

Appendix 1

Company Number
A Company Limited by Guarantee
Registered in England

To the Chair and members of the
Performance & Improvement Committee

Agenda item No
Date:

1.Report Title

1.1 Tenant & Residents Involvement Panel Review of Anti-Social Behaviour-
The Tenants Experience from Report to Sign-Off

Group members:

Betty Clayton (Chair)
Rodger Haldenby (Vice Chair & Co-Author)
Ron Rickwood (Secretary Co-Author))
Mo Tennison
Brenda Lennon
Emery Sindijue
Cameron Hickman
Edward Christian

2.Executive Summary

2.1 The TRIP Panel were asked to review the companies Anti-Social Behaviour Policies and Procedures. The group were given copies of relevant company documents relating to ASB as background, and a scoping document that wanted:

- * Identification of areas for improvement and further review
- * Recommendations on ways to measure and evaluate the response to reports of Anti-Social Behaviour
- *Recommendations of how and when to gather customer feedback on the management of Anti-Social Behaviour cases.

2.2 The background and reason for choosing the review was highlighted in the recent STAR survey results showing the satisfaction with their neighbourhood as a place to live has declined since 2020 with overall satisfaction of 79%. Also, there were 12.13% of respondents who said they had reported ASB, 42.86% were dissatisfied with the outcome, with the result not being specific to St Leger Homes.

Anti-Social Behaviour has never been subject for review by TRIP before, but is clear that the Government White Paper, and from developing work on

Customer Standards, that tenant engagement and feedback on services are key.

2.3 The group were mindful that on ASB cases, “one size does fits all” concept is not the best way to treat the diverse make up of the housing stock in Doncaster. Being the largest Geographic Metropolitan Borough in the country, with a mix of homes, bungalows, Low and High-Rise Flats etc, treating ASB the same would be unfair, with capacity stretched to the limit. An ASB case in a Low-Rise/High-Rise can affect the whole building of 38 families, whereas in a home environment usually a neighbourhood. It can be less intrusive, but no less important to the complainant.

2.4 Giving the tenant information, freely available 24/7 via the company website or via the SLHD app on how to complain:

What to expect from the company on a complaint and providing an action plan for redress.

2.5 Empowering the tenant with a plan to deal with their concerns, would go a long way to provide a better service, and a more open engagement with an issue that can make a tenant upset and uncomfortable in the quality of their life.

2.6 There are nuances with ASB procedures that gave the group some difficult issues to consider. Talking to staff, the “what if” questions made a simple observation less so, and therefore the group concentrated on the “tenant experience” from the first contact with the Customer Access Team (CAT) to the resolution of the ASB complaint. There are elements of duplication in this report, but without cross referencing, it would make the modules less forthright.

3. Methodology

3.1 In order to move the process forward, the Panel were provided with background paperwork:

- * Aim of the Scrutiny Review and expected outcomes. (Appendix 1)
- * Housing Management Strategy 2019-24 (Appendix 2)
- * Policy Document-Housing Management (review date April 2023) (Appendix 3)
- * ASB Key Statistics 2021-22 YTD (Appendix 4)
- * Damage to Property Procedure (Review date April 2019) (Appendix 5)
- * Physical & Verbal Abuse Procedure (Review date April 2019) (Appendix 6)
- * Property used for Illegal/Immoral use Procedure (Review date April 2019) (Appendix 7)
- * Tenant Drug and Alcohol Procedure (Review November 2017) (Appendix 8)

- * Pet and Animal Nuisance procedure (Review date April 2019) (Appendix 9)
- * Noise/Anti-Social Behaviour (Review date June 2010) (Appendix 10)
- * Secure Tenancy Agreement (Appendix 11)
- * All four Area Office Personnel Structures (Appendix 12)

3.2 As in TRIP previous reviews, the report was split into bite-size modules:

- a. Module 1 Definition of ASB
- b. Module 2 Procedures & Priority Rating
- c. Module 3 ASB Tools and Powers
- d. Module 4 ASB Stats (Service Standards)
- e. Module 5 Tenancy Agreement
- f. Module 6 Tenant Survey
- g. Module 7 St Leger Homes Website-ASB
- h. Module observations
- i. Report Recommendations

4. Module 1 Definition of ASB

4.1 The panel were provided with the St Leger Homes Policy Document- Housing Management (Appendix 3) for background information, and the panel first wanted to establish what the company's definition of ASB was.

