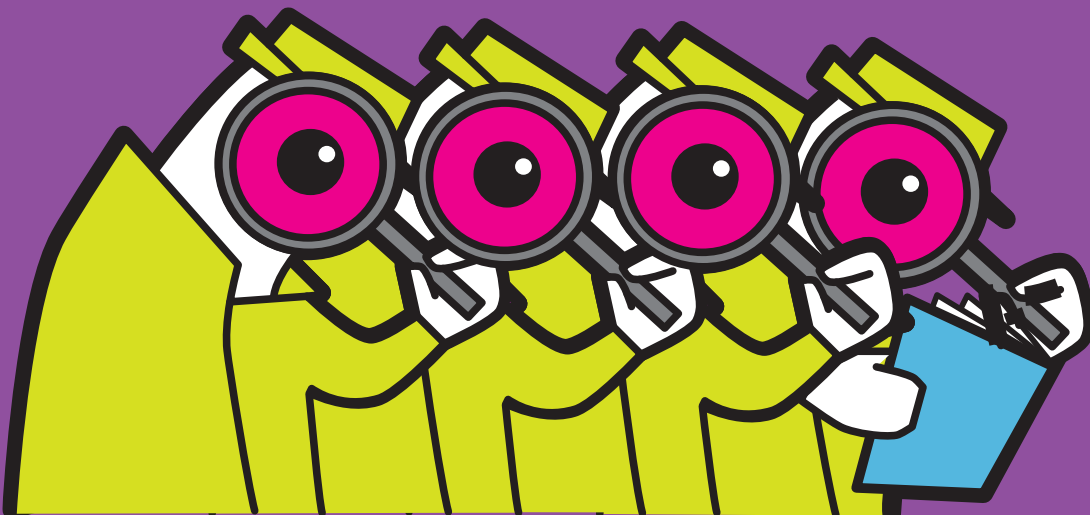


Customer Led Inspection Report on Estate Management Services 2015

TENANT
APPROVED





Contents Page

Executive Summary	3
Acknowledgements	3
Introduction	3
Structure of the Report	4
Customer Inspection Team	4
The Service and Methods of Inspection	4
Estate Walkabouts	5
Shadowing Local Staff	5
Customer Survey	5
Findings	6
Performance Data	6
Conclusion	8
Recommendations and Priorities	8
Action Plan	11
Appendices	14

The Inspection Team

Liz Busby
Freda Fairweather
Kaye Findlay
Pearl Hastie
Derek Hume
James Irvine
David Irving
Liz Jardine
Kate MacDuff
James McManus
Margaret Meek
Dougie Niblo
Eddie Showell
Colin Rowbotham

If you would like this information in another language, Braille, LARGE PRINT or audio, tape, please contact one of our Neighbourhood Offices/One Stop Shops.



Executive Summary

The purpose of this Customer Led Inspection, by Falkirk Council customers, was to:

- Collect evidence on whether or not the service is running as intended.
- Gather information on customers' knowledge and perceptions of services.
- Recommend improvements to services.

Inspectors, with the independent help of the Tenant Participation Advisory Service (Scotland) and assistance of Falkirk Council staff, used a series of activities to inspect Estate Management Services. The specific activities were Estate Walkabouts, an Audit of Selected Anonymous Anti-social Behaviour Case Files, Shadowing Local Staff and a Customer Survey.

Inspectors concluded that services could be improved, customer confusion about services reduced, and satisfaction enhanced if the Council and its customers:

- Develop and make publicly available service standards, targets and performance.
- Deliver services as locally as possible, with normal practice being that accountable staff and management are accessible from One Stop Shops and only by exception and for specific reasons deliver services centrally.
- Create local opportunities for customers and staff teams to work in partnership to gather and report customer feedback, monitor and review services and develop locally responsive services.



Acknowledgements

The Inspectors wish to record their thanks to Falkirk Council for supporting the activity and the Tenant Participation Advisory Service (TPAS) and Council staff who organised the activities, shared their time, energy, experience, and expertise and made The Inspectors welcome. The open and generous partnership with staff has been of great help.

The Inspectors also wish to express their thanks and gratitude to their fellow customers who gave their time and shared their experiences and views. The inspection would have been significantly poorer without their contributions.



Kaye Findlay,
Customer
Led Inspector



Introduction

Customer Led Inspections are a way of involving customers in the assessing, monitoring and development of services.

The purpose of this Customer Led Inspection is to:

- Collect evidence on whether or not the service is running as intended.
- Gather information on customers' knowledge and perceptions of services.
- Recommend improvements to services.

The inspection has been completed by volunteers from Falkirk Council's Tenants' & Residents' Forum. The Inspectors have been supported by Falkirk Council staff and by TPAS (Scotland).

Falkirk Council supported and funded the process from the Housing Revenue Account (HRA), provided information and will consider the Inspector's findings and recommendations. They will agree an action plan with the Tenants' and Residents' Forum, make the Inspector's Report available to all customers, and provide progress reports to the Tenants' & Residents' Forum and the wider customer base.

In preparation for the inspection, The Inspectors assessed:

- The previous Customer Led Inspection undertaken at Falkirk Council.
- A range of inspection methods, relevant estate management legislation, policy and procedures.
- Inspectors used the Scottish Social Housing Charter and the Scottish Housing Regulator's (SHR) guidance on Regulation and Inspection.

All comments from staff and customers have been treated in strict confidence.



Structure of the Report

This report outlines the inspection methods used by the inspection team, and their findings and recommendations. The Inspectors discussed the draft report with the Service's Senior Management Team (SMT) and agreed an action plan with the Council.

The Customer Inspection Team

Inspectors were recruited from the Tenants' & Residents' Forum. All participants agreed a Code of Conduct (See Appendix 1) for carrying out inspections. Inspectors came from a wide variety of areas within the Falkirk Council area but they were not representing their areas and were careful to ensure the inspection was of the Council wide service not their or any specific area's experience or issues.

The Service and Methods for Inspection

Inspecting estates management was agreed by The Inspectors because Tenants' & Residents' Forum members and Council staff perceived estate management services as being of concern to customers.

Introductory sessions were facilitated by TPAS to examine the:

- Range of services covered under the umbrella term of estate management.
- Appropriate inspection methods.
- Legal background to services.
- Scottish Social Housing Charter and SHR's new Regulatory Regime.

The Inspectors agreed to focus on neighbour nuisance, noise, antisocial behaviour, communal neighbourhood management litter, fly-tipping, and sharps and syringes. The Council then provided background sessions on each service area which sought to set out the service standards it offers and its current performance.

Managers from relevant services provided an overview of services and performance.

Inspectors agreed that they would:

- Undertake estate walkabouts to assess communal area maintenance, including grass and hedge cutting, paths, lighting, fly-tipping, etc.
- Carry out an audit of anonymous anti-social behaviour case files against procedures.
- Shadow local staff as they undertook estate management duties.
- Use a customer survey to assess customers' knowledge of service standards and perceptions of services.

Inspectors agreed that they would use stated service standards to assess their findings whenever possible. In this way they hoped to use shared criteria with the Council and its staff and to assist in preparing for the Council's first Annual Return on the Charter (ARC). The Customer Led Inspection team sought to:

- Compare what the Council says it offers / provides against performance as seen by inspectors and available performance data.
- Recommend how future service offers may better fit customer needs.

I wanted to see what happens behind the counter.

