

Customer Inspection and Improvement Panel

Appendix 1: Anti Social Behaviour action plan for recommendations arising from inspection of ASB service.

Key improvement actions

	Milestones	Completion Date	Cost /Efficiencies	LO	Outcomes
1	Enable the Performance Management Team to conduct telephone surveys with tenants who haven't completed their VMS surveys. This may result in a much better response and a more accurate VMS score.	Mar 2012		JG	Pilot for ASB. Roll out to company if successful at a later date.
2	ASB staff could take a survey with freepost envelope along to a visit, when in the final stages of a case and ask tenants to fill them in and post back.	Mar 2012		JG	Pilot for ASB. Roll out to company if successful at a later date.
3	Consider re-wording the VMS surveys as the start of each question is very repetitive ('how do you rate') and off putting to tenants.	Oct 2011		JG	
4	Action cannot be taken at present against drug dealing away from the dealer's local area. Keep abreast of the up-and-coming consultation by Govt regarding powers held by housing providers to take possession. Revisit this issue upon possible implementation of aforementioned new powers and amend the tenancy agreement to cover this.	Jan 2013		AF	NB Collective response to government's consultation about mandatory possession has been sent off.
5	Some tenants may feel extremely intimidated and fear the repercussions of facing their neighbours in mediation. Look into offering an alternative to mediation such as encouraging better communication between neighbours in general and	May 2012		AF	To be completed as part of procedure review.

	involving officers as a go between in exceptional cases.				
6	Explore VFM ramifications of 'letter box locks', with the option to offer them to victims of ASB, (who do not require a fire proof letterbox bag) as a safeguard.	Jun 2012		AF	
7	Consider the improved utilisation of current CCTV camera stock, with regards to location of camera/s and which model/s to use. If deemed necessary, buy additional improved quality units (colour, infrared, etc). This will increase the chances of gathering more evidence, resulting in more convictions.	Mar 2012		AF	
8	Consider purchasing additional sound recording equipment for collecting evidence.	Mar 2012		AF	
9	Remove the team management targets for closing a case from the performance figures produced in Insight; this will give a more balanced scorecard.	Oct 2011		JG	
10	Keep abreast of new social technological advances being implemented in the realms of social housing. As soon as confidentiality issues can be resolved and Facebook is further developed, advertise the use of Twitter/Facebook/ smartphones etc to report ASB.	April 2012		RY	This is to be corporately developed.
11	Investigate how the ASB service can be promoted more effectively to tenants/residents/ leaseholders. For example, use the local free papers and/or create an info sheet for residents to keep them informed of the ASB service which EDH provides, as not all	Feb 2013		AF/ PC	Look at publicising easy reporting methods through press releases as well as a press release about the good work of the CIIP.

	residents are aware of this (look for external funding).				
12	Publicise, in general and at TARAs, that ASB issues can be reported to an EDH estate officer/assistant as well as street wardens and in worst case scenario the Police. This should start immediately, but be assessed by the target date.	Feb 2013		AF	
13	Consider setting up a community justice panel.	Sep 2012		AF	
14	Ensure the customer profile is linked to HUB as soon as possible because people assume that it is 'hoodies' that cause ASB. So the ability to publicise the fact that it is a broad spectrum of ages that are perpetrators would better inform the tenants/residents/leaseholders of EDH.	Sep 2012		PM	
15	Encourage DCC to improve strategic links with all housing providers.	Feb 2013			