

Item	Commentary	Action
3.0	SS Matters arising	
3.1	Item 4.5 – Mystery shopping of the ASB Helpline will be considered once the new processes are in place.	KM / VLH
3.2	Item 5.3 – On agenda	
3.3	Item 7.2 – On agenda	
3.4	Item 8.1 – Performance report was sent out with the previous minutes	
4.0	VLH ASB helpline discussion	
4.1	VLH gave a background to her role which includes the management of the ASB Helpline.	
4.2	She gave an overview of the current script used by call handlers and said that the script had not been reviewed before. It was a 'basic' script that needed to be reviewed and should incorporate suggestions that had been made at the meeting held in August as well as comments from today's meeting.	
4.3	VLH to bring copies of a draft revised script once the review was completed.	VLH
4.4	The proposed revised script would include the following elements: <ul style="list-style-type: none"> • Questions about the context of the incident • Whether it was a repeat incident and how many times it had happened • Whether it was targeted or linked • Circumstances of the victim (disabled, incident to affect quality of life etc) • Categories of nuisance (ie noise) 	
4.5	Suggestions for improvement included: <ul style="list-style-type: none"> • Out of hours / weekend service • All telephone numbers to be staffed and answered at all times or as advertised, otherwise diversion • Quicker response • Ability to contact personnel currently on duty immediately • Improved data retrieval • Better liaison between the different services including shared database • No paper copies, all information stored electronically • Every call to be referenced • Adding 'markers' to the script • Provide ongoing feedback. 	
4.7	SS added that it was important for whoever answered the call to be 'ready' and 'professional' (ie sound of voice, pen and paper ready, empathetic).	

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4.8	There was a discussion around whether to have just one telephone number for reporting all concerns or different numbers to reach a certain department (ie council, police, housing) for direct contact and quicker response.	
4.9	AR felt there should only be one telephone number to call as people would not have time to look up a telephone number or think about, which department might deal with that incident. It was important for them to speak to someone and be reassured that their complaint would be dealt with.	
4.10	Contrary to that, KBi was concerned that some people might prefer to speak to a particular service, someone they know, ie their landlord, or another person they have previously spoken with rather than just calling the general helpline number.	
4.11	Whatever decision would be made, there was general consensus that the service(s) and its contact details should be advertised more, including information on how complaints were handled	
4.12	KM explained that NCH observation sheets had been revised, and were now more 'user friendly' and 'visual'. She would bring an example to the next meeting.	KM
4.13	The 'Fiona Pilkington case' in Leicester was mentioned with emphasis on the fact that officers had not been convicted. VLH advised that the Police had reviewed their systems and processes as a result of this case.	
4.14	It was suggested that VLH contact Leicester services and liaise with them with the view of comparing scripts and build links, with the potential of a visit for the group.	VLH
4.15	SS thanked VLH for attending the meeting and her comprehensive input.	
5.0	AF Update on Victim Care leaflet and Communication Plan	
5.1	Tim Prentice is meeting with Sue and Cathey on 6th October 2011 at 11.00am to discuss progress on the leaflet. A further draft copy will be brought to the next meeting.	AF / TP
5.2	It was planned for the Communications Plan to be signed off in the next two weeks and TP would bring a copy to the next meeting.	TP
6.0	AF Code of conduct	
6.1	AF thanked everyone for their input and suggestions at the last meeting. However, after having spoken with colleagues and the Involvement Manager (interim), Tricia Quinn, the Code of Conduct was now part of the overall review of the Involvement Team department, which meant that further changes would be made to it.	

Item	Commentary	Action
6.2	The Code of Conduct will be complemented by a Meeting Protocol and an Appeals Process. AF will bring a draft copy of the paperwork to a future meeting.	AF
7.0	ALL Any other business	
7.1	Customer satisfaction with the ASB Service to be included on the forward plan for future agenda items	KM
7.2	SS informed the group that there was a new alert software 'Neighbourhood Alert' which was run by Nottinghamshire Police and Neighbourhood Watch. You can register through www.neighbourhoodalert.co.uk and enter your details. AF to pass this information on to Marketing Team for further promotion.	AF
7.3	KM informed the group that two Regional Managers had been appointed: Gemma Edghill, for the South region Kevin Hornsby, for the North region	
7.4	KBu reported that the new contact centre opened last week and KM added that she was impressed by the speed that had happened as well as with the services provided there.	
8.0	ALL 'Bunker' visit	
8.1	Neil Harvey (Monitoring Officer) welcomed the group and gave an overview of the work that was done there and some information about how the project was funded, in particular: <ul style="list-style-type: none"> • Over 200 cameras covering the city centre and some town shopping centred • Cameras cover 20 NCH blocks • In addition, there were 12 mobile cameras that could be placed directly where an incident was reported • They employed some Mobile Patrol Officers • Recordings of the public areas were kept for one month and NCH recordings for a fortnight 	
8.2	He further explained that CCTV footage was now routinely used at court for evidence.	

The meeting was closed at 12.15pm.

Next meeting

Monday 21st November 2011

2.00 – 4.00pm

Tenant Resource Centre, 14 Hounds Gate, Nottingham

ASB Scrutiny Panel

Meeting date 20 September 2011

Agenda Item	Page	Action	Responsible	By when?
3.1	2	Item 4.5 – Mystery shopping of the ASB Helpline will be looked at once the new processes are in place.	KM / VLH	ASAP
4.3	2	VLH to bring copies of a draft revised script to the next meeting.	VLH	21 Nov 2011
4.12	3	KM explained that NCH observation sheets had been revised, and were now more ‘user friendly’ and ‘visual’. She would bring an example to the next meeting.	KM	21 Nov 2011
4.14	3	It was suggested that VLH contact Leicester services and liaise with them with the view of comparing scripts and build links, with the potential of a visit for the group.	VLH	21 Nov 2011
5.1	3	Tim Prentice is meeting with Sue and Cathey on 6th October 2011 at 11.00am to discuss progress on the leaflet. A further draft copy will be brought to the next meeting.	TP / AF	21 Nov 2011
5.2	3	It was planned for the Communications Plan to be signed off in the next two weeks and TP would bring a copy to the next meeting.	TP	21 Nov 2011

Summary sheet of actions



6.2	3	The Code of Conduct will be complemented by a Meeting Protocol and an Appeals Process. AF will bring a draft copy of the paperwork to a future meeting.	AF	ASAP
7.1	4	Customer satisfaction with the ASB Service to be included on the forward plan for future agenda items.	KM	ASAP
7.2	4	SS informed the group that there was a new alert software 'Neighbourhood Alert' which was run by Nottinghamshire Police and Neighbourhood Watch. You can register through www.neighbourhoodalert.co.uk and enter your details. AF to pass this information on to Marketing Team for further promotion.	AF	21 Nov 2011