

Low Level ASB Review Action Plan

	Response	Management Response	Responsible Officer	Update	Target date
1. Communications and expectations					
1.1 Agree and implement a consistent message for customers at the three keys stages of pre-sign up/offer, tenancy sign up and the six week visit to clarify all tenants responsibilities' in preventing ASB and keeping their garden tidy. A checklist should be developed and used to ensure consistent messages are always given. Customer support needs should be identified at this stage and shared with relevant housing officers.	Agreed	<p>To agree key messages and when to use them across</p> <ul style="list-style-type: none"> • Tenancy Sustainment • Neighbourhood Housing • Homefinder <p>These messages will link with leaflet in 1.2</p>	<p>Tony Jennings, Team Leader Tenancy Sustainment</p> <p>Katrina Anderson, NT Homefinder Manager</p> <p>Tish Hill and Dawn Statham, Area Neighbourhood Housing Managers</p>	This has been done. The six week visit has been replaced by a visit in the first week.	31 st December 2015 - Completed
1.2 Develop a leaflet that highlights certain areas of the Tenancy Agreement and also provides examples of how to be a good neighbour.	Agreed	Previous leaflet will be revised with key messages and tested with tenants on the Readers' Panel	Colin Boxshall, Safer Estates manager	Booklet completed has tenant approved stamp and is given to new tenants at the 1 st week visit.	30 th September 2015 Completed
1.3 Mystery shop new customers who have had a recent sign up to check if they have received and understood all the relevant information.	Agreed	Conduct mystery shopping exercise when new procedures are embedded.	To be agreed	Because of the restructure in Housing this has been postponed until all staff are trained and the system has bedded in. On line survey completed and evaluated.	31 st March 2017 Completed

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1.4 Update the Tenancy Agreement with visual changes to key areas in order to draw the reader's attention. For example under section 11 'What we can do if you don't keep to this Agreement' saying ' you could be evicted from your home ' in bold.	Partially Agreed	Reviewing the Tenancy Agreement is a key priority of the 2015/16 Service Improvement Programme. The findings of the ASB Review will be fed into this process. Amendments have been agreed but not implemented yet	Tish Hall and Dawn Statham, Area Neighbourhood Housing Managers	<i>This action was postponed again until financial year 2017/18</i>	Outstanding 31st July 2017
1.5 Develop and introduce an ASB management checklist, similar to the one identified by the Review Group (See Appendix 2). The checklist is to be used by Neighbourhood Housing Officers in partnership with customers, for each case, to agree a joint action plan to address the ASB. The checklist will also support Neighbourhood Housing Officers in managing expectations and explaining the appropriateness and importance of different actions e.g. diary sheets. A copy of this should be sent to the customer.	Agreed	This will take the form of a letter with bullet points setting out agreed actions. Neighbourhood staff will be provided with information about the range of appropriate actions that can be included if appropriate The ASB procedure will be amended to reflect this and staff trained delivered.	Dawn Statham, and Tish Hall, Area Neighbourhood Housing Managers Colin Boxshall, Safer Estates Manager	This has been done and staff trained	30 th September 2015 - Completed
1.6 Neighbourhood Housing staff to make referrals to the NTH Witness Support Group and other appropriate external agencies e.g. Victim Support. The subject of support options should be included in the ASB checklist.	Agreed	Referral to Witness Support Group is one of the actions that can be Agreed as part of 1.5	Dawn Statham, and Tish Hall, Area Neighbourhood Housing Managers Colin Boxshall, Safer Estates	This has been done , staff trained and Group members receiving ongoing training and support	30 th September 2015 - Completed