4.2 In the document at 9.2 Definition of ASB the company acknowledge there is no one definition of ASB, and use a one sentence quote is:

"Conduct which is capable of causing nuisance or annoyance to any person and which directly or indirectly relates to, or affects the housing management of a relevant landlord"

The next section is a qualification of the definition, but leaves out the actual wording, so that a clear definition to not promoted.

4.3 Observation.

The panel feel there is a need to have a more explanatory explanation of the company's definition of ASB, and suggest:

Conduct and any behaviour which causes or likely to cause any significant or persistent danger, injury, damage, alarm, loss or fear to any person living, working or otherwise lawfully in or in the vicinity of a house/flat or bungalow provided by a housing authority under the Housing Act 1966 to 2002, or Part V of the Planning and Development Act 2000, or housing estate in which the house/flat is situated, and without prejudice to the following includes:

- (i) **Violence, threats, intimidation, coercion, harassment, or serious obstruction to any person**

- (ii) **Behaviour which causes any significant or persistent impairment of a person's use of his/her home, or**
- (iii) **Damage to or defacement by writing or other marks of any property, including a person's home.**

4.4 A minority view of the sub-group thought that a tighter definition would potentially exclude some behaviour, and then cause the company issues legally. But the majority felt a clearer definition was in the tenant's interest, and not lost in small print and ambiguity.

5. Module 2 ASB Procedures & Priority Rating

5.1 In order to look at the procedures adopted by the company regarding ASB complaints, the group wanted to talk to front line staff that dealt with all aspects of the ASB complaints from Housing Team Leaders to the Customer Access Team to Directors.

5.2 Appointments were made to talk to the staff, and determine their understanding of the process, their ways of working, their interaction with the tenants and any lessons learned from their input.

5.3 The format for the conversations were the same for all staff that we talked to. They all had a keen sense of the policy laid out in the Housing Management Policy document (Appendix 3) They were all aware of the need for courtesy to the tenant, and the need to maintain contact during the process, and keep a diary for regular updates to the tenant.

5.4 To all the Housing Team Leaders, Housing officers/Assistants we asked the question: **"Regarding the Priority Rating of each contact for help regarding ASB do you feel the response times, laid out in the Housing Policy Document, are listed correctly?"**

Low Priority cases within 5 working days,

Medium cases within 3 working days,

High Priority cases within 1 working day?"

They all said yes. That is the rating sent them via CAT the Customer Access Team.

5.5 We then asked the question: **"Wearing a tenant's hat, would you be happy with the ratings as listed previously?"** and they said **"no."**

In today's expectations of instant responses, they acknowledged that a wait time of 5 days for a call back on minor issues such as low-level noise nuisance is not good enough. For that person to complain about any issue regarding ASB

is especially important to them, at that moment in time, and to be informed that a “wait time” of more than 24 hours could be viewed as “not putting the tenant first” as the company often declares.

5.6 Following conversations with the Customer Access Team (CAT) the group confirmed that, ASB complaints can be received by the housing team via:

- * Telephone calls to 01302-862862
- * Emails via comms
- * Councillors via the SLHD Company Directors
- * Other agencies via the SLHD Company Directors

5.7 Telephone ASB enquires are processed through the Customer Relationship Management Programme (CRM) by the CAT Team. The operator identifies the tenant via their details, and all their relevant details show at that address. The operator then logs the ASB complaints issues and depending on the ASB itself the CRM programme generates the priority, Low, Medium, or High. A case number is assigned to the case, and then forwarded to the appropriate Area Housing Office.

