

Present:

Six tenants

Suzannah Robinson (Resident Involvement Officer)

Nicky Blakeman (Internal Affairs)

Presentations:

Residents were given a presentation on the final findings of the investigation. This gave residents the opportunity to scrutinise the way the investigation was conducted and to challenge the findings. Residents then had the opportunity to discuss the recommendations from the Internal Affairs report and decide if they had any further recommendations. Residents agreed with all of the recommendations made by Internal Affairs.

Scrutiny Panel Recommendations:

Rec no.	Recommended by	Recommendation
1a	Internal Affairs	Assign a member of staff or team within the organisation to oversee a coordinated approach to the prevention of ASB
1b	Scrutiny Panel	Specifically, the Scrutiny Panel requested that the staff member or team received weekly updates from the other relevant teams
2a	Internal Affairs	Introduce a mechanism for the TEAS team to give feedback to the Development team on new build schemes after they have been let for a period of time
2b	Scrutiny Panel	The Scrutiny Panel requested that this feedback be given after one year and after five years.
3	Internal Affairs	Ensure that the expanded remit of the group which considers high costs tenancies coordinates with the work of the Regeneration Framework Meeting
4a	Internal Affairs	Review the methods of promoting successes in tackling ASB with the aim of reaching a wider audience
4b	Scrutiny Panel	The Scrutiny Panel requested that there is transparency (as far as is possible whilst maintaining confidentiality) in Anti Social Behaviour statistics. These should include numbers and types of cases, and state what action was taken. They should be published on the website and promoted via social media.
4c	Scrutiny Panel	In addition, the Scrutiny Panel would like to see statistics and other information on how we are tackling Anti Social Behaviour sent to tenants via email on a monthly basis.

5	Internal Affairs	Improve quality checking of calls in the Contact Centre by choosing calls which deal with different topics rather than a random selection
6	Internal Affairs	Implement a coordinated mechanism for ensuring that front line staff outside of the Contact Centre are aware of what constitutes ASB and how different scenarios should be dealt with and recorded. Recording the source of complaints may provide useful information to help shape this training.
7a	Internal Affairs	Complete the planned review of the hate crime policy and disseminate the procedure to front line staff
7b	Scrutiny Panel	In addition, the hate crime policy should be published on the website and an article placed in inhouse promoting the policy to all tenants.
8	Internal Affairs	Where it is relevant for front line staff outside of the TEAS team to investigate ASB, guidance should be provided on the process to be followed, including timescales
9	Scrutiny Panel	There was evidence from the Adactus500 survey that some tenants were not aware of the correct number to call when reporting ASB. This should be promoted via the website and newsletter regularly.
10	Scrutiny Panel	The Scrutiny Panel requested that we explore the use of other Community Radio Stations to promote the work we are doing on Anti Social Behaviour.

Consideration of Adactus500 / resident blog comments:

Resident Comment	Response from Scrutiny Panel
It is vital that correct information is given especially regarding domestic violence and other potential life threatening situations. Call centre staff should be adequately trained and have a checklist to work with	Agreed as per point 5 & 6 above.
Reporting and onward handling should be looked at and could be improved	Agreed as per point 5 & 6 above.
There should be plenty of ongoing training and support for all front line staff on how deal with all different types of ASB. Support should be provided if difficult calls received.	The investigation found that more training is being given and there is a procedure for giving support to any staff members affected by a difficult call.
Should focus on more spot checks where ASB is reported	The Scrutiny Panel felt this was not necessary as there are target timescales for responses to reports of ASB and these are regularly monitored.
Understaffed team	The Scrutiny Panel felt that there was no evidence in the report to enable them to support this recommendation
I think that there is room for more discussion as to resources	The Scrutiny Panel felt that there was no evidence in the report to enable them to support this recommendation
I think more staff and resources should be put into this area	The Scrutiny Panel felt that there was no evidence in the report to enable them to support this recommendation

I agree with the starter tenancy policy but think it could go further with all tenancies renewed every 12 months, that way evicting those with ASB would be easier and it would also serve as a deterrent.	The Scrutiny Panel felt that the starter tenancy system was working satisfactorily and needed no refinement.
Make the requirements stricter for the Starter tenancies.	The Scrutiny Panel felt that the starter tenancy system was working satisfactorily and needed no refinement.
There should be an out of hours duty officer to deal with extreme emergencies	The Scrutiny Panel felt that this was unnecessary as people reporting serious incidents should ring the police for an instant responses. Less serious incidents can wait until the next working day.

What happens next?

Residents were advised that the recommendations will be now be presented to the Board's Audit Committee in April. Feedback will be published on the blog and residents agreed to leave comments on the blog as their response.

Suzannah and Nicky thanked all of the residents for taking part in the Scrutiny Panel. Residents were advised to complete the evaluation form as soon as possible.