| **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 rangeof 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 beimproved |  |
| 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 informedabout the status of their case where responsibility rests with theorganisation 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 specificservices and which underlying factors influence these costs andhow 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 specificservices and which underlying factors influence these costs andhow 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 havingregard 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 havingregard 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 rangeof 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 ASBbefore it escalates, which focuses on resolving the problem havingregard 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 tosupport 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 tosupport 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 withrelevant partners to prevent and tackle anti-social behaviour (ASB) inareas 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 ASBbefore it escalates, which focuses on resolving the problem havingregard 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 ASBbefore it escalates, which focuses on resolving the problem havingregard 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 ASBbefore it escalates, which focuses on resolving the problem havingregard to the full range of tools and legal powers available | Target date for ASB module - CRM implementation  |