5.8 Following the CAT Teams input, the ASB complaint is received to the “in box” for the appropriate Housing Officer to action. The officer then knows the allotted response time for that complaint and responds accordingly. However, the CRM system does not differentiate between a house/bungalow or a High-Rise Flat. This can be more of an issue considering the environment of the complaint, and a 3 Day response time for an incident (e.g., noise) is more of an issue for a flat than a home. It leaves the decision to the Housing Officer to answer the complaint with 24 Hours or wait for the 5 days to call or see the tenant, especially if there is a higher volume of complaints.

5.9 Quite often the tenant does not want an officer to visit, because that can raise their profile, and make them a target for further incidents.

5.10 Following the visit or call, the Housing Officer and the tenant agree a way forward and create an action plan, which enables both parties to have an obvious way forward. The Housing Officer agrees to keep the tenant updated on any further information that they gather and keeps a diary for call backs via Outlook. During the call backs both parties are able to establish any further evidence that each party needs.

5.11 The group are of the opinion that ALL calls of ASB should be acted on within 24 Hours, if only to confirm to the tenant that their concerns are being taken seriously, and that early first call can be the assurance of the company's commitment that the tenant needs.

5.12 It was not clear, when reporting an ASB incident via email/website if there was an automated response made to the claimant. Unlike calls to the CAT team, any email ASB complaint is forwarded to the Customer Relations Manager, who then forwards the case to the appropriate Area Office.

5.13 The current Anti-Social Monitoring Forms, takes the form of a one-page questionnaire of basic details, highlighting the incident, date, time, and location. A question how the tenant felt and any witnesses. As a first page it is fine, but not for the tenant to make notes for re-occurrences of the incident. A second page is suggested with clear columns for the date, time, and occurrences. (Appendix 13)

5.14 There is no mention in the Tenancy Agreement on Response Times to complaints of ASB or its procedures and this is an area that needs to be addressed by policy makers. (see Module 8)

5.15 Observations

5.16 The Priority Response Times are a crucial element, in ensuring the tenant's buy-in, that the company cares about their complaint. Housing Officers are the link to the experience being a good or bad one. That early call of assurance is vital and puts a lot of pressure on the Housing Officers to perform well.

5.17 Can the CRM be modified to allow for variances of accommodation, giving the Housing Officer a clearer definition to support the tenant earlier?

5.18 Is there a need for newer and better training to ensure **ALL** the Area Housing Teams are "singing from the same hymn sheet" and giving a better service/response to tenants in some areas and not others.

5.19 There is no doubt, the agitation a tenant feels at the length of time a complaint takes from the initial contact to the resolution. During the process there needs to be a clear explanation of the legal protocols, and awareness to manage expectations, which are the apparent reason for grumbles and discontent with the entire process.

5.20 During conversations the group felt that the turnover of staff within the CAT team, had created a system, that due to reduced training, ASB calls were not treated properly, and often were directed to the area office concerned, with no tenant information recorded. The CAT team seemed to be more focused on Repair`s calls than ASB help.

5.21 There were observations that the Open House system was not as effective as some would have hoped, and to some, not fit for purpose. There were elements in the previous system that were better, and the new Open House product has features that make basic downloading of evidence more cumbersome, to name just one.

5.22 Looking at the Areas Teams, and the staff v ASB cases, it is felt by some group members that, at particular times when an area is having a challenging time with numbers, there is the ability for a secondment from another area to assist for a while whilst numbers are unusually high.

6. Module 3 ASB Tools and Powers

6.1 In the Housing Management Policy Document (9.6) ASB Powers & Tools (Appendix 3) it lists the powers available:

- * Repossession * Demoted Tenancies * Civil Injunction * Closure Powers
- * Criminal Behaviour Order * Community Protection Order * Dispersal Powers
- * Public Space Protection Order *Community Trigger * Community Remedy

There is no mention of Mediation.

