regulatory Alignment

We will demonstrate compliance with:

-  Welsh Government Regulatory Framework for Housing Associations Registered in Wales
-  Consumer Standards (including Tenant Involvement and Community)
-  Wales Housing Management Standard for Tackling Anti-social Behaviour

19.2 Key Performance Indicators (KPIs)

To evidence effective delivery, we will monitor:

-  % of cases acknowledged within 2 working days
-  % of risk assessments completed
-  Average case resolution time
-  Repeat case rates
-  Resident satisfaction levels
-  Number of cases resolved through early intervention vs enforcement

19.3 Case Management Standards

All cases must:

- 🔒 Be recorded on the housing management system
- 🔒 Include a clear audit trail of decisions and actions
- 🔒 Have an up-to-date risk assessment
- 🔒 Include an action plan where appropriate with timescales
- 🔒 Be reviewed at least every 4 weeks

19.4 Documentation and Evidence

For inspection purposes, ClwydAlyn will maintain:

- 🔒 Case files with full chronology
- 🔒 Records of communication with all parties
- 🔒 Evidence of partnership working
- 🔒 Copies of warnings, agreements, and legal notices
- 🔒 Records of outcomes and case closure rationale

19.5 Safeguarding and Risk Management

We will evidence:

- 🔒 Appropriate safeguarding referrals
- 🔒 Use of MARAC/VARM where required
- 🔒 Risk-based decision making
- 🔒 Proportionate and defensible actions

19.6 Resident Voice and Involvement

We will demonstrate:

- 🔒 Opportunities for residents to provide feedback
- 🔒 Use of feedback to improve services
- 🔒 Transparent communication throughout cases

19.7 Equality, Diversity and Inclusion

We will evidence compliance with the Equality Act 2010 by:

- 🔒 Recording protected characteristics where appropriate
- 🔒 Making reasonable adjustments
- 🔒 Providing accessible communication formats

19.8 Training and Competence

All staff involved in managing resident concerns will:

- 🔒 Receive regular training on legislation and best practice
- 🔒 Be competent in risk assessment and safeguarding
- 🔒 Understand enforcement tools and legal thresholds

Training records will be maintained and reviewed via ClwydAlyn's Learning Hub.

19.9 Continuous Improvement

For us to continuously improve the services we provide we will:

-  Conduct regular case audits
-  Identify themes and trends
-  Implement service improvements
-  Share learning across teams
-  Review best practice within the sector

20 Complaints and Appeals

Residents and members of the public who are dissatisfied with the handling of a concern can raise a complaint under ClwydAlyn's Complaints Policy and are able to escalate to the Public Services Ombudsman for Wales if unresolved.