

To	Executive Committee
Date of Meeting	23rd June 2016
Title	Resident Scrutiny panel report summary and action plan
Prepared by	Matt Ashton (Resident Involvement Officer), Liz Chambers (Head Of Community Safety & Support)
Presented by	Sandra Skeete (Executive Director Housing)
Status	Unrestricted

SUMMARY
<p>The Scrutiny Panel undertook a review of the resident experience of Peabody's Antisocial Behaviour service between December 2015 and June 2016. The key findings were that Peabody should manage resident expectations of the likely outcomes of low level ASB cases, that communication could be improved, and that better support was provided and signposted to residents at the start of the process. The review also concluded that residents may benefit from a 'good neighbour' campaign – an attempt to mitigate the effects of ASB issues before they are reported and escalated. Management accepts the findings and recommendations from the review i.e. A good neighbour campaign, improved communications and better sign posting of mediation and will address these over the next 4 months.</p>
FINANCIAL, REGULATORY & RISK IMPLICATIONS
<p>Failure to address the issues identified by the Scrutiny Panel could lead to resident dissatisfaction. Effective scrutiny is necessary to demonstrate compliance with the HCA's Consumer Standard relating to Tenant Involvement and Empowerment and the principle of co-regulation.</p>
RECOMMENDATIONS
<p>The Executive Committee is invited to NOTE the findings of the Scrutiny Review and APPROVE the proposed management response to the Scrutiny Panel.</p>
CONSULTATION
<p>Head Of Community Safety & Support, Heads of Neighbourhoods.</p>
APPENDICES
<p>Appendix 1 – Management Response</p>
SPONSORED BY/APPROVED BY AND DATE
<p>Sandra Skeete – Executive Director of Housing – 20th June 2016</p>

MANAGEMENT RESPONSE TO RESIDENT SCRUTINY PANEL REVIEW OF ASB SERVICE

1. INTRODUCTION

- 1.1. The Resident Scrutiny Panel undertook its fourth scrutiny review between December 2015 and June 2016. The topic was chosen based on resident feedback and performance information.
- 1.2. The Resident Scrutiny Panel, based on previous training and working with the resident involvement team, selected methods of evidence collection and undertook considerable investigation themselves. This included a desktop review of resident facing and internal documents, interviews with residents and a range of staff involved in ASB reporting and management.

2. RESIDENT SCRUTINY PANEL FINDINGS AND MANAGEMENT RESPONSE

- 2.1. The ASB service is seen as playing a key role in dealing with difficult situations that arise in Peabody properties and on Peabody estates.
- 2.2. The review has highlighted the work that the CST and NMs do, and the difficulty of gaining accurate satisfaction information from residents that have been through the process. The outcome of an ASB case, plus the stressful and negative nature of the subject meant that residents are often unhappy with the situation as a whole. It is therefore noted that the resident experience is likely to err on the negative side.
- 2.3. The review has highlighted the work that the CST and NMs do, and the difficulty of gaining accurate satisfaction information from residents that have been through the process. The outcome of an ASB case, plus the stressful and negative nature of the subject mean that residents are often unhappy with the situation as a whole. It is therefore noted that the resident experience is likely to err on the negative side.
- 2.4. However, it is clear from the resident interviews that the panel conducted that most residents felt a degree of isolation from what was going on with their case. This was mainly to do with the amount of contact that residents had with Peabody staff during the process.
- 2.5. The Panel's recommendations are:
 - i) To launch a Good Neighbour campaign to promote 'neighbourly' and 'community' values in order to minimise issues before they are reported.
 - ii) Communication of each step of the process to residents at an early stage. Look at refresher training for PD and other frontline staff.
 - iii) Communications package – things staff must do at various stages of a case. Look at refresher training for NMs / CSOs.
 - iv) Better signposting of mediation services – information given to residents earlier in the process. Refresher training for PD and other frontline staff.