Pearl Hastie,
Tenants' &
Residents'
Forum member



Estate Walkabouts and Anti - Social Behaviour cases

The Inspectors split up into teams, and agreed areas for each team to cover. A reporting sheet was completed for each area, and each group followed an agreed process. It was agreed that they could take photographs if they wished to record their findings, but would only photograph communal areas, not tenants' homes.

Inspections were carried out in late September 2013.

See Appendix 2 for notes of Estate Walkabouts and Appendix 3 for photographs recording some of the issues The Inspectors saw while on the Estate Walkabout.

Audit of Selected Anonymous Anti-social Behaviour Case Files:

The Council's Community Support Co-ordinator provided training on procedures and shared, with the permission of the Partnership, their performance data. Staff prepared a series of cases removing anything that might identify individuals and areas.

The Inspectors agreed the process and that their focus was on how well (or otherwise) the stated procedures had been followed. They were not examining individual cases or staff members.

In November 2013, two groups of Inspectors met with key staff and went through selected cases. Staff explained the process they had gone through and answered questions from the group.

See Appendix 4 for notes of Anti-social Behaviour Case Files audit from The Inspectors.

Shadowing Local Staff

The Inspectors agreed the process and focus for this activity. They agreed that this was not an inspection of individual staff members and they would seek to understand the working environment of the staff and the customer needs they meet.

Some Inspectors worked in offices, others out in the community and in homes, and others did both.

Whether in offices or in homes all customers were advised of The Inspector's role and gave consent to them listening to their conversations.

In December 2013, pairs of inspectors spent a day with individual staff members as they undertook local office based and on site activities.

Staff received training from TPAS on issues such as confidentiality and the purpose of the activity, and had the opportunity to discuss issues or concerns.

To be as realistic as possible and prevent disruption, staff were shadowed as they carried out their normal estate management duties. There were no reports of disruption or problems, and Inspectors reported a welcoming and helpful approach from staff.

See Appendix 5 for notes of Shadowing Local Staff from The Inspectors.

Customer Survey

A small group of inspectors worked with TPAS to produce a questionnaire based on the SHR's guidance on tenant satisfaction surveys, and the Scottish Housing Best Value Network (SHBVN) and Chartermark's STAR questions.

This survey was not a scientifically robust sample survey and the results do not claim to be representative of all customers' views. It sought to include a wider customer group's views in the inspection's report and assist The Inspectors to understand what they saw during the walkabouts, case audits and shadowing.

Inspectors carried out the survey, with customers visiting One Stop Shops in December 2013.

The collected data was compiled by TPAS.

See Appendix 6 for the survey data collected.

How would you improve dealing with problems or complaints?

- Listening to tenants on issues
- Staff training
- More feedback to tenants.



Findings

The CLI's findings were drawn together, discussed and agreed in December 2013 by The Inspectors. They concluded that:

- The Council had agreed a new Estate Management policy and procedure but there was no publicly available set of service standards. This made it difficult for inspectors to assess services. It was also found that there was no information on service indicators, targets and performance against targets.
- The Council was not placing enough emphasis on communal areas and may be reducing communal maintenance, particularly outwith town centres, because of financial pressures. However this is not possible to substantiate in the absence of:
 - What service should be delivered?
 - Who is responsible for delivering that service?
 - How resources (including funding) are split?

Performance Data

The Estate Walkabout system was not working. Customers were not being recruited, advertising was poor and staff were unsure of their roles and the purpose of Estate Walkabouts. Inspectors thought this reflected a lack of priority given to communal area maintenance with too many demands being placed on front line staff and low levels of customer participation at the local level.

Inspectors were concerned that there was a perception that Estate Walkabouts involved customers "checking" fellow customers' gardens and that this reduced engagement from local people.

The current option for customers who were not maintaining their gardens and paying a charge for grass cutting was considered inexpensive but Inspectors were concerned over reported difficulties in collecting the debts and that maintenance problems had to have arisen before this one off service could be offered.

There was considerable impact of poorly maintained communal and individual hedges noted by The Inspectors and a majority of them supported removing and replacing hedges with fencing where tenants agreed.

Dog fouling was a recurring theme, which was affected by a lack of clarity on who is responsible for taking appropriate action.

The Inspectors found that many customers felt that their reports / concerns on communal area maintenance were not followed up. The inspectors considered this may indicate that the Council's systems could be inadequate, which resulted in:

- A lack of knowledge among customers of who is responsible for taking action.
- Customers being asked to report to One Stop Shop staff, who experience difficulties securing adequate responses from other parts of the Council.
- Front line and other staff being unclear on who should update customers.

It's making changes in your local area.

Colin Rowbotham, HAMP Group Member

- Front line officers, once they passed on issues, not checking, or knowing if they were responsible for checking, progress.

The Inspectors supported the Council offering services via One Stop Shops and wished to ensure that One Stop Shop front line officers were properly supported to meet customer requests. They believe that if customers could access the officers accountable for services in One Stop Shops, customers would be better served and services better understood and coordinated. It appeared to inspectors that One Stop Shops often had little chance of satisfying expectations, which the Council had given to customers, because the staff that are accountable for delivering the service are not accessible and accountable locally.

The Inspectors believe that community wardens' roles have changed but the changes had not been communicated to customers.

It is appreciated that the Council has provided information in several ways to customers on their responsibilities but it is obvious that many customers and staff were unsure of them. While it is understood that providing information is never a completed task, The inspectors felt this needed attention.

The Inspectors reported that the staff shadowing activity was useful and surprising. They expressed surprise at Neighbourhood Officers dealing with such diverse tasks as replacing smoke detectors batteries and getting power connected to tenants' homes, as well as visiting tenants to discuss gardens, benefits, neighbour disputes, allocations, rent, bin collection, stair cleaning, noise and more.

The Inspectors perceived the number of properties in officer's patches as being too big to deliver required services and build strong community relationships.

They were concerned that the diverse range and volume of activities / service requests that front line staff responded to pulled them away from their core functions. It was a concern that these officers were often failing to satisfy



anyone and no matter how hard they tried they could become de-motivated by unrealistic demands placed on them. While The Inspectors did consider the activities useful and necessary they were seen to be having a detrimental effect on responses to priorities such as neighbour disputes, tenancy management, and communal area maintenance, and this was impacting on dealing with services like anti social behaviour, the appearance of areas and customer satisfaction.

The Inspectors noted the commitment of front line officers based in the One Stop Shops and other services they met.

social behaviour service. One suggestion was that trained volunteers could provide support to victims and to perpetrators who had agreed to modify their behaviour (with their agreement). These community volunteers could act as someone to speak to.

Inspectors saw examples of relatively minor tenancy rules not being explained when shadowing Neighbourhood Officers. For example, a potential new tenant, who had a dog, was not told that they would require permission to keep their dog in a Council house. Inspectors believe that greater attention is required to ensure customers get all necessary information, but this couldn't be done

should not allow private landlords to avoid their responsibilities. Inspectors believe that greater emphasis should be given to the private landlord's ability / record of tenancies management when assessing and renewing private landlord registration and the Council should recharge costs when a private landlord fails in their responsibilities.

The significant changes in tenure in many local communities have made estate management more complicated and The Inspectors were concerned that:

- The Housing Revenue Account (HRA) may be used to subsidise non Council tenants, rather than Council Tax funding their use of services, and charges fully meeting costs.
- Owners, Registered Social Landlords (RSLs), and private landlords weren't adequately supported to contribute to improvements and maintenance of communal areas.