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1.7	Use a Frequently Asked Questions sheet to raise awareness of the types of issues that the Neighbourhood Housing staff and Safer Estates Team can deal with. This should be promoted in the members' newsletter and Housing Matters.	Partially Agreed	Some of this information will be picked up by the leaflet. FAQs will also be included on the website. Requested information will also be considered for inclusion in Housing Matters/Council Magazine	Colin Boxshall, Safer Estates Manager Jeanette Hedley, Senior Manager, Communication and Engagement	Completed and has tenant approved stamp	Leaflet: 30 th September 2015 Completed
1.8	The corporate complaints procedure should be advertised in Housing Matters to raise customer awareness of the option to complain if they are dissatisfied with the service.	Partially Agreed	Information about the Council Complaints' process is regularly included in the Council Magazine.	Jeanette Hedley, Senior Manager, Communication and Engagement	Housing Matters no longer published. Has been in Our North Tyneside Magazine.	31 st March 2016 Completed
1.9	Introduce a regular audit of ASB cases to ensure joint action plans have been agreed for each case in line with the ISO procedure.	Agreed	2 audits per year. Link to mystery shopping	Paul Worth, Senior Manager, Housing Operations Manager	Because of the restructure in Housing this has been postponed until all staff are trained and the system has bedded in. 1st one now completed.	31 st March 2017 Completed
1.10	All case closures should be agreed verbally and recorded on the Streetwise system. This should include whether the customer has confirmed that they are happy for the case to be closed or not.	Agreed	Procedure has been amended. Will be included in staff training. Include in audit.	Dawn Statham, and Tish Hall, Area Neighbourhood Housing Managers Colin Boxshall, Safer Estates Manager	This has been done and staff trained.	30 th September 2015 Completed

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1.11 A case closure summary sheet, with the list of key actions taken and dates, should be sent to the customer. This is to help reassure and remind the customer that the Neighbourhood Housing staff have completed the actions they said they would. This could, perhaps, be in the form of a printout from the Streetwise System.	Agreed	Change case closure letter to include summary of actions taken and procedure revised accordingly. To be included in staff training.	Dawn Statham, and Tish Hall, Area Neighbourhood Housing Managers	This has been done and staff trained	30 th September 2015 Completed
1.12 In order to improve the satisfaction survey response rate, explore how other housing providers achieve a higher return rate.	Agreed	The SDG agreed a phone call survey was implemented and digital surveys are being piloted.	Imran Ahmed, Housing Strategy Support Officer	Will be explored by the relevant Service Development Group(SDG)	31 st March 2017 Completed
1.13 Telephone access can be improved by: <ul style="list-style-type: none"> ○ asking callers to ring the contact centre as first point of contact (when Neighbourhood Housing staff are unavailable, contact centre staff should send an email to advise the Neighbourhood Housing Officer of the call) ○ Neighbourhood Housing staff to give out a work mobile number or redirect their calls to the contact centre. 	Not Agreed	Contact Centre does not have the resources to deliver this. Neighbourhood Team staff now have their own individual voicemail and are responsible for ensuring that messages are responded to and making arrangements to forward their 'phone to a colleague when they are away from work.			n/a
1.14 Answer machines to have the following options: <ul style="list-style-type: none"> ○ let callers know they are position X in the queue ○ let the caller know that 'the person you are calling knows you are waiting.' 	Not Agreed	See above			n/a

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1.15 Neighbourhood Housing staff to keep customers regularly informed about their case as agreed in their joint action plan	Agreed	Frequency and communication method e.g. text. E-mail to be agreed as part of initial letter. Neighbourhood staff to be trained on this	Dawn Statham, Area Neighbourhood and Tish Hall, Area Neighbourhood Housing Manager	Staff trained	30 th September 2015 Completed
2. Diary sheets					
2.1 Housing Neighbourhood Housing Officer should confirm the receipt of diary sheets to customers by sending letter.	Partially agreed	Time constraints will not permit a letter to be sent every time a diary sheet is received. However, we will promote submission of diary sheets by e-mail wherever possible and where diary sheets are received by e-mail an acknowledgement will be sent by e-mail. It will be agreed as part of initial discussion and confirmed in the initial letter, setting out actions to the customer, the frequency of contact with customer including how/when diary receipt of diary sheets will be sent in and acknowledged.	Dawn Statham, and Tish Hall, Area Neighbourhood Housing Manager	Although sending a letter was agreed to be too resource intensive Staff have been trained to keep in regular contact with customer regarding the quality and content of the reports.	30 th September 2015 Completed

