

CITY BOARD
13 OCTOBER 2011

ITEM B5

ACTION PLAN ON THE DACP CUSTOMER JOURNEY REPORT (ANTI SOCIAL BEHAVIOUR)

Report of the Chief Executive

1. SUMMARY

This report contains comparisons and action plans from Customer Journeys carried out during 2010 and 2011.

2. RECOMMENDATION

To note and comment on the information as detailed.

3. MATTER FOR CONSIDERATION

3.1 Details of the previous action plan can be found in appendix 1, pages 2/3. All actions were completed by Local Housing Managers.

3.2 Comparisons of data showing improvement in satisfaction figures are detailed in appendix 1, pages 3 – 7.

3.3 Improved areas include:

- Action plans being completed with complainants – increase from 55% to 80%.
- Receiving of feedback on ongoing cases – increase from 55% to 84%.
- Evidence logs being reviewed - increase from 25% to 52%.

3.4 A new action plan is detailed on page 8.

The areas listed below have no implications directly arising from this report:

Consultation
Financial and Business Plan
Legal and Confidentiality
Council
Personnel
Environmental
Equalities Impact Assessment
Health & Safety
Risk
Policy Review

If Board members or others would like to discuss this report ahead of the meeting please contact the author, or Phil Davies, Chief Executive, phil.davies@derbyhomes.org – Phone: 01332 888528

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Background Information: None.

Supporting Information: None.

CUSTOMER JOURNEY INTERVIEWS ANTI-SOCIAL BEHAVIOUR

Comparison Report and Action Plan 2011

A Customer Journey was carried out during September 2010 and a follow up exercise was recently undertaken by the DACP in August 2011.

The following is the action plan that was put into place from the first round of interviews:

All actions were completed by the Local Housing Managers.

REPORTING ASB

ISSUE	ACTION	BY	COMMENTS/OUTCOME	DATE
Not all customers received a letter after reporting ASB	Guidance notes to staff	CB	January 2011	
	Investigate adding acknowledgement letter to Academy along with addition of new task in sequence	MW	February 2011	
	Carrie to create a Managers Audit Checklist	CB	January 2011	

APPOINTMENTS

ISSUE	ACTION	BY	COMMENTS/OUTCOME	DATE
Not all customers were offered an appointment	Guidance notes to staff	CB	January 2011	
	Added to Managers checklist	CB	January 2011	
	Ranjit to collate information on new cases received and carry out a 20% check	RM	From January 2011	
Not all customers had an action plan completed	Guidance notes to staff	CB	December 2010	
	Added to Managers checklist	CB	January 2011	
Not all customers felt the ASB procedure was fully explained	Guidance notes to staff	CB	January 2011	

CASE HANDLING

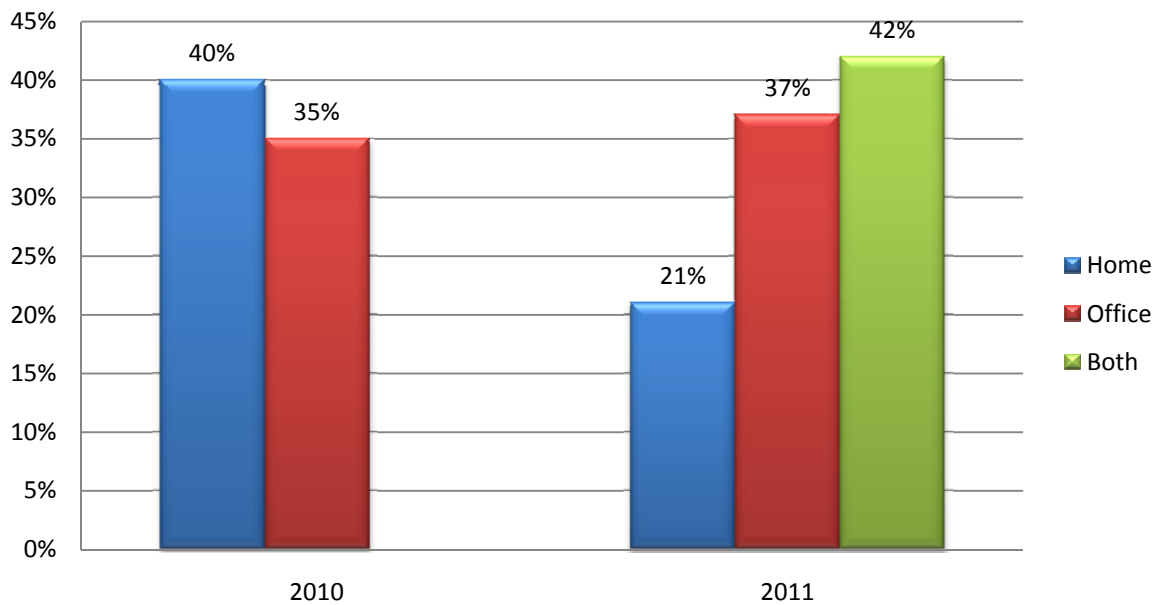
ISSUE	ACTION	BY	COMMENTS/OUTCOME	DATE
Not all customers felt they had received regular feedback	Guidance notes to staff	CB	December 2010	
	Ranjit to produce monthly reports and carry out 10% quality check via phoning customers. Information to be passed to Performance	RM	January 2011	
Not all customers had their evidence logs reviewed when they were handed in to the LHO	Guidance notes to staff	CB	January 2011	
	Training to be given to staff	CB	This has started and is ongoing	
	Guidance notes and review of evidence logs – structure to be put in place via SIT's 2011/12	CB	To be fully implemented 2011/12	

