

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – 14 MARCH 2017

Title of report	TENANT SCRUTINY PANEL REPORT ON ANTI-SOCIAL BEHAVIOUR
Key Decision	a) Community Yes b) Financial No
Contacts	Councillor Roger Bayliss 01530 411055 roger.bayliss@nwleicestershire.gov.uk Director of Housing 01530 454819 glyn.jones@nwleicestershire.gov.uk Head of Housing 01530 454780 chris.lambert@nwleicestershire.gov.uk
Purpose of report	To seek approval to implement the action plan developed by the Housing Service in response to the recommendations put forward by the Tenant Scrutiny Panel in respect of anti-social behaviour.
Reason for Decision	The Tenant Scrutiny Panel has concluded their inspection of anti-social behaviour.
Council Priorities	Value for Money Homes and Communities.
Implications:	
Financial/Staff	The recommendations put forward by the Tenant Scrutiny Panel can be met by existing resources within the Housing Revenue Account budget.
Link to relevant CAT	None
Risk Management	The recommendations and any associated risks will be monitored by the Housing Service and Tenant Scrutiny Panel.
Equalities Impact Screening	No implications apparent.
Human Rights	No implications apparent
Transformational Government	This report reflects the second outcome from the introduction of the new Social Housing Regulatory regime established by the Localism Act 2011.

Comments of Head of Paid Service	Report is satisfactory
Comments of Deputy Section 151 Officer	Report is satisfactory
Comments of Monitoring Officer	Report is satisfactory
Consultees	Tenants & Leaseholders Consultation Forum Housing Senior Management Team Corporate Management Team
Background papers	None
Recommendations	THAT CABINET APPROVES THE ACTION PLAN PREPARED IN RESPONSE TO THE RECOMMENDATIONS FROM THE TENANT SCRUTINY PANEL'S INSPECTION OF ANTI-SOCIAL BEHAVIOUR.

1.0 CONTEXT

- 1.1 Cabinet approved the establishment of a Tenant Scrutiny Panel (TSP) in 2012 in response to introduction of the Localism Act 2011. The Act heralded the focus for Housing regulation moving towards a culture of local co-regulation, with greater emphasis on locally determining standards and priorities.
- 1.2 The reforms have also provided social housing tenants with stronger tools to hold their landlords to account through tenant panels, or similar bodies, in order to give tenants the opportunity to carefully examine the services being offered and form judgements about the cost and quality of the services they receive.
- 1.3 The TSP embarked on their first review of customer satisfaction with the Decent Homes Improvement Programme and issued their findings and recommendations in a report in May 2014 to the Housing Portfolio Holder. Each of the five recommendations were accepted and adopted by the Housing Service.
- 1.4 To date the panel have undertaken a further three inspections with all recommendations accepted and actions to implement undertaken.
- 1.5 The latest report issued by the Panel in respect of anti-social behaviour is a product of the Panel's work which concluded in late 2016.
- 1.6 The Panel will next be inspecting complaints management, with a report detailing their findings and proposed recommendations due to be considered by Cabinet later in the 2017/18 financial year.

2.0 INSPECTION OF ANTI-SOCIAL BEHAVIOUR

- 2.1 The Panel's full report, including twelve recommendations can be found in Appendix A. All recommendations have been accepted by the Housing Senior Management Team.
- 2.2 It is important to note that the report attached has been produced by the Scrutiny Panel themselves, in their own words.

2.3 Recommendations will be implemented through an action plan which includes the Housing Service's response and outlines the agreed actions to address the issues raised. The actions can be implemented within existing resources. The action plan can be found in Appendix B.



Tenant Scrutiny Panel
Report on:
Anti-Social Behaviour

October 2016

CONTENTS:

Section:	Page:
<ol style="list-style-type: none">1. Acknowledgements2. Executive Summary3. Strengths4. Vision and Strategy5. Report:6. Choice of Topic7. Aims of the Exercise8. Findings9. Recommendations	
<p>Appendices:</p> <p>Appendix 1 – ASB Incidents recorded since 2012</p> <p>Appendix 2 – ASB Crime and Policing Act 2014</p> <p>Appendix 3A – Tenant Survey ASB</p> <p>Appendix 3B – Tenant Survey Results ASB</p> <p>Appendix 3C – Housing Officer Interviews</p>	

1. ACKNOWLEDGEMENTS

The Tenant Scrutiny Panel (TSP) gratefully acknowledges the support, guidance and assistance provided by the members of the Housing Team (including Glyn Jones, Amanda Harper, Andy Wallace, Pam Shah, Emily Taylor), the Resident Involvement team (Justin O'Brien, Sue Ross, Diane Caffrey, Laura Smythe), Charlotte Keedwell (Community Safety), and Cllr Roger Bayliss. Many thanks also to Rob Webb for sharing his in-depth knowledge of local authority procedures via PEP training.

