
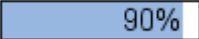

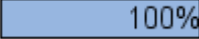





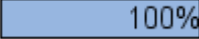







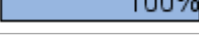



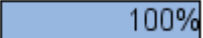





































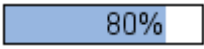









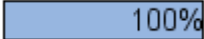
Housing ASB Scrutiny Recommendations pdf

Generated on: 15 May 2026

	Code	Title	Description	Due Date	Progress	Status Progress Bar	Assigned To
	H_ASB_001	Consistency across our ASB service	Ensuring that all ASB procedures are the same across the council. New ASB Policy should reflect this.	01-Sep-2026	90%		Nathan Suley
	H_ASB_002	Agreeing communication avenues early on	Agreeing communication avenues early on to manage expectations from all parties when dealing an ASB case	01-Apr-2026	100%		Nathan Suley
	H_ASB_003	Manage expectations with a detailed action plan	Manage expectations with a detailed action plan for tenants which include time scales.	01-Apr-2026	100%		Nathan Suley
	H_ASB_004	Managing expectations where the action has changed throughout the case.	Managing tenants expectations where the action has changed throughout the case to ensure everyone understands what our commitments and actions will be	01-Sep-2026	30%		Nathan Suley
	H_ASB_005	Round table case discussions and third-party support	Ensuring we are using Round table case discussions for staff and third-party support when appropriate.	01-Apr-2026	100%		Nathan Suley
	H_ASB_006	Regular contact with tenants	Regular contact with tenants throughout their case, even if it's just to update. This will link in with the action plan for each case and agreed early on. We must ensure our officers update when necessary, and not over communicate	06-Apr-2026	100%		Nathan Suley
	H_ASB_007	Single point of contact	Single point of contact for the tenant to communicate about the case.	30-Sep-2025	100%		Nathan Suley
	H_ASB_008	Training for staff to handle ASB effectively.		31-Mar-2026	100%		Doug Stother; Nathan Suley
	H_ASB_009	Training on empathy and professionalism		31-Mar-2026	100%		Doug Stother; Nathan Suley
	H_ASB_010	Time for officers to ask for help/ support	Time for officers to ask for help/ support on ASB cases and learn from cases.	02-Feb-2026	100%		Nathan Suley

	Code	Title	Description	Due Date	Progress	Status Progress Bar	Assigned To
	H_ASB_011	Face to face reporting to any housing staff member	Housing Law training for all housing staff. ASB can be reported to any housing team member.	31-Mar-2026	100%		David White
	H_ASB_012	Have a 'case by case' more flexible approach	Ensuring we are treating everybody equitably, and ensuring that we using tenant data to understand if additional support is needed when handling a case	01-Apr-2026	100%		Nathan Suley
	H_ASB_013	ASB improvement day for staff.		30-Jun-2026	95%		Doug Stother; Nathan Suley; David White
	H_ASB_014	using online systems to update cases	Updating cases on online systems so work can be picked up without tenant repeating themselves. Ensuring the same level of detail is provided on cases	30-Sep-2025	100%		Luke Godley; Nathan Suley
	H_ASB_015	Clear process when officer leaves/ changes patch.	Clear process on what happens when an officer leaves/ changes patch. Will make part of the new "buddy system" in which every Housing Officer will have a buddy.	30-Sep-2025	100%		Nathan Suley
	H_ASB_016	Enough staff to cope with the amount of ASB cases.	Enough staff to cope with the amount of ASB cases. Dependent on the transformation of Tenancy Services	30-Sep-2025	100%		Doug Stother; Nathan Suley
	H_ASB_017	Digital alternative to log sheets	Investigate how we can use digital solutions instead of log sheets	31-Mar-2026	100%		Doug Stother; Nathan Suley
	H_ASB_018	More support/ third party help for victims of ASB		31-Mar-2026	100%		Doug Stother; Nathan Suley
	H_ASB_019	Buying items that will help reduce ASB early on	Buying items that will help reduce ASB early on such as ring doorbells, fencing etc.	01-Sep-2026	75%		Doug Stother; Nathan Suley
	H_ASB_020	ASB checklist for staff and tenants	ASB checklist for staff and tenants to understand what steps should be taken when the council is investigating ASB.	30-Apr-2026	100%		Kerry Lecomber; Georgia Mecoy; Nathan Suley
	H_ASB_021	Early intervention techniques to reduce a formal and lengthy ASB case	Look at early intervention techniques to reduce a formal and lengthy ASB case. (E.g. speaking to residents, encourage conversation between neighbours, reminding people of their tenancy agreement).	01-May-2026	100%		Nathan Suley
	H_ASB_022	Domestic Violence support assistance in ASB cases	Working closely with Domestic Violence support. Understand how we can support our tenants with internal and external support.	01-Apr-2026	100%		Nathan Suley
	H_ASB_023	Using data from transactional surveys to continually improve the service.	Using data from transactional surveys to continually improve the service.	02-Feb-2026	100%		Victoria Freer; Nathan Suley

	Code	Title	Description	Due Date	Progress	Status Progress Bar	Assigned To
	H_ASB_024	Peer Review and independent case reviews	Peer Review and independent case reviews so staff can learn from what we aren't doing.	01-Apr-2026	100%		Nathan Suley
	H_ASB_025	Have system of 'flags' - for repeated behaviour and length of time etc	Have system of 'flags' - for repeated behaviour and length of time etc. Investigating how we can link of cases on our housing system (multiple reports for same perpetrator). Systems to give an update on how we can move forward with this in April	31-Dec-2025	100%		Luke Godley; Nathan Suley
	H_ASB_026	Add question to ASB reporting form to ask if this has been reported before.	Add question to ASB reporting form to ask if this has been reported before. Ask web co-ordinators to investigate this	30-Jun-2025	100%		Georgia Mecoy
	H_ASB_027	Create a Neighbourhood Toolkit		31-Mar-2026	95%		Kerry Lecomber
	H_ASB_028	Tenant Handbook to be updated about ASB changes, process, resources.	To be updated in Q1 but will be continually updated	31-Mar-2026	100%		Victoria Freer; Nathan Suley
	H_ASB_029	More explanation on the process and the tools we use on the website and handbook.		30-Apr-2026	100%		Nathan Suley
	H_ASB_030	In person engagement sessions around ASB and other landlord responsibilities	In person engagement sessions around ASB and other landlord responsibilities- Surgeries for communities where we know tenants face digital exclusion. This to also include Local MP, councillors, staff.	31-Mar-2026	80%		Georgia Mecoy
	H_ASB_031	Improve information online regarding reporting via phone.	Adding more information on the website about how to report ASB to customer services	25-Jun-2025	100%		Nathan Suley
	H_ASB_C_01	Future O&S reports contain KPI's and TSM's	That future Tenant Scrutiny Board reports presented to the Overview and Scrutiny Committee contain data on meeting key performance indicators and tenant satisfaction measures.	31-Oct-2025	100%		Kerry Lecomber; Georgia Mecoy
	H_ASB_C_02	Officers further review the 'Our Tenants' webpage to ensure that all appropriate information is included.	That Officers further review the 'Our Tenants' webpage to ensure that all appropriate information is included, such as support for overall tenant wellbeing.	31-Mar-2026	100%		Georgia Mecoy

	Code	Title	Description	Due Date	Progress	Status Progress Bar	Assigned To
	H_ASB_C_03	Tenant Handbook is amended to outline accessibility adjustments and the different languages available at the top of the document.	That the Tenant Handbook is amended to outline accessibility adjustments and the different languages available at the top of the document.	30-Jun-2025	100%		Victoria Freer