Lock up garages and garage sites were identified as needing attention. The standard of maintenance appeared to vary significantly and what services are available and being paid for by the relevant charges needs clarified.

Inspectors saw a lack of customer feedback gathered for neighbourhood management services.

The survey's findings do not represent a scientific, robust sample of customers' views. They represent a snapshot which offers an indication of customers' perceptions and experiences of services. The results were as follows:

- Of the 161 responses received for Question 1, 115 respondents were satisfied with services and 46 respondents were dissatisfied with overall Falkirk Council service, management of neighbourhood and the neighbourhood as a place to live.
- 123 of the 160 respondents to Question 4 were unaware of service standards.
- Of respondents to Questions 6 to 12, who said they were satisfied or dissatisfied with how the Council was dealing with neighbour nuisance, common / open spaces, noise, ASB, litter, fly-tipping and sharps and syringes, approximately only half recorded that they were satisfied.

If you work alongside the Council you will see the improvements.

**Pearl Hastie,
Customer
Led Inspector**

The Inspectors support the Council's anti social behaviour services' focus on seeking to change behaviour but report that this approach was not understood by customers. Often it appears to customers that nothing is being done and that there is a lack of focus on supporting the victims of anti social behaviour.

The audit of anti social behaviour cases showed that the service follows procedures. Although there is considerable advertising to sign post the service, Inspectors found a lack of customer information on service standards, targets and performance, and thought greater emphasis should be placed on these elements to help build an understanding of what the service is seeking / can achieve. Customers did not have an understanding of the timescales involved in anti social behaviour cases, the service's objective of changing behaviour (many customers perceive the service's objectives as punishing, controlling and evicting) and the likelihood of specific actions giving a permanent solution to such wide ranging causes of anti social behaviour.

The group believe that the community needs to be more involved with the anti

through a single source or method, such as a Tenancy Handbook, and would require regular reinforcing using a range of media.

It was also noted that the Good Neighbour Agreement wasn't emphasised. It was felt that this could be better used to discuss and record expectations and requirements in a less formal (and easier to understand) manner. Inspectors believe that more emphasis is required to inform customers of their rights and responsibilities, and it may be wrongly assumed that customers know their rights and responsibly and, if known, they are agreed with.

The increasing impact of private landlords and their tenants was considered. There was concern that private landlords were not managing tenancies appropriately, and that this forced the Council to deliver free services to private businesses. While it is agreed that private tenants should continue to benefit from free access to anti social behaviour services, this



- 40 of the 162 respondents to Question 13 had contacted the Council about neighbour nuisance, common / open spaces, noise, ASB, litter, fly-tipping and sharps and syringes.
- Of the respondents who had been in contact with the Council about neighbour nuisance, common / open spaces, noise, ASB, litter, fly-tipping, and sharps and syringes.
 - 18 expressed dissatisfaction with the, "Ability to get a hold of the right person to deal with your enquiry?"
 - 20 expressed dissatisfaction with the "...ability of staff to deal with your query quickly and effectively?"
 - 13 expressed dissatisfaction with the, "...staff's helpfulness when dealing with your enquiry?"
 - 19 expressed dissatisfaction with the "...time it took to get response?"
 - 21 expressed dissatisfaction with the "...final outcome of your query?"

There tends to be greater numbers of dissatisfied respondents among those who had used services than the general view of Council services.

- Of the 141 who responded to Question 22, "How would you describe the time it took to get a response?" 58 respondents expressed satisfaction.
- Of the 139 who responded to Question 23, "How would you describe the time it took to get a satisfactory completion?" 53 respondents were satisfied.

Conclusions

Delivering estate management services is a complicated and interwoven activity that requires various partnerships between many Council services, external agencies and the community. These partnerships need better clarification and more work is required to strengthen community participation.

Inspectors conclude that for customers to fully trust and use One Stop Shops, a fuller range of housing management and other related services need to be accessed directly through One Stop Shops and be accountable locally.

The key needs are to:

- Improve customers' knowledge of service standards, targets and performance to reduce confusion about services and improve satisfaction levels, particularly in response to the lower satisfaction expressed by those with experience of the service than the general population.
- Access estate management services as locally as possible, as well as delivering services locally and with greater local accountability.
- Build partnerships with individual customers, community/tenants' groups and communities.

It is the conclusion of The Inspectors that the Council and its customers should:

- Develop and make publicly available service standards, targets and performance results.
- Access services as locally as possible, with normal practice being that staff who are responsible for estate management functions are managed and accessible via One Stop Shops.
- Create local opportunities for customers and staff teams to work in partnership to gather and report customer feedback, monitor and review services and develop locally responsive services.

Recommendations and Priorities

Internal service agreements, procedures, etc. between the Housing Service and those who use the Housing Revenue Account (HRA) to pay the Service to deliver communal area maintenance services, should be made public (on the web, as paper leaflets and as guaranteed service standards) as quickly as possible.

Over an agreed timescale the Council, with customers, should incorporate communal areas into its asset management review, so that it has an accurate publicly available assessment of needs and costs set out in a plan to achieve and maintain communal areas at the agreed standard.

The Council and its customers should agree to review the existing internal service level agreement / service standards, including a value for money review of the charges paid for by the HRA for communal area maintenance services, tenancy management and anti social behaviour activities by establishing working group(s) of customers and staff to:

- Develop service standards and targets.
- Make these service standards publicly available.
- Show how customers will be kept informed of performance.
- Evidence how local and Council wide opportunities can be created so service standards, budgets, targets and performances are discussed with customers.
- Establish a system of dealing with problems with internal partners to ensure that the HRA is not paying for any failures to meet service standards set out in internal service level agreements.



Recommendations and Priorities [continued]

Revise the Estate Walkabouts system to allow customers to practically monitor and assess service standards, budgets, targets and performance on a local basis. Inspectors recommend that the Estate Walkabouts:

- Purpose and staff roles (including training and support) should be clarified and advertised to improve customer knowledge of the system / opportunity.
- Should monitor and assess how service standards are being met locally and where interested parties can raise their individual concerns.
- Should be concerned about how well (or otherwise) the Council has responded to issues and if they have kept to the service standards and targets that have been offered / guaranteed to customers.
- Should be reported so that customers are provided with the outcomes.
- Focus on communal areas and services should be clarified to encourage participation.

Outcomes and outputs should be monitored and assessed by the Tenants' & Residents' Forum.

The Council should give greater priority to hedges, and include hedge cutting in service standards to clarify customers' and Council's obligations. This should be included in the Tenants Handbook, community information and service standards information.

Supply the individual garden grass cutting service only after full payment is received. The Inspectors would ask the Council to investigate extending the service to all tenants and residents and to include hedge cutting. This would be in addition to the Garden Aid services already offered.

Extend the current replacement of communal hedges with fencing and consider within the recommendation on asset management. If considering removing hedges that are part of specific tenants' gardens, this should only happen with agreement of tenant in question.

