

Customer Scrutiny Review of Reporting Anti Social Behaviour

Purpose

Antisocial behaviour (ASB) has a major impact on people's lives. Our Customer Assurance Committee asked us to review the customer experience of reporting ASB to identify opportunities to maintain and improve.

What did we review?



- *Customer information, policies & procedures*
- *The Chartered Institute of Housing's ASB Respect Charter*
- *Information of other housing associations*
- *The views of service manager and officers about current service and listened to their ideas to make improvements*
- *Held a focus group with customers*

Key findings

Improving communication with customers is a key priority for Citizen

Citizen takes ASB seriously, recognising its impact on safety and security

Citizen has proactive approaches to ASB, supported by well-informed staff

The service is regularly reviewed and follows legislation and best practices

People's behaviour impacts others, and antisocial behaviour harms individuals and families

Recommendations & actions taken

Community Activities

Recommendation

Create more targeted community activities



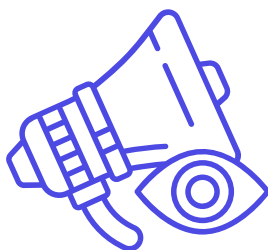
Action

The Customer Engagement Team delivered events

Raise Awareness

Recommendation

Raise customer awareness about ASB through campaigns



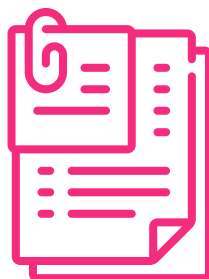
Action

Promoting ASB support through social media channels, website etc

Key Documents

Recommendation

Provide advice information during home visits



Action

The Good Neighbour agreement is shared, offering reminders

Dedicated Response

Recommendation

Put customers reporting ASB through to a specialist advisor



Action

A new dedicated out of hours ASB line has been introduced. The Line 0800 075 6699 is open 5pm and 9am.

Recommendation

Reinstate a mediation service

Mediation

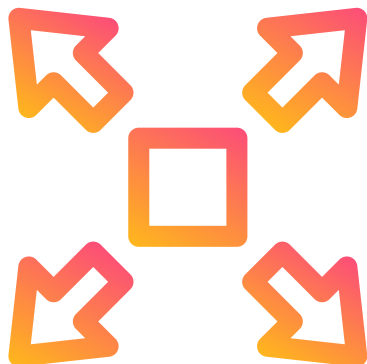


Action

Reviewed the mediation services available

What has happened since the review and what has been the impact?

Expansion



Neighbourhood plans are now being implemented in Birmingham and Worcester to enhance proactive ASB management

Transparency



Communication with customers about ASB complaints is prioritised leading to better relationships

Support



A new concierge service in Coventry is helping to manage ASB outside normal hours

Inclusivity



Mediation services in five main languages address diverse customer needs

Get Involved

Want to support Scrutiny reviews? Contact Citizen Customer Engagement at engagement@citizenhousing.org.uk