2. EXECUTIVE SUMMARY

The TSP made the decision to inspect the Anti Social Behaviour (ASB) Service as the quality of life of many residents can be affected by ASB, and also because customer satisfaction with how the Housing service deal with ASB has scope for improvement (as reported in the 2015 STAR Survey).

From the investigations of the TSP it became apparent from the information gathered that the current NWLDC policy leads to high expectations of tenants with regard to resolving ASB. Since 2012 to end of 2015 there were 521 complaints of ASB. To give a general idea of the types of complaints reported, noise-related incidents formed the majority of complaints (52.5%). During the same period more serious types of ASB - such as threats/violence, drug-related offences etc accounted for only 16 complaints or 0.3% of the total (See Appendix 1). This highlights the fact that the majority of cases can in fact be classed as low level (low risk) reports.

What was clear was that no matter the nature of the complaint, ASB is something that can adversely affect the lives of those who are subjected to it – making it a very important and emotive experience for residents.

3. OUR PANEL

- 3.1. The TSP consists of a group of volunteers who are also tenants of NWLDC, each of whom has different skill sets and seeks to improve their skills and value to the group by identifying development needs and attending relevant training.
- 3.2. Each TSP member knows the importance of adopting a flexible attitude and displays a high level of commitment to their voluntary involvement in working with NWLDC to improve Housing services to tenants and streamline processes.
- 3.3. The TSP mission is to be a “critical friend” to the Council, facilitating service improvements for Council tenants.
- 3.4. The TSP uses differing methodologies to analyse data, collect evidence, report on outcomes and make recommendations to NWLDC to enable changes and improvements to be implemented.

4. OVERVIEW

- 4.1 The topic of anti social behaviour (ASB) is a complicated and subjective one as it is difficult to deal effectively with something that is never the same on any two occasions; ASB therefore elicits different responses each time it is reported. It is also worth mentioning that it is an emotive topic that can invoke fear, anger, anxiety and

- other intense responses (which can result in health issues) in those who are subjected to incidents of ASB, or feel they are being affected by what they perceive as ASB.
- 4.2 The TSP discovered that there is generally a misconception as to what constitutes serious ASB. Most tenants (TSP members included) would think that neighbours who are continuously noisy (dogs barking, loud music, shouting, fighting etc) would be one of the things that fell into the 'serious' category. In truth serious incidents are such things as violence, threatening behaviour, hate crimes, discriminatory behaviour / conduct motivated on grounds of race, creed, religion, colour, sexuality or age. This type of ASB would normally result in the involvement of the Police and/or other partner agencies.
- 4.3 In the view of the TSP the current policy is not robust enough in establishing and clarifying expectations, and allows tenants to believe that every report of ASB will be fully investigated and an acceptable outcome for the tenant is almost guaranteed. Therefore NWLDC needs to change the perception of council tenants as to what constitutes serious ASB and to manage expectations going forward.

5. REPORT

The TSP has reported on its findings as factually as possible and without any bias. Our inspection has, on occasion, increased awareness of the complexity of the work conducted by NWLDC and other agencies. However our findings and subsequent recommendations have led us to be critical of certain parts of the process of reporting / investigating ASB, and the policies and procedures in place.

6. CHOICE OF TOPIC

This particular topic was initially chosen as the TSP identified that customer satisfaction levels in respect of ASB recorded in the STAR Survey were lower than expected. This prompted discussions with relevant managers and analysis of NWLDC policy, procedures and other documentary evidence.