Make dealing with dog fouling a greater priority and:

- Clarify responsibility for all staff to report and act on dog fouling.
- Educate owners that their dogs are their responsibility.
- Provide more dog fouling bins.
- Police and enforce appropriate actions.
- Clarify to customers the Council's roles and responsibilities on communal area maintenance by providing access to the staff that are accountable for the service in One Stop Shops on a full or part time basis with One Stop Shop managers taking a specified role in managing communal maintenance.
- Provide information on the Community Warden's role and purpose and ensure that they are accountable and located locally.
- Along with published service standards, ensure there is an ongoing information and advice campaign on responsibilities and a review of the Good Neighbour Agreement and other ways of communicating information.
- Consider if staff should carry out all current activities and continue to review patch sizes.
- Undertake an assessment into anti social behaviour staff:
 - Being more accessible and accountable locally.
 - Dealing with breaches of tenancy and anti social behaviour.
 - Include lock up garages and garage sites in the Council's asset management audit and ensure that service standards in lock up garages and garage sites are clarified and that income from lock up garages and garage sites must cover the costs.

Act to evidence that the HRA does not subsidise non Council tenants, owners and private landlords and that owners, RSLs and private landlords contribute to maintenance of communal areas.

Develop and monitor a functioning system of customer feedback on estate management services, and consider a regular system of auditing for feedback, monitoring and reviewing anti-social behaviour cases.



Action Plan

The Customer Led Inspectors have agreed an Action Plan with the Senior Managers from the Housing Service.

Appendices

Appendix 1:
Ground Rules and Code of Conduct

Appendix 2:
Estate Walkabout Notes

Appendix 3:
Estate Walkabout Photographs

Appendix 4:
Audit of Selected Anonymous
Anti-Social Behaviour Case
Files Notes

Appendix 5:
Shadowing Local Staff Notes

Appendix 6:
Customer Survey Results

Action Plan

	Action by service area	Who	Aim / Target	Date start	Date completion	Evidence by / out put
1	All: Internal service agreements, procedures, etc. made public (on the web, as paper leaflets and as guaranteed service standards with targets). These would include: <ul style="list-style-type: none"> • Grounds maintenance. • ASB & Community Safety. • Environmental Health Noise Team Service. • Housing Management. 	Identified specific officers from the relevant services.	To provide a shared understanding and useful information to service users.	April 2015	October 2015	Published service standards and targets for: <ul style="list-style-type: none"> • Communal area soft and hard landscaping maintained HRA (including hedges). • Tenants' gardens. • Lock up garages and garage sites. • Anti-social behaviour. • Tenancy disputes. • Closes, back courts, bin stores.
2	Incorporate communal areas into the Housing Service and, where appropriate, the Council's asset management review and: <ul style="list-style-type: none"> • Investigate extending the replacing of communal hedges with fencing. • Include lock up garages and garage sites in the Council's asset management audit. 	Kenny Gillespie Paul McLay	To ensure an audit and costed plan for future maintenance of communal areas.	April 2015	October 2015	Published and available plan for communal area maintenance report with recommendation, if considered appropriate, to Council of extending replacing hedges with fences.
3	Review service standards, including a value for money review of HRA charges for communal area maintenance services, tenancy management and anti social behaviour activities:	Lead by specific named SMT member. working group(s) of customers and staff.	Develop and make available service standards and targets that have been agreed with customers. Develop local and Council wide opportunities for customers to: <ul style="list-style-type: none"> • Review and recommend changes to service standards, budgets and targets • Performance reporting 	Jan 2015 Oct 2014	Dec 2015 March 2015	By Dec 2015 reviewed published service standards and targets for: <ul style="list-style-type: none"> • Communal area soft and hard landscaping maintained HRA (including hedges). • Tenants' gardens. • Lock up garages and garage sites. • Anti-social behaviour. • Tenancy disputes. • Closes, back courts, bin stores. Agree methods to be used to engage customers and Council's Annual Review of the Charter and Annual Report on the Charter.
4	System of dealing with problems with internal partners to ensure HRA is not paying for any failures in internal service level agreements.	Specific named member of SMT	To evidence the HRA is best used and all Council service standards and targets promised.	July 2014	December 2015	Reporting of compliance to service standards.

Action Plan

	Action by service area	Who	Aim / Target	Date start	Date completion	Evidence by / out put
5	Revise the Estate Walkabouts	Alan Christie & working group of customers/ staff.	Establish a uniform process across the council: <ul style="list-style-type: none"> • Advertise protocol. • Standardised working timetable of walkabouts in every area. • Reporting to individuals, communities, Tenants' & Residents' Forum, Housing's SMT. 	January 2015	June 2015	Revised arrangements for Estate Walkabouts, with programme for 2016. Timetable on Falkirk Council website. Production and access to a minute of the visit on Falkirk Council website.
6	Supply the individual garden grass cutting service only after full payment is received, giving consideration to neighbours/ area rather than to the tenant who has failed to cut their grass.	Lynne Dougall	Reduce non-payment of charges.	January 2015	June 2015	Revise procedures and monitoring of impact on debt as percentage of total charges.
7	Investigate extending grass cutting service to all tenants and residents and to include hedge cutting. (In addition to the Garden Aid services)	Specific named member of SMT	Reduce the numbers of unkept gardens.	March 2015	December 2015	Report to Council
8	Make dealing with dog fouling a greater priority by:	Lynne Dougall	Reduce incidents of dog fouling	January 2015	Ongoing	Monitor reported incidents and customer satisfaction.
	• Clarifying responsibility for all staff to report and act on dog fouling.	Lynne Dougall	Provide advice to all staff on how to deal with incidents.	January 2015	June 2015	Information delivered to staff.
	• Educating owners that their dogs are their responsibility.	Lynne Dougall	Devise and launch an ongoing and varied information campaign with greater publicity of dog bags and actions against dog owners.	January 2015	June 2015	Information campaign.
	• Providing more dog fouling bins.	Lynne Dougall	Increase bin numbers in areas with high level of complaints from the public.	Oct 2014	Ongoing	Increased bin numbers in areas.
9	Provide access to the staff that are accountable for delivering Estate Management Services in One Stop Shops.	Head of Housing Services to discuss with Corporate Management Team & appropriate partner service's managers.	Council agree new arrangement to access staff at One Stop Shops with Tenants' & Residents' Forum.	January 2015	March 2015	Implementation of revised agreed arrangement.

	Action by service area	Who	Aim / Target	Date start	Date completion	Evidence by / out put
10	Provide information on the community wardens' roles and purpose.	Head of Housing Services to discuss with Corporate Management Team & appropriate partner services' managers.	To provide a shared understanding of the community wardens' role.	January 2015	June 2015	Issue and advertise the wardens' role.
11	Review Good Neighbour Agreement and other ways of communicating information.	Lynne Dougall	Reduce breaches of tenancy and incidents of tenancy disputes.	July 2015	Dec 2015	Produce and use new Good Neighbour Agreement Ongoing information campaign on tenants and residents responsibilities.
12	Undertake an assessment into anti social behaviour staff: • Being more accessible and accountable locally. • Dealing with breaches of tenancy and anti-social behaviour.	Natalie Moore Young Gail Lucas	Ensure staff can deliver what is being asked of them.	January 2015	June 2015	Consider duties undertaken by housing staff Shared assessment methods for patch sizes.
13	Evidence that the HRA does not subsidise non Council tenants, owners and private landlords on: • Tackling ASB. • Ground Maintenance.	Elizabeth Hood, Kenny Gillespie, Steve Bentley/ Lorna Fleming	To make best use of HRA	Oct 2014	March 2015	
14	Develop and monitor customer feedback on estate management and anti social behaviour.	SMT & appropriate partner service's managers	Ensure customers are aware of and involved in performance monitoring of services.	Oct 2014	March 2015	Monitoring report to Tenants' & Residents' Forum.

