

TENANTS AND LEASEHOLDERS PANEL
7 July 2015

Lead Officer: Executive Director of Place

Wards: All

Agenda Item: 8

Subject: - Scrutiny of the Anti Social Behaviour service

1. Recommendations

- 1.1 The Panel is asked to note the contents of this report and support the acceptance of the recommendations made by the Housing Scrutiny Panel.

2. Summary

- 2.1 This report summarises the findings of the Housing Scrutiny Panel and the 45 recommendations made in the panel's full report regarding the ASB service provided by the council.
- 2.2. The full report is available in hard copy on request or to download at <https://www.croydon.gov.uk/housing/residents/hsp>

3. Background

- 3.1 The Housing Scrutiny Panel is a group of tenants who have been trained to scrutinise housing services and make recommendations for service improvements.
- 3.2 They receive support from the Resident Involvement Team who assist with administration and also liaise with the various managers and officers to obtain background information, arrange presentations and interviews etc.
- 3.3 The scrutiny panel considered the results from the 2014 STAR survey which was carried out by an external agency, Acuity and asked for residents views on a range of housing services. Full details and results of the survey can be found on the council web page <https://www.croydon.gov.uk/housing/residents/pmpanel>. The results of the survey suggested customer satisfaction with this service area was very poor.

- 3.4 The panel agreed to carry out a detailed scrutiny of the Anti social behaviour service which would include looking at the work of the tenancy and neighbourhood services teams in relation to this area, as well as the corporate ASB team.

4. Detail

- 4.1 Planning for this exercise began in October 2014 and the work involved took place over the following seven months. The comprehensive report and the relevant recommendations were collated by the Panel in May 2015 which culminated in a presentation to the service heads, senior managers, councillors and the chair & vice-chair of this panel on 18 June 2015.
- 4.2 A wide range of methods were used to gather accurate information about the service including:
- A desk top review of existing policies, benchmarking & performance monitoring, publicity etc.
 - Presentations by key service managers (Tenancy & neighbourhood services, corporate ASB team and Legal)
 - Interviews with officers and managers from the Tenancy & neighbourhood services, corporate ASB team
 - Convening a residents focus group meeting relating to ASB
- 4.3 The Panel explored all aspects of the service in order to develop their findings and those findings informed the recommendations for service improvement. The 45 recommendations were discussed at the presentation to managers (see 4.1) and the main agreed actions are summarised below:
- The ASB policy is currently being revised and a timetable for completion will be agreed which will include some consultation with residents. It was also agreed to establish a resident and officer group to focus on the ASB service, going forward.
 - Managers agreed that customer satisfaction would be placed on team meeting agendas and will discuss at 1:1s as relevant. Where a customer is dissatisfied with the outcome of a case, managers will follow this up and have an option to re-open the case
 - It was agreed that information relating to ASB on both the web site and in hard copy should be improved, particularly in regard to initial reporting and what customers can expect from the service.
 - A 24 hour dedicated reporting line for ASB will be established and the communication process around initial reporting will be reviewed.
 - It was agreed that a named officer be appointed to the customer in all cases where follow up work is required who would develop an Action Plan which would be agreed with the customer.
 - The use of a pre-printed 'Good Neighbour' card will be trialled which a resident can use as a first step to inform a neighbour that they are causing ASB. This scheme is in use by Paradigm Housing.

- The existing communication and partnerships between officers in other council teams and departments, as well as that with external partners will be improved to improve customer feedback and provide better support to vulnerable residents.
- It was agreed to explore setting up schemes to provide better levels of support to residents experiencing ASB which could also include opportunities for residents to volunteer to support vulnerable residents
- A software system, Caseworks, is used by the council to record and monitor ASB cases and a user group will be set up to enable officers to share their views about the system and discuss possible enhancements, with the software provider and managers. In addition, all officers who should access Caseworks will be provided with additional support to ensure they use the system to its full potential.

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