6.2 In the Housing Management Policy Document (9.10) (Appendix 3) relates to the section “Community Trigger” which is the process where a member of the community can request a review of their case, to ensure that a group of agencies have provided an appropriate response to the reported anti-social behaviour. Is this not enhanced if there has been an element of mediation on behalf of the company? Are tenants made aware of the policy to seek this component in their search for a resolved situation?

6.3 In the Housing Management Policy Document (9.15)(Appendix 3) Closure of cases. The listed closure reasons, one stands out as a good reason for **mediation** to show **All** possible efforts were made to satisfy the complainant: **“Case resolved to Landlord`s satisfaction**-the case has been resolved to the satisfaction of the landlord, but not necessarily to the satisfaction of the complainant (e.g., nor further action can be taken, all reasonable actions exhausted **(closed)**

6.4 At the end of section (9.15) of the Policy it covers the process when closing an ASB case of letting the complainant know in writing, giving 7 days' notice of the intention to close the case. This gives them the opportunity to make a further complaint if they disagree with the case being closed. It was not clear if the case would be reopened in these circumstances, or if a new ASB complaint is raised, and the tenant having to go through the entire process again.

6.5 The group were pleased that following a closed case, the complainant is contacted by a member of staff, not associated with the case, or an external organisation employed by SLHD for this purpose, to complete a satisfaction survey, which gives them the opportunity to feedback on how their case was managed. What else could have been done and their overall satisfaction.

6.6 Observations

6.7 All through this report the group were looking for ways to make the ASB procedures and policies more user friendly and create a better experience of company involvement with tenant going through a challenging time reporting ASB and possible repercussions to the tenant themselves.

7. Module 4 ASB Stats (Service Standards) (Appendix 4)

7.1 Visually, this report explained the differences between the areas. For the year 2021-22 the ASB cases revealed:

Central Area Office **397** cases of ASB (excluding weekends approx. 4 per day)

East Area Office **142** cases of ASB (excluding weekends approx. 2 per day)

North Area Office **171** cases of ASB (excluding weekends approx. 2 per day)

South West Area Office **398** of ASB (excluding weekends approx. 4 per day)

7.2 However, it is important to highlight the differing housing stock in each area, one being more rural than another. The Central Area has all the High-Rises and the South West a challenging community.

7.3 The total number of ASB cases for the year 2021-22 is a staggering 1,220 with majority being:

* Verbal Abuse/Harassment/Threats/Intimidation-**323**

* Noise Nuisance-**260**

* Garden Nuisance-**176**

* Drugs/Substance Misuse/Drug Dealing-**101**

* Pets and Animal Nuisance-**81**

The remainder in lesser double figures.

7.4 The Completed Cases Indicator (2021-22) revealed:

- * **862** cases completed in less than 3 months
- * **262** cases completed in 3-6 months?
- * **95** cases in 6-12 months?
- * **25** cases in 12 months or more?

7.5 There seems to be a seasonal trend in open cases, but in June to August 2020 there was a spike of ASB cases, which are determined to be Covid related during the first lockdown.

7.6 The Key Stats Report then covers the Service Standards:

“The service standards are outlined in the Housing management Policy Document. They relate to the timescales for interviewing the complainant from the time the company are alerted to the issue. On the same day, is if complaint is received before 3pm.

The Service Standards are reported quarterly. There is a target of meeting the Standard on 95% of Medium Risk cases and on Low-Risk cases. and 90% on High-Risk cases.”