Appendix 1

Ground Rules and Code of Conduct

Your Role

As a customer assessor, your job is to assess the services provided by Falkirk Council housing and property services, and suggest how they can be improved. To do this, you should:

- Be balanced - highlight problems or failings as well as successes and good points. Try and come up with recommendations to make the service better for customers and those providing it.
- Be respectful, friendly, polite and courteous to everyone involved. You must not insult, abuse or use any kind of offensive language or behaviour towards anyone whom you have contact with. Be tough on problems, not people.
- Listen and keep an open mind about things until you have collected all the facts and evidence. Try to understand and appreciate the concerns and circumstances of the people who you come into contact with.
- Do not share your impressions and ideas with people while you are still collecting evidence from them. Do not engage in gossip.

Use of Confidential and Private Information

Any information other than public information, which you receive or see in the course of the inspection is confidential and should not be disclosed or discussed with any other person, other than in the proper course of the inspection.

For example, you can use and share information that you collect about what service is provided, how and why. But you should not share information about members of staff or tenants personal identities or circumstances.

If you are in any doubt about whether something is confidential or not, please ask the Falkirk Council employees leading the inspection process.

Fairness and Equality

All members of the community, customers, and employees have a right to be treated with fairness and equality. You must respect people's differences and make sure the way you work doesn't exclude them inappropriately or unfairly. E.g. holding meetings on the first floor could exclude people who use a wheelchair if there is no lift in the building.

Personal Interests or Conflicts of Interest

You may have dealings with the Council on a personal level as a tenant or council tax payer. You should never seek or accept preferential treatment in those dealings because of your role in the Customer Led Inspection process.

As a customer assessor, you should not allow any private interests to influence your recommendations.

You must not use your involvement to further your own interests or the interests of other persons or organisations with which you are personally connected.

You must let Falkirk Council know in writing if you have any personal connection with any part of the service that you are asked to inspect (for example, if you are related to a member of staff providing that service).

Look for evidence to test and challenge your personal experience of the service and organisation. Do your views reflect those of customers generally?

Whistleblowing

It is possible that you may come across something during your inspection that really worries you, e.g. suspected fraud, criminal or serious undesirable behaviour. If this happens, you must tell Falkirk Council. If any member of the Customer Led Inspection group is connected with your concerns, you should also contact Falkirk Council. This is called 'whistleblowing'.

If you have to whistleblow about anything, it will not be disclosed that you have done this, and you will be able to continue with your work. Depending on the circumstances, Falkirk Council may not be able to tell you exactly what happens as a result of the whistleblowing.

Staying Safe

You must observe any rules and health and safety guidelines given to you by Falkirk Council, and you must take reasonable steps to ensure your own health, safety and welfare.

If you ever feel too much pressure or stress because of your involvement in the Customer Led Inspection, please tell any member of staff leading the inspection at Falkirk Council.

Appendix 2

Estate Walkabout Notes

DENNY

Denny cemetery; parts of the banking unstable with fallen headstones.

We paid a courtesy visit to Carronbank house and met 3 members of staff. The front side and rear of the building had a lot of litter and weeds.

It was alleged by several people in Temple Denny Road that a top flat was used for drugs.

The park between Temple Denny Road and Sawers Avenue is said to be a drinking den.

Rear gardens adjacent to the park have fences erected by the Council, but tenants have put up their own about 2 feet inside. The Council fences are creating a no man's land. Many gardens are in need of attention.

While everyone else on a street received central heating No 56 seems to have been omitted.

A tenant living in a corner house in Bullock Crescent has on numerous occasions requested fencing to no avail.

If keeping gardens tidy is in the missive, not doing so is a breach of contract.

STENHOUSEMUIR

10.30am dog fouling on pavement in front of council office

Crow Nest Loan

- Lots of cigarette ends on corner and inside of pavement.
- Broken drain cover.
- Gardens neat and tidy.
- Pavements neat and tidy.
- Council fencing needs painted.
- Weeds at boundary fencing and loads of rubbish about at Tip Top nursery.

Muirfield Road

- 11 gardens in need of tidy up.
- 5 gardens full of rubbish.
- Lots of rubbish in open area and on pavement.

Grange View

- Over grown weeds at open area.
- Lots of rubbish on path.
- Lots of rubbish at back fences and edge of park needs cleaned.
- Slates missing from fences.
- Dog dirt in park.
- Dog walkers no bags.
- 1 bin in large park.
- 5 over grown gardens.
- 1 large front window broken.

Individual tenant from South View

- Waste ground behind boundary fence full of rubbish coming from tenants at Lamond View.
- Kids jumping over tenant's fence and running through gardens. Maybe fence should be 6ft instead of 3ft.
- Water from gutters hitting gas flue and gas boiler keeps going off, reported to Council office.

Individual tenant from Hillary Road

- Lots of repairs need done.
- Wants council to give him an update.
- Hydraulic oil spillage from bin lorry all over the road.
- Would like update from Council about repairs, reported to Council office.

Ladeside Crescent

- Lots of rubbish at a few houses.
- 5 overgrown hedges.
- 4 overgrown gardens.
- Lots of weeds at street name.
- Pot holes all over pavements.
- Some shopping trolleys at Muirfield Road and Grange View.
- Overturned shopping trolleys.
- Gas meter fronts missing.
- Park could be doing with some flowers and paths.
- Grass cut on common area but not edges.

CAMELON

- A few large hedges out of control.
- Clean and tidy.

Aitken Terrace

- A few hedges out of control.
- Litter in a few hedges.
- Very neat and tidy street.

McAdam Place

- Lots of leaves about.
- End of terrace neat and tidy.
- Some hedges need cut.
- Common areas need cut.
- Gardens very neat & tidy.
- Pavements neat & tidy.

Carnegie Drive

- Neat and tidy
- Lots of litter about Labour Party Club
- Park well kept.

Aitken Road

- Well kept.

Simpson Street

- Park could do with being fenced off at roundabout.
- Gardens neat and tidy.
- Lots of rubbish at top of park.

Telford Square

- Some gardens need attention.
- Lots of rubbish at side and front of flats 17-27.
- 29-39 Lots of rubbish at fence.
- Rubbish in street.
- Some gardens full of rubbish.
- Street clean 42-46.

Gordon Place

- Neat and tidy

Clyde Street / Bumside Terrace / Union Street

- All well kept.

Carmuir's Avenue

- Gardens and hedges need attention.

Stark Avenue

- Brambles hanging over pavement.
- Some pieces of litter lying about.
- Hedges and some gardens need attention.
- Common area outside health centre full of litter.
- Back of shops full of litter.

Appendix 2

Estate Walkabout Notes

Fleming Gardens

- Hedges and some gardens need attention.
- Steps need cleaning at Camelon Nursery.
- Flat gardens neat and tidy.
- End flat needs rubbish removing.
- Grounds at shop for sale full of rubbish.

Irving Court

- Flats neat and tidy.
- End flat full of rubbish.
- Flower beds well kept.
- Common areas neat and tidy.
- Broken glass on pavement midway down.
- Swing park well maintained.
- Bridge fence been set on fire, damaged.
- Rubbish at steps.
- Over hanging brambles from hedges.