7. METHODOLOGY

- 7.1 Training course with Rob Webb to look at ASB legislation etc.
- 7.2 Reviewed all relevant NWLDC Housing policy documents provided in respect of Anti Social Behaviour reports with particular emphasis on the ASB Policy.
- 7.3 Interviewed Housing officers to ascertain whether they had any concerns with regard to reporting ASB.
- 7.4 Met with NWLDC Anti Social Behaviour Officer (Community Safety) to discuss the issues.
- 7.5 Attended a TSP workshop to identify and agree priorities for the inspection.
- 7.6 Compiled and issued questionnaire to send to tenants who had reported ASB incidents within the past two years.
- 7.7 Reviewed the ASB policies and procedures of other housing providers for comparison purposes
- 7.8 Scheduled several TSP working meetings as required to review new information and status of report.

8. AIM OF THE EXERCISE

To investigate why customers were reporting lower satisfaction levels in respect of how ASB was addressed, and identify recommendations to improve how NWLDC deliver ASB services to tenants.

9. FINDINGS

1. The Housing Service's Anti Social Behaviour policy is currently not up to date with current legislation i.e. The Anti-Social Behaviour, Crime and Policing Act, which came into force in 2014. The Act aims to put victims first and streamlined the previous 19 powers, replacing them with 6 new powers which enable agencies to provide a quick response. The Act also empowers victims and communities to have a say in the outcome of their reports via The Community Trigger. (See Appendix 2)
2. There is a partnership of agencies (Joint Action Group - JAG) that meets on a monthly basis to agree a joint agency approach to high risk cases.
3. The highest number of complaints were noise-related incidents (52.5%). Most of these cases could be classified as low level / risk.
4. The Housing Service uses Sentinel, which is a system shared by the police and councils across Leicestershire for recording reports of ASB. However the system is not a case management system in that it simply records data. The use of an appropriate case management system to keep track of actions and developments could potentially impact positively on tenant views of how well NWLDC deals with complaints.
5. Based on interviews and surveys with NWLDC tenants and staff it is clear that communication with complainants is inconsistent. (Appendices 3A, 3B and 3C)
6. The current relationship between the Housing Service and its internal and external partners – e.g. Environmental Health, Social Services and The Police - is not as strong and effective as it could be.
7. Expectations of tenant and non-tenant complainants are very high. This results in a high level of dissatisfaction when the Housing Service fails to reach the desired and possibly unrealistic outcomes desired by the complainant.