7.7 For this report, it is important to list the response times:

* Noise Nuisance ASB	3 working days
* Verbal abuse/Harassment/Threatening Behaviour ASB	Same working day
* Hate Related Incident ASB	Same working day
* Vandalism/damage to Property ASB	Same working day
* Pets & Animal Nuisance ASB	3 working days
* Nuisance from Vehicles ASB	3 working days
* Drugs/Substance Misuse/Drug Dealing ASB	3 working days
* Alcohol Related ASB	3 working days
* Other Physical Violence ASB	Same working day
* Litter/Rubbish/Fly-Tipping ASB	3 working days
* Garden Nuisance ASB	5 working days
* Misuse of Communal Areas/Loitering ASB	3 working days
* Prostitution/Sexual Acts/Kerb Crawling ASB	3 working days
* Other Behaviour Crimes ASB	3 working days

7.8 The Performance for each 24-hour Response Time Standard (with 10 months listed April 2021 to Jan 2022) revealed the average response was reached **92.81%** of the time.

7.9 The performance for each within 3 working days Response Time Standard (with 10 months listed April 2021 to Jan2022) revealed the average response was reached **82.41%** of the time.

7.10 The Performance for each within 5 working days Response Time Standard (with 10 months listed April 2021 to Jan 2022) revealed the average response was reached **62%** of the time.

7.11 Observations

7.12 As a group we were determined not to encroach onto capacity issues, because there are factors the group are not aware of, and our remit is for the tenant/customer experience. However, looking at the figures and response time, there seems to be a need to look at areas where capacity could be enhanced to deliver a better service to the tenant, regarding reporting ASB incidents, and early support.

8. Module 5 Tenancy Agreement (Appendix 11)

8.1 The panel were provided with a copy of the current Secure Tenancy Agreement 2017 (Appendix 11) as background information, and the panel wanted to ensure there were sections that dealt ASB and the Tenants obligations. Section 2 (2.2 to 2.2(d) deals with general obligations.

8.2 The Secure Tenancy Agreement 2017 Section 2 The Tenants Obligations. 2.3 to 2.8(f) Lays out the ASB conditions well and fits in well with the ASB Definition suggested in the panels Module 1 on ASB Definition.

8.3 In the Secure Tenancy Agreement Section 8 Notes for Tenants, the panel would suggest that this section could have a section on Reporting ASB, how to do this, and what to expect when an ASB incident is reported. It could give an oversight of the procedure, the priority elements etc, which is found in the Housing management Document.

8.4 Section 8 of the Agreement also covers Mediation (8.9). This could be an ideal link when including the ASB procedures as listed in the previous paragraph.

“ Where in the opinion of ST Leger Homes mediation is the appropriate course of action, it is advised that you take the opportunity to participate in this course of action to help resolve disputes involving neighbours”

8.5 The panel are aware that following the Government White Paper there is an emphasis on Mediation in all forms of disputes in ASB with the tenant in mind. There can be a cost to the company in providing more Mediation and Training. It can be the case at the present moment that the company says it will provide Mediation, as it states in the Tenancy Agreement, but has other pressures on its finances.

8.6 The Tenancy Agreement should reflect the statements in the Housing Management Policy Document regarding ASB.

8.7 Observations

Information to the tenants is key. If the company want to empower the tenants, then including the companies ASB procedures in the Tenancy Agreement would be a great step. This ASB procedure should also be a feature on the company website, clearly available, and a good short-term measure, in readiness for any changes to the Tenancy Agreement.

8.8 With the volume of ASB cases, mediation needs to be a careful commodity to use. However, the direction of support and information to tenants is obvious, and it is suggested that the company review the mediation process for ASB, and also consider training for frontline officers to enhance the tenants experience of the services provided by the company regarding this policy.

9. Module 6 Tenant Survey (Appendix 16)

9.1 The Group asked for help from the Community Involvement Team to help provide some tenant/customer feedback on the current ASB Service Standards for a complainant to make a call about ASB and the response times to that call.

9.2 It was agreed that the Community Involvement Team would call tenants with the agreed survey questions (Appendix 16) when and if there was time available in their working day. In the initial stages of the report the group had not been officially advised of any other options to carry out a survey.

9.3 The staff used the company phones, which showed “private number” or “withheld” to the tenant receiving the call, and many tenants will not answer when these are listed as the caller, for obvious reasons. But the group were pleased to get what results they did from the responders.

