**Customer Scrutiny Panel Report (CSP)**

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| Scrutiny Area: | Anti-social behaviour (ASB) |
| Date: | October 2020 |
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| **Purpose of the report:** To inform the Housing Leadership team of the conclusions of the scrutiny undertaken by the CSP on ASB and to request their agreement on recommendations. | |
| **Summary:** The CSP wished to ensure that the service provided to customers in this sensitive area meets both regulatory and Asters own policy requirements and that customers are satisfied with the service they received.  In addition to the above that customers can easily obtain information relating to this service. | |

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| **Risks to Customers and Aster**  **Customers** If a case is not handled decisively, effectively and in line with Asters service promise and policy documents customers could be left feeling they are unsupported by Aster.  **Aster** Reputational damage due to significant or sustained high-level crisis events  Inability to deal effectively and learn from complaints leads to reputational damage and or regulatory intervention |

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| **Recommendations:**   1. In order to meet the ASB service promise a system of gaining meaningful customer feedback should be instigated as soon as possible to ensure customers really are at the heart of the teams’ approach 2. There are recommended levels for staff and these need to be reviewed to ensure that the number of staff is at an acceptable level and meet this figure, this would ensure customers are dealt with in a speedy and considerate manner and that staff are not under so much pressure that their service diminishes. 3. Customers should be allocated a caseload officer temporarily if the original officer is away on leave or sick, and advised that on their return the original officer will contact them within 48 hours. This would ensure the customer is getting continuity of service. 4. Whilst the CSP accept that some information has been included in the mail shots sent to customers who do not have digital access it should be ensured these do not only emphasise domestic violence, it should include the reasons given as ASB on Asters website checklist. 5. Communication with customers should be improved, which should be achieved once staffing levels have been reviewed. |
| **Customer engagement**   * The Aster Customer Scrutiny Panel (CSP) meets the co-regulation requirement for landlords to support effective independent scrutiny by tenants of its landlord’s performance, and the company provides the administration support for the panel to be effective * Customers of the ASB service were consulted by questionnaire, the questions were devised by the CSP and the Customer Voice team contacted customers on behalf of the CSP. The responses were then analysed by the CSP |

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| **Conclusion**  Overall, the CSP consider that the ASB team are working extremely hard on giving customers the best possible service, especially in these difficult times. The panel also to thank them for taking the time to answer our survey questions.  The panel would like to acknowledge the information and replies provided by the ASB managers to any questions and information that may have requested from them.  The recommendations contained in this report are given to ensure that customers and staff have a positive experience of this challenging area of the business. |