

Progress Housing Group

Tenant Voice Improving Services Review Group Scrutiny Report Community Safety Service

1. Background

Following consideration of tenant satisfaction levels with services, the Community Safety Service was identified for a scrutiny review. Since April 2020 the levels of satisfaction have been below the expected target of 85%.

We decided to review the experience of accessing the service to identify what is working well and where there are areas for improvement. We identified the following scope for our review.

2. What we chose to look at

We considered:

- How easy it is for a tenant to report Anti-Social Behaviour (ASB)
- How tenant expectations are managed with regard to tackling ASB issues
- How tenant satisfaction is obtained and used to improve the service.

3. What we reviewed

We conducted the scrutiny by:

- Receiving a briefing from colleagues on how reports of ASB are responded to
- Reviewing information available to tenants on the PHG website
- Reviewing standard letters
- Reviewing how tenant satisfaction information is obtained and used.

4. What is working well?

There is clear, easy to read information on the website which details what tenants can expect from the service if they make a report of ASB.

It is easy to report ASB issues, tenants can use Progress Connect, email or report on the website, report to staff on site, call in to an office or speak to their Independent Living Co-ordinator or Support Worker.

Tenants are advised if their complaint is classed as a level one or two complaint and when they can expect to receive a response from the Community Safety Team. The Community Safety Team discuss with complainants what their issues are and jointly agree what the next steps will be; this is confirmed in writing.

For complainants with noise issues, if they have a smart phone, the Noise App provides an easy way to record noise issues at their property.

All tenants who use the service are given a satisfaction survey to complete. A customer insight report is produced which enables the service to identify what is working well and what needs to improve.

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5. Our findings and recommendations

Having reviewed the information available to us we have detailed below our findings and recommendations on the areas that we feel require improvement.

Our findings	Our recommendations	STAR theme
If tenants do not have access to the internet, they may not be aware of the actions that PHG can take with regard to ASB issues.	1. Promote the work of the Community Safety Team at community events and during 'Community Chats' to encourage tenants to report issues of concern. These events can also raise awareness of the 'Community Trigger'.	Information and communication
Information on the website relating to the 'Community Trigger' only covers Lancashire.	2. Consider linking to https://asbhelp.co.uk/ct-directory/ so that tenants can search for the community trigger link for their local council.	Information and communication
The 'testimonials' link on the 'Safe Communities and ASB' page does not link to anything.	3. Fix or remove the testimonials link.	Information and communication
There is no process in place that ensures that Community Safety Officers agree with the complainant how and when they will provide feedback on their case.	4. Ensure it is agreed with the complainant how and when they will feedback on their case. (This may mean contacting tenants to say there are no further updates).	Information and communication

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There is no process in place that ensures that Community Safety Officers agree with Independent Living Co-ordinators / Support Workers how and when they will provide feedback on their case.	5. Ensure it is agreed with Independent Living Co-ordinators (ILC) / Support Workers how and when they will feedback on their case, so that that ILC and support workers can provide feedback to tenants.	Information and communication
Letters contain a lot of text and key contact details are buried within text.	6. Consider a 'plain English' review of the letter templates. 7. Consider using a 'contact' box on letters (following the design used on the current gas and electric testing letters).	Information and communication
We have been provided with 'incident logs' in different formats.	8. Use one consistent format for incident logs.	Quality
We note that the 'Wellbeing and Support Service' could provide support for tenants with ASB issues. Current information on the ASB service does not signpost tenants to this support.	9. Link the 'Wellbeing and Support Service' to the ASB webpage and advise in letters that the service is available.	Information and communication

6. Next Steps

We will discuss our findings and recommendations with the service and consider how we can measure the impact of this review.

We note that PHG is currently working on a response to the Housing Ombudsman

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Spotlight Report on Noise. As work progresses on this the Tenant Voice – improving services (TVIS) group would like updates at its meetings and to be made aware of any consultations that are taking place.

We will monitor tenant Satisfaction with the service at TVIS meetings. We hope that our recommendations will contribute to improved satisfaction with the service.

7. Support provided for the Scrutiny Review

The group wishes to express its thanks to all those staff members who have supported and assisted with this scrutiny review.