9.4 Some tenants did not want to answer all the questions, hence the varying numbers 83 to 78 on the standards, and 53 on the mediation questions. The

group did not provide a “decline to answer box” which was negligent on our part. The responses to the ASB questions were:

1. Should St Leger Homes on the receipt of an anti-social behaviour complaint regarding physical or verbal abuse, what do you think the response should be after the complaint? (76 responded)

24 hours.....46

2 days.....12

3 days.....8

4 days.....5

5 days.....5

2. Should St Leger Homes on receipt of an anti-social behaviour complaint regarding pets and animal nuisance, what do you think the response should be after the complaint? (73 responded)

24 hours.....27

2 days.....21

3 days.....11

4 days.....6

5 days.....8

3. Should St Leger Homes on the receipt of an anti-social behaviour complaint regarding tenant drug or alcohol nuisance, what do you think the response should be after the complaint? (72 responded)

24 hours....40

2 days.....15

3 days.....8

4 days.....4

5 days.....5

4. Should St Leger Homes on the receipt of an anti-social behaviour complaint regarding noise and music nuisance, what do you think the response should be after the complaint? (78 responded)

24 hours.....29

2 days.....21

3 days.....13

4 days.....8

5 days.....8

5. Should St Leger Homes on the receipt of an anti-social behaviour complaint regarding damage to property, what do you think to response should be after the complaint? (83 responded)

24 hours.....39

2 days.....19

3 days.....13

4 days.....6

5 days.....6

6. Should St leger Homes on the receipt of an anti-social behaviour complaint regarding the property being used for illegal or immoral use, what do you think the response should be after the complaint? (60 responded)

24 hours.....45

2 days.....8

3 days.....4

4 days.....1

5 days.....2

9.6 In this report the group highlights the availability of Mediation which is mentioned in the current Tenancy Agreement (Appendix 11 Para 8.9), so the survey asked the following questions (53 responded)

“Please indicate if you think mediation should be provided in anti-social behaviour cases by St Leger Homes”

1. Physical or Verbal Abuse:

Always 16.....Sometimes 26.....No 11

2. Pets & Animal Nuisance:

Always 23.....Sometimes 27.....No 3

3. Tenant Drug & Alcohol Nuisance:

Always 16.....Sometimes 19.....No 18

4. Noise & Music Nuisance:

Always 23.....Sometimes 26.....No 4

5. Damage to Property:

Always 20.....Sometimes 21.....No 12

6. Property used for Illegal use:

Always 15.....Sometimes 8.....No 30

9.7 Observation

With such a small response there is no definitive or clear picture of proof either way, which may need further input.

10. Module 7 St Leger Homes Website-ASB

10.1 The panel looked at the St Leger Homes Website to ensure that the information available on ASB was current and provided an informative service to the tenants in Doncaster.

10.2 In the website search engine “Anti-Social Behaviour” was entered, and the following links were listed:

- a. What is **Anti-Social Behaviour** (Modified 10.5.2015)
- b. **Anti-Social Behaviour** (Modified 24.5.2017) there were two links to other information a PDF 2015-16 ASB Policy. There is also a link to “Customer Charter and Service Standards 2014-14” with a photo of Susan Jordan a previous CEO.
- c. **Working Together to Tackle Anti-Social Behaviour** (Modified 8.1.2019)
- d. **ASB** (Modified 1.7.15)
- e. **What we will do** (Modified 10.5.15)

10.3 The results of the recent Star Survey were the reason expressed by the company for this review.

10.4 Entering “Star Survey” in the website search engine reveals:

- * Customer Service Excellence (7.11.2017)
- * Customer Service Excellence Reaccreditation Secured (21.9.2021)

Both these items were presented by the previous CEO Paul Tanney with comments about how excellent the company is. **There is no sight of the actual Star Survey(s) for the tenants to see for information or for their view of how the respondents viewed the criteria listed.**

10.4 Observations

10.5 A tenant looking for information for ASB advice on the St leger Homes Website would be confused about the various procedures dating from 2014 to 2022. There should be a complete clean up of the ASB advice for the tenants in Doncaster.

