

Scrutiny Panel Service Review: Anti-Social Behaviour: Shaping Expectations – March – June 2023

Why look at Shaping Expectations for Anti-Social Behaviour?

ASB is not going away anytime soon, and it can have a massive impact on individuals and communities.

Being customers ourselves, we know how important it is that we can contact Stonewater to talk to colleagues about any issues, especially ASB.

As customers, we need to understand what can be done to resolve our issues quickly, appreciating in many instances Stonewater works with us to find speedy and effective resolutions.

However, customer feedback told us there were times when the current approach didn't always work as well as customers expected, alongside that we saw that customer satisfaction could be improved upon.

What we focused on:

The panel zeroed in on performance, customer feedback given in satisfaction surveys and complaints data when kick-starting this review.

We considered:

- The information and guidance available to customers
- What good case handling looks like
- Customer Satisfaction Survey data (190 anonymised responses)
- How new and/or existing technologies can be used to improve the service.
- How communications can be improved
- What Customers expected from the service
- What Stonewater can action and what partner organisations such as the Police or Local Authority lead on.



Here are a few of our recommendations:

Feedback throughout our review repeatedly told us how important it is for customers that Stonewater gets its approach to ASB right.

We prioritise our recommendations and these were our top three:

- Update Stonewaters ASB Policy
- Provide an easy-to-use ASB 'sorting-tool' on either MyHome or Stonewaters' website so customers can see at a glance who to contact about their ASB issues.
- For each ASB case opened, create and agree clear, consistent and bespoke action plans with complainants.

Other recommendations included:

- Stonewater should be clear with customers where they do not have the power to resolve an issue.
- Improve the information relating to ASB on Stonewaters website, including updating the ASB handbook.
- Develop a good neighbour leaflets

What happens next?

Some great work has already been completed. To see more visit <https://www.stonewater.org/customers/get-support/anti-social-behaviour/>

The Panel regularly receive updates on our recommendations to make sure they're moving forward and are improving services for fellow customers

If you'd like to see a copy of the full report, email us at: scrutiny@stonewater.org.

For more updates on this and other customer engagement activity, [check out the customer hubb](#)

How do scrutiny reviews work?

The Scrutiny Panel is made up of a maximum of 14 Stonewater customers who work alongside Stonewater colleagues to review and improve services.

A Scrutiny review takes an in-depth look at services and makes recommendations for changes or improvements based on the panel's investigations and findings.

You can find out more about the Scrutiny Panel on our webpage www.stonewater.org/get-involved/stonewater-scrutiny-panel/