

Learning from HOS themes





Some quick housekeeping....

- ▶ Introductions
- ▶ Timings
- ▶ Slides
- ▶ Recording
- ▶ Tech issues
- ▶ Questions

Why are we here?

- ▶ Increased role of HOS – sharing best practice, spotlight reports etc.
- ▶ Using the findings to assess own services
- ▶ Publication of website resources which includes Landlords expectations
- ▶ These expectations are based on the themes arising from the HOS work
- ▶ Take a look at these themes, some of the key points within them and some practical suggestions



Theme 1: A Proactive Approach

Some key points:

- ▶ Education – “how to be a good neighbour”
- ▶ Developing an ASB policy and a Good Neighbourhood Management (GNM) Policy
- ▶with residents involved
- ▶ Triaging reports appropriately



GNM Policy content

- ▶ Help manage expectations – not ASB, legal action very unlikely, requires collaboration etc.
- ▶ Careful of language
- ▶ Examples of types of behaviour: not unreasonable, neighbour disputes, environment, health
- ▶ How assessment made
- ▶ Types of action that may be likely
- ▶ How assess risk and vulnerability



Theme 2: Managing Expectations

Some key points:

- ▶ Be honest, realistic and fair
- ▶ At the earliest possible stage (but, fully informed)
- ▶ Explain any limitations
- ▶ Be clear any evidential requirements and investigation processes
- ▶ Provide updates



Theme 3: Reports of ASB

125,058	154,568	95,054	124,500
125,487	56,845	97,511	125,000
124,000	110,000	99,011	154,000
105,450	150,000	99,216	95,000
86,502	35,000	101,090	154,200
	83,000	101,684	110,000
	45,000	101,962	89,000
		102,747	50,000
			68,700
			123,000

Some key points:

- ▶ Have realistic timescales
- ▶ Make sure reporting methods are clear and accessible
- ▶ Review evidence
- ▶ Use risk assessments [appropriately!]

Theme 4: Timelines, Communication & Language

Some key points:

- ▶ Record keeping
- ▶ Action planning
- ▶ Reasonable adjustments



Theme 5: multi-agency relations & signposting

Some key points

- ▶ Involve partners early
- ▶ Have clear information about reporting to other agencies
- ▶ Inform of right to use ASB Case Review
- ▶ Continued involvement in working in partnership

Any questions:

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