Comparisons

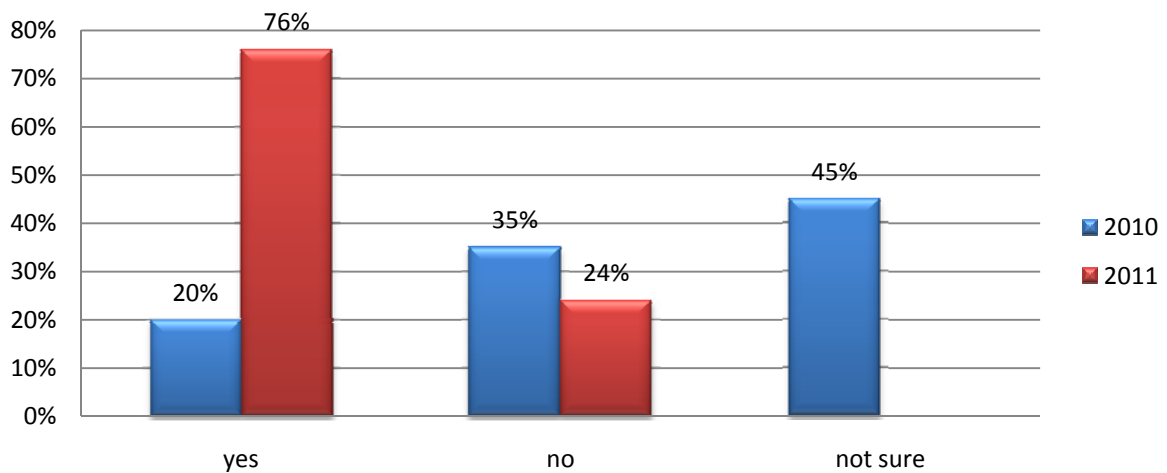
I have looked at the main points of contact for the tenant when they report anti social behaviour and have shown below the comparisons from last year to this. There is an overall improvement with the service, however there still remains areas which need addressing. The final action plan at the end of the document sets out these areas.



