



Report to Safer and Stronger Communities Scrutiny & Policy Development Committee

Report of: Challenge for Change Tenant Scrutiny Group

Subject: Challenge for Change: How well is Anti-social behaviour dealt with by the Housing Service

Author of Report: Challenge for Change Tenant Scrutiny Group

Summary:

The customer scrutiny panel known as Challenge for Change (C4C) was set up in 2011 to perform an independent review of services delivered by the Council Housing Service. This report covers the group's recent project which reviewed how effective the Housing Service is in dealing with reports of anti-social behaviour (ASB). The purpose of the project was to see how the Council Housing Service manages ASB, such as how easy is it to report, what the processes are, how relationships work between different teams and partners and if the IT in use is helping both staff and those reporting ASB. The purpose was to identify where improvements to the service are needed from a customer's point of view.

The Group's report, including findings and recommendations is attached.

The report has been presented to the Housing and Neighbourhoods Advisory Panel (HANAP) and the Council Housing Service's "Housing Partnership Group" (a meeting of council tenants in the city). Managers responsible for the ASB service will report back to the C4C group on their progress in implementing the recommendations.

Type of item: The report author should tick the appropriate box

Reviewing of existing policy	X
Informing the development of new policy	
Statutory consultation	
Performance / budget monitoring report	
Cabinet request for scrutiny	
Full Council request for scrutiny	
Call-in of Cabinet decision	
Briefing paper for the Scrutiny Committee	
Other	

The Scrutiny Committee is being asked to:

To comment on the recommendations made in the Challenge for Change Report and in due course receive an update on progress in implementing recommendations from Managers within the service.

Background Papers: Report attached

Category of Report: OPEN

CHALLENGE FOR CHANGE
SCRUTINY PRESENTATION 2018
Anti-Social Behaviour



Project Objectives

- To investigate the effectiveness of Sheffield City Council's Anti-Social Behaviour Strategy
- To undertake reality checks
- To provide conclusions and recommendations on Challenge For Change's (C4C's) findings

Reality Checks

- Meetings with Staff and Management
- Review of Anti-Social Behaviour section of website
- Feedback from Customers
- Assess procedures in place for both employees and reporters of Anti-Social Behaviour
- Review of Information

Conclusions

- Review training for customer-facing staff to help build confidence and knowledge in dealing with Anti-Social Behaviour
- Provide more visibility within local communities
- Develop web-based reporting further to ensure all reports of Anti-Social Behaviour are acted upon
- Provide clearer, user friendly information to reporters of Anti-Social Behaviour
- Review current IT platforms to ensure mobile working are being used effectively
- Conduct further analysis of information gathered from customer satisfaction surveys, and publish outcomes of improvements made

Recommendations

We have made 11 recommendations, here are some of the key ones:

- Design or amend customer information to provide a user friendly document
- Provide clearer guidance and online reporting form on the website for tenants
- Track progress of project to move ASB reporting from existing system to Customer Relationship Management system
- Review training and accreditation to include more training records and analysis and more customer focused training
- Consider 'ASB Specialist' role by reducing patch areas of a designated officer
- Review ASB after the case has closed to ensure the correct decision has been made
- Greater presence of Neighbourhood Officers and Wardens in each area

Budget

C4C were allocated a budget for the duration of the scrutiny project and spent well within it. Expenses were incurred as follows from December 2017 to September 2018.

- Refreshments £59.58
- C4C members expenses £133.00

Any Questions?

