



Date: 26 August 2015 and 22 September 2015

Subject: Anti Social Behaviour

Report Author: R2R Resident Inspectors

Purpose: To provide findings and recommendations from R2R scrutiny of the Anti Social Behaviour Process

Introduction

The R2R panel decided on the Anti Social Behaviour (ASB) for the topic for quarter two's scrutiny activity. This report outlines the key findings from the scrutiny panel and provides a number of recommendations where the R2R resident inspectors feel that the ABS process could be improved.

Scrutiny Scope

It was recognised that the ASB topic was particularly wide and therefore the scope of what was to be looked at needed to be narrowed. In this instance it was decided that the review would centre around the corporate customer communication and resources that saha has in place regarding ASB rather than in-depth analysis of specific cases.

Scrutiny Methodology

The R2R resident inspectors decided that a desktop review would be the best approach for gauging residents' views on this topic

The scrutiny meetings took place at saha's Regional Office in Bolton on 26 August 2015 and Head Office in London on 22 September 2015.

In order to develop an informed understanding of the various elements involved in the ASB, the panel assessed and reviewed the following key documentation:

- ASB policy and procedure
- ASB leaflet
- Summary list of the types of ASB cases received
- Information sharing procedure
- Feedback from residents on local agencies
- Menu of services (examples)
- Service level agreements (examples)

Scrutiny Findings

Overall the R2R panel concluded that the ASB resources and communications with residents was satisfactory.

ASB Policy and Procedure

The panel reviewed both the ASB policy and procedure and generally felt that these were reasonable to manage ASB. The panel had a couple of minor recommendation to improve the process.

Recommendations:

- For the ASB Policy to have a better definition of what a "victim centred approach" means as this is slightly confusing in the policy
- Residents still don't know how to report ASB issues to saha, therefore can the association periodically place an article in the saha news to publicise this to residents
- Can the diary sheets be accompanied by a "how to use guide" as not all residents understand how to fill in a diary sheet, as well as not everyone understands the importance of filling in a diary sheet. Can a paragraph be added that states that residents can contact environmental health as well as saha.

ASB Leaflet

The panel felt that the ASB leaflet was a useful document, as it is written in plain English and informs residents on what to do if they experience ASB at the scheme/services. The panel had a couple of minor recommendation to improve the ASB leaflet.

Recommendations:

- Can a section on prevention of ASB be added to the ASB leaflet i.e. talking to your neighbours informally about issues e.g. loud TV/Radio etc.
- Can the list of examples of ASB behaviour be moved to the front of the leaflet
- Can the new 101 non emergency number be add to the leaflet
- For the ASB leaflet be advertised on scheme noticeboards and updated by Housing Officers on scheme inspections

Assurance Level Rating:

Overall the R2R panel rated the ASB as: **ADQUATE** with some recommended actions for the Association to implement

Recommendations:

Appendix B sets out saha's Management Feedback on the Performance Reporting Report.

Recommendations:	
1	For the ASB Policy to have a better definition of what a "victim centred approach" means as this is slightly confusing in the policy
2	Residents still don't know how to report ASB issues to saha, therefore can the association periodically place an article in the saha news to publicise this to residents
3	Can the diary sheets be accompanied by a "how to use guide" as not all residents understand how to fill in a diary sheet, as well as not everyone understands the importance of filling in a diary sheet. Can a paragraph be added that states that residents can contact environmental health as well as saha
4	ASB Leaflet: <ul style="list-style-type: none">• Can a section on prevention of ASB be added to the ASB leaflet i.e. talking to your neighbours informally about issues e.g. loud TV/Radio etc..• Can the list of examples of ASB behaviour be moved to the front of the leaflet• Can the new 101 non emergency number be add to the leaflet For the ASB leaflet to be advertised on scheme noticeboards and updated by Housing Officers on scheme inspections

R2R Definition of Recommendation Priorities

Assurance level	Definition
SUBSTANTIAL	We feel that the overall service delivery is effectively managed by the organisation and there are robust processes in place.
ADEQUATE	We feel that overall saha has effective processes in place although there is room for improvement.
LIMITED	We feel that saha has no effective processes in place and needs to implement recommended changes immediately.
Recommendation Priority	Definition
ESSENTIAL	Essential recommendations for changes to saha's process to improve service delivery to be implemented immediately.
IMPORTANT	Important recommendations for changes to saha's process to improve service delivery to be implemented within the next financial year.
HOUSEKEEPING	Housekeeping recommendations show areas where we have highlighted opportunities to implement a good or better practice.

Saha Management Feedback on ASB

	Comments Taken From Performance Reporting	Respondent (Name and Job Title)	Management Response To Recommendations	R2R Priority Levels	Target Completion Date
1	For the ASB Policy to have a better definition of what a “victim centred approach” means as this is slightly confusing in the policy	Peter Latham – Head of Business Support and Innovations	We are currently in the process of reviewing the ASB Policy and will take on board the comments from the panel.	Housekeeping	March 2016
2	Residents still don't know how to report ASB issues to saha, therefore can the association periodical place an article in the saha news to publicise this to residents	Peter Latham – Head of Business Support and Innovations	We will ensure that we place an article in the spring edition of the Saha News on this topic and periodically thereafter.	Housekeeping	March 2016 & On-going
3	Can the diary sheets be accompanied by a “how to use guide” as not all residents understand how to fill in a diary sheet, as well as not everyone understands the importance of filling in a diary sheet. Can a paragraph be added that states that residents can contact environmental health as well as saha	Vina Mistry – Head of Housing Services (North)	We are currently in the process of reviewing the ASB procedure, and have introduced a new ASB database, we will ensure that dairy sheet reflect the panels comments.	Housekeeping	Completed
4	<p>ASB Leaflet:</p> <ul style="list-style-type: none"> • Can a section on prevention of ASB be added to the ASB leaflet i.e. talking to your neighbours informally about issues e.g. loud TV/Radio etc. • Can the list of examples of ASB behaviour be moved to the front of the leaflet • Can the new 101 non emergency number be add to the leaflet <p>For the ASB leaflet to be advertised on scheme noticeboards and updated by Housing Officers on scheme inspections</p>	Peter Latham – Head of Business Support and Innovations, Vina Mistry – Head of Housing Services (North) and Pat Cross – Head of Housing Services (South)	We will amend the ASB leaflet with the comments raised by the panel.	Housekeeping	Completed

**R2R Recommendations Tracking Table
(January 2016)**

Scrutiny Topic	Number of Recommendations	Number Completed	Number Outstanding		No Further Action Possible
			Still in Target	Past Target Date	
Estate Services	37	34	1	0	2
Complaints	24	24	0	0	0
Voids	24	24	0	0	0
Communication (Residents' Meetings)	18	18	0	0	0
Rents & Service Charges	9	8	0	0	1
Repairs and Maintenance	6	3	1	0	2
Performance Reporting (KPIs)	8	7	1	0	0
Safeguarding	8	6	2	0	0
Anti Social Behaviour	4	2	2	0	0