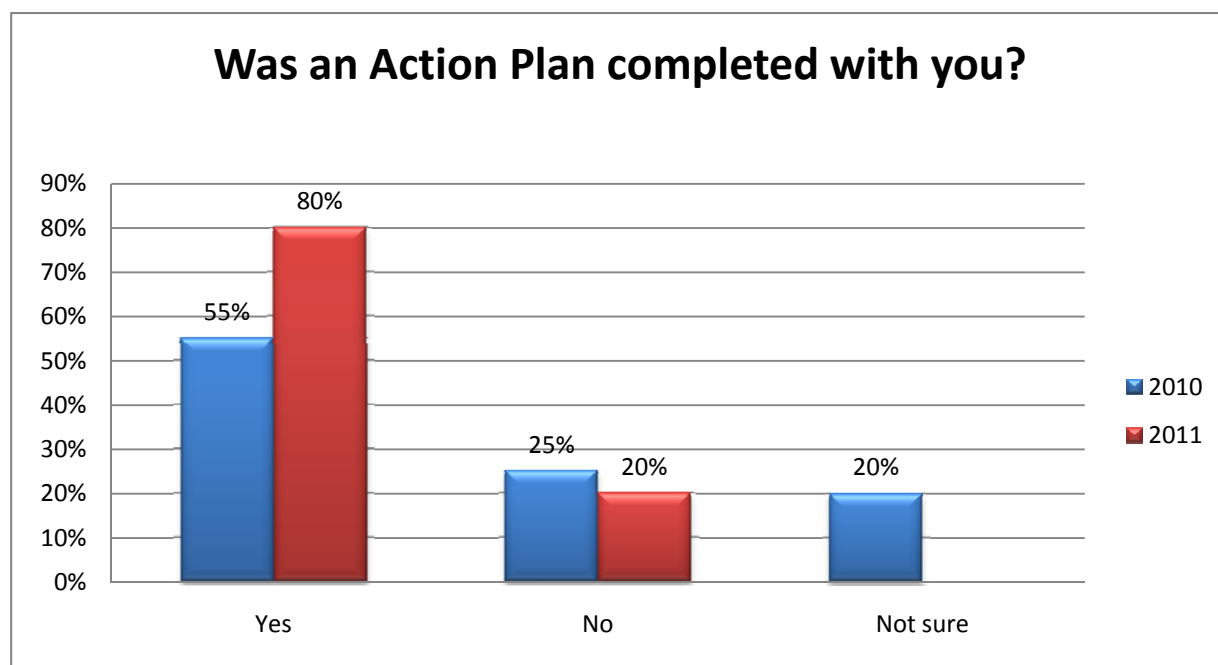
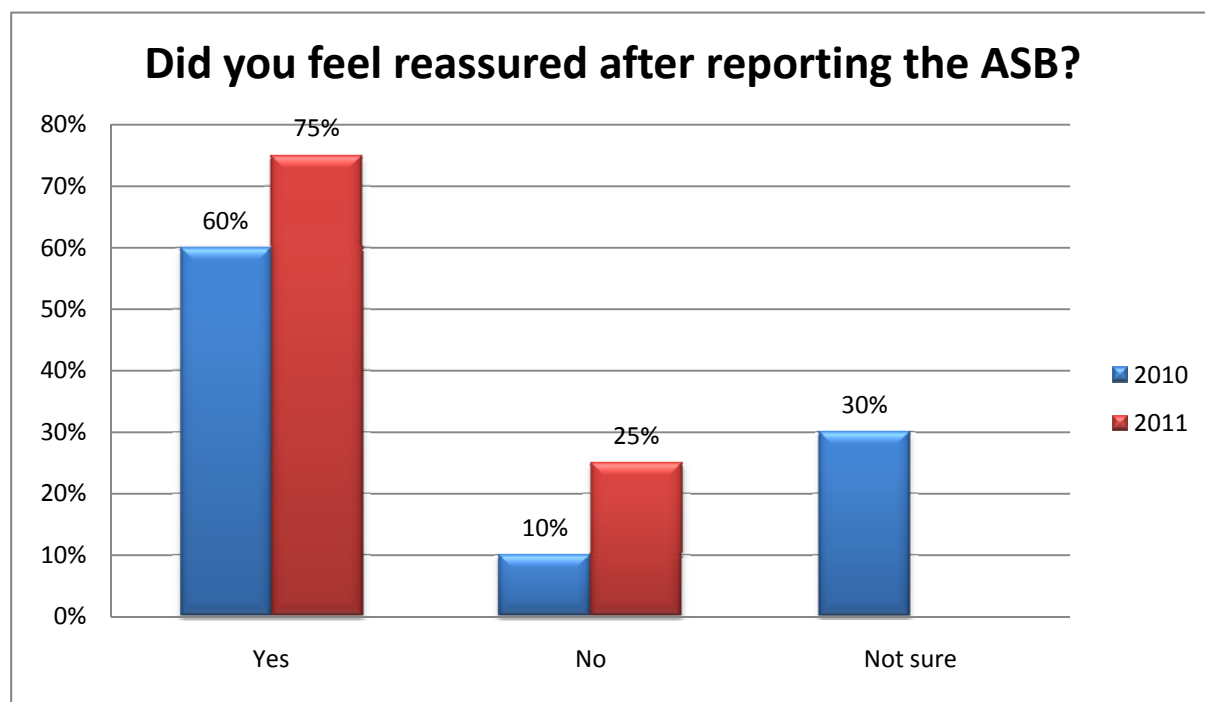
Were you offered a home/office appointment to discuss fully



