

CSP Review of the Anti-Social Behaviour Service

1. Why we chose the Anti-Social Behaviour (ASB) service

SHG will be reviewing its ASB policy and strategy in 2023. To complement this review, we wished to examine the current service from a customer perspective so that our findings can support the development of a new policy and strategy.

As well as this, ASB case numbers have continued to be higher than the sector average since the covid pandemic and we felt that a review on the service would provide an opportunity to review its effectiveness, in light of the increased numbers.

2. Scope of the review

Following a briefing from staff on the service we chose the following areas for review:

- How easy it is for tenants to report anti-social behaviour
- How customer expectations are managed with regard to tackling ASB
- How customer satisfaction information is obtained and used to improve services.

3. Our approach to the review

The following activities were undertaken:

- Briefing from staff on the service
- Review of letters from the service
- Review of information on the website and social media
- Review of current policy and procedure
- Review of tenant satisfaction survey and results.

Our findings underpin our judgements and recommendations detailed below.

4. Overview of CSP findings

We found that the current service is easy to access and is responsive to customers needs. There are high levels of satisfaction with the service, quarter 4 data shows that 89% of customers who completed the customer satisfaction survey are satisfied with how their case has been dealt with.

We found that improvements can be made in communicating how the service can respond to and support customers who are experiencing ASB.

5.1 Ease of reporting Anti-Social Behaviour

We examined the range of ways that customers can report incidents of ASB.

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5.1.1 Strengths

Tenants can easily report incidents of ASB by telephone, online, in person and using the ReMOTE app. The customer satisfaction survey found that 93% of tenants found it easy to report ASB.

The ASB pages on the website are easy to access and provide clear information on how to report ASB. The explainer video and pdf for the ReMOTE app is very useful. The information is easily accessible for people using access technology software and translations are accurate.

Customers are provided with a range of options of how to record incidents of ASB. This ensures that customers can record and submit incidents of ASB in a way that suits them.

SHG use their website and social media to raise awareness of the wide range of ASB issues that SHG can provide support in addressing, for example there has been a recent awareness campaign regarding cuckooing. SHG have identified that Facebook attracts the most customer engagement and therefore more content on ASB is posted there.

5.1.2 Areas for improvement

If a password reset is required for the ReMOTE app and no email is received to enable the reset, there are no contact details provided as to who to contact to resolve the issue.

The ASB case review information on the website does not provide a direct link to the Council website. Customers are required to click more than three times to access information on the ASB case review process and how to apply for one.

5.1.3 Recommendations

1. Ensure it is easy for customers to reset their password for the ReMOTE app if they do not receive a password reset email.
2. Provide a direct link on the ASB pages of the website to the ASB case review process.

5.2 How tenant expectations of the service are managed

We examined how customers are communicated with whilst they have an open ASB case.

5.2.1 Strengths

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All complainants are informed of when they can expect to receive a response to their complaint. An action plan, including how and when the complainant will be updated is agreed and confirmed by letter. The customer satisfaction survey found that 91% of complainants felt that they were kept updated as agreed with regard to the management of their case.

SHG has a complainant support service to give practical and emotional support to ASB complainants. This service ensures that all customers have access to support if they need it.

Letters are in plain English, easy to read and clearly outline the action that will be taken.

At sign up, new tenants receive clear information on what their responsibilities are under their tenancy agreement with regard to ASB. They are given information on how to report any ASB concerns.

5.2.2 Areas for improvement

There is limited information on the SHG website on what to expect if you make a report of ASB. Customers may not be aware of how quickly they can expect a response and the types of action that can be taken.

It is not easy to find the ASB policy on the website. The policy or a link to it is not on the ASB webpages and the search function on the website does not locate it. Tenants may not know to look on the 'open and transparent' page to locate SHG policies.

SHG meets its legal requirement to publish its ASB policy, however the policy uses terms and language that the public may not be familiar with. For example, it refers to RESOLVE and the Safer Stockport Partnership without explanation as to what they are.

We found one letter that wasn't in plain English and did not clearly set out what was required of the tenant.

Details of the health and wellbeing support that SHG provides is not mentioned on the ASB pages of the websites. Complainants and perpetrators of ASB may not know that these services are available.

5.2.3 Recommendations

3. Review the ASB information on the SHG website and provide more details on what the customer can expect from the service (linking to the policy may address this). Consider the addition of a 'frequently asked questions' page on the website to help ensure that customers can be fully aware of what to expect throughout their ASB case.

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4. Provide a link to the ASB policy on the ASB webpage.
5. Ensure the ASB policy wording is customer friendly.
6. Review the letter that we will provide to you and take into consideration our comments. Ensure that all letters checked for Plain English.
7. Provide a link on the ASB pages to the health and wellbeing support that SHG provides.

5.3 How tenant satisfaction is obtained and used to improve services

We completed a tenant satisfaction survey and reviewed the results from the last quarter.

5.3.1 Strengths

It is easy for customers to provide feedback on the service they have received. Customers are contacted by telephone by the One Number team and are asked a series of easy to answer satisfaction questions.

The service regularly reviews its satisfaction data and uses it to improve the service.

5.3.2 Areas for improvement

If customers cannot be reached after three phone calls, there are no further opportunities for customers to complete a survey.

Customers are asked to rate their survey answers on a scale of 1-10. This is a large range for customers to consider, particularly when the survey is conducted by telephone.

5.3.3 Recommendations

8. Consider making the survey available by text message or email, if customers cannot be reached by phone.
9. Consider reducing the response scales on the survey questions.

5.4.1 Additional comments

Members of the panel whilst conducting the review made detailed comments with regard to specific aspects of the policy and procedure. These comments relate to wording and tone rather than the wider policy and strategy and therefore we have

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not detailed these findings in the report. We will submit these to the service for consideration as you develop your new policy and strategy.

5.4.2 Recommendations

10. Consider our comments on the existing policy and strategy when developing the new ones.

6. Support provided for the scrutiny

We would like to thank Liz Smith, the ASB Team and Jonathan Kelly for their support and assistance with this scrutiny review.

We have been assisted by Jayne Boote from Engage for Change who has acted as our independent mentor. Jayne has provided advice and guidance on scrutiny activities and facilitated the production of this report to ensure our independence.