

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	Jan-15		Improved Customer Experience	A	Started	Working with corporate to update all housing services website Info - Lead officer Tracey Bloomfield - workshops booked through October, already reviewed and hopefully implemented by December 2014 - after TSP approval leaflet is going through Corporate Coms
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	Nov-14		Improved access for residents to information on ASB	A	Started	Leaflet passed to corporate comms for final comments and changes before information sent live on web etc.
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	Nov-14	Oct-14	Improved information for residents	G	Completed	Information included on leaflet agreed by TSP and OOH reporting tool exists on web.
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	Mar-14	Improved Customer Experience	G	Completed	Improvement in the Customer Experience can be measured against the number of surveys now being returned with a high level of satisfaction. A High level of satisfaction is defined as Satisfied or very satisfied. Last months return was over 80%
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	Sep-14	Apr-15		Up to date procedures with defined processes and timescales	A	Started	Start date for ASB procedure review 01.10.2014
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	Mar-14	Improved performance data	G	Completed	The improved data that is now available to the EMTL when reviewing/auditing cases has helped determine better and quicker resolutions to a number of cases.

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	Feb-14	Improved case prioritisation	G	Completed	Carrying out the risk assessments is part of the standard procedure and officers are checked/monitored at 1-2-1 meetings by TL that this is being done. Evidenced by RB
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	Sep-14	Better trained staff and consistent case management	G	Completed	Pilot Career Developments have begun incorporated into PDR's for individual officers. Training courses have been intensified in the last 6 months with new team members and refresher training including new powers from October 2014
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	Sep-14	Apr-15			A	Started	Start date for ASB procedure review 01.10.2014
10	Involve partners in the development of all new policies and procedures	Partnership involvement	Partners/Staff	Sep-14	Apr-15		New Procedure	A	Started	Partners will be fully involved in the review of ASB and Nuisance procedures. ASB County wide partnership meetings have taken place in the last 6 months regarding new policies in light of new legislation
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/HOHM	Mar-14	May-14	Apr-14	Clear structure and roles understood	G	Completed	All cases of ASB/Nuisance are now the responsibility of the EMO and are monitored by the EMTL. This has achieved clarity as to who is lead officer for all cases.

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	Feb-14	Clear action plans that have been agreed with victims of ASB	G	On-Going	The Estates Management Team Leader is reviewing cases with the Estates Management Officers at 1-2-1's. Recent reviews of case files has shown that clear plans are being put in place with victims. Evidenced by RB.
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	Oct-14	Improved Customer Experience	G	Completed	A process is in place where mobile cameras can be situated in areas where the ASB is in a public area. These cameras are held by the community safety team and are available to housing upon request and with the agreement of the ASB Tasking Group, however diary sheets are a vital and necessary part of the evidence collected to show that a case is an on-going and persistent issue and not just a one off experience for a victim.
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	Aug-14	Tenancies are sustained and court action avoided where possible	G	Completed	The team are working closely with all partner agencies and the EMTL/HEM on cases to consider all possible resolutions before deciding on the most appropriate action. Residents views and feelings taken into account as part of the process to establish the most appropriate action. To date no evictions have occurred due to legal action for an ASB issue.

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	Partners/Staff	Mar-14	Sep-14	Sep-14	Tenancies are sustained and court action avoided where possible	G	Completed	As above, but this will be an on-going training programme as new legislation comes into force and new powers are made available for us to use. There is good evidence that we are sustaining tenancies as no evictions have been carried out due to ASB and we are working closer with partners to ensure the best solutions to issues are found and implemented.
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	Sep-14	Improved performance data	G	Completed	There has been a significant improvement in the feedback from victims of ASB cases. There has been a high level of satisfaction, but those cases where a victim has expressed a level of dissatisfaction have been followed up to understand how we could have done better in the individual case
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	Dec-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 on completion of the current career development framework pilot which is currently underway.
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	Sep-14	Better trained staff and consistent case management	G	Completed	Now that the Estates Management team are fully staffed it is felt that there is sufficient cover amongst the team to cover for any absences/sickness, There are however going to be times when sickness/leave absence may be at a level where it is more difficult to cope with the level of cases being dealt with. In these instances the HEM/EMTL have contingency options available to help cover these periods.

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 is scheduled to take place over the period October - November 14 in line with the procedure review.
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	Apr-14	May-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	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.
22	CBC should put in place more effective ways to monitor service delivery	Documented monitoring of Case Reviews readily available	EMTL	Mar-13	Apr-14	Apr-14	Improved performance data and case management	G	Completed	The case reviews have impacted positively on performance and customer satisfaction, which can be evidenced by the BSC and customer surveys being returned after completion of cases.
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	Mar-14	Improved understanding and partnership working between agencies	G	Completed	Joint meeting between the Police, Community Safety and Housing have been reinstated on a weekly basis where cases are reviewed and partnership working discussed.

24	Analyse the cost of the ASB service including the cost of different solutions	Housing to undertake workshops with Housemark to understand VFM Data re ASB	HEM/FO	Apr-14	Nov-14		Better understanding of VFM	A	Started	Benchmarking of ASB data will only be able to be done from 2014/15. This is due to different KPI's being measured for the year 2013/14 which were outside of housemark and not benchmarked.
25	Review service against Respect Charter	Procedure review implemented	HEM/EMTL/EMO/Customers	Nov-13	Nov-14		Improved Performance	A	Started	The policy and procedure review has started and will take place over the next 6 months taking into account best practice from top quartile performing landlords and the Respect Charter recommendations.
26	Increase staff awareness of VFM	Housemark workshops	HEM/EMTL	Mar-14	Nov-14		Better understanding of VFM	A	Started	Workshops with Housemark are being undertaken and the data analysed to be able to better understand the VFM issues
27	Benchmark against Housemark Data	TSP View the Housemark report	HEM/JM	Mar-14	Apr-14	Apr-14	improved outcomes	G	Completed	The performance data is now being reported in line with Housemark KPI's and we will have a much better idea of our service by the end of this financial year.
28	Communicate staff changes to partners	Partners updated in respect of restructure	HEM	Apr-14	May-14	Apr-14	Better partnership Working	G	Completed	Partners are updated with regard to who is dealing with ASB and will continue to be kept up to date of any changes as they happen.