Appendix 1.2 Summary of recommendations and Rosebery's improvement action plan following the Virtual Scrutiny Panel (VSP) investigation of Anti-Social Behaviour

VSP Recommendation	Rosebery's response to recommendation	Timeframe for delivery and progress	Lead officer (s)
1. Training & Development			
• The VSP feels all frontline staff that are directly responsible for dealing with or receiving reports of ASB, would benefit from role specific training. This needs to be ongoing support, so they are equipped with the right skills and knowledge to fully understand the policy and be kept up to date with changing methods for effective management of ASB cases.	Rosebery accepts this recommendation agreeing that all customer facing staff would benefit from training. The level and range of training will be dependent on individual roles with those responsible for case management being in receipt of more specialist training. A mandatory training programme will be devised as well as induction training for all new staff members, again relative to role.	**Full suite of training to be delivered by October 2020**	**NTL**
2. Customer Satisfaction & Local Performance Indicators (LPI's)			
• The VSP feel more should be done to recognise the value of customer feedback and suggests Rosebery should collate satisfaction information for all ASB cases logged in the following instances: • Satisfaction with how Rosebery staff responded to the report. This information should be collected as soon as ASB is reported and should be added to the ASB service's LPIs	Rosebery agrees that there is a need to increase the understanding of customer satisfaction against their experience of the ASB case management process and outcomes. Use of improved technological methods for capturing feedback and new surveys will be designed as per the below responses: Rosebery agrees that it is important to communicate effectively with complainants at the initial point of reporting but in Rosebery's view, capturing feedback at this initial stage will not always be appropriate, particularly where complainants are experiencing high levels of risk or distress. Therefore, as an alternative to seeking feedback as soon as ASB is reported,	**End of July 2020**	**NTL & CETL**

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• Satisfaction with how Rosebery staff kept the complainant informed. This information should be collected every 3 months and should be added to the host of ASB LPIs • Satisfaction with overall handling of the ASB case by Rosebery staff. This information is currently collected at case closure, but VSP were provided with no evidence this has been carried out in cases that they reviewed. • Satisfaction with the outcome of the case against the expectations set out. Rosebery aims to collect this information but asks complainant to comment on the outcome of the case. The VSP thinks the word conclusion will allow Rosebery to collect more accurate feedback on the satisfaction with the process.	Rosebery recommends an internal review process of all new recorded cases ensuring correct categorisation and follow up action. Feedback sought from complainants at a later stage can include feedback specific to the subject of staff response at the initial stage. A new satisfaction survey will be designed and introduced to measure satisfaction during life span of an open case. A new satisfaction survey will be designed and introduced, making better use of digital channels, for gaining feedback on the overall handling of an ASB case. Rosebery believes that meeting customer expectations in ASB cases is very challenging, making the need for clear and effective communication about expectations, from the outset and throughout a case extremely important. Rosebery therefore agrees that capturing feedback specific to this point is essential for learning how effective our communication on this subject is. A new satisfaction survey will be designed and introduced, making better use of digital channels, for gaining feedback on the satisfaction with outcomes against expectations set out.		

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3. Communications & Management			
• The VSP feels that once the existing policy is reviewed that a summary guide of the ASB policy is made available to staff and suggests this should be the version uploaded to the website. This would make it more accessible to staff, particularly those in the contact centre and easier for residents to understand, as the present ASB policy is a bit wordy.	Rosebery agrees that there is benefit in having a visible and user-friendly summary guide for customers and staff alike. This will be designed, in conjunction with the Communications Team, once the ASB Policy review has been completed.	**October 2020**	**NTL & Head of CC**
• The VSP feels it would be useful if more communications are made available for residents and staff on the website/intranet and residents' newsletters on Rosebery's performance and provide case studies, where successful outcomes have been achieved. This will help to raise awareness and 'bring to life' the remedies that Rosebery can offer to resolve ASB incidents.	Rosebery residents identified ASB as their top service priority in a widespread residents' survey in 2019. Rosebery agrees that greater visibility around ASB services; service development, performance and outcomes, should be made widely available to residents. Rosebery will respond by looking at appropriate options for communicating these factors through multi-communication channels.	**Immediate start with first half year report due in October 2020**	**NTL & Head of CC**
• The VSP feels it would be useful when the ASB policy is reviewed that Rosebery considers the development of a process map, that can be used to map the customer journey, when ASB reports are received and logged, to help 'track and monitor' performance and customer expectations of the ASB process.	A review of the policy will lead to a review of the existing processes and include the design of a process map.	**September 2020**	**NTL & Business Analyst**
• The VSP would like to see more effort made by Rosebery to proactively engage residents' feedback	The widespread residents' survey, completed with 'The Sounding Board' in 2019 identified that residents' top	**May 2020**	**CETL & NTL**

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VSP Recommendation	Rosebery's response to recommendation	Timeframe for delivery and progress	Lead officer (s)
when decisions are made for service planning and development of the service, on an ongoing basis - not just when the ASB policy is due for review.	service priority is ASB. Understanding of individuals' experience of the service was explored during the scrutiny exercise with outcomes of this exercise given by the VSP in their report. Feedback to 'The Sounding Board' of the outcome to this exercise has been communicated together with an invite for future participation in service development..		