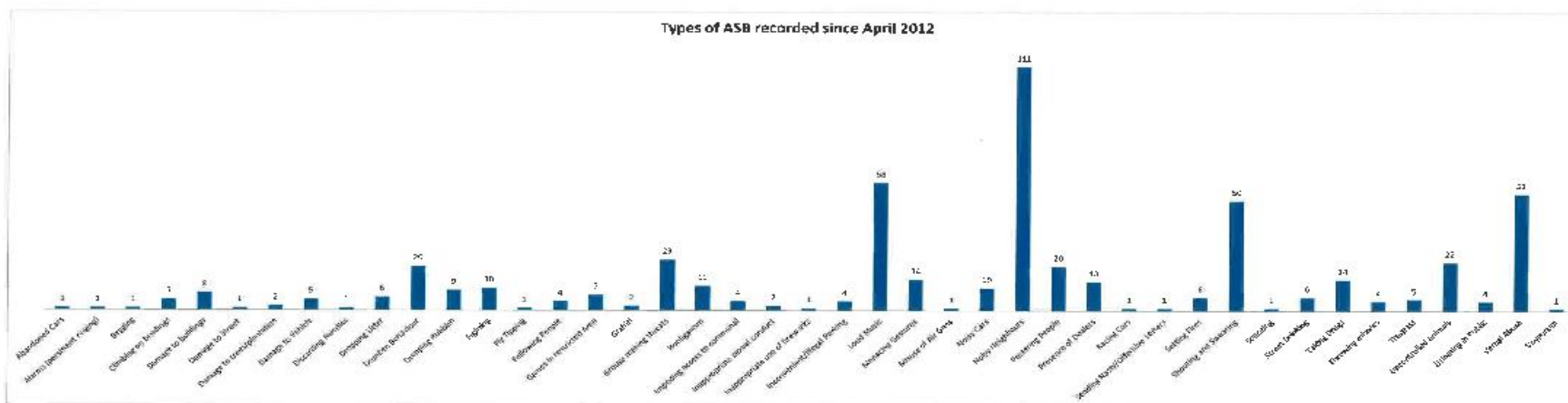
10. RECOMMENDATIONS

1. NWLDC undertake a full and in-depth review of the current housing policy on Anti Social Behaviour to bring it up to date with current legislation e.g. the Anti-Social Behaviour, Crime and Policing Act, which came into force in 2014. The review needs to be conducted in partnership with the Community Safety Team, the Police and any other partnership agencies.
2. Ensure that the policy is realistic, specific and objective and manages the expectations of all customers.
3. Build into the policy what may be seen as **not being** anti social behaviour – e.g. one-off complaints of low level noise against neighbours of many years.
4. Signpost which complaints should be addressed by whom, e.g. in cases of violence then the Police should be the first point of contact and for lower level cases encourage complainants, where appropriate, to try and resolve the issue themselves
5. Guidance for officers in respect of noise which may or may not be classified as ASB between the hours of **11.00 pm and 7.00 am**, taking into account what is being reported and that any response needs to be reasonable and proportionate. For example:
 - a. Dogs barking, music playing etc.
 - b. Complaints that are attributable to human health issues

- c. Noises attributable to neighbour working times, shifts etc.
6. Review and tighten policy which currently says 'all incidences of ASB will be investigated'. Officers should be given the option to use their discretion to simply record an incident on the ASB system without taking any further action, dependent upon circumstances.
 7. Ensure that, once agreed, the Council adopts a communications strategy to promote the new NWLDC ASB policy/procedures via all available media with the aim of changing tenant perception as to what constitutes ASB
 8. Issue a guide to all NWLDC tenants classifying types of ASB / what is not ASB and who the first point of contact should be in each case.
 9. Develop an ASB toolkit that can be used by all council staff when dealing with ASB cases.
 10. Encourage and achieve closer and improved partnership working between the local Police, Environmental Health and other agencies/ the Housing Service when dealing with cases of ASB.
 11. Submit draft of new policy to Tenant Scrutiny Panel and The Landlord Services Working Group.
 12. NWLDC should identify and purchase a suitable and effective case management system for ASB cases.

Janet Higgins, Chair, On behalf of the Tenant Scrutiny Panel

NWLDC/TSP/2016 Reports/ASB – Anti Social Behaviour Report



APPENDIX 2

Anti-social Behaviour, Crime and Policing Act 2014 is available to download from the following link

<http://www.legislation.gov.uk/ukpga/2014/12/contents/enacted>

TENANT SCRUTINY PANEL

QUESTIONNAIRE – ANTI SOCIAL BEHAVIOUR (ASB):

This questionnaire has been compiled by the Tenant Scrutiny Panel (TSP) – a group of council tenants who give their time voluntarily to examine service areas through a variety of ways. Currently we are inspecting the Anti Social Behaviour service in order to report back to the council and recommend any changes we consider would be beneficial to both the council and tenants to improve satisfaction and give recommendations on procedural changes.

You are receiving this questionnaire because you have reported an incident of Anti-Social Behaviour to the Council within the past 12 months.

The responses from this survey and any information gained from them or from subsequent telephone contact will be treated as strictly confidential and we can confirm that each member of the TSP has undertaken Data Protection training.

QUESTION 1: How did you make your initial ASB report? (Please circle)

Telephone In person email website

QUESTION 2: What was the nature of your report (tick all that apply)

