

Anti-Social Behaviour

Action Plan Recommendations (August 2024 update)

Recommendation	whg response	Person responsible for implementing the recommendation	Date when recommendation should be implemented by	Commentary	Complete Y/N	Within timescale Y/N	June update	July update	August update
24/7 ASB line monitored for urgent ASB cases. This must be done by a human, and they should know about ASB. This could be done by CCTV operator.	Partially Agreed. It will not be practicable to establish a dedicated ASB contact 24/7. We will explore how we ensure customers know what to do in the event of an incident outside of normal office opening hours. Customers at risk should in the first instance contact the police if they are at risk due to ASB.	Laura Terry	October 2024	At the scrutiny session we advised involved customers that we would need to look at how this might be achieved. We explained that a CCTV operator would not be able to undertake this due to the nature of the role. We will explore how our out of hours duty officer might assist in severe cases where an intervention by whg is required. All criminal matters and fear for personal safety should be reported directly to the police in the first instance.	Y	Y	Refer to action 8		Updated website, customer portal, ASB leaflet and contact centre scripts to ensure customers are aware of out of hours reporting.

				Following reflection, we consider that any form of ASB presence out of hours would be counterproductive. We need to ensure that customers know what to do out of hours in relation to reporting criminal activity and high level ASB. ASB can be reported through the portal / enquiries in box 24/7. We need to link this to 8 and ensure all ASB reports are forwarded to Community Safety for next working day review.					
All ASB colleagues to receive refresher training once a year. All Customer Facing WHG staff to receive general training	Agreed Agreed Will look at developing an online training module for all front facing staff.	Laura Terry /Niki Walker	Ongoing March 2025	Scheduled for: late 2024. Working with RESOLVE ASB to look at course content and diary dates to get this booked in.	N	Y	Identified necessity for training around local process, access to services and service provision knowledge, developing a training plan to incorporate the following thematic areas; Modern Slavery,		For late 2024 delivery; Identified necessity for training around local process, access to services and service provision knowledge, developing a training plan to incorporate the following thematic areas;

							Domestic abuse, Vulnerability Forum, Locality Tasking, Prevent, Drug and Alcohol services, Council ASB provision		Modern Slavery, Domestic abuse, Vulnerability Forum, Locality Tasking, Prevent, Drug and Alcohol services, Council ASB provision
Using innovative ways, market / publicise what can do e.g. pop-up events, use of hubs, CHO surgeries.	Agreed Will develop an action plan of events that will be undertaken by CHO's.	Anita Sehra	October 2024	Schedule to be published of community : We presently engage in a number of activities that will be developed further e.g. – Neighbourhood services estate walks Mossley CHO regularly works from the Mossley community room. 3 CHO's in the Blakenall Communities undertake monthly walk about in their area and monthly drop in sessions.	ongoing	Y	Community Housing pop ups, estate walks, drop in activities now being published on social media, through posters and via CHO engagement with partners and customers		Activity continues as described in June 2024. The continuation and progression is monitored by regional community housing managers and the dates, times and locations are publicised on our social media channels, out in the community via notice boards and through CHO engagement with customers. We are engaged with local partners and are frequently

									attending multiagency events also.
Hold a number of community events such as skip days and litter picks.	Agreed Will include in the action plan as above at point 4.	Anita Sehra / Ranjit Kaur	October 2024	Schedule of events to be published.	ongoing	Y	As above		As above
Send an information pack out to all residents. The information should cover, information about ASB, the process, help and support available for residents, provide reassurance, how ASB can be reported, safety and closure. It should also include the consequences of committing ASB. Also provide information in newsletters, on the website, TV screens in blocks of flats, notice boards etc.	Agreed. We will look at the most cost-effective way of delivering this.	Laura Terry /Communications	December 2024	Round Your Way special to include an ASB pullout. Ensure editorial group review. Welcome pack development with Comms to include one page leaflets around relevant services for customers – ASB important to be included for this. 14/05/2024 Contact made with communications to link in with plans for welcome pack. We're looking to do a pilot to take a new approach to our digital screens (ie. We will remove the existing touch	Partially - next roll out screens	Y	Round Your Way Summer Edition 2024 - 2 page spread for ASB awareness and contact mechanisms. Website updated with specific ASB webpage, also expanding to individual Domestic Abuse and Hate Crime web pages.		Spring and Summer Round Your Way was distributed to all customers via the communications team, it is available online also. Winter Edition to feature some success measures and insight into the tools we have used to reduce and deter ASB. There is a new ASB leaflet that is being circulated to new customers, any areas where ASB is a

