

Tenant Scrutiny Panel

Update Summary

Anti-Social Behaviour

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

Update Summary

- Introduction
- Outcomes
- Actions achieved
- Ongoing actions
- The future

Introduction

- Background
- New TSP member

Outcomes

- Actions being completed and evidence supplied.
- Monthly meetings with ASB Team Leaders.

Actions Achieved

- ASB Leaflet
- Improved risk assessments
- Contingency for staff absence
- Improved training and support for staff
- Improved communication with partners
- Introduction of ASBRAC using 'Safety Net'

Ongoing Actions

- Comparing the procedure
- Defining ASB within the service
- Performance against Housemark

The future

- Wider promotion of the improvements in ASB
- Improving the Tenant Scrutiny process – lessons learnt
- Started a new enquiry- complaints process

Questions?



**Central
Bedfordshire**