

## Tenant-Led Scrutiny Report Number 2



### Executive Summary



## An investigation in to the individual customer journey and effective management of low level neighbour nuisance

### Overview

This scrutiny exercise was produced by the Tenant-led Scrutiny Pool known as SIFT (Scrutiny, Involvement For Tenants) supported by an Independent Tenant Advisor. The second topic chosen by SIFT to scrutinise was “Is the individual

customer journey and YHN’s management of low level neighbour nuisance effective?” The scope of the investigation was to look at how responsive YHN staff are to requests for service to deal with low level ASB.

The purpose of the exercise was to:

- ! Identify which areas of nuisance are the responsibility of each organisation: Newcastle City Council or Your Homes Newcastle
- ! Explore how this service is provided
- ! Examine what support is provided to tenants to enable them to resolve their own issues in relation to neighbour nuisance
- ! Explore how tenants’ expectations are managed in relation to resolving neighbour nuisance
- ! Recommend, where appropriate, changes to service provision.

### Methods used to Scrutinise the Service

The methods used on this first scrutiny included:

- ! Briefings by service managers
- ! Desk top review of performance information
- ! Assessment of relevant complaints
- ! The main findings included:
- ! Mystery Shopping exercise
- ! Staff Focus Group
- ! On line tenant survey.

- ! The Briefing Session and two staff focus groups demonstrated clearly that Your Homes Newcastle (YHN) comply with the Homes and Communities Agency (HCA) Regulatory Standard
- ! The number of formal complaints received highlighted that customers do not frequently complain about the ASB service provided by both Newcastle City Council (NCC) and YHN
- ! Two area hubs are failing to meet the service delivery target
- ! Case action plans are not always developed; Victim Risk Assessments are not commonly undertaken and case closures are not always agreed by the tenant
- ! There is no evidence of bias of any kind by staff delivering the service
- ! The face-to-face service is perceived to be more effective by customers than when it is delivered using other methods.
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- ! SIFT's main recommendations are:
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- ! The Victim Risk Assessment should be amended to remove the word 'complainant' from it and replace it with customer
- ! YHN should review all of its documents that advise tenants about tackling and resolving ASB and bring them up to date
- ! At the earliest opportunity staff should agree with the tenant their preferred method of communicating updates on their case
- ! ReACT should be updated after every contact with the tenant and notes of the conversation made in the case file
- ! YHN staff should always seek agreement on the closure of a case and log the conversation on ReACT
- ! Every effort should be made to create an action plan with the tenant
- ! YHN should explain to customers when staff are handing the case over to Housing Anti-social Behaviour Enforcement Team (HASBET) and new contact details should be provided
- ! A satisfaction survey should be carried out with the tenant after a case is closed
- ! YHN should ensure that all options to resolve a case are supplied to tenants
- ! Tenancy and Estate Management Teams engage in a training programme to update their knowledge on case handling.

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**! The full report details the findings and recommendations of this scrutiny exercise, which took place during September, October and November 2017. The report can be accessed by contacting Eileen Adams at [eileen.a@engage3.org](mailto:eileen.a@engage3.org) or telephoning free phone 0800 612 8280**

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