

We would like to thank everyone who was involved in this piece of work; including the tenants who shared their views, Council officers and the panel volunteers

## Other progress

The Tenant Scrutiny panel completed their investigation into the Council's Aids and Adaptations service in November 2020. Due to Covid-19, there has been some delay in progress but the Council is currently working on an action plan to meet the recommendations made in the report.

Home Aids and Adaptations



Work is ongoing to choose the next topic and to prepare for a new investigation.



If you would like to join the Tenant Scrutiny panel, or would like more information about its work, please contact Rotherham Federation on 01709 368515

## Success stories from Rotherham Federation Tenant Scrutiny

Rotherham Tenant Scrutiny

### The process for dealing with anti-social behaviour complaints



Rotherham Federation Tenant Scrutiny was formed in April 2016. A group of volunteers meet every month; they work together with Council officers to look at ways to make things better for tenants and the Council alike.

Our third task was completed in January 2019. It looked at how complaints about anti-social behaviour are handled by the Council. The Scrutiny Panel found nine ways to improve the service. We can now report on how the Council has made these changes.

*In 2017, 11% of Council tenants reported anti-social behaviour to the Council*

*Between 2016 and 2017 the priority level of anti-social behaviour for tenants increased by 8%*

3<sup>rd</sup> edition – March 2021

## Anti-social behaviour

### The Scrutiny Panel said:

### The Council did:



Bring the policy and procedure guidance for staff up to date

✓ The policy and procedure guidance have been updated. Some working practices and the IT supporting these will be updated in October 2021



Make sure that people raising anti-social behaviour issues don't have to start again each time the same person causes them a problem

✓ Housing systems do leave cases open. To discuss with Community Protection to see if can leave open on their system too but not certain that they can be influenced.



Provide a personal plan for each person during the investigation so that they know how often they will be contacted

✓ Personal plans will be agreed at the start of each investigation., alongside a risk assessment. The plan will agree how often the person will be contacted, how this will happen and the lead contact for the case. Plans will be in place from October 2021



Send closure letters to explain when a case has been closed and the reasons for this

✓ New case closure letters are being used and a text service was introduced in February 2020 for people to give their feedback on how their case was handled.

## Anti-social behaviour

### The Scrutiny Panel said:

### The Council did:



Make sure that all officers work the same way through training and close manager checks

✓ Joint training is to be arranged once Covid restrictions are lifted. Managers are checking all cases during supervision meetings and IT will be set up to record this.



Improve IT systems to help with record-keeping and to allow sharing across teams

✓ A new IT system is to be used from October 2021 to help with the sharing of information and better record-keeping.



Improve publicity to tell people what is possible and how long the case may take to resolve

✓ A customer leaflet is being developed for people who do not have access to the website. Letters are being re-written to make sure that everyone knows how long cases may last. A standard nuisance monitoring form is being used by all teams.



Check why there are more cases of anti-social behaviour being reported

✓ The increase in cases has been checked and it is due to changes in IT causing some cases to be counted twice.



Make sure that all officers have a better understanding of what information can be shared with people affected and with other teams

✓ This will be included in the joint training planned for later in 2021.