Could produce a fridge magnet with a phone number for ASB.				screens and replace with standard consumer grade screens that we can display messages on).				concern, and at community engagement events.
Put ASB policy in the front of the sign-up pack. Add something in sign up pack about residents' obligations and put in bold type "Your tenancy may be at risk...." Reinforce 6 and 9 month visits to new residents.	Agreed	Rob Hughes	July 2024	Look at revisiting My Home My World. – See above re welcome pack. Request full welcome pack from Ann / scope fridge magnets for Welcome Visits. 14/05/2024 Establish Communications role in development of Welcome Pack.	Y	Y	Reworked Welcome Pack, designed and pending final approval for printing. Bespoke ASB leaflet awaiting printing, to include within welcome packs as a pull out, they can also be used to leaflet target areas where concerns around ASB may emerge, or where we choose to focus engagement	New welcome pack now produced, as above there is the inclusion of the ASB leaflet to all sign up activities to emphasise the responsibility of the customer and to ensure they have the knowledge about the service and how to approach whg for support.

							based on CHO activity.		
CHO's to visit all residents that report anti-social behaviour.	Agreed	Laura Terry	Aug-24	We will tailor our delivery around customer expectation – not all customers will want a visit, some would like to remain anonymous, some prefer office contact, some telephone. We will ensure all customers are offered a visit.	Y	Y	Further communication to go out to CHO's in July team briefing with additional reminders regarding thresholds for CHO / CST intervention and the use of a risk assessment matrix		Further re-emphasised at team meetings, and in practice this is now taking place as part of our business as usual activity where customers are comfortable with a visit.
Hold face to face meetings with residents who have reported ASB on neutral ground, no ID badges and dress casual as if going out for coffee with a friend. Offer teams or zoom meeting if	Agreed	Laura Terry	Aug-24	Community Safety already provide this, we will ensure that this is included in ASB guidance to all Community Housing colleagues.	Y	Y	As above action		An offer of engagement to fit the customer need - as above action

residents would prefer.									
Publicise positive outcomes to encourage ASB reporting.	Agreed Could add to pack at recommendation 5 and include in newsletters, website etc.	Laura Terry / Communications	31/12/2024 (winter edition of digital 'round your way')	See Above-embed case study reviews. We can include this in a winter edition – soon to be digital edition, of round your way and communication are already engaged to progress with this.	N	Y	To be achieved in Winter edition of 'Round Your Way'		To be achieved in Winter edition of 'Round Your Way'
Triage days – 1, 3 & 5 based on ASB incident and residents' vulnerability.	Agreed We will establish a triage mechanism for all reported ASB issues.	Rob Hughes	October 2024	CST duty officer in place Mon – Fri 9am-5pm, to roll out CHO duty officer to screen all incoming ASB tasks to allocate to CHOs and to refer to CST where relevant and proportionate.	Partially - CHO duty to commence September. CST duty already in place.	Y	100% of CST cases screened within duty role in alignment with the 1 day policy deadline. CHO duty officer role being progressed with proposed launch of service in September 2024.		100% of CST cases screened within duty role in alignment with the 1 day policy deadline. CHO duty officer role being progressed with proposed launch of service in September 2024.

Review wording of scripts, ASB policy and procedure with residents.	Agreed	Laura Terry	Jun-24	Further script review required based on recommendations. ASB script review took place in April 2024 and has now gone live, will re-review based on customer feedback to ensure we covered all relevant recommendations. 14/05/2024 LT scheduled meeting with Becki Dhanda to further review scripts following customer feedback.	Y	Y	Laura and Becky met to review scripts June 5th, realigning language as highlighted in customer engagement session - removed jargon and professional terms in favour of commonly understood terms. for example Home - instead of property, drug waste instead of paraphernalia.	Completed - as per June update
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