

ReAction Report For Anti Social Behaviour Mystery Shop August 2010

This Mystery Shop was conducted to evaluate customer service and advice provided by staff in the area of ASB. Please refer to the corresponding Mystery Shop Evaluation for the full analysis. Our response to the remedial actions identified as a result of the exercise follows.

Area for improvement	Responsibility	Our response
<ul style="list-style-type: none">One caller was advised that a visit would not be possible but to contact 396396 (CST staff)	ASB Team	We have identified that there are knowledge gaps within the Customer Services Team and have therefore arrange further training to ensure that Customer Services Officers are aware of ASB procedures and advice to issue to our customers.
<ul style="list-style-type: none">Same caller was advised to contact Environmental Health (396396) for log sheets	ASB Team	GCH have agreed new protocols for working in partnership with Environmental Health to resolve environmental issues. This information has now been passed to Officers and Customer Services to ensure the correct advice is being issued.
<ul style="list-style-type: none">Only three out of seven callers were asked if there was anything else they could be helped with	ASB/CST	Staff have been reminded of the importance of asking this at the end of each call.

REACTION

<ul style="list-style-type: none"> One caller was unable to obtain advice for third party over telephone 	ASB/CST	<p>We have identified that there are knowledge gaps within the Customer Services Team and have therefore arrange further training to ensure that Customer Services Officers are aware of ASB procedures and advice to issue to our customers.</p>
<ul style="list-style-type: none"> No staff mentioned possible actions under Introductory Tenancies or Demoted Tenancies. 	ASB/CST	<p>We would only issue advice on what action could be taken against Introductory Tenancies where we have identified the perpetrator as an Introductory Tenancy.</p> <p>Staff are aware of the use of a demotion to resolve anti-social behaviour (although this is not a common resolution) and have been reminded of this and advice they need to be giving customers in future.</p>

If you have any further questions or comments please do not hesitate to contact us:

Gloucester City Homes
Atlantic Suite
Southgate House
Southgate Street
Gloucester
GL1 1UW

Customer Services Line: 0800 408 2000
Text: 0778 148 2656

REACTION

Fax: 01452 396599

Minicom: 01452 396161

Email: customer.services@gloscityhomes.co.uk

Web site: www.gloscityhomes.co.uk

