

# THE RESPECT STANDARD SERVICE IMPROVEMENT PLAN

## August 2008

Improvement Priority	Actions	Resp. Officer	Milestone	Comments
<b>1. Accountability, Leadership &amp; Commitment</b>				
1.1 Brief staff in relevant service areas in the organisation about Respect and about what is expected from them and the organisation?	<ul style="list-style-type: none"> <li>Briefings / training to be carried out once sign up to the Standard has been carried out.</li> </ul>	Lee Dunn & Neil Hobson	Oct 2007	
1.2 Provide adequate training for key staff and partners on the Respect standard. Ensure that the respect agenda links into other agendas and responsibilities such as community cohesion.	<ul style="list-style-type: none"> <li>Report sign up to the Respect Standard to CDRP and other key partners.</li> </ul>	Lee Dunn & Neil Hobson	Sept – Dec 2007	
1.3 Ensure that all our strategies and action plans dovetail on Respect issues	<ul style="list-style-type: none"> <li>Statement of policy and procedures to be reevaluated</li> </ul>	Lee Dunn & Neil Hobson	Sept – Dec 2007	
1.4 Use Customer Satisfaction Surveys to measure our response to ASB outcomes.	<ul style="list-style-type: none"> <li>Use intelligence to support the tracking, actions and impact on performance on ASB.</li> </ul>	Lee Dunn & Neil Hobson	Sept – Dec 2007	

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### 2. Empowering & Reassuring Residents

2.1 Consider the use of Good Neighbour Agreements (GNA's) in areas where appropriate.	<ul style="list-style-type: none"> <li>Awaiting further guidance on the use of GNA's.</li> </ul>	Lee Dunn & Neil Hobson	April 2008	
2.2 Ensure regular reports are made to resident groups on sources of complaints, actions carried out and performance of Tenancy Enforcement Team.	<ul style="list-style-type: none"> <li>Tenants Housing service Group, Residents Federation, Residents Association and Tenants Conference as required.</li> </ul>	Sylvia Dodsworth	April 2008	
2.4 Publicise actions carried out to the community using a variety of media.	<ul style="list-style-type: none"> <li>Work with the Tenant Participation Team to raise awareness and publicise outcomes of ASB interventions.</li> </ul>	Lee Dunn & Neil Hobson	Sept 2007	

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### 3. Prevention & Early Intervention

3.1 Explore the use of early intervention measures to tackle ASB – Mediation, ABC's & Injunctions.	<ul style="list-style-type: none"> <li>Mediation service to train internal staff to carry out mediation activities.</li> </ul>	Lee Dunn & Neil Hobson	Oct 2007	
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<b>4. Tailored Services for Residents and Provision of Support for Victims and Witnesses</b>				
4.1 Explore additional methods For residents to report ASB 24/7	<ul style="list-style-type: none"> <li>One common telephone number / internet etc. link to CDRP &amp; Neighbourhood Services.</li> </ul>	Lee Dunn & Neil Hobson	June 2008	Explore the possibility of introducing one telephone number
4.2 Introduce a witness support Scheme, provide information, CCTV and other measures to ensure support in place	<ul style="list-style-type: none"> <li>Collect information from Courts and witness support agencies / services as well as Court user information. Packs need to be developed to include information of the National Witness Protection Scheme (NWPS).</li> </ul>	Lee Dunn & Neil Hobson	June 2008	
4.3 Ensure that witnesses and victims feel well protected,	<ul style="list-style-type: none"> <li>Customer Satisfaction surveys to be amended to include appropriate questions. Action plan and procedure for working with witnesses / victims to be introduced to ensure support is in place.</li> </ul>	Lee Dunn & Neil Hobson	Dec 2007	
4.4 Raise awareness of methods to ensure staff are aware of customer profiles (Languages, literacy) etc.	<ul style="list-style-type: none"> <li>Raise awareness of language line, have in place other methods of being able to access / gather evidence.</li> <li>Raise awareness to staff of the National Witness Protection Scheme (NWPS)</li> </ul>	Lee Dunn & Neil Hobson	Dec 2007	

<b>5. Protecting Communities through swift enforcement</b>				
5.1 Consider ASB training for Relevant staff at inductions.	<ul style="list-style-type: none"> <li>Work with HR to ensure that ASB is included in the induction of new staff as required.</li> </ul>	Lee Dunn & Neil Hobson	Dec 2007	
5.2 Ensure effective working with the Domestic Violence Service.	<ul style="list-style-type: none"> <li>To support the victims of Domestic Violence who are Council Tenants.</li> </ul>	Lee Dunn & Neil Hobson	Sept – Dec 2007	

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6. Support to Tackle the Causes of ASB				
6.1 Identify vulnerable tenants at risk of committing ASB early. Ensure risk assessments carried out by staff.	<ul style="list-style-type: none"> <li>Vulnerable peoples working group set up working with Social Services. Training for staff required on lettings policy and use of forms to identify vulnerable people. Breakaway Training may be required for relevant staff.</li> </ul>	Lee Dunn & Neil Hobson	Sept – Apr 2007 / 08	
6.2 Explore packages to sustain vulnerable peoples tenancies and methods of measuring outcomes.	<ul style="list-style-type: none"> <li>As above Training required for staff on working and supporting vulnerable tenants.</li> </ul>	Lee Dunn & Neil Hobson	Sept – Apr 2007 / 08	
6.3 Raise awareness and work closely with youth diversionary / work teams	<ul style="list-style-type: none"> <li>Liaise with Youth workers via CDRP and raise awareness to staff of type of work carried out etc.</li> </ul>	Lee Dunn & Neil Hobson	Sept – Apr 2007 / 08	
6.4 Raise awareness of support packages that are in place to allow perpetrators of ASB to mend their ways. Ensure staff are fully aware of support options available.	<ul style="list-style-type: none"> <li>Explore support packages working with all support services.</li> </ul>	Lee Dunn & Neil Hobson	Sept – Apr 2007 / 08	
6.5 Ensure that tenants at risk of perpetrating ASB are made aware that refusal of offers of help may trigger enforcement action and the sanctions.	<ul style="list-style-type: none"> <li>Training will be given as above.</li> </ul>	Lee Dunn & Neil Hobson	Sept – Apr 2007 / 08	

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