Masonhouse Road

- Some hedges need attention.
- Gardens neat and tidy.
- Fence needs repaired at bus stop.
- Lots of weeds on border pavements.
- Most of hedges in cul de sac need attention.

Carmuir Avenue

- A few hedges need attention.
- Broken window at front of house.
- Weeds over pavement.
- 7 gas meter fronts missing.

Carmuir Street

- Broken windows at front of house.

Wall Street

- Hedges need attention.
- Empty black box left on road.
- Drain covers missing.
- Some untidy gardens.
- Large pot holes on pavement.
- Dog dirt on pavement.
- Big brambles coming from hedge over pavement at no. 71 all along footpath.
- Broken glass on pavement.
- Rubbish in hedges.
- Lots of rubbish at boundary fences.
- Lots of fronts of gas meters missing.

Carmuir Drive

- Empty property with garden overgrown.
- Lots of rubbish at fences.
- Street name missing.
- Flats across from Alexander's have lots of rubbish and litter in gardens.
- Pavement full of pot holes.
- Dog dirt over pavement at bus stop at roundabout on Wilson Road.

Watling Street

- Rubbish in gardens.
- Common area on right over grown.

LANGLEES

- Over hanging tree on the pavement at Council car park.
- Fallen leaves all over.
- Graffiti on green box in Council building garden.
- Council garden full of rubbish.
- House next to Council office is a jungle.

Seaforth Road

- Common ground on corner over grown.
- Toby (water) lids missing 1-7.
- Loads of litter on right side of road.
- No street name.
- Boundary fences full of weeds.
- A few gardens need attention.

Torridon Avenue

- Boundary fences full of weeds.
- 15 gardens very over grown, hedges over grown onto pavements.
- Lots of sofas lying about in front gardens.
- Lots of rubbish in front gardens.
- Dog dirt on pavement.
- Toby water lids missing.

Tay Street

- Mattress in common grounds at side of house.
- Graffiti on grey box.
- Some gardens need attention.
- A lot of weeds at boundary fences at houses.
- A lot of old furniture in gardens.
- Dog dirt on pavement.

Striven Drive

- Common area neat and tidy.
- Some gardens need attention.
- Rubbish in a few gardens.

Dunkeld Place

- Dog dirt on pavements.
- Few gardens need attention.
- Old cars left in common area.
- Bins all over front gardens.

Shiel Gardens

- Cars in gardens.
- Common area in centre neat and tidy.
- Verges need attention.
- Common area into park is a mess.
- Dog dirt on area into park.
- Garages have barb wire on roofs.
- A lot of fly tipping and rubbish at side of garages.

Lomond Drive

- Bins set on fire no. 187 – 197.
- Rubbish over pavements.
- Few gardens need attention.

Affric Drive

- Dog dirt over pavements.
- Garages have barb wire on roofs.

Individual Comment

Access to get bins out from tenant's back to her front has been blocked by another tenant. Tenant has to take bins through her house on bin day. Other tenant uses black box for dog dirt, back garden full of dog dirt - they have 3 dogs. Tenant reported to environmental health. Inspectors reported back to One Stop Shop.

Appendix 3

Estate Walkabout Photographic Record



Appendix 4

ASB notes

Inspector 1 notes

Three members of staff (1 each from mediation, conflict resolution & Falkirk Investigation Response and Support Team) gave an overview of their service and the standards expected of each. They highlighted three different issues and many questions were asked.

Noise issues are high for various reasons.

The procedure showing how to respect each other's lifestyles seems to work.

90% now go to mediation while staff remain impartial.

There is good multi agency approach. Good practice.

My only recommendation would be to have three persons involved in discussing certain cases.

This type of work takes up a lot of time and effort.

Inspector 2 notes

Having heard 3 case reviews on different aspects of ASB which I found interesting.

Case 1 Mediation

Complaint was received from local housing office, via neighbourhood officer.

I found the procedure was followed.

Following questions by Inspection Team it was found that in some cases, after investigation and vetting the perpetrators, officers interviewed perpetrators alone.

Also most complaints come originally via neighbourhood officers.

Recommendation

- That officer in all cases whether interviewing complainer or perpetrators should interview in pairs.
- With neighbourhood officer having other duties to perform, it may be better to have a designated officer to deal with complaint in first instance.

Case 2 Acceptable Behaviour Agreement

I thought this was an interesting case where officers went the extra mile and found in the end the complainer was trying to use complaint to their own ends to speed getting rehoused.

Case 3 Falkirk Investigation Response and Support Team

This case involved private tenants and landlords. Found landlord was not vetting tenants before giving tenancy – put landlord under investigation.

When officer was questioned it was found that landlords could have licence revoked. Council is willing to work with good landlords in taking over and running property.

In this case it was found that this landlord was not a good one and had several complaints. Also found Council was providing, in some cases, a vetting service free of charge.

Overall view, I found that the service supplied by Falkirk Council is run quite proficiently and would need little changes.

Inspector 3 notes

Case 1 Mediation

An elderly lady was complaining about young woman with toddlers, regarding noise in communal close, watching TV until 2 AM.

Couldn't come to an agreement.

Council asked if support people would help. Elderly lady brought her son in law and young woman brought her boyfriend.

Issue was resolved between both parties. It was found that support people can be helpful.

Mediation is agreed to suit both parties on time, day or evening, on neutral ground.

Once complaint received contact made in 1 day, also contact neighbours.

Advice is available on noise levels if needed.

Case 2 Acceptable Behaviour Agreement

The aim of Falkirk Council is an agreement with the perpetrator.

Tenant was issued with first warning for playing loud music. Tenant was accused of swearing loudly at TV.

He agreed to ABA. Met 3 times in 6 months. Tenant was in contact with support services to help tenant get over problem.

Found complainer was quite intolerant and didn't want to give it time to resolve the problem.

Perpetrator had stopped drinking and noise levels had dropped but complaints went on but less often.

Complainant then started complaining about chickens along the road. Neighbour moved house and no more complaints. Complainer was using complaints for own means.

Case 3: Falkirk Investigation Response and support Team (FIRST).

FIRST only issue one warning.

Complaint was private let. Sectarian music, flags and banner hanging out of windows.

3 phone calls trigger automatic response.

Perpetrator work away from home and was not always home. If no complaint after 28 days case is dropped but changes can be made on certain occasions as in this case.

Council officer maximum of 2 meetings only, monitoring for 28 days.

Private landlord should take action against his tenant. It was found that landlord was not vetting tenant before letting property.

Council looked at revoking licence but didn't proceed with action but landlord was then monitored.