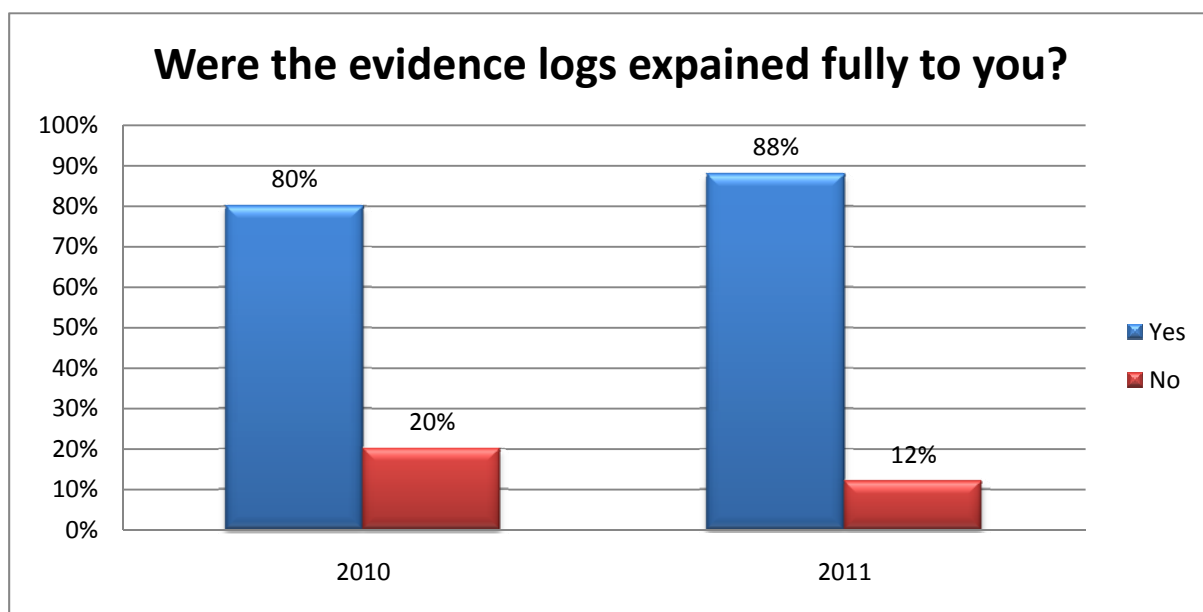
Did you receive a letter telling you who would be dealing with your case?



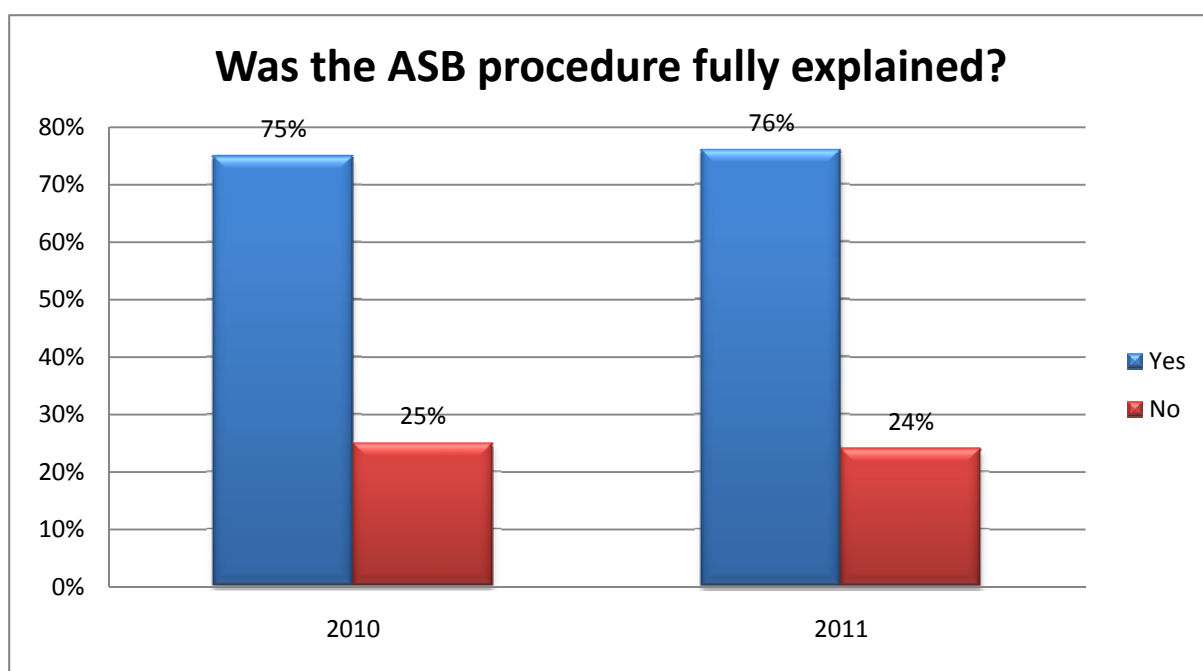
There has been a vast improvement in this area with an increase of 56% of people receiving letters.