<input type="checkbox"/> Abandoned Cars	<input type="checkbox"/> Fighting	<input type="checkbox"/> Illegal parking	<input type="checkbox"/> Shouting and swearing
<input type="checkbox"/> Alarms going off	<input type="checkbox"/> Fly tipping	<input type="checkbox"/> Loud music	<input type="checkbox"/> Soliciting
<input type="checkbox"/> Damage to buildings	<input type="checkbox"/> Following people	<input type="checkbox"/> Menacing gestures	<input type="checkbox"/> Street drinking
<input type="checkbox"/> Damage to street	<input type="checkbox"/> Unauthorised games	<input type="checkbox"/> Misuse of air guns	<input type="checkbox"/> Taking drugs
<input type="checkbox"/> Damage to trees	<input type="checkbox"/> Graffiti	<input type="checkbox"/> Noisy cars	<input type="checkbox"/> Throwing missiles
<input type="checkbox"/> Damage to vehicle	<input type="checkbox"/> Groups making threats	<input type="checkbox"/> Noisy neighbours	<input type="checkbox"/> Trespass
<input type="checkbox"/> Discarding needles	<input type="checkbox"/> Hooliganism	<input type="checkbox"/> Pestering people	<input type="checkbox"/> Uncontrolled animals
<input type="checkbox"/> Dropping litter	<input type="checkbox"/> Preventing access	<input type="checkbox"/> Dealing drugs	<input type="checkbox"/> Urinating in public
<input type="checkbox"/> Drunken behaviour	<input type="checkbox"/> Inappropriate sexual conduct	<input type="checkbox"/> Racing cars	<input type="checkbox"/> Verbal abuse
<input type="checkbox"/> Dumping rubbish	<input type="checkbox"/> Inappropriate fireworks	<input type="checkbox"/> Setting fires	<input type="checkbox"/> Voyeurism

QUESTION 4: Were you informed of who would be investigating the complaint?

Y / N

QUESTION 5: How long did it take for someone to make contact with you following your initial report? (Please circle)

Within 24 hours 2 – 4 days 4 – 7 days 7+ days

QUESTION 6: Overall how satisfied were you with how your initial report was handled:

**Very Satisfied Satisfied Dissatisfied Very
Dissatisfied**

If Dissatisfied please tell us why?

QUESTION 7: Did the officer you spoke to explain the process and possible options to you, i.e. Log book, Mediation, “Be a Good Neighbour” Agreement, referral to another agency?

QUESTION 9: Ideally what would you like to have happened?

QUESTION 10: Overall how satisfied were you with the service provided during the process?

**Very Satisfied Satisfied Dissatisfied Very
Dissatisfied**

If Dissatisfied please tell us why?

Please tell us:

a. What did you expect / want to happen?

b. What do you think could be improved?

Please provide any further information and/or comments you wish to make.

Would you agree to speak to a Tenant Scrutiny Panel member on the phone about your report and your experience of how it was handled by the council?

Please circle

YES / NO

If you answered yes, could you please provide your name and telephone number so we can call you?

Name:.....

Telephone Number:

If you agree to speak with us we will introduce ourselves to you when we ring. We will limit any call to 15 minutes and you may be sure that anything you tell us if/when we call will be treated in strictest confidence and any information used will be totally anonymous.

Thank you!

APPENDIX 3B

NWLDC ASB Questionnaire 22/8/16																											
Number	10	6	5	6	4	2	3	3	3	3	2	2	2	1	2	1	2	2	4	2	1	3	5	1	4	1	
Reply 1	■				■																						
Reply 2	■	■	■	■		■			■	■																	
Reply 3											■																
Reply 4		■			■																						
Reply 5	■	■										■															
Reply 6	■			■																							
Reply 7			■				■																				
Reply 8				■																							
Reply 9			■				■								■												
Reply 10	■																										
Reply 11	■																										
Reply 12	■	■	■	■	■	■		■																			
Reply 13		■												■	■	■	■	■	■	■	■						
Reply 14	■			■				■	■													■	■	■	■		
Reply 15	■																										
Reply 16	■	■	■	■	■		■	■	■	■	■	■	■		■		■	■	■	■		■	■	■	■	■	■
Reply 17																			■				■		■	■	
Reply 18																			■				■		■	■	
Reply 19																						■					
Reply 20										■																■	
Types of complaints on Questionnaire	Noisy Neighbours	Dumping Rubbish	Shouting / Swearing	Taking Drugs	Uncontrolled Animals	Dealing Drugs	Verbal Abuse	Street Drinking	Fighting	Noisy Cars	Fly Tipping	Throwing Missiles	Menacing Gestures	Damage to trees	Dropping litter	unauthorised games	Menacing gestures	Pesterin people	Shouting and swearing	Throwing missiles	Abandoned cars	Damage to vehicles	Drunken behavior	Inappropriate sexual conduct	Loud music	Urinating in public	

31 May 2016 Housing Officer Interviews
 Meeting with Housing Management staff and The Tenant Scrutiny Panel
 The following is a transcript synopsis of the discussions

Levels of ASB

- Speed of action

Lengthy and complicated process.

