

| Recommendation | Management Response | Proposed Actions | Timescale | Responsibility |
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| The Victim Risk Assessment should be amended and the word complainant be replaced with 'customer.' | We will amend the word complainant to customer | To be included in full review of ASB policy and procedures | September 2019 | Senior Manager, Safe Living |
| YHN should review all of its documents that advise tenants about tackling and resolving ASB and bring them up to date. | We will review all documents which advise customers on ASB to ensure they are up to date and reflect current practices | We are currently reviewing our ASB Policy and procedures. This is due to be completed by the end of March 2019 and we will then review all related documents | September 2019 | Senior Manager, Safe Living |
| YHN should agree with the tenant the tenant's preferred method of communicating updates on their case. | Staff should agree with the tenant what their preferred method of contact is and the ensure they use this | We will ensure this is reflected in the procedure guidance available to staff and reinforce this message to all staff dealing with ASB | September 2019 | Safe Living Manager |
| ReACT should be updated after every contact with the tenant and notes of the conversation made in the case file. | We agree Re-Act should be updated after every contact with the tenant and notes of the conversation made in the case file | We will ensure this is reflected in the procedure guidance available to staff and reinforce this message to all staff dealing with ASB | September 2019 | Safe Living Manager |

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| YHN staff should always seek agreement on the closure of a case and log the conversation on ReACT. A satisfaction survey should be carried out after a case is closed | This is good practice and should be actioned with each case | We will ensure this is reflected in the procedure guidance and remind staff of the need to adhere to this | September 2019 | Safe Living Manager |
| A satisfaction survey should be carried out after a case is closed | We currently survey a random selection of ASB complainants on case closure. | We are currently reviewing our policy and procedure for managing ASB and will include this recommendation in the considerations | September 2019 | Safe Living Manager |
| Every effort should be made to create an action plan with the tenant, but in any case action plans should be completed. | This is good practice and should be actioned with each case | We will ensure this is reflected in the procedure guidance and remind staff of the need to adhere to this | September 2019 | Safe Living Manager |
| YHN should explain to customers about when staff are handing the case over to HASBET and why it is doing this. | Under Transformation, we are proposing that all ASB will be managed by the Safe Living Team, who will provide an end to end case management service. This will remove the need for the case to be handed over. | This is dependant on the new ways of working which will be launched when consultation is complete with the staffing groups involved. | September 2019 | Senior Manager, Safe Living |

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| YHN should ensure that all supporting information is supplied to tenants requesting service to resolve ASB | We will advise customers on the range of supporting information available and provide where requested by the customer. | We will ensure customers are made aware of supporting information available to enable them to select what is appropriate for their needs | September 2019 | Safe Living Manager |
| Tenancy and Estate Management Teams engage in a training programme to update their knowledge on case recording and management, and to be aware of the reasons why ASB may occur in neighbourhoods. | Under Transformation, we are proposing that all ASB will be managed by the Safe Living Team, who will provide an end to end case management service. | We are proposing to increase the number of officers managing ASB and introduce a new role into the team, Positive Engagement Officers. The existing HASBET officers will become Safe Living Officers and they, along with the new team members, will receive full training on the role, new ways of working and the revised ASB Policy and Procedure | September 2019 | Senior Manager, Safe Living |