



Tenant Voice

Safer Estate

Tenant Inspectors Report  
March 2021



### Aim

#### The Aim of this inspection was to

- Test the commitments made in the Torus offer for reporting ASB, making it a clear simple process to report ASB online, by phone, letter, email or in person.
- Provide feedback on service quality and customer experience, identifying high and low quality service.
- Make recommendations for service improvements.

### Inspection Process

All registered Tenants Inspectors from across the 3 heartlands were emailed and asked if they would like to take part in the ASB inspection and 8 tenant inspectors took up the offer, 3 from Liverpool, 4 from St Helens and 1 from Warrington.

The inspection was carried out in three sections to test the Anti-social behaviour local offer by:

- Accessing the Torus website(s)
- Making a telephone call to our Customer Hub
- Reviewing standard letters

#### Test One – Review ASB information on the website

The tenant inspectors were sent a full brief that included a link to the online google forms to provide feedback as well as a link to access the main Torus website and asked to provide feedback on the following

Does the website provide information on:

- Torus anti-social behaviour policy?
- How to report anti-social behaviour?
- What help and support is available if you are experiencing antisocial behaviour
- Is the information on the website?
- Easy to understand?
- Easy to find?
- Does the language used show customer care and respect?



#### Test Two – Telephone the customer hub with an ASB query

The inspectors were asked to make a call to the customer hub and ask the advisor

- How can I report ASB?
- How do I find a copy of your ASB policy?

### Test Three – Review standard ASB letters

The tenant inspectors were sent two antisocial behaviour first contact letters to review and asked to provide feedback on

- Are the letters easy to understand?
- Does the tone of the letters show good customer care and respect?

## Review of Findings

### Test One – Review ASB information on the website

Difficulty finding information on St Helens and Warrington websites.  
Different policies on the different websites  
Information easy to read and clearly laid out

### Test Two – Telephone the customer hub with an ASB query

One inspector stated had a positive experience ‘very pleasant and helpful, explaining how to access the website giving website address and directions of how to find policy and information required’

One caller was asked for contact details to log the report when just wanting to ask for information rather than make a report of anti-social behaviour at that time.

Timescales for receiving a follow up call where not always explained.

### Test Three – Review standard ASB letters

Tenant Inspectors found the letters to be clear and easy to understand, however one inspector said,

“Antisocial behaviour letters should include a statement about confidentiality as this is usually one of the main reasons to cause apprehension when reporting antisocial behaviour and would help to reinforce confidence in the process.”

## Recommendations

### Website

- Recommended that Torus look at standardising the websites across the three heartlands as accessing the antisocial behaviour information was more difficult for those using the Torus St Helens and Warrington site.
- Information and policies need to be up to date and consistent on all three websites.

### Customer Hub

- Customer hub advisors’ refresher training or standard scripts needed for information giving only.

## Tenant Inspectors Report

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- Clear timescales and procedures should be given to tenants when advisor takes report of antisocial behaviour and tenants should be advised how to access a copy of the antisocial behaviour policy.

### Letters

- To include a statement about confidentiality on antisocial behaviour letters.