- Intro

Scenario "A"

Is he a tenant?

If not matter for community safety

Get more details

Is there more, how often?

Does he live there or visiting?

Assume he is a tenant

- Log on to Sentinel.

Search address and Surname

See if other complaints

Link it too previous linked on Sentinel

- Send letter to complainant

If joint visit needed with Police can set meeting.

If Mum is tenant she will be responsible

Initially give advice and make some recommendations, maybe parent not aware so just informing her may be enough.

Encourage people to try tackle low level cases

(Tenant needs to be careful)

Reporting an incident in its self can escalate due to neighbour they were reporting and can produce counter complaint

Housing Officer1 – Always send a letter when receiving a complaint.

Housing Officer2 – Don't always send a letter, sometimes sending a letter can make it worse

Different responses from different HO's, lack of consistent approach...

Expectations – How are these managed?

- If complaint is made should we take it seriously?

APPENDIX 3B

What is not ASB?

We are not forthcoming with this

→ Might send a letter to everyone in street if group of youth hanging about.

Listen but response is dependent on investigation.

Sometimes when people call in they don't initially tell you everything.

- Knowing your tenant is important.
- Often what is not said is important to Investigation

Scenario B

→ if serious needs to go to police. Discuss different powers – injunctions available.

→ door knocking to get info about the mini-moto motorbike but for the drugs we would need to do an investigation

→ It's a Judge that evicts not us (NWLDC) so without evidence our hands are tied.

Advising to report to 101 (none emergency)

Confidential information – Can't disclose certain information due to potential breach of confidentiality. This can impact satisfaction level as we can't always update a complainant on the progress of an investigation

HOFF1 – Feel disconnected from process as HOs don't send out satisfaction survey.

Satisfaction survey for people who have made ASB complaint.

→ The questions we ask.

→ Did we treat you right?

→ Did we solve the problem?

Better than "Are you satisfied"

At point of contact:

Question to ask – What do you want us to do?

Inform – This is what we can do!

-Send info letter out with initial letter

Festivity issue is initial consideration

→ Neighbourhood agreement mentioned / ABC.

Would like us to be proactive not reactive.

Q2 – make an agreement about plans and take control of the incident.

→ Need to identify are there triggers

APPENDIX 3B

- Need to be straight up with tenant
- Are there any other agencies offering support?
- Need to think about what is being reported
- Look at evidence and tailor response

Legislation.

- Work on tiered approach in line with legislation
 - following a procedure
 - preventative
- Enforcement tool
 - Training available to HOs

Community Triggers.

Some will suffer in silence while others complain about everything.

- Judgment is important
 - A lot of responsibility and sometimes I think have I done enough.
- Noise monitoring equipment.

High level vs low level

Trust is important – and

Risk Matrix on Sentinel

- Low, Med and High level of risk

Q6 What would we like?

- Case management system for managing cases needed
- Environmental Health department will not deal with council tenants
 - So tenure of individuals will have impact on service received.
 - Improved internal partnership working needs to be improved.
 - Links with victim support.
 - Variable preventable approach needed
 - Can we develop a tool kit for use by all HOs
 - Training – Formal / Bite size / Informal / E-Learning
 - Multi agency open day / Networking event
 - Like to feel more confident with my approach to dealing with ASB
 - Need a consistent approach with P+P followed consistently by all staff at all levels
 - Promote the community triggers to empower tenants.

Action Plan in response to the Tenant Scrutiny Panel report on Anti-Social Behaviour

