

All outstanding recommendations were completed in December 2024. Our Community Housing Officers continue to meet and work with customers to improve our ASB service

Customer recommendation	whg response	Person responsible (whg)	Target date implemented by	Complete Y/N	Within target date Y/N	Oct-24 update	Nov-24 update	Dec-24 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.	<b>Partially agreed</b> 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	Oct-24	Y	Y	Completed	Completed	Completed
All Community Safety colleagues to receive refresher training once a year.  All customer-facing colleagues to receive general training	<b>Agreed</b> <b>Agreed</b> Will look at developing an online training module for all customer-facing colleagues.	Laura Terry/Niki Walker	Mar-25	Y	Y	Ongoing - training continues throughout year	Completed	Completed
Using innovative ways, market / publicise what can do e.g. pop-up events, use of hubs, Community Housing Officer surgeries.	<b>Agreed</b> Will develop an action plan of events that will be undertaken by Community Housing Officers.	Anita Sehra	Oct-24	ongoing	Y	Ongoing - events are updated as they are planned and this action will continue to take place on an ongoing basis.	Completed	Completed
Hold a number of community events such as skip days and litter picks.	<b>Agreed</b> Will include in the action plan as above at point 4.	Anita Sehra/Ranjit Kaur	Oct-24	ongoing	Y	As above	Completed	Completed
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. Could produce a fridge magnet with a phone number for ASB.	<b>Agreed.</b> We will look at the most cost-effective way of delivering this.	Laura Terry /Communications	Dec-24 (Winter email newsletter)	Partially - next roll out screens	Y	Ongoing; ASB awareness week - Late November; Communications team planning meeting week commencing 28/10/2024	As part of ASB Awareness Week, we shared positive messages through several communications, delivered a full leaflet drop, and carried out joint visits with police and our community safety team to high-rise flats in Caldmore following rising ASB concerns.	Completed, ongoing; Communications plan discussed with internal communications team to ensure quarterly communications updates / information sharing in 2025
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.	<b>Agreed</b>	Rob Hughes	Jul-24	Y	Y	Completed	Completed	Completed
Community Housing Officers to visit all residents that report anti-social behaviour.	<b>Agreed</b>	Laura Terry	Aug-24	Y	Y	Ongoing and completed	Completed	Completed
Hold face to face meetings with residents who have reported ASB on neutral ground, no ID badges and dress casually as if going out for coffee with a friend. Offer Teams or Zoom meeting if residents would prefer.	<b>Agreed</b>	Laura Terry	Aug-24	Y	Y	Ongoing and completed	Completed	Completed
Publicise positive outcomes to encourage ASB reporting.	<b>Agreed</b> Could add to pack at recommendation 5 and include in newsletters, website etc.	Laura Terry / Communications	Dec-24 (Winter email newsletter)	Y	Y	Focus on ASB Awareness Week at present, Round Your Way to follow	As part of ASB Awareness Week, we shared positive messages through several communications, delivered a full leaflet drop, and carried out joint visits with police and our community safety team to high-rise flats in Caldmore following rising ASB concerns.	Completed, ongoing; Communications plan discussed with internal communications team to ensure quarterly communications updates / information sharing in 2025
Triage days – 1, 3 & 5 based on ASB incident and residents' vulnerability.	<b>Agreed</b> We will establish a triage mechanism for all reported ASB issues.	Rob Hughes	Oct-24	Partially - CHO duty to commence Sep-24. CST duty already in place.	Y	Commenced and in place. Now completed.	Completed	Completed
Review wording of scripts, ASB policy and procedure with residents.	<b>Agreed</b>	Laura Terry	Jun-24	Y	Y	Completed	Completed	Completed