

Task No	Task / recommendation	Outputs / evidence	Resources	Start Date	Target Date	Actual Completion Date	Outcome	Progress to date (RAG)	Status (started / completed)	Narrative (if R or A)
1	Review Customer facing information	Information accessible via web and leaflets	Front line staff/Resident input	Mar-14	Apr-14		Improved Customer Experience		Not started	This will be part of the new SEO's responsibility to lead on
2	Ensure ASB standards are well promoted and accessible for customers	Procedure to be put on website and leaflets distributed to varied locations		Nov-13	Apr-14		Improved access for residents to information on ASB	A	Started	EMO Team have been asked to produce an advice leaflet by end of Feb 14 for approval.
3	System to report ASB out of hours	Information readily available on how to report ASB out of hours	Resident Involvement Team/Communications	Nov-13	Mar-14		Improved information for residents	A	Started	Information will be part of leaflet produced at point 2.
4	Ensure all cases are correctly risk assessed and prioritised accordingly and monitored. Agree timescales with residents for serious cases	Risk assessments and action plans are documented in case files and on QL system	Staff	Nov-13	Feb-14		Improved Customer Experience	G	Completed	HEM has carried out recent reviews of cases where risk assessments have been evidenced.
5	When reviewing the procedure ensure that it clearly states how urgent cases must be identified and managed, with clear timescales	New procedure clearly defining process for identifying urgent cases and timescales for dealing with the case	Staff/Resident Input to procedure review	Apr-14	Apr-15		Up to date procedures with defined processes and timescales		Not started	The ASB procedure is to be reviewed in 2014 taking into account the corporate and government guidance plus the new powers that will be available later in 2014.
6	Take steps to more effectively monitor and report staff compliance with the procedure and ASB service standards	The new Estates Management Team Leader will monitor via 121 meetings and document these accordingly	EMTL/EMO	Mar-14	Oct-14		Improved performance data	A	Started	1-1s meetings already take place with individual.
7	Work with all staff to raise the importance of undertaking risk assessments	Risk assessments and action plans are documented in case files and on QL system	EMTL/EMO	Nov-13	Feb-14		Improved case prioritisation	G	Completed	staff have been reminded of the use of Risk Assessments at the first contact stage to correctly prioritise each case at 1-2-1's.

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8	Ensure that staff are trained in the variety of solutions available to resolve ASB	Learning & Development plans in place for staff that deal with ASB/Nuisance	EMTL/HEM	Nov-13	Sep-14		Better trained staff and consistent case management	A	Started	A training plan will be developed for each member of the team following the restructure.
9	Work with customers to develop appropriate procedures for dealing with nuisance. Clearly define the difference between ASB and nuisance	Nuisance procedure developed with staff and residents	Residents/Staff	Apr-14	Nov-14				Not Started	Nuisance procedures will be written alongside the ASB procedures when reviewed.
10	Involve partners in the development of all new policies and procedures	Partnership involvement	Partners/Staff	Apr-14	Oct-14		New Procedure		Not Started	Partners will be fully involved in the review of ASB and Nuisance procedures.
11	CBC needs to issue clear guidance for staff to ensure that roles within the team are understood – particularly the different responsibilities held by the EMO and the TEO	Restructure implemented and communicated to relevant partners any changes	HEM/HOHHM	Mar-14	May-14		Clear structure and roles understood	G	Started	Under the restructure the TEO position has been deleted and a new Team Leader will take responsibility for leading on ASB issues.
12	Improve communication with victims through agreeing frequency and method of contact during the action planning process and monitored by the manager	Risk assessments and action plans are documented in case files and on QL system	EMTL/EMO	Nov-13	Feb-14		Clear action plans that have been agreed with victims of ASB	A	Started	Staff have been reminded of the importance of the involvement and agreement of victims in the action plan and that agreement is made with the victim about regularity and method of feedback and updates.