Appendix 5

Staff Shadowing

- 1 Every procedure was explained before each visit.
- 2 Visit to abandoned house.
 - It was reported to housing by police.
 - Letter put through door, both meters gas key read, checked bins (they were empty).
 - Knock on upstairs tenants to see if they knew anything - not in.
- 3 Visit to house because there was something wrong with electric - no access card left
- 4 Viewing property to incoming tenant.
 - What needs to be done - repairs.
 - Asked if they could remove fire and advised they could, as long as it is put back if they leave.
 - All particulars were kept - what part is their garden, etc.
- 5 Visit a void property to see if everything was all right – it was fine.
- 6 Every housing officer was very courteous, helpful and every procedure was explained to inspector before each visit.
- 7 Walking to tenant's house saw rubbish lying about. Officer phone rapid response to get it moved.
- 8 New tenant viewing house. Tenant had a dog. She was not told she would need permission. I pointed it out to Housing Officer. She explained to tenant. Housing Officer wrote out permission letter.
- 9 Leaving property / pre-void visit.
- 10 Check to see what tenant had to do before she left. Given a list of things she would have to do.
- 11 Finance visit - referred to debt office.
- 12 Check smoke alarm.
- 13 Finance visit – advice given.
- 14 Pre- eviction notice - no access letter delivered.
- 15 Allocation of new house – no access visit delivered.
- 16 Check smoke alarm.
- 17 Finance visit - no access letter delivered.
- 18 Allocations visit - date and time given to view new property.
- 19 Change of tenancy. Spoke with tenants. Reasons for change of tenancy seemed strange, case referred to social work.
- 20 Change of tenancy - health problems and advice given.
- 21 Finance visit - advice given and referred to debt team.
- 22 Eviction notice - no access letter put through door.
- 23 Staff nice and helpful.
- 24 Abandonment notice
 - Went with 2 officers and joiner to change locks
 - Letter put through door, then entered property, strong smell of cannabis. Summary of goods taken, plumber then drained tank, a lot of damage to doors and walls, a lot of food lying about.
 - 10 minutes after leaving, phone call received to say tenant had turned up. Tenant very "vocal". Staff asked where he had been. He was very cheeky. He was given new keys and told that he would be spoken to later.
- 25 Offer of new house - cold call - no one in – card put through door asking to meet with staff.
- 26 Finance call - forward to finance staff for advice.
- 27 Right to buy - cold call - no one in - card left.
- 28 Neighbour problem call.
 - Complaint had been received about noise.
 - Housing Officer already been in touch with police.
 - Spoke to other neighbours. They had not heard or seen anything.
 - When back in office the neighbour being complained about came for a meeting – case was closed.
- 29 Offer of new home - date and time to view agreed.
- 30 Abandonment - letter delivered.
- 31 Finance visit - advice given and referred to Finance Service.

Appendix 6

RESULT: Customer Led Inspection Survey March 2014

Questions		VS	FS	Neither	FDS	VDS	No opin	SAT	DIS
1	Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Falkirk Council?	46	69	8	25	21	0	115	46
2	Overall, how satisfied or dissatisfied are you with Falkirk Council's management of the neighbourhood you live in?	39	69	14	23	16	8	108	39
3	Overall, how satisfied or dissatisfied are you with your neighbourhood as a place to live?	57	54	6	18	12	3	111	30
4	Are you aware of Falkirk Council's published service standards?	YES 37	NO 123						
5	Are you aware of how to challenge Falkirk Council's published service standards?	33	133						
	To what extent are you satisfied or dissatisfied with Falkirk Council services to deal with:	VS	FS	Neither	FDS	VDS	No opin	SAT	DIS
6	Neighbour Nuisance	46	33	14	22	21	27	79	43
7	Noise	44	41	17	17	17	25	85	34
8	Anti-social Behaviour	47	40	23	14	21	24	87	35
9	Common / Open Space	34	52	16	23	21	20	86	44
10	Litter	35	49	17	17	20	22	84	37
11	Fly - tipping	42	39	14	14	18	34	81	32
12	Sharps or Syringes	44	46	23	7	5	7	90	12.
13	Have you contacted Falkirk Council about neighbour nuisance, antisocial behaviour, noise, common open space, litter, fly tipping or sharps and syringes in the last 12 months? <i>If YES, go to Q14 if NO, go to Q19</i>	YES 40	NO 122						
	How satisfied or dissatisfied were you with the...	VS	FS	Neither	FDS	VDS	No opin	SAT	DIS
14	Ability to get a hold of the right person to deal with your enquiry?	12	16	1	9	9	6	28	18
15	Ability of staff to deal with your query quickly and effectively?	10	16	1	12	8	6	26	20
16	Staff's helpfulness when dealing with your enquiry?	18	13	3	7	6	6	31	13
17	Time it took to get response?	13	10	3	6	13	8	23	19
18	Final outcome of your query?	10	12	0	8	13	10	22	21
19	Thinking about neighbour nuisance, antisocial behaviour, noise, common open space, litter, flytipping or sharps and syringes. When you reported a problem or complaint, how satisfied were you?	29	26	20	9	10	33	55	19

21 How would you improve dealing with problems or complaints?

- For the council to respond better without fighting to get things done.
- Contacting the involved parties all at the same time.
- The help and advice I received was friendly and helpful but the time it took for any action was very unsatisfactory to myself living with the anti social behaviour in my flat.
- Faster and better service.
- Spoke with clerical staff twice but never heard anything back within a couple of weeks – eventually spoke to right person who then dealt with my issue promptly.
- Satisfied.
- Get someone to come to my house.
- To get something done quicker.
- Get rid of the people making the mess.
- Get rid of the neighbour.
- Get them out.
- Need someone to keep an eye on things.
- Listen to the complaint.
- Put the people out and get new staff at office.
- Get it done as soon as possible.
- Listen to people.
- Advertise where you can complain.
- Police on the beat.
- Get something done quicker.
- Never had any.
- None or I would be vocal.
- CAB (Citizen Advice Bureau).
- Better to talk to the person.
- Use money in right places and do jobs better.
- Phone Falkirk Council or police.
- Pay more attention to problems.
- The staff in office very helpful but unhappy when going to councillors about problems.
- Service could be dealt with quicker and more effectively.
- More jobs.
- By employing decent staff that know their jobs.
- Council should spend more money on their houses for us to live in, rather than placing us in flats with problems for us to deal with.
- More feedback.
- Common areas need to be maintained by Falkirk Council.
- Responding as quickly as possible listen to people and act accordingly.
- Being listened to and it being noticed and something being done about it.
- I feel there is little point reporting most problems to the Council, they either ignore it or go to the problem person.
- Listen to tenants on issues.
- One person to deal with complaint from start to finish.
- Council tenant should report problems to Council if other services require to be involved then Council require to get them on board.
- OK at dealing with issues.
- More people on desks at lunch time.
- Never had to complain, deal with problems themselves.
- Community safety workers replaced with police.
- Need open mind when dealing with complaints, more honesty.
- Same person deals with complaint from start to finish.
- More access to senior staff if complaint is not dealt with appropriately.
- Need better skills to negotiate statement situations.
- Fairly satisfied with current system.
- Reported fridge/freezer and cooker to be uplifted. Given Thursday as day of uplift - not done phoned back and call was not listed.
- Phone calls require to be answered.
- Treat people fairly, addicts in particular. The Council should provide support.
- Tenants feel let down.
- One number to phone - don't pass the buck.
- Deal with issues and report back.
- Council needs to meet higher standards.
- More staff at lunch time in office.
- Put through to correct person sooner. Update as to progress of complaint. Complaint taken more seriously. Council need to take far more responsibility for the upkeep of their property instead of leaving tenants to do work. Litter is not cleared by Council it is done by me. I am not treated with respect. Council full of self praise but this is misguided. Need to get right back to basics and realise without tenants they would be nothing. Standards are poor.
- Sting operation as carried out by police and army. Try and install cameras in nuisance areas.
- Moved from Larbert and found it easy to get through to office, now moved to Polmont and find it easier to travel into office as phone constantly engaged and can never get through which is an inconvenience.
- Sluggish service to tenants from neighbourhood office.
- Faster phone response to enquiries.
- Handled appropriately - no complaint.
- By making sure work is carried out without any fuss.
- Better bus service at Callendar Park.
- It could be improved by getting things done when they say, to save people the hassle of going back and forward all the time. Repairs are not getting done.
- Personalise it more - uncaring attitude of staff - needs to be improved.
- During cladding period lifts were down 3 times.
- Unsatisfied with heating system fitted by McTear in January. Council not assisting tenant to get work completed.
- Staff training.
- Visit from Council.
- Never had cause to complain.
- More training for staff.
- Better staff training, improved knowledge.
- More help from staff regarding feedback.
- Updating tenants.
- Go to the Councillor, improve communication between Council and tenants.
- Improve customer service skills and have a more equal relationship
- Staff are not supportive or helpful when help is needed.
- Act more promptly.
- Make tenants do their gardens, follow through with actions...put me on Council.
- Respond quicker to complaint.
- 12 years later still happening told will get passed on.
- Mediation should be compulsory.