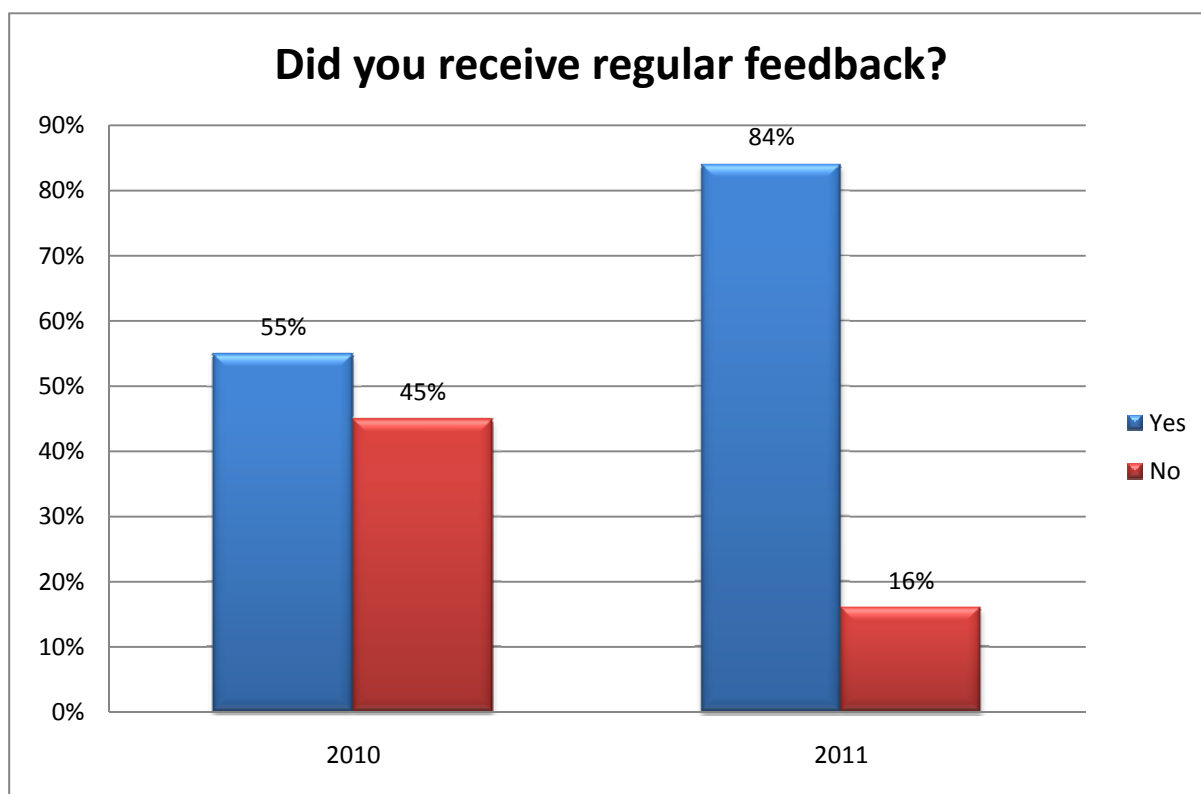
This again is an area which has shown good improvement.



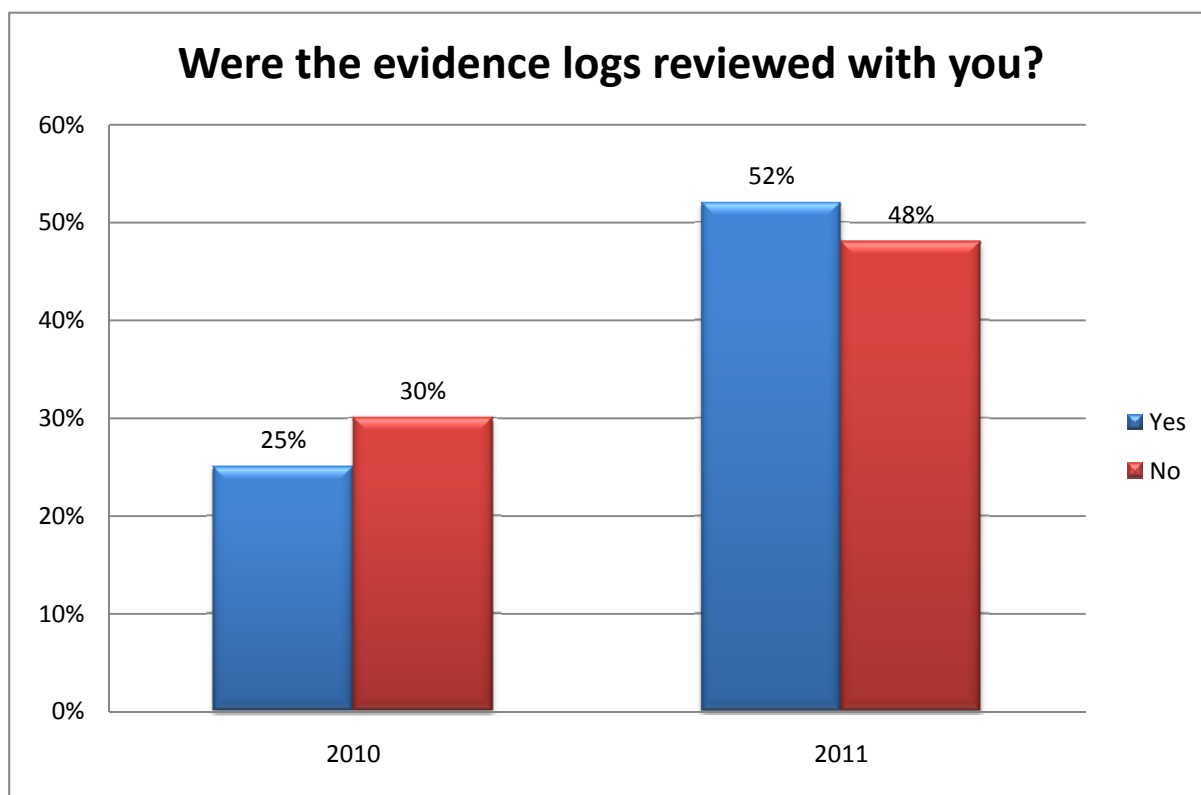
An improvement of 8%.



Many people still do not feel that the procedure is fully explained to them when they report anti social behaviour.



A vast improvement in the amount feedback being given during the investigations with 84% of people happy.



A much better result with 52% saying their evidence logs were reviewed with them when handed in. This will be addressed within the action plan.

Action Plan

Issue	Action	By	Comments/Outcome	Date completed
Only 56% of people received letters detailing who would be dealing with their case.	All complainants to receive letters. Instruction to staff	LHO Managers	There is a suite of letters contained in Academy for use.	
80% of complainants had action plans completed	All complainants to have an action plan completed and agreed.	LHO Managers	To be discussed with staff by end October 2011	
88% of complainants had evidence logs explained fully.	All complainants to have an awareness session with housing officer to explain full ASB procedure and evidence logs.	LHO Managers	To be discussed with staff by end October 2011	
Only 52% of complainants had their evidence logs reviewed when handed in.	All evidence logs to be reviewed with the complainant.	LHO Managers	To be discussed with staff by end October 2011	
Currently no satisfaction surveys sent out.	Reinstate the surveys	MH	Surveys to be reinstated immediately.	