| **ASB Scrutiny Action Plan - May 2012** | | | | | | | |
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| **Rec No** | **Action** | **Start Date** | **End**  **Date** | **Review Dates** | **Lead Officer** | **Regulatory Standard** | **Measure** |
| 1 | Establish a programme of activities to promote reporting of ASB, community safety and ASB prevention. Use MOSAIC & customer profiling to tailor the approach to community safety & prevention at a local level. | May 2012 |  |  |  | *Neighbourhood and Community:* ensure a strong focus exists on preventative measures tailored towards the needs of tenants and their families. | Number of incidents reported  Incident types reported |
| 1 | Assess the impact of each event and report findings back to customers locally. | May 2012 |  |  |  | *Neighbourhood and Community:* ensure a strong focus exists on preventative measures tailored towards the needs of tenants and their families. | Number of incidents reported  Incident types reported |
| 2 | Tell customers about Voluntas independent telephone surveys and how LMH use feedback to improve services. | May 2012 |  |  |  | *Tenant Involvement and Empowerment:* provide tenants with  information about how tenants can communicate with them and provide feedback | Sample size of satisfaction surveys Voluntas carry out (%/no) |
| 2 | Pilot customer involvement in carrying out telephone satisfaction surveys | May 2012 |  |  |  | *Tenant Involvement and Empowerment:* ensure that tenants are given a wide range  of opportunities to influence and be involved inthe scrutiny of their landlord’s performance and the making of recommendations to their landlord about how performance might be  improved |  |
| 3 | Ensure contact details are routinely checked with complainants and the correct data is passed to Voluntas. | May 2012 |  |  |  |  | Sample size of satisfaction surveys Voluntas carry out (%/no) |
| 4 | Follow up feedback from Voluntas to address customer dissatisfaction on a agree monthly/quarterly? basis. | May 2012 |  |  |  |  | Customer satisfaction Q X |
| 5 | Ensure officers establish a regular pattern of agreed contact with the complainant to provide progress update | May 2012 |  |  |  | Neighbourhood and Community Standard: all tenants and residents can easily report ASB, are kept informed  about the status of their case where responsibility rests with the  organisation and are appropriately signposted where it does not. | Customer satisfaction Q X |
| 6 | Record staff time/costs in dealing with ASB using CRM. | May 2012 |  |  |  | *Value for Money;* understand the costs and outcomes of delivering specific  services and which underlying factors influence these costs and  how they do so. | Enable LMH to identify cashable and non cashable savings when making Value For Money judgements on Neighbourhood, LMH Connect and Safer Estates services. |
| 6 | Identify costs of dealing with non LMH ASB issues and the impact this has on LMH customers. | May 2012 |  |  |  | *Value for Money;* understand the costs and outcomes of delivering specific  services and which underlying factors influence these costs and  how they do so. |  |
| 7 | Review administrative procedures through development of CRM system | May 2012 |  |  |  | *Neighbourhood and Community Standard:* prompt, appropriate and decisive action is taken to deal with ASB before it escalates, which focuses on resolving the problem having  regard to the full range of tools and legal powers available | Officer/ customer contact time, Officer administration time (CRM)  Customer satisfaction Q X |
| 8 | Develop training tailored to the needs of officers who deal with ASB | May 2012 |  |  |  | *Neighbourhood and Community Standard:* prompt, appropriate and decisive action is taken to deal with ASB before it escalates, which focuses on resolving the problem having  regard to the full range of tools and legal powers available | ASB Monthly Performance Reports |
| 8 | Involve customers in developing/procuring staff training on ASB | May 2012 |  |  |  | *Tenant Involvement and Empowerment:* ensure that tenants are given a wide range  of opportunities to influence and be involved in the management of their homes |  |
| 9 | Agree method to check customers have signed current TA | May 2012 |  |  |  | *Neighbourhood and Community:* prompt, appropriate and decisive action is taken to deal with ASB  before it escalates, which focuses on resolving the problem having  regard to the full range of tools and legal powers available | Legal costs |
| 10 | Capture any comments provided by customers not relevant to ASB and provide feedback to Voluntas to address issues internally. | May 2012 |  |  |  | *Tenant Involvement and Empowerment:* provide timely and relevant performance information to  support effective scrutiny by tenants | No of comments not relevant to ASB service |
| 10 | Capture any comments provided by customers not relevant to ASB and provide feedback to relevant service area. | May 2012 |  |  |  | *Tenant Involvement and Empowerment:* provide timely and relevant performance information to  support effective scrutiny by tenants | No of comments not relevant to ASB service |
| 11 | Incorporate relevant agreed changes within the revised ASB Policy. | May 2012 |  |  |  | *Neighbourhood and Community Standard:* Registered providers shall publish a policy on how they work with  relevant partners to prevent and tackle anti-social behaviour (ASB) in  areas where they own properties. | ASB Policy |
| 11 | Incorporate relevant agreed changes are reflected on ASK knowledge maps. | May 2012 |  |  |  | *Neighbourhood and Community:* prompt, appropriate and decisive action is taken to deal with ASB  before it escalates, which focuses on resolving the problem having  regard to the full range of tools and legal powers available | ASK Knowledge Maps |
| 11 | Incorporate relevant agreed changes into CRM system. | May 2012 |  |  |  | *Neighbourhood and Community:* prompt, appropriate and decisive action is taken to deal with ASB  before it escalates, which focuses on resolving the problem having  regard to the full range of tools and legal powers available | CRM system |
| 12 | Introduce CRM system and subsequent staff training promptly. | May 2012 |  |  |  | *Neighbourhood and Community:* prompt, appropriate and decisive action is taken to deal with ASB  before it escalates, which focuses on resolving the problem having  regard to the full range of tools and legal powers available | Target date for ASB module - CRM implementation |