



We're Listening

Quality and Improvement Panel (QulP) In-Depth Review – Approach to ASB Handling

Who are we and what do we do?

We're a group of customers that together form the Quality and Improvement Panel, QulP for short. We provide a scrutiny and assurance role, working alongside Livv's Board, through the Customer Services Committee. This means we can tell Livv, from a customer perspective, what they're doing well and where they need to improve. We also hold Livv accountable for the decisions and actions they take, and provide influence and recommendations to improve services.

Each year we complete a programme of in-depth reviews. We choose what we focus on by using performance data, risk information and feedback from surveys such as the Tenant Satisfaction Measures. Put simply - we concentrate on what's important to Livv customers.

Our in-depth reviews are an opportunity for us to dig deeper. We take a detailed look at services, collect evidence about how they work, and where needed, we commission further engagement work to understand more about what Livv customers think about the service. We then present our findings and recommendations, together with Livv's response and agreed actions directly to the Board, (through the Customer Services Committee). The Committee is kept updated about the progress of the agreed actions at its quarterly meetings.

Why did we choose this area?

In June 2023 we were presented with the results of the 'Customer Census' survey. The Customer Census survey contained the questions that would become part of the Tenant Satisfaction Measures.

The results of the Customer Census highlighted that the 'handling of antisocial behaviour (ASB)' had one of the lowest satisfaction scores and highest dissatisfaction scores.

We therefore chose to focus on Livv's approach to complaint handling as an area for in-depth review.

What did we do?

We:

- received an overview of the ASB process from the Advisory Services Manager
- took part in a Q&A session with the Advisory Services Manager
- reviewed the approach to triaging and opening of an ASB case
- reviewed the quality assurance process for handling ASB
- assessed action plans
- reviewed the process for closing a case and how this is agreed and communicated
- reviewed how communication with customers is planned, agreed and undertaken

- reviewed the approach to collecting and utilising feedback about the handling of ASB
- reviewed the approach to sharing information about the service
- reviewed the approach to celebrating success
- assessed communication channels including letters, leaflets and Livv's website.



What did we find?



- The process for triaging ASB is robust and customers quickly able to speak to the right person to when they report ASB
- cases of customer safeguarding are actioned within 24 hours
- letters are sent to customers even when an ASB case is not opened
- there were effective tools for teams to see the number and location of open ASB cases
- there were quality assessment processes that were used to continually assess performance and identify future improvements.



- Actions plans lacked sufficient content and clear explanation
- letters to customers lacked detail and were not always clear
- examples of successful actions were not shared with customers
- there was no active way to collect satisfaction feedback from customers following closure of an ASB case
- that information on the website and policy was out of date.

What did we recommend and what happened?

In July 2024 we presented a report to the Customer Service Committee. The report detailed our findings and recommendations and included Livv's responses to the recommendations including actions and proposed timeframes.

We agreed 21 actions which would help to Livv's approach to handling anti-social behaviour.

Since the end of the review actions that have been completed or are in progress include:

- improvements to the availability and accessibility of information about ASB
- increasing the number of ASB Advisors and arranging for them to have a geographical focus
- increasing the number of Housing Advisors to enable them to be proactive in the areas they work
- developing action plans so they provide clear explanation and rationale about the approach to each ASB case
- improving the letters customers receive during and on closure of an ASB case
- implementing satisfaction surveys at the end of an ASB case
- sharing successes with customers.

Thank you

We'd like to thank all the staff at Livv who provided us with information and support to complete our review.

