



Riverside Customer Voice Executive Scrutiny Working Group

Scrutiny exercise – Anti-Social Behaviour Good Practice

With independent guidance from TPAS.

October 2022

Summary

In the autumn of 2022, The Riverside Customer Voice Executive (RCVE) Scrutiny Working Group completed an in-depth exercise into the Anti-Social Behaviour service here in Riverside. The review focused on establishing how good practice in handling Anti-Social Behaviour cases is shared throughout Riverside, with a clear focus on our social housing customers.

After examining the performance information, weekly and monthly complaints reports, procedure and policies, as well as conducting surveys with staff the Scrutiny Working Group made a number of recommendations for Riverside to improve on.

Over 100 staff members, along with housing associations of similar size were interviewed during the scrutiny exercise, demonstrating a thorough examination of the service resulting in a detailed scrutiny report.

Top 5 Key Findings

- Training on ASB has taken place and a 6-module course has been procured. However, it is not mandatory; programmes are infrequent and new staff are not prioritised.
- There are currently no Anti-Social Behaviour KPIs (Key Performance Indicators). Therefore, Riverside cannot know how it is performing on Anti-Social Behaviour.
- Riverside has no accreditation or awards for ASB management and prevention. The Customer Safety Manager would like to achieve accreditations and has applied for Domestic Abuse Housing Alliance (DAHA) accreditation and group-wide accreditation is being explored.
- The results of the Housing Officer survey showed a wide gap between how Managers and Housing Officers perceive the effectiveness of Anti-Social Behaviour case-handling; the effectiveness of good practice sharing; ASB training etc.
- The current case management software (The Hub) is hindering the delivery of effective case work, which in turn is affecting morale and performance.

Recommendations

As a result of the scrutiny the following recommendations were made. Riverside has accepted these recommendations and is working on delivering these.

Recommendations

- The formation of a specialist service to deal with Anti-Social Behaviour (as defined by Riverside).
- Re-instate a set of Anti-Social Behaviour KPIs and start to report to the Board with immediate effect.
- Introduce mandatory Anti-Social Behaviour training for Housing Officers & Customer Safety Officers. Ensure new starters are booked immediately, and existing staff are scheduled for refresher training on a programmed basis.
- Address the results of the Housing Officer survey, which highlighted issues with morale, process problems and potentially fractured working relationships between departments. Send a communication to all Housing Officers acknowledging the results of the survey and setting out the course of action that the leadership team will be taking to address the issues. Run another survey in 12 months' time to test if perceptions have changed.