



















**ASB CHALLENGE DAY
FEEDBACK MEETING TUESDAY 16th NOVEMBER 2010**

YOU SAID.....	WE DID.....	Result	Do you agree? Yes/No
Don't categorise ASB cases- treat all equally. (Page 3 section 3)	The proposed new draft policy does not categorise cases.		
Have a mobile CCTV unit.	We have a mobile CCTV unit. Whether it is appropriate to use the unit or not can be discussed when agreeing the action plan with the complainant.		
Intervene earlier. (Page 5 section 6.1)	The proposed new draft policy has a section on earlier intervention.		
Define ASB so everyone knows what to report and what not. (Page 3 section 3)	The proposed new policy has a section defining ASB.		
Better partnership working with the police & other agencies & council departments. (Page 5 section 5.2)	The proposed new policy lists what agencies could/should be involved. The regular updates provided to the complainant will include updates on actions taken by partners. We will monitor these rather than expecting the complainant to.		
Do what you say you're going to. (Page 6 section 6.2)	The proposed new policy will provide regular updates to the victims as to what action was agreed and what was taken.		
Better management of cases – regular reviews with a manager. (Page 8 section 11)	Regular case reviews are part of the proposed new policy.		
Policy should be “victim centred”. (Page 1 section 1)	The proposed new policy states that our approach is “victim centred”. This is carried on through out the policy itself.		
More and better information for customers on who to contact.	A credit card size information booklet will be produced with useful information and contact numbers.		
Increase community involvement.	This will require further consultation with the wider community in order to take forward the following ideas so not included in the policy at the moment 1) Youth Committee 2) Neighbourhood panels		

Increase youth involvement.	See above. Also further work needed to engage the schools.		
Dedicated budget for dealing with ASB.	From 2011 there will be a dedicated budget for dealing with ASB.		
Initial assessment at when complaint first received. (Page 5 section 6.1)	The proposed new policy requires all reports of ASB to have an initial assessment to be completed.		
Have an ASB champion.	This will be looked at further as it will require a change to roles & job descriptions. However the proposed new policy focuses on improving how ASB cases are managed & monitored regardless of whether there is a dedicated officer or not.		
Training for staff specifically on Management and monitoring. (Page 8 section 10)	The proposed new policy includes a section on staff training. Once approved all staff will be given training, not only on the new policy but on ASB management generally.		
Policy needs to be outcomes focused. (Page 7 section 8)	The proposed new policy will be outcomes focused covering the “what can and will be done”. The how will be in a separate procedure for staff		
Policy should cover hate crimes. (Page 8 section 9)	The proposed new policy will include hate crimes		
Successes should be advertised. (Page 9 section 12)	The proposed new policy contains a section on publicising successes.		

KEY:**Included in the proposed new policy****Not included in the proposed new policy.**