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2.2 Customers should receive feedback on the content of the diary sheets to let them know if information they are collecting is relevant and admissible.	Agreed	As above	Dawn Statham, Area Neighbourhood Housing Manager East Tish Hall, Area Neighbourhood Housing Manager West Colin Boxshall, Safer Estates Manager	Although sending a letter was agreed to be too resource intensive Staff have been trained to keep in regular contact with customer regarding the quality and content of the reports.	30 th September 2015 Completed
2.3 Officers must check that residents are able to complete diary sheets and if not offer alternative arrangements to suit the customers needs i.e. Dictaphones.	Agreed	See above Dictaphones purchased	Dawn Statham, and Tish Hall, Area Neighbourhood Housing Manager Colin Boxshall, Safer Estates Manager	This has been done and will be included in staff training of 8/9 Sept	Completed
2.4 A weeks worth of diary sheets should be given at a time, sequentially marked along with return pre-paid envelopes for customers to use to send back.	Partially agreed	See 2.1 Sending out pre-paid envelopes, where customers are not able to/prefer not to complete diary on line/ by e-mail, will be piloted.	Dawn Statham, Area and Tish Hall, Area Neighbourhood Housing Manager	Although the diary sheets aren't sequentially marked the use of prepaid envelopes was agreed and staff trained on keeping in touch with customer	30 th Sept 2015 Completed

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2.5 The diary sheet should be redesigned in conjunction with the Noise Management Team (NMT) and customers to enable the logging of more than one and different types of incident and ensure that customers don't have to complete more than one type of diary sheet.	Agreed	Colin to meet NMT and review	Colin Boxshall, Safer Estates Manager	Can now log two incidents. Not space for anymore incidents on one sheet. No tenant feedback required at this stage.	30 th September 2015 - Completed
3. Customer Service					
3.1 Develop customer and member joint staff training, for Neighbourhood Housing staff and Safer Estates staff on customer service for ASB cases. This should address issues including the importance of being neutral, understanding issues from a customer's perspective and not normalising/trivialising problems. It should also include elements of Mental Health Awareness to increase understanding of how seemingly small issues can have a big impact on customer's health.	Agreed	2 joint training sessions for staff and members to be run	Colin Boxshall, Safer Estates Manager	Training completed	31 st October 2015 Completed
3.2 Deliver mediation awareness training to all Neighbourhood Housing Officers to further enhance the informal mediation skills they currently use in their work.	Agreed	Requested training through corporate team in training needs assessment. If not picked up corporately will be implemented by Housing Service	Paul Worth, Senior Manager, Housing Operations Manager	Training completed	Completed

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4. Gardens					
4.1 Explore the possibility of introducing a photographic record of the condition of the garden at sign up stage.	Agreed	We already do this. As part of our Post Inspection process with Kier, they complete a Post Inspection sheet to confirm the property meets our "Moving In Standard". Kier also take a series of photos of the property including the garden areas.	Lee Nesbitt, Housing Investment Manager		Already in place - Completed
4.2 Extend the garden tool hire service to meet demand; particularly in the peak summer months.	Agreed	40 tool packs are now available		Achieved	Completed
4.3 Ensure Housing Neighbourhood Housing staff have the knowledge to signpost customers to all schemes that can help with gardens.	Not possible	Work has been undertaken to try putting a list together but the lack of schemes available means that this is not possible.	Dawn Statham, Area Neighbourhood Housing Manager East	Not possible	30 th June 2015 - Completed
4.4 Explore the feasibility of introducing a chargeable gardens service provided by NTH or work with a local partner or community business to introduce a low cost service.	Not possible	This has been explored but found not to be feasible.		Not possible	Completed

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4.5	Ensure that the current Moving-In Standard has been achieved when the tenant moves-in and amend the moving-in standard to introduce a lower height for grass.	Partially Agreed	Plans are in place to increase substantially the percentage of voids that are inspected to ensure that they are ready for letting The grass height within the Moving-In Standard will be reviewed with the Repairs and Investment SDG.	Lee Nesbitt, Housing Investment Manager	This issue will be taken up in the Repairs and Investment Service Development Group It was agreed it would remain the same but would be monitored. Further review planned for 2017/18	31 st March 2017 Completed
4.6	Housing Neighbourhood Officers should be provided with more information to enable them to signpost customers to other agencies that can offer help and support [with gardens]. There are a number of charities for different customers (i.e. ex-army, elderly, mental health issues) that are able to offer support.	Not possible	See answer to 4.4		Not possible	Completed
4.7	Introduce a transparent procedure for ad-hoc garden clearances that are carried out by the Estate Caretaker.	Agreed	Only garden clearances in exceptional circumstances, and agreed by Senior Manager, Housing Operations, will be carried out by Estate Caretakers	Paul Worth, Senior Manager, Housing Operations	Paul Worth Operations Manger is responsible for the decision	Completed