RESULT: Customer Led Inspection Survey March 2014

How would you describe the time it took to get ...	VS	FS	Neither	FDS	VDS	No opin	SAT	DIS
22 a response?	25	33	17	11	25	30	58	36
23 a satisfactory completion	25	28	17	11	25	33	53	36

How would you improve ...

24 The Council's service on neighbour nuisance, antisocial behaviour, noise, common open space, litter, fly tipping or sharps and syringes

- Using bins provided.
- Educate tenants.
- Relate to tenants.
- Happy with what is provided.
- More training.
- More staff.
- Listen to tenants.
- Training.
- Higher standard of maintenance in common areas.
- More free uplifts to help tackle fly tipping.
- Improve pathways.
- More communication between Council and tenants.
- Get voluntary groups.
- No need.
- Never used it.
- Less Community Wardens.
- More money spent on policing.
- Have better communication by telling the tenants when Council are going to come out to house.
- Happy with most.
- Happy with above.
- Council need to check more often on fly tipping... dean burn tipping.
- Follow up from Council.
- Dealing with it.

- A quicker response and consideration for those tenants living in the environment.
- Activate signposting for other services and delivering services faster and more effectively.
- Report = wait for response.
- Have not got a problem.
- More police.
- Take into action neighbours. If there is social club noise/ more aware when they issue licence.
- Fine.
- Respond quickly.
- Need supervised.
- Had to get police.
- Could be more helpful.
- Talk to the people before anything happens.
- Listen to the person.
- No opinion, satisfied with it in the theory, but never had any need to make use of it... thankfully.
- For open space with tipping and etc., get sorted better.
- Don't move families into neighbourhoods if Council already knows they have caused trouble in previous neighbourhoods.
- Monitor service properly.
- More places to get rid of dog bags maybe one at end of streets.
- More places for people to dispose of sharps and syringes.
- More staff.
- I think this depends on area you live in. I am in quite a good area.

- Anti-Social behaviour is getting worse around decent areas bringing the town down.
- Not sure.
- Fly tipping – bill them for moving it.
- Zero tolerance to these things
- The Council should check areas.
- Council should check up on every problem that's reported and follow it up. Check if the problem is still going and get something done about it.
- Keep customers better updated with the progress of their enquiry.
- More jobs.
- Dog fouling needs to be addressed. Not enough dog bins provided.
- Money spent on Community Safety Wardens should be spent on police.
- More police presence required.
- More services in the actual community.
- Uplifts need to be carried out twice a week basis.
- Calls need to entered in system.
- Community wardens required.
- Drug issues required to be dealt with syringes in phone box at swing park.
- Bainsford – more control required concerning the minors running about street at night.
- More police presence.
- Initial reaction slow - need to improve.
- Should be more strict with allocations and anti-social behaviour should be dealt with severely.

- Quite satisfied with service provided and their reaction to more food waste uplifts.
- Community Care Officers required to have more authority. Police surveillance and police presence.
- In my last property I complained for 3 years on nuisance neighbour and it took 2 years to be done. I feel there needs to be a tougher approach to tenants who are a nuisance.
- Neighbourhood office should be more vigilant and more proactive.
- Eventually had to take a trip to Callendar Square office.
- Spot check area where fly tipping is common on a monthly basis.
- Satisfactory.
- More wardens and police.
- For all the complaints to be dealt with in the same way and treated as a serious matter.
- The tower has no problems.

25 The Local Environment

- Better maintenance overall.
- As I am new to the area I have no comment to make. I have been very pleased regarding any issues I have had with moving to Denny.
- Been waiting for nearly 6 months to get rough casting round my front living room window.
- The rubbish in my area needs taken away more often than it is at the moment and dog litter bins need to be provided around the area.
- Denny town centre is a mess.
- More needs to be done regarding dog fouling but I understand Falkirk Council is not to blame.
- Have not got a problem.
- Could be tidier.
- Fine.
- Very happy.
- Dog bins = no litter bin in park. street lighting - shocking.
- Lift dog dirt from Calder Park.
- More police about.
- Like to see an improvement in all areas.
- More dog poo bins and they should be emptied more often.
- Time to check BP emissions at 3am - 4am.
- The cleaning of dog waste on pavements and move people to monitor situation.
- More focus.
- There could be more for young people to do.
- Great improvements could be made to Grangemouth if Falkirk Council would spend money on what use to be a nice town at one time.
- Keep things clean and tidy.
- Get rid of some of the smells that we get.
- Services should be monitored.
- Better street cleaning of dog fouling.
- More jobs.
- Building work is ongoing at present. Not due to finish until May.
- Contractors very sympathetic but machinery etc still there.
- Not enough community spirit or help for the elderly.
- Quite happy just issue with storm drain pouring sewage.
- Doing a good job.
- Quite happy.
- Dog fouling bins, need more.
- Dog fouling problem caused by lack of bins.
- Dog fouling needs to be addressed, all park areas are not required to be used as dog walking areas.
- Quite happy with area.
- Use community service workers to better advantage.
- More universal service to all community.
- Moved here 1/9/13 not happy with time taken to sort out council tax, meanwhile amount due was accumulating.
- Trees and bushes overhanging – require to be cut back.
- Community Council and the groups require to be more involved in area. National environment agencies need to play a part in local environment.
- House people in areas that they request not forced on tenants.
- Certain people get community care grants while others don't.
- Equality standards for all tenants require to be achieved.
- Also closer checks on what Community Care grants.
- Required to be rehoused, not from Bainsford area – due to illness was not given an option on accepting tenancy of property, told they would be homeless if property was turned down.
- Bottles lying about streets.
- Area needs closer monitoring.
- Reduce council tax in order to give tenants a better standard of living.
- Community Service offenders could be employed to clean up and assist with any elderly residents. Older residents should be given more consideration and assistance basically with daily life.
- Keep up the perfect work you do!
- Dog mess a problem. Council require to act on this.
- By more inspections being carried out by the Council to maintain environment to the highest possible standards.
- Consideration should be given to residents who reside in the area by other cultures. Unhappy with location of property because of these issues.
- Great.
- For more fines to be issued when people drop litter and don't pick up dog poo.
- Bin emptying service back to weekly. Lots of family rubbish - 2 weeks is not appropriate.
- Very good.
- Fairly happy.



Falkirk Council