



## Nuisance Case Management

### Solutions Not Problems

#### Nuisance Case Management

Action Management

Accessible Policy Statements

Case Assessment & Management

Evidence logging trail

Legal, Non Legal & Incident logging categories

PI & KLOE reporting



#### Overview

ESP's Nuisance Case Management solution is a web based system specifically intended to help Housing Managers cost effectively manage nuisance behaviour. With considerable practitioner involvement to reflect operational workflow, it is designed to be a simple to use, low cost solution to meet both operational and regulatory requirements.

#### Benefits

Our customers can derive significant payback from using our solutions, such as:

- Improved Performance
- Reduced Operational Costs
- Timely and Accurate PI's against KLOE's
- Cost Effective and Measurable Customer Service provision
- Fast and Easy to retrieve evidence trail enabling increased court success rates

#### Features

ESP's Nuisance Case Management is a web-based tool designed to easily log incidents anywhere within the organisation with just a minimum of data needed.

Once logged, the user can engage an appropriate assessment or resolving officer to determine the severity and needs of the case and consequently the case can be progressed and managed accordingly.

It is fast and cost effective to deploy in small or large organisations, with minimum set up and maintenance required.

The system is extremely easy to use and designed to be highly intuitive and follow logical operational workflow steps, such as:

#### Other Solutions:

#### Elected Members Case Management

#### Appraise Survey, Review and Audit

Employee Appraisal  
360° Reviews  
Customer and Employee Surveys  
Employee Assimilation

- |                             |   |
|-----------------------------|---|
| • Log Incident/Case         | • Engage/Support Participants             |
| • Engage Owning Officer     | • Involve Mediators                       |
| • Assess Severity and Needs | • Manage Actions                          |
| • Gather Evidence           | • Prepare Legal and Non Legal proceedings |
| • Update Case Log           | • Case/PI/KLOE Reporting                  |



## Appraise Knowledge Assessment

- Benchmarking
- Competency Assessment
- Performance Assessment
- Procedure Development
- Recruitment Assessment
- Service Improvement Reviews

## Appraise Awareness and Training

Equality & Diversity  
Corporate Messages  
Content Learning /  
Awareness / Training

## Enquiries and Feedback

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## Arrange a Demonstration

ESP would be delighted to provide a free demonstration, Please contact us to arrange a short telephone web based demonstration of our capabilities to ascertain if this could be of further interest.

Detailed categorisation can be captured and logged supporting Housemark and Respect indicators e.g.:

- Full Complainant, Perpetrator and Witness address and contact details
- Initial complaint and subsequent Case logs
- Case type, Severity and Violence indicators
- Geographical, Tenancy, Property, Household, Ethnicity Types, 3rd Party Agencies information
- Primary and secondary complaint categories
- Reporting and Resolving Officers details
- Links to other cases
- Action and review dates
- Case status
- Event and action logging and management
- Evidence logging e.g. image and "Document" Files

**ESP's Nuisance Case Management** is typically deployed as a hosted application and no specialist software is required. It works with most standard desktops; all you need is Internet Explorer or an equivalent browser.

Reporting is driven at two levels, full case reporting detailing a complete record of any case, and an end user style query function allowing authorised officers to determine the information they wish to view and report accordingly.

Performance assessment and management information can be readily and quickly obtained allowing managers to report for internal or external benchmark / audit reasons. This can mean a remarkable reduction in the amount of time spent collating information from a variety of sources, improving both performance and efficiency.

### Use it for:

- Action Management
- Accessible Policy Statements
- Case Assessment and Management
- Evidence Logging
- Any / All incidents e.g. Legal, Non Legal and Incidents
- Performance Assessment
- PI and KLOE Reporting

ESP can help you make a real difference to you, your employees and your organisation

The project can be delivered at a minimal cost providing excellent value for money. Evidence shows our **Nuisance Case Management** to be very economical. It can also be used as an effective tool to encourage excellent performance in a way that is both cost and time effective.