

Resident scrutiny recommendations update- January 2020

Ref	Recommendation	Management Response
1	WH to look at how to work with residents to manage expectations and ensure people fully understand what WH can do: what is the law, what is the role of the NHO and what part the resident plays.	We will develop and enhance our website to make it clearer what role a resident plays and what steps they need to take, along with a leaflet that accompanies this.
2	A specific leaflet about ASB highlighting the partnership approach of WH and its residents. Consider tougher penalties for fly tipping.	We will produce a leaflet in conjunction with the Residents' Panel that does this.
3	Greater coordination with the Police to eradicate drug usage in WH housing, perhaps with a particular month long campaign to raise awareness would show users that WH are going to get tougher on their drug habits due to the impact in communities.	We already have excellent co-ordination with the Police and now have dedicated PCSOs for each ward which will help us tackle local issues. We are working towards having greater powers such as community protection notices which will help tackle cannabis use and will raise awareness when they are being used. We will have a campaign as suggested by the panel.
4	Where feasible new NHOs or others involved should have a proper handover of all significant cases, so that the new member of staff can be sure to read up on cases sufficiently and address issues effectively in ongoing cases.	While there has been a churn of housing officers of late, we now have 4 housing officers who we hope will offer stability. We have improved how we record ASB on our housing management system so that it is easier for any NHO to see current of cases with better recording of information.
5	Regular checks on people experiencing ASB, a phone call conveys that they are not forgotten and that WH are interested and do care.	While a fortnightly check has been part of our procedure it has not been done as regularly as we'd hoped, however with the recruitment of a 4 th NHO and smaller patches this is happening and recent feedback has improved significantly.
6	Some benchmarking of what is the ideal ratio of housing staff to properties as they believe this could support the work of the team and enable them to address ASB issues more effectively.	Feedback will be sought from other providers
7	The signing up of new residents is an opportunity to talk to them about responsibilities as a WH resident and the need to be aware of others. This could be part of a wider introduction to the WH community, which would seek to get people engaged in wider Worthing Homes' initiatives and activities.	This already forms part of the sign-up process. We will produce a new leaflet to give residents and develop information materials around the Worthing Homes Community and Resident Engagement to go out with each resident sign up. This would include all the various forums and activities and contact points to talk to us about getting involved

		We will arrange to contact some if not all (dependent on numbers) approximately two months after they have signed up to see if they would be interested in getting involved
8	Consider the use of anonymous 'good neighbour' cards. This removes the need for people to confront someone face to face. 'Good neighbour' cards should also be available through the website to download and print.	We will use these and issues some to residents. To be included as part of next Home News
9	Offering advice on how to approach your neighbour on our website and in the residents' handbook.	Leaflet to be produced and ASB section of website to be re-designed
10	A specific area should be created on the website devoted to ASB and how to tackle it thus providing people with a tool box of things they can use for themselves and heightens understanding of how to deal with ASB and also help to manage expectations.	As above- the area on the website dedicated to ASB will be enhanced to give residents further information about what action they can take and what is and isn't ASB
11	WH should look to put more emphasis on ASB in the handbook. This piece should be more thorough and also identify what is ASB as opposed to nuisance behaviour.	As above- a leaflet will be designed to give further information on ASB
12	The new customer portal should have information and advice about ASB.	Agreed- this will form part of portal
13	The website should be redesigned with navigation at the top of the webpage and the designated ASB area easy to find. It should also help people to identify if the issue is a Police or Housing matter. This may manage expectations and reduce calls to the housing teams.	Website navigation is currently at the top of the page as well as further down the page. ASB section to be redesigned
14	A campaign to create wider awareness and ownership of ASB issues amongst residents. That reporting the issue to WH is not the end of the process but the beginning and that on occasions this may need people to work together in their community to address the issue working with the housing teams. If WH were to provide a range of tools to address the issue this could be very useful for residents but also make them aware of who does what in ASB cases, including their role. Strong follow up could also be a key part of the process.	Leaflet/good neighbour cards/articles in home news ASB toolkit to be available on website