Recommendation 1: NWLDC undertake a full and in-depth review of the current housing policy on Anti Social Behaviour to bring it up to date with current legislation e.g. the Anti-Social Behaviour, Crime and Policing Act, which came into force in 2014. The review needs to be conducted in partnership with the Community Safety Team, the Police and any other partnership agencies.				
Ref	Task	Lead	Target Date	Status
TSPASB1	To rewrite the ASB Policy to take into effect the changes necessary to bring it in line with the ASB CPA 2014	Andrew Wallace	January 2017	G
TSPASB1.1	To have the new ASB Policy ratified throughout the consultation and political process and bring it into effect by April 2017		April 2017	A
Recommendation 2: Ensure that the policy is realistic, specific and objective and manages the expectations of all customers.				
Ref	Task	Lead	Target Date	Status
TSPASB2	Ensure there is clear guidance within the new Policy as to what constitutes ASB	Andrew Wallace	January 2017	G
Recommendation 3: Build into the policy what may be seen as not being anti social behaviour – e.g. one-off complaints of low level noise against neighbours of many years				
Ref	Task	Lead	Target Date	Status
TSPASB2	Ensure there is clear guidance within the new Policy as to what constitutes ASB	Andrew Wallace	January 2017	G
Recommendation 4: Signpost which complaints should be addressed by whom, e.g. in cases of violence then the Police should be the first point of contact and for lower level cases encourage complainants, where appropriate, to try and resolve the issue themselves				
Ref	Task	Lead	Target Date	Status
TSPASB3	Have indicators within the Policy and the working documents to ensure that the correct agency is signposted	Andrew Wallace	January 2017	G

TSPASB3.1	Update staff with latest information regarding whom complaints should be addressed to and encourage resolution	Andrew Wallace	April 2017	A
Recommendation 5: Guidance for officers in respect of noise which may or may not be classified as ASB between the hours of 11.00 pm and 7.00 am , taking into account what is being reported and that any response needs to be reasonable and proportionate. For example: <ul style="list-style-type: none"> a. Dogs barking, music playing etc. b. Complaints that are attributable to human health issues c. Noises attributable to neighbour working times, shifts etc. 				
Ref	Task	Lead	Target Date	Status
TSPASB4	Officer Guidance to be drafted following ASB policy has started political approval process	Andrew Wallace	April 2017	A
Recommendation 6: Review and tighten policy which currently says 'all incidences of ASB will be investigated'. Officers should be given the option to use their discretion to simply record an incident on the ASB system without taking any further action, dependent upon circumstances.				
Ref	Task	Lead	Target Date	Status
TSPASB2	Ensure there is clear guidance within the new Policy as to what constitutes ASB	Andrew Wallace	January 2017	G
Recommendation 7: Ensure that, once agreed, the Council adopts a communications strategy to promote the new NWLDC ASB policy/procedures via all available media with the aim of changing tenant perception as to what constitutes ASB				
Ref	Task	Lead	Target Date	Status
TSPASB5	Working with Community Safety Partnership, the Council will have a new procedure which runs alongside the Policy and will update all literature, communication and social media outlets	Andrew Wallace	April 2017	A
Recommendation 8: Issue an 'idiot's guide' to all NWLDC tenants classifying types of ASB / what is not ASB and who the first point of contact should be in each case.				
Ref	Task	Lead	Target Date	Status
TSPASB6	Guide to be produced as part of the literature review in TSPASB5	Andrew Wallace	April 2017	A
Recommendation 9: Develop an ASB toolkit that can be used by all council staff when dealing with ASB cases.				
Ref	Task	Lead	Target Date	Status

APPENDIX 3B

TSPASB7	In line with the Procedure, a toolkit of available options is to be developed which will enhance the already available Chronology form	Andrew Wallace/Emily Taylor	June 2017	A
Recommendation 10: Encourage and achieve closer and improved partnership working between the local Police, Environmental Health and other agencies/ the Housing Service when dealing with cases of ASB.				
Ref	Task	Lead	Target Date	Status
TSPASB8	Coordinate quarterly meetings with corporate colleagues to review, discuss and improve ASB working practices	Andrew Wallace	February 2017	A
Recommendation 11: Submit draft of new policy to Tenant Scrutiny Panel and The Landlord Services Working Group.				
Ref	Task	Lead	Target Date	Status
TSPASB9	Policy to be ratified by LSWG, TSP and TLCF	Andrew Wallace	January 2017	A
Recommendation 12: NWLDC should identify and purchase a suitable and effective case management system for ASB cases.				
Ref	Task	Lead	Target Date	Status
TSPASB10	Identification of what other organisations currently use for ASB Management	Andrew Wallace	April 2017	A
TSPASB11	Understand contract situation with Sentinel (existing system) – Are we tied in?	Andrew Wallace	April 2017	A
TSPASB12	Explore opportunities with eform development	Andrew Wallace	May 2017	A
TSPASB13	Present report to TSP regarding recommendation of ASB case management for discussion and potential SMT report for funding	Andrew Wallace	June 2017	A