

Appendix C



Central
Bedfordshire

Tenant Scrutiny Panel

Final Report

Anti-Social Behaviour

Tenant's Scrutiny Panel &
Carol Rooker, Head of Housing Management

Introduction

- Who is the TSP?
- Why we got involved
- Interview & selection
- Why we chose ASB

Where we started

- Checked performance information
- Did our homework
- Received further training and support

Method

- Held focus groups
- Benchmarked and compared
- Met with staff, partners and tenants affected by ASB
- Compiled evidence
- Kept tenant & Council issues private & confidential
- Wrote report

Recommendations

- Made 28 recommendations
- Allocated a proposed timescale to each
- Initial response from Housing service was positive
- Asked them to develop recommendations into an action plan

Outcomes

- Outputs & evidence on the action plan
- Open dialogue with Housing management
- Regular monthly meetings to review action plan
- Some changes already introduced



Housing Service Response

- Welcomed the report : comprehensive, well written, balanced and fair
- Embraced the perspective from the tenants view
- Informed restructure of the Housing management Team with additional resources
- Set up regular meetings
- Produced an action plan

Actions include

- Improve communication and information
- Reviewing procedure
- Differentiation between nuisance and anti social behaviour
- Improving monitoring of cases
- Learning and development plan
- Identify best practice
- Review performance indicators

Future

- Develop relationship with Tenant's Scrutiny Panel
- Embrace the “added value” the Panel can bring
- Develop managers and staff buy-in
- Work together on improvement opportunities
- Ensure the Panel is properly resourced and supported
- Ensure co-regulation is a reality

Learning

- What worked well
- What could improve
- On-going training
- Results

What next

- Promoting the report and findings to tenants
- Next Enquiry

Questions?



**Central
Bedfordshire**