10.6 A clear explanation of the ASB reporting system, the procedures up to and including the sign-off procedures. There is also the need to highlight to the tenants, that when other agencies get involved with ASB complaints, reaction times towards a resolution may vary greatly (i.e., DMBC, Police, Social Services)

10.7 The company quite rightly advertises the website as a “go to information site” but we would suggest that the site has the visual information of any Star

Survey of the company, so that any comments by the CEO can be judged by the actual survey results. Openness is a two-way process.

10.8 The group would suggest a whole section dedicated to ASB that the tenant can follow and understand the procedure. A section of “we will.....” That gives the tenant a “road map” from start to finish for an ASB complaint (Appendix 14)

10.9 Phone apps are the way forward for information and updating the SLHD Repairs app with a section on ASB reporting procedure would enhance the offer on the website. The recent awareness of a “noise app” that can help a tenant provide evidence of the ASB behaviour about which they are complaining.

11. Recommendations

11.1 The TRIP Panel recommend the follow for review:

11.2 Review the wording in the ASB definition to be more up front about how the company views ASB.

11.3 Review the Priority Response Times provided by the CAT Team.

11.4 Investigate if the CRM can be modified to adjust the Response Times.

11.5 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.

11.6 Ensure the time between first call of ASB is responded to at the earliest possible time. That first connection after the complaint to engagement and agreed way forward with the tenant is crucial.

11.7 There were concerns that the Open House System did not provide the support required by the Housing Staff, and elements of the programme, to their mind, was not fit for purpose. Can there be some form of upgrade?

11.8 Review the ability of staff secondment from one area office to another when one office suffering an unusual increase in ASB cases.

11.9 In the Housing Management Policy Document (9.6) there is no mention of **Mediation**, shouldn't this be part of the toolkit for ASB Powers?

11.10 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.

11.12 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.

11.13 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.

11.14 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.

11.15 Include the results of the Star Survey on the Website to be open about the company performance.

11.16 Consider including the ASB procedure on the company phone app, currently identified for repairs, as an information tool also.

11.17 Review the Initial Contact Survey Questionnaire as fit for purpose.
(Appendix 15)

11.18 Review the current ASB Monitoring Form and consider the suggested 2nd page (Appendix 13)

11.19 Develop a flow-chart for ASB action to clearly explain the procedures and support available.

11. 20 Consider reviewing the "Noise App" and its use in ASB cases.

11.21 Ensure regular case reviews with clearly specified appointment dates and times.

11.22 Minority opinion regarding tenants' photos of ASB being able to be upload safely to the Case Manager as proof/evidence of complaint?

11.23 Ensure the tenant receives a written response when contacting the company via the email route or via the website function for an ASB complaint.

Acknowledgements

1.As in previous reports, the group reached out to other ALMO`s and Housing Authorities for their insight into ASB, and any lessons learned:

Eastbourne Homes (no response)

Blackpool Coastal Homes (no response)

Homes in Sedgemoor (no response)

Hull (Independent Tenant Review Panel)

Rotherham Federation (Tenant Scrutiny Panel)

Cottsway Housing (Officer led)

We thanked them for taking the time to respond. All had similar issues, but a different focus on ASB (e.g., ASB costs and policy reviews)

2.The TRIP panel would like to sincerely thank all the members of staff who contributed to this report. From the Team Leaders/Managers to the support staff, they were engaging and wanted to assist in reviewing the customer journey when reporting an ASB complaint through to final sign-off. Special thanks go to Alison Raynor for setting the goals of the review, providing the background paperwork as a basis for discussion. Also, to Alison Alcock and Sharon Hoskin and their staff for all their support, insight, and advice during the process.

