



Safer Neighbourhoods Good Neighbour Management Policy

You Said	We Did
You wanted the policy to be easier to understand and linked to the latest guidance.	We added links to the latest Anti-Social Behaviour (ASB) Statutory Guidance (2025) and relevant legislation so customers can access the information that guides our decisions.
You wanted clearer information about how the Safer Neighbourhoods service fits with other policies.	We added a reference to the Safer Neighbourhoods Policy to help customers understand how our policies work together.
You raised questions about cannabis reports, particularly concerns about smells affecting neighbouring households.	We updated the policy to include reports of cannabis smells as a Good Neighbour Management Policy (GNMP) issue and explained how these reports will be managed.
You wanted a better understanding of who is responsible for dealing with neighbourhood issues and how partner organisations work together.	We added information about the One Stockport Safer Partnership (OSSP) and explained how we work with partner agencies to address neighbourhood concerns.



Safer Neighbourhoods Good Neighbour Management Procedure

You Said	We Did
You asked for clearer guidance on how cannabis-related reports will be handled.	We added cannabis-related reports to the list of GNMP issues and included guidance on managing reports of cannabis smells and action that may be taken following a conviction.
You told us customers want to feel heard and supported from the point they first make contact.	We updated the procedure to ensure a case is opened and a risk assessment is completed when a report is received.
You highlighted the importance of understanding customers' individual circumstances and support needs.	We added the vulnerability assessment and guidance to appendix two of the policy.
You wanted clearer information about the support available to customers experiencing neighbourhood issues.	We clarified who can access the Tenancy Support Service and the support available to Stockport residents. Any resident experiencing ASB can be referred to the Tenancy Support Service, regardless of their tenure. All complainants with a live ASB case will be offered a referral to the Complainant Support Officer, with additional support provided where required. Once their ASB case is closed, they will be reassigned to a Tenancy Support Officer to ensure ongoing support where needed.
You told us that communication should be accessible and tailored to individual needs.	We added guidance requiring staff to consider interpretation, literacy, accessibility and disability needs when communicating with customers.



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You wanted easier ways to report incidents and provide evidence.	We added the ASB App as an approved way for customers to record and submit evidence.
You wanted confidence that the right people are making decisions and overseeing cases.	We updated approval processes, so cases are reviewed by the Safer Neighbourhoods Operational Manager or Team Leaders where required.
You asked for better signposting to support services.	We clarified referral routes to the Housing Support Service and Complainant Support Officer.
You wanted reassurance that cases are regularly reviewed and progressed.	We introduced monthly case reviews and regular management oversight meetings to support effective case management.



Safer Neighbourhoods

Noise Monitoring Equipment Code Of Practice

You Said	We Did
You wanted clarity about who is responsible for managing noise monitoring equipment.	We clarified that the Safer Neighbourhoods Operational Manager is responsible for overseeing the Noise Monitoring Equipment service.
You wanted clearer information about how noise monitoring equipment is installed and managed.	We added the Case Support Officer's responsibilities for installing and removing equipment, retrieving recordings and carrying out safety checks.
You asked who can access and use recordings.	We clarified that the Operational Manager and Team Leaders are authorised to access and manage recordings.
You wanted reassurance that recordings and personal information are managed securely.	We updated the Code of Practice to reflect current data protection laws and requirements (UK GDPR, Data Protection Act 2018 and Data Use and Access Act 2025).
You wanted clear governance around access to recordings and information sharing.	We updated the approval process for sharing recordings and other information.
You wanted transparency around how long monitoring equipment can be used for.	We introduced an approval process for any monitoring period lasting longer than one week.
You asked for clearer and more up-to-date information throughout the document.	We reviewed and updated references and terminology throughout the document to ensure information is accurate and up to date.
You wanted technical terms and system names explained.	We added an explanation that MATRON is the formal name of the Noise Monitoring Equipment system.
You wanted clarity on who oversees ongoing monitoring cases.	We clarified that the Safer Neighbourhoods Operational Manager is responsible for overseeing ongoing noise monitoring cases.