

Respect in Housing Management-Action Plan

Action	Lead Officer	Intended Outcomes	Target Date	Progress / Comments
Commitment One: Accountability, Leadership and Commitment				
Review of Housing Service's ASB policy to ensure alignment with CDRP and Environmental Health	Housing Operations Manager	Alignment with CDRP Consistent policy that contributes to other policy objectives	Sept 2007	Consultation complete. Policy reviewed and prepared for presentation to November Housing and Community Services Committee
Document procedures for staff guidance	Housing Operations Manager	Clear procedures that ensure consistent, effective responses, with achievable but challenging deadlines and that clarify roles and expectations for staff.	Oct 2007	Complete
Establish Service Standards and produce document	Housing Operations Manager / ASB Officer	Measurable service standards for all complainants, regardless of tenure or lead agency.	Sept 2007	Complete

Establish performance indicators	Housing Ops Manager / Performance and Business Manager	Ensure effective monitoring of service delivery	Dec 2007	
Quarterly reviews of PIs and best practice	Housing Operations Manager	Ensures effective monitoring and continuous performance improvement	Ongoing	Quarterly dates set aside for reviews.
Staff training to raise awareness of domestic abuse	Housing Operations Manager	Promote understanding of domestic abuse and available services to all staff	Dec 07	
Attendance and contribution to local monthly Prolific and Priority Offenders group	Housing Options and Tenancy Services Team Leader	Partnership working to reduce crime and disorder	Ongoing	Regular attendance at monthly meetings
Attendance to Derbyshire MAPPA as and when required	Housing Options and Tenancy Services Team Leader	Ensuring perpetrators with local connection to South Derbyshire have housing need addressed to ensure Community Safety	Ongoing	Regular attendance at meetings

Commitment Two: Empowering and Reassuring residents				
Estate inspection programme for 2007/08	Housing Options and Tenancy Services Team Leader	Tackling Environmental Crime, promoting zero tolerance of ASB, working in partnership with residents.	July 2007	Monthly estate inspections targeting known ASB hotspots.
Attendance at Safer Neighbourhoods Area Meetings	Housing Officers	Each Housing Officer to attend one meeting within their area during quarterly rounds to ensure visible presence in community	Ongoing	Regular attendance at meetings
Housing News article in each edition promoting zero tolerance approach	Housing Options and Tenancy Services Team Leader	Reassuring community, reducing fear of crime, promoting zero tolerance.	March 2008	
Commitment Three: Prevention and Early Intervention				
Review sign up procedure to ensure rights and responsibilities explained and understood.	Housing Options and Tenancy Services Team Leader	Promote zero tolerance Reduce fear of crime	March 2008	

Review usage of and referral procedures for mediation service	Housing Operations Manager	Timely referrals to ensure early intervention	March 2008	
Collate and share hotspot evidence with Safer South Derbyshire Partnership for targeting	Housing Officers	Ensures resources can be targeted. Working in partnership	Ongoing	
Commitment Four: Tailored Services for residents and provision of support for victims.				
Review accessibility of services	Housing Operations Manager	Ensures services are user friendly	March 2008	
Mapping procedures	Housing Operations Manager	Consistency in service delivery, challenging but achievable timescales for action agreed with complainants and ensuring that complainants are kept informed.	Oct 2007	Complete

Court pre-visits, escorts and secure areas for witnesses	Housing Officer	Support for witnesses	As and when required	
Target hardening offered to all victims assessed as at risk of reprisals	Housing Officer	Support for witnesses	As and when required	
Commitment Five: Protecting communities through swift enforcement				
Quarterly briefing for Housing Officers after quarterly reviews of best practice	Housing Ops Mgr / Housing Options and Tenancy Services Team Leader	4 briefings to ensure appropriately trained staff to provide a range of measures and tools to tackle anti social behaviour	March 2008	
Service level agreement with legal services	Housing Operations Manager	Clear parameters of service delivery to ensure needs of community are met	March 2008	
Review of each case that has been presented in court	Housing Options and Tenancy Services Team Leader	Ensures continuous service improvement by considering lessons learnt	As and when required	

Attendance at court user group at least four times a year	Housing Options and Tenancy Services Team Leader	Ensure effective working relationships are in place	March 2008	
Commitment Six: Support to tackle the causes of ASB				
Procedures to deal with vulnerable victims and perpetrators through multi agency approach	Housing Operations Manager	Ensure effective support to address unacceptable behaviour and contributing factors	March 2008	