2.6. Some of the key areas for improvement identified during the review and resulting in recommendations were:

- Residents found it difficult to contact Peabody to report ASB.
- That residents felt they were not communicated with effectively during the life of their case
- Residents were more satisfied when they felt that things were being achieved, even if the case had not yet been resolved
- That staff felt that residents would be appreciative of support from Peabody from the very start of the process, even if this meant recommending external agencies (for example mediation services)
- That action plans are used for ASB cases but that residents are not always aware of them or did not feel sufficient time was given to their action plan. That there is good support for Community Safety Officers and Neighbourhood Managers, but that some further training in terms of resident experience may be useful
- That the Panel felt that more could be done to raise awareness of ASB, publicising the causes and effects of low level ASB, and trying to promote a culture shift in terms of neighbourly conduct
- Out Of the 13 residents surveyed by the Panel, the majority were generally unhappy with their ASB case. However, as with the customer satisfaction surveys it was difficult to ascertain whether or not this was due to the outcome of the case, or any deficiencies in the case handling.
- Although some of the residents' survey responses were quite negative there were one or two instances of people being happy with the service. These residents felt that the staff that dealt with their case had a good knowledge and were empathetic to their situation. They also felt like they were kept up to date with its progress.
- The majority of the residents surveyed were unhappy with the outcome of the case. This may however, be to do with the fact that the ASB is still continuing in one form or another.
- Staff felt frustrated with the IT system. They felt that the lack of intelligence available via the QL system means that it was difficult to produce accurate risk assessments.
- The Panel members that carried out the interviews with residents noted that it was a particular high stress job dealing with ASB cases.

2.7. A management response to the findings and recommendations from the review was led by Liz Chambers (Head Of Community Safety & Support). Liz, along with Wells Chomutare (Head of Neighbourhoods – East) met with the Panel in June to discuss the response.

2.8. The Resident Scrutiny Panel concluded its review with four recommendations as follows

- 2.9. Management found the recommendations to be sound and the management response and action plan is attached at Appendix 1.

3. SUMMARY OF NEXT STEPS

- 3.1. Following ExCo approval the following steps are needed
- The scrutiny review and management response to be widely publicised to all residents through Engage, Regional Forums and the website
 - The findings and management response to be reported to Board
 - The action plan to be implemented and progress reviewed and reported back by the Head Of Community Safety & Support to the new Residents Council after six months

4. RECOMMENDATION

- 4.1. That ExCo note the findings of the scrutiny review and approve the proposed management response to the Scrutiny Panel.

Item	Recommendation	Owner	Actions / Comments	Implementation Date	Review Date
1	<p>'Good Neighbour' campaign – there could be a benefit, certainly relating to low level ASB, in promoting a 'neighbourly' values, trying to minimise issues before they are reported. An example would be the recent Lambeth billboard posters on noise nuisance. This could be done in conjunction with comms / Community Development / Resident Involvement and could take the form of Engage features, estate posters, workshops/events at estates. Try and promote self-mediation between residents.</p> <p><i>An attempt to catch / minimise ASB issues before they escalate and are reported.</i></p>	Resident Services	<p>Agreed to consider this.</p> <p>Campaigns to be considered – Noise, mediation</p> <p>Similar to "Love is" London Underground campaign</p> <p>Suggested time limit 3 months long</p> <p>Measure the number of ASB reports for that subject at start and assess impact at end.</p> <p>Look at what information is provided to new residents.</p> <p>Include within Neighbourhood Charter (Fit for the Future) project</p>	August to October 2016	Dec 2016

2	<p>Communication of each step of the process to residents at an early stage. Look at refresher training for PD and other frontline staff.</p> <p>1st step of reporting ASB (Peabody Direct and other communication channels – direct email/contact to NMs etc)</p>	Resident Services	<p>Agreed.</p> <p>Regular updates to residents throughout case will be included in training package as well as management review.</p> <p>PD outlining “This is what happens next” with timescales.</p> <p>Ensuring all communication especially those directly to NM/staff is captured and logged in line with process.</p>	Sept 2016	March 2017
3	<p>Communications package – things staff must do at various stages of a case. Look at refresher training for NMs / CSOs.</p> <p>Case handling</p>	Resident Services	<p>Agreed</p> <p>Will now form part of the work plan for 2016/17 and the working group for ASB inhouse training package. (Training first draft design available by July 2016)</p> <ul style="list-style-type: none"> - Include regular progress updates to residents - Focus on action plan (at 1st contact and reviewed during case closure conversation) <p>Renewed focus and commitment by manager for case reviews.</p> <p>All recommendations will be considered as part of Fit for the Future ASB Project (completion date Sept 2016 for recommendations)</p>	July 2016	March 2017

4	Better signposting of mediation services – information given to residents earlier in the process. Refresher training for PD and other frontline staff.	Mediation facilitators	Agreed Will include in mediation work plan 16-17	Sept 2016	Jan 2017
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In addition to recommendations,

Resident Scrutiny Panel member raised that West Forum had raised a number of ASB cases where they had concerns (Community Safety team cases).

I have agreed to provide contact details for someone within CST to give to the West Forum with information on what we can offer.

Wording:

We understand that some West Forum members raised concerns about their antisocial behaviour cases (Community Safety team).

Please contact us to provide detail of your concerns and we will review your case, providing an update in 10 working days. Please email Ken.Andrew@peabody.org.uk (Community Safety Manager) and CC to Liz.Chambers@peabody.org.uk