

ACTION PLAN – TRIP ASB REVIEW

August 2022

No.	TRIP RECOMMENDATION	LEAD	DATE	ACTION	PROGRESS STATUS
1.	Review the wording in the ASB definition to be more up front about how the company views ASB.	Alison Rayner	November 2022 (for change of policy)	<ul style="list-style-type: none"> • Research with other housing providers what their policies state and how they explain ASB. • Look at other places we explain what we define ASB, for example the internet, and ensure we are providing clarity across all communication channels. • Check any proposed changes with legal as the policy has a legal basis in court action. 	This will tie in with the review of the wording used in the Tenancy Agreement covered at point 10.
2.	Review the priority response times provided by the CAT Team – look at response times between houses and flats.	Alison Rayner	October 2022	Testing of category response times with tenants acknowledging differences between flats (high rise) and houses and whether they may require a quicker response	Training was delivered to the CAT on 19/07/23 regarding revised case categories. Happy to work with TRIP and high-rise TARAs to agree on any scenarios where high-rise may

					require a different response time for categories.
3.	Investigate if the CRM can be modified to adjust the response times.	Alison Rayner	October 2022	See action above	The CRM wouldn't need modifying, just the case category to set the timescale for response.
4.	Review the training needs for the CAT Team and the whole Housing Officer teams, to ensure all are aware of the processes, and no Area Team are treating tenants differently than other parts of the Borough.	Alison Rayner/ Nicky Harvey	Dec 2022 – Mar 2023	<ul style="list-style-type: none"> • Training for all Housing Officers will be completed within this financial year. • Refresher training for the CAT team will be planned in. 	Housing Officer training was completed 06/07/23-11/07/23. Safeguarding & ASB Officer training was completed 17/07/23. CAT training was completed 19/07/23.
6.	Work with staff to understand the gaps in the Open Housing System to ensure the support required by the Housing Staff is provided	Andy Gravill/ Claire Trigger	Oct 22	The Open Housing System is due for upgrade over the next 18 months, however the ASB module does still require further work. There is an OH user group set up which Team Leader Claire Trigger is a member of.	Staff are continually supported around usage of OH. New markers and tasks and

					actins have been added to add definition to more aspects of their work.
8.	In the Housing Management Policy Document (9.6) there is no mention of Mediation , this be part of the toolkit for ASB Powers?	Alison Rayner	June 2023	We are currently looking at how we provide mediation and who might be trained on this. Once this piece of work can be done, we can then include this in the policy.	Karl Chapman has delivered some mediation between households. Consideration is to be given to potentially expand training on this across more officers so this can be delivered in house. This is an ongoing piece of work throughout 2023.
9.	Ensure that after a case is closed the company policy of contacting the client to complete a satisfaction survey, is adhered to, for clarity and any customer feedback on the case handling.	Alison Rayner	Dec 2022	This links in to further work we need to carry out around the new standards and how we measure customer satisfaction.	The Safeguarding & ASB Team will be attempting customer

					satisfaction survey on closure of every case. In addition to this, Viewpoint will continue to complete the sample surveys.
10.	In the new Tenancy Agreement, ensure there is a section on ASB. What ASB is, how to report it, and the procedure followed after a report.	Alison Rayner/ Sharon Hoskin	August 2023	The tenancy agreement is the legal contract between the tenant and landlord and will require legal advice to include the procedure.	Sharon Hoskin to implement by April 2024.
11.	Review the company's mediation policy for all areas in the business, to ensure the tenant can be assured of support at a tough time in their tenancy.	Alison Rayner	Nov 2022		Links to point 8.
12.	Review the St Leger Homes Website for out-of-date information, and replace with clear information about what ASB is, how to report it, and what to expect when making a report.			Picked up in a number of other points. Links into a large project with Jackie Linacre.	This process is underway with a working group as we build and migrate to a new internet site.

13.	Include the results of the Star Survey on the Website to be open about the company performance.	Jackie Linacre		Management of this work is transferring teams so date will be confirmed.	The results of the STAR survey (undertaken in 2022) were published in HouseProud in January 2023, which is also available on our website.
15.	Review the Initial Contact Survey Questionnaire as fit for purpose. (Appendix 15).	Team Leaders	Oct 22	To draft and discuss with tenant group.	Updated for S&ASB Team.
16.	Review the current ASB Monitoring Form and consider the suggested 2 nd page (Appendix 13).	Team Leaders	Oct 22	To draft and discuss with tenant group.	Content used is standardised with CDC. Happy to discuss with TRIP direct for input.
17.	Develop a flow-chart for ASB action to clearly explain the procedures and support available.	Team Leaders	Dec 22	To draft and discuss with tenant group.	Very difficult to produce a standard flow. Happy to discuss with TRIP direct for input.
ACTIONS ALREADY COMPLETED OR NOT REQUIRED (AGREED WITH TRIP)					
	Ensure the time between first call of ASB is responded to at the earliest	N/A	N/A	The response times are monitored via our performance monitoring system and reporting	

	possible time. That first connection after the complaint to engagement and agreed way forward with the tenant is crucial (Recommendation 5)			picks up any that are out of time and this is dealt with via case reviews with the Team Leaders.	
	Review the ability of staff secondment from one area office to another when one office suffering an unusual increase in ASB cases (Recommendation 7)	N/A	N/A	With our agile working principles officers can pick up work for other areas without formal secondments. Area Managers can raise issues when struggling to meet demand and HOS can support other areas lending resources to meet demand.	
	Consider including the ASB procedure on the company phone app, currently identified for repairs, as an information tool also (Recommendation 14)	N/A	N/A	The SLHD app is currently discontinued as the internet site adapts to mobile phones. Having an app in the future has not been ruled out and this will be picked up if this happens. This is a feature of the tenant Portal	
	Consider reviewing the “Noise App” and its use in ASB cases (Recommendation 18)	N/A	N/A	The noise app is currently used by Doncaster Council’s enforcement team who we work with closely on noise cases. We have reviewed the possibility of us having a separate subscription but feel this is not needed. The reasons for this are: <ul style="list-style-type: none"> • Noise cases need to go through this team due to the specialist tools and powers they have. • Significant resource is needed to listen and assess the noise app recordings. 	

				<ul style="list-style-type: none"> The information regarding this is shared to our teams so we can take appropriate action. 	
	Ensure regular case reviews with clearly specified appointment dates and times (Recommendation 19)	Team Leaders	Completed Already in place	Team Leaders carry out monthly case reviews with Housing Officers.	
	Minority opinion regarding tenants' photos of ASB being able to be upload safely to the Case Manager as proof/evidence of complaint? (Recommendation 20)	N/A	N/A	Photos will be uploaded on to our document storage system and are used in asb cases. Access to be able to directly upload photos will be allowed through the new tenant portal.	
	Ensure the tenant receives a written response when contacting the company via the email route or via the website function for an ASB complaint (Recommendation 21)	Alison Rayner	Completed Already in place	An automated response is generated when emailing our generic inbox or submitting the asb form via our website.	An automated response is generated when emailing our generic inbox or submitting the asb form via our website