

Customer Scrutiny Panel's review of the Safer Neighbourhoods Service						
CSP Rec. No	Recommendation	Stockport Homes' response	Proposed actions	Officers responsible	Deadline	Officer Updates
1	Ensure it is easy for customers to reset their password for the ReMOTE app if they do not receive a password reset email.	Agreed	In consultation with Case Management Solutions (owners of React) the integration of an easy password reset will be explored with CX. In conjunction with this, the installation of the new and updated ReMote app will also be explored, which is more user friendly and works more consistently and effectively.	Liz Smith, Head of Safer Neighbourhoods, New Head of technology	Sep-23	REACT does not interface with CX, therefore password reset is not applicable, the Remote app is up to date. Work will continue to explore what app options for reporting ASB can be introduced. The service requests that this deadline can be extended to October 2024, as work
2	Provide a direct link on the ASB pages of the website to the ASB case review process.	Agreed	In conjunction with the Marketing Team, the ASB case review will be made more accessible and easier to find on the ASB pages of the website. This will ensure that the case review website links takes customers directly to the review portal	Liz Smith, Head of Safer Neighbourhoods, Ben Egerton, Marketing Business Partner	Aug-23	Completed
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).	Agreed	Develop a "frequently asked questions" section on ASB pages which will include responses to common questions about how a cases might be handled and what customers can expect. Draft questions will be shared with CSP to get their views and input before they are published on the website.	Liz Smith, Head of Safer Neighbourhoods, Lee Jlsheerwood, Safer Neighbourhoods Manager	Sep-23	Completed and on SHG website.
4	Provide a link to the ASB policy on the ASB webpage.	Agreed	A link to the ASB policy will be included on the ASB page of the website.	Liz Smith, Head of Safer Neighbourhoods, Ben Egerton, Marketing Business Partner	Aug-23	Completed and on SHG website.
5	Ensure the ASB policy wording is customer friendly.	Agreed	At the next ASB Policy Review, policy wording will be checked and changes will be made to wording that is potentially difficult to understand. The policy will also be run through a plain English assessment tool for further assurances on its readability.	Liz Smith, head of Safer Neighbourhoods	Oct-23	The policy review is due September 2024 and completed at that point. Approval is sought to amend this completion date to October 2024.
6	Review the letter that we will provide to you and take into consideration our comments. Ensure that all letters checked for Plain English.	Agreed	The letter will be reviewed and technical, long or uncommon wording will be removed and replaced so that customers can easily understand. The letter will then be put through the plain English assessment tool again to ascertain if this has improved the readability score.	Liz Smith, Head of Safer Neighbourhoods, Lee Jlsheerwood, Safer Neighbourhoods Manager	Jul-23	Complete - Letter reviewed and sent to CSP to have the readability score revisited.
7	Provide a link on the ASB pages to the health and wellbeing support that SHG provides.	Agreed	The ASB webpage will be updated to include a link to further information on the health and wellbeing support that SHG provides.	Liz Smith, Head of Safer Neighbourhoods, Ben Egerton, Marketing Business Partner	Sep-23	This is complete and on SHG website
8	Consider making the survey available by text message or email, if customers cannot be reached by phone.	Agreed	Email addresses for customers will listed in the complainant section of React and request that the One Number Team send email survey if no response by phones.	Liz Smith, Head of Safer Neighbourhoods, Alison Leach, Head Of Data, Martin Saunders, Head of Customer Access	Oct-23	Complete - this is already on REACT happening with SN officers providing emails addresses. Jackie Jones made aware regarding Emailed surveys. Louise Crowder
9	Consider reducing the response scales on the survey questions.	Agreed	In consultation with the Head of Technology it will be arranged for the service to make system changes and reduce the scoring to 1-5.	Liz Smith, Head of Safer Neighbourhoods, New Head of technology	Nov-23	Complete
10	Consider our comments on the existing policy and strategy when developing the new ones.	Agreed	Members of the CSP will be invited to customer focus groups that are arranged when reviewing existing policies or developing new policies so that they are able to influence development and ensure that all these comments are taken into consideration	Liz Smith, Head of Safer Neighbourhoods	Mar-24	This will be done in September 2024 when policy is up fore review - request is made for deadline date to e put back to October 2024/