

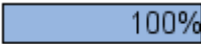






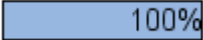





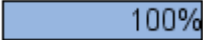



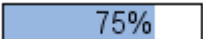






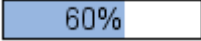

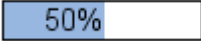
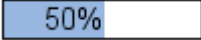
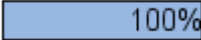



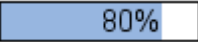
ASB Scrutiny Recommendations Action Plan

Code	Action Title	Due Date	Progress Bar	Latest Status Update
H_ASB_001	Consistency across our ASB service	01-Sep-2026	 90%	ASB policy has slight amendments post scrutiny work. This is being checked with Communities. Procedures are also almost finalised and awaiting Communities Team approval
H_ASB_002	Agreeing communication avenues early on	01-Apr-2026	 100%	Action Plans are agreed at first contact from the CHO. Agreed methods of communications are agreed at that time also
H_ASB_003	Manage expectations with a detailed action plan	01-Apr-2026	 100%	All cases now have action plans (ASB Cases).
H_ASB_004	Managing expectations where the action has changed throughout the case.	01-Sep-2026	 30%	This expectation has been communicated with the team for CHO's to issue an action plan and agree with the tenant a review date and carry out the review. If change to the action plan is needed, a new action plan is issued. However, this needs to be written in the procedure and audited to make sure its been implemented effectively.
H_ASB_005	Round table case discussions and third-party support	01-Apr-2026	 100%	Regular meetings set up with community policing teams that the patch community housing officers attend. We also have a monthly ASB panel meeting where officers attend, this is a multi agency meeting for high risk cases where officers meet to discuss and agree actions and seek advice. We also have a contract with Catch 22 for mediation.
H_ASB_006	Regular contact with tenants	01-Apr-2026	 90%	Comms is not as much as an issue as it was. With constant monitoring from Aimi and Lou, this has certainly improved. ASB transactional surveys will show further
H_ASB_007	Single point of contact	30-Sep-2025	 100%	Now we have CHO's in place they are the single point of contact for an ASB case
H_ASB_008	Training for staff to handle ASB effectively.	31-Mar-2026	 100%	All training completed. New Housing and Neighbourhood Lead to oversee some cases
H_ASB_009	Training on empathy and professionalism	31-Mar-2026	 100%	2 Strengthscope sessions completed and lots of ASB training completed which has proven positive

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H_ASB_010	Time for officers to ask for help/ support	02-Feb-2026		<p>We have implemented multiple opportunities for the Community Housing Officers to review cases with a Community Housing Manager remote and in person.</p> <p>Additional support from the Safer Communities Team for case progression.</p> <p>We have quarterly 1-2-1 with team members which provide officers an opportunity to talk about their cases and ask for support if needed.</p>
H_ASB_011	Face to face reporting to any housing staff member	31-Mar-2026		<p>Officers are now more present on their patch, and they have branded uniform to improve visibility to the tenants. They will take any report in person and will log and progress these.</p> <p>Regular cross team meetings to ensure joint working and an understanding on how to report matters. Patch information has been shared with the wider housing team, so they can contact Community Housing Officer directly if an ASB case is raised to someone outside of this team</p>
H_ASB_012	Have a 'case by case' more flexible approach	01-Apr-2026		<p>PSED compliance at the point of legal action is being instructed is always checked and considered. The risk dashboard is almost complete that Joel Godley is leading on. The getting to know you project is up to 80% complete. Open Housing needs some adjustments to allow the recording/measuring of referrals to support services. However, Action plans will/should include recommendations for tenant referrals to specialist services/agencies</p>
H_ASB_013	ASB improvement day for staff.	01-May-2026		<p>All training completed. A further workshop has been planned for June-this will confirm how embedded the training and culture has set in</p>
H_ASB_014	using online systems to update cases	30-Sep-2025		<p>CHO's now using the workflow in Open Housing to progress ASB cases and record all actions. All records on the ASB case.</p>
H_ASB_015	Clear process when officer leaves/ changes patch.	30-Sep-2025		<p>22.10. 25 - New report produced showing all active cases on OH. Team Manager uses this report to allocate cases when CHO is off sick or leaves. All case notes on OH and visible to new CHO.</p>

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H_ASB_016	Enough staff to cope with the amount of ASB cases.	30-Sep-2025		New structure implemented that has CHO's supported by ASB officers in the communities team.
H_ASB_017	Digital alternative to log sheets	31-Mar-2026		Noise App is used by environmental protection team. No available budget for housing to have own access to the noise app. If we have a noise nuisance case, we can ask Environmental protection Team to provide access to our tenants.
H_ASB_018	More support/ third party help for victims of ASB	31-Mar-2026		The team are aware of all third party agency support and have access to JOY and Tenancy Sustainment services
H_ASB_019	Buