

Housemark Inspection Recommendations

	Recommendations	Due date
1	Review the ASB KPIs as reported to Operational Board	Complete
2	Review the ASB Procedure	December 2016
3	Within the Procedure embed links to all relevant pro-formas and related policies and procedures.	December 2016
4	Develop an annual ASB Learning and Development Plan	November 2016
5	Set out a clear message of our intolerance to ASB on the website	September 2016
6	Develop an Unacceptable Customer Behaviours Policy supported by working with tenants on developing a customer code of conduct.	August 2016
7	Develop a suite of service KPIs and targets to measure the service.	Complete
8	Establish what data is reported to who and how, through the tenants' newsletter, the annual report and the website.	July 2016
9	Establish how easy it is for service users to access the service.	August 2016
10	Ensure that we better publicise how the service can be accessed, including out of office hours.	August 2016
11	Establish the impact that the withdrawal of the 24-hour service provided by EH will have on the ASB service.	April 2016
12	Analyse available profiling data on ASB service users against the wider tenant population to determine if any disadvantaged groups are being excluded from the service.	October 2016

13	Consider reporting on ASB satisfaction by profile to ensure that action is taken where particular groups may be unhappy with the service	October 2016
14	Review what information we provide to tenants, particularly leaflets and the website.	September 2016
15	Work with tenants to define what the service standards should be, the targets, how these will be reported and how tenants will hold the service to account.	October 2016
16	Ensure the service standards are widely available in their own right and use a variety of different communication channels to achieve this	December 2016
17	Feed back to customers following consultations, again using a variety of ways to communicate a 'you said, we did' feedback to customers.	September 2016
18	Use posters and joint partnership letters in the local press to publicise individual enforcement actions and to encourage reporting.	December 2016
19	Where you have taken effective enforcement action, ensure this stands out on the website.	December 2016
20	Include in the ASB procedures and checklists the prompt: 'is it appropriate to publicise the action we have taken?'	August 2016
21	Work with your central complaints team to identify what complaints (upheld and not upheld) have been made about the service. Establish if there are any trends – topic areas, demographics of the complainants, complaint about a certain team or individual. Use this information to establish lessons learnt and outcomes.	November 2016
22	Publicise the changes we have made as a result of complaints about the service.	December 2016
23	Ensure complaints are a fixed item and are regularly discussed at team meetings and 121s.	Complete
24	Identify where staff have been complimented and publicise such comments in staff magazines or elsewhere.	Complete

25	Establish how many Community Triggers have been raised and what this means for the service.	Complete
26	Develop targets for satisfaction with the process and the outcome.	June 2016
27	Invite the Customer Panel to review the service and work with them to find out ways in which performance on the service can be more widely shared with tenants.	November 2016
28	Where tools and power are listed in the ASB procedure, provide more detail on the appropriateness of the use of a specific tool or power and how ASB Officers execute it.	December 2016
29	Work with managers of the YOT to share good practice in serving ABCs	December 2016
30	Review the approach to case monitoring	Complete
31	In the ASB Procedure, expand the section on evidence in order to promote self-help and manage expectations	December 2016
32	Consider the introduction of an action code that is used by ASB Officers to record the action and time taken to act when the perpetrator fails to engage.	December 2016
33	Include a case resolution and average case time KPI within the suite.	June 2016
34	Set out on your website how we support victims and witnesses	April 2016
35	Work with the courts to develop a Court Protocol	August 2016
36	Develop information for customers to explain the court process	August 2016
37	Improve the 'frequently asked questions' section of the website and include some guidance on what residents themselves can do to address the problem.	August 2016
38	Provide more detailed guidance on the use of restorative justice and mediation, how and when staff should make referrals.	July 2016

39	Work with a group of ASB service users to get their thoughts in how they could have done more themselves.	December 2016
40	Improve the collection and reporting of satisfaction data.	May 2016
41	As part of the ASB 'frequently asked questions' section of the website, review the 'what you can do' section, exploring other 'self-help' options. This could range from ways tenants themselves can reduce the impact of noise, to their role in evidence gathering.	August 2016
42	Include a section on self-help in the procedure, that balances safeguarding issues, the landlord's responsibilities and the obligations of individual tenants.	March 2016
43	Include the ASB service leaflet as part of the sign up process.	August 2016
44	At the next tenancy review, include a section on the prohibited misuse of social media by tenants, where this is being used to abuse a member of staff or agent of DH, or another tenant.	August 2016
45	Provide more detail in the ASB Procedure on when and how to use early intervention techniques.	December 2016
46	Monitor the use of early intervention techniques to evidence the impact they are have on case resolution.	September 2016
47	Identify which ASB Officers are successfully using early intervention techniques, so they can share their approach with others.	June 2016
48	Include the role of the Community Engagement team in supporting you in the delivery of the ASB service in the Service Plan.	May 2016
49	As part of Enthusiasm performance measures, include the monitoring of re-referrals as a way of understanding how successful the project is in sustaining behavioural change.	May 2016

50	Establish a VFM register, where you are able to evidence VFM gains against corporate targets. From this develop individual VFM KPIs that are monitored, reviewed and discussed in appraisals and at 121s.	September 2016
51	Encourage staff to identify VFM opportunities by revisiting and renewing the 'Bright Ideas' scheme and ensuring that VFM is a standing item at team meetings.	November 2016
52	Consider how we can capture and calculate the true cost of delivering the ASB service.	November 2016
53	Use performance and cost benchmarking data to identify areas of poor performance or under investment to inform the Service Improvement Plan.	December 2016
54	When tenants are consulted on changes to the ASB service, provide them with appropriate performance and comparative service costs as part of a cost-benefit analysis.	Ongoing