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13	Provide staff with training and guidance on the use of diary sheets to ensure that they are only issued in appropriate circumstances and that victims feel supported to complete them. Offer alternative methods of collecting evidence to victims – such as tape recorders and cameras	Diary sheets are given to all victims of nuisance/ASB to record incidents and log persistency of incidents	EMO	Nov-13	Nov-14		Improved Customer Experience	G	Completed	Options such as tape recorders and cameras for use by residents are not as yet available and research needs to be undertaken to establish the validity of such evidence in court.
14	CBC should ensure that it takes all necessary action to ensure that it is creative in achieving long term sustainable solutions to ASB	Risk assessments and action plans are documented in case files and on QL system	EMTL/EMO	Mar-14	Sep-14		Tenancies are sustained and court action avoided where possible	A	Started	I believe that the procedure is clear in this respect, but that training for staff is needed to ensure they understand the procedures.
15	CBC should revise the procedure with partners to include information about diversionary activities as a potential solution to ASB and it should also consider working with tenants to resolve issues in the local area, for example by signing a GNA	Learning & Development plans in place for staff that deal with ASB/Nuisance		Mar-14	Sep-14		Tenancies are sustained and court action avoided where possible	A	Started	Officers are aware of and consider all options available to them to resolve any case, with the emphasis being on avoiding legal action if possible. Further training will reiterate this approach.
16	Work with tenants to develop a way that tenants can regularly be involved in the service to shape, monitor and provide feedback	Improved customer contact and feedback regarding the service	EMO/HA	Mar-14	Sep-14		Improved performance data	A	Started	Learning & Development Plans will be put in place for each individual officer dealing with ASB/Nuisance and processes to improve customer feedback from Victims will be implemented.

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17	Training needs of staff should be individually assessed using a training needs analysis	Learning & Development plans in place for staff that deal with ASB/Nuisance	HEM/EMTL	Mar-14	Sep-14		Better trained staff and consistent case management	A	Started	Learning & Development Plans will be put in place for each individual officer dealing with ASB/Nuisance.
18	CBC should ensure that the team is able to operate properly at all times, even when there are long term absences, by training staff on all aspects of the role	Learning & Development plans in place for staff that deal with ASB/Nuisance	HEM/EMTL	Mar-14	Sep-14		Better trained staff and consistent case management	A	Started	Learning & Development Plans to be implemented for individual staff based upon role competencies.
19	Using best practice and learning from other organisations generally, take steps to set up a successful method of achieving satisfaction data	Visits to high performing Authorities/Associations to establish best practice	HEM/EMTL	Mar-14	Nov-14		Improved performance & customer satisfaction	A	Started	This work will need to be done alongside the procedure reviews.
20	Set a clear deadline for finalising the work with the Police to explore the likely effectiveness of Safety Net, or another system, and implement within a clear timeframe	Safety Net is to be used for ASBRAC cases only as discussed at meeting on 4th February 2014	Police/ CS	Nov-13	Apr-14			G	Completed	It has been agreed by the partnership that Safety Net will be used for ASBRAC cases only. Officers will have access to the system and be able to input those high priority cases.
21	CBC should review its ASB performance indicators; including consulting with a diverse group of residents, learning from best practice and from high performing peers	Housemark PI's to be implemented	HEM	Nov-13	Apr-14		Performance data available to be used for benchmarking the service against others.	G	Completed	Agreed that with effect 1st April 2014 performance data will be reported as per the housemark definitions.

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22	CBC should put in to place more effective ways to monitor service delivery	Documented monitoring of Case Reviews readily available	EMTL	Mar-13	Apr-14		Improved performance data and case management	A	Started	The addition of a SEO post within the restructure will enable this to work to be undertaken more effectively.
23	Work with Partners to review success of partnership working	Housing attend regular joint meetings with partners to discuss cases	EMTL/EMO	Feb-14	Mar-14		Improved understanding and partnership working between agencies	G	Completed	Joint meeting between the Police, Community Safety and Housing have been reinstated.
24	Analyse the cost of the ASB service including the cost of different solutions		HEM/FO	Apr-14	Nov-14		Better understanding of VFM		Not Started	A review of the value for money aspect of the service needs to be undertaken when the other priority points of the action plan are implemented.
25	Review service against Respect Charter	Procedure review implemented	HEM/EMTL/EMO	Nov-13	Nov-14				Not Started	This done in line with policy and procedure reviews as well as policy/law changes.
26	Increase staff awareness of VFM		HEM/EMTL	Mar-14	Nov-14		Better understanding of VFM		Not Started	Will be implemented as part of the on-going development plan and training requirements for staff.
27	Benchmark against Housemark Data	TSP View the Housemark report	HEM/JM	Mar-14	Apr-14		improved outcomes	A	Started	This is already done but will be more beneficial when the reported data is in line with housemark definitions.
28	Communicate staff changes to partners	Partners updated in respect of restructure	HEM	Apr-14	May-14		Better partnership Working	A	Started	partners are aware of who deals with ASB and updates will be given when needed.