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4.8 Record all instances of garden action on the Streetwise system.	Not possible	Only those untidy gardens reported by customers are classed as ASB (this is in line with Housemark definitions) and therefore entered onto Streetwise which is an ASB monitoring system. It would be useful to understand the total amount of Neighbourhood staff time spent on ASB. However, the Community Housing Managers feel that the time taken to collate it would be disproportionate to its value.		Not possible	Completed
5. Neighbour nuisance					
5.1 Neighbourhood Housing Officers should be aware of the risks of potential conflict, make new tenants aware of shared areas and speak to the neighbour regarding informal Agreements and how these may now change. A more proactive approach is needed to pre-empt any problems.	Agreed	There are opportunities to take a more proactive approach at sign-up and/or the 6 week visit. This has been identified as a service improvement in the 2014/15 Service Plan	Dawn Statham, and Tish Hall, Area Neighbourhood Housing Managers Paul Worth, Senior Manager, Housing Operations	This will be explored at the one week visit	31 st March 2016 Completed

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5.2 Neighbourhood Housing Officers should have full knowledge of parking regulations and who is responsible for what area (i.e. housing land/highways). This could be in the form of a process map.	Partially agreed	This is a complex area and not possible for neighbourhood officers to know who is responsible for each bit of land. Basic information awareness-raising agreed.	Dawn Statham, and Tish Hall, Area Neighbourhood Housing Managers	Staff have had an awareness briefing	31 st March 2016 - Completed
5.3 Ensure that there is a robust recording system in place for instances when mediation has been used.	Agreed	The recording system is already in place. Staff training will address that it is not used consistently	Colin Boxshall, Safer Estates Manager	This has been done and will be included in staff training of 8/9 Sept	30 th September 2015 Completed
6. Noise					
6.1 Work with the ENMT to explore whether they can stop sharing a victim's completed diary sheets with the alleged perpetrators.	Agreed		Colin Boxshall, Safer Estates Manager	Not legally possible	30 th September 2015 - Completed
6.2 Communication between NTH and the ENMT needs to be improved. The way that they each approach and deal with noise complaints needs to be more compatible with each other.	Agreed		Dawn Statham, and Tish Hall, Area Neighbourhood Housing Manager	ENMT now has access to Streetwise but we need to ensure neighbourhood housing staff have access to ENMT database.	30 th September 2015 Completed

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<p>6.3 Develop closer relationship between Housing Neighbourhood Housing staff, the Safer Estates Team and the ENMT to:</p> <ul style="list-style-type: none"> ○ Ensure customers know who is taking the lead on their ASB issues ○ Ensure Customers receive consistent and regular feedback about progress of their complaint ○ Prevent customers from having to collect evidence for both NTH and the ENMT ○ Share information better. 	Agreed	To be developed	<p>Colin Boxshall, Safer Estates Manager</p> <p>Dawn Statham and Tish Hall, Area Neighbourhood Housing Managers</p> <p>Frances McClen Principle Environmental Health Officer Pollution</p>	ENMT now has access to Streetwise but we need to ensure neighbourhood housing staff have access to ENMT database.	30 th September 2015 Completed
<p>6.4 Increase the number of noise monitoring machines available for use by staff and train more staff on how to use the equipment. Explore the options to do this in partnership with other housing providers in the borough.</p>	Not possible	Housing staff don't have the capacity		Not possible	Completed
<p>6.5 Explore the feasibility of developing or buying in an out of hours service to help enforcement action for noise nuisance complaints.</p>	Not possible	The resources to expand the service are not available		Not possible	Completed

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7. Youth related ASB					
7.1 Explore opportunities for intergenerational work to promote better understanding between older and younger people and to help dispel myths i.e. youths in groups are committing ASB.	Agreed	Included in 2015/16 Service Improvement Programme	Colin Boxshall, Safer Estates Manager	<p>Housing and Corporate engagement to work closely to explore opportunities</p> <p>A review of the ABA process ensures that Family partners and sport and activities are included in the process.</p> <p>Intergeneration events took place with the Youth and Children in Care council and tenants in older person apartments.</p>	31 st March 2017 Completed
7.2 Work with the Children Young People and Learning Service (CYPL) to understand what opportunities there are for young people and how housing staff can help promote them.	Agreed	Summer activity programme looking at using schools' facilities	Vicki Nixon, Participation and Advocacy Manager, Lindsay Reid, Group Manager, Outdoor Development and Leisure Facilities	<p>Housing and Corporate engagement to work closely to explore opportunities</p> <p>Older people also worked with school children on a WW2 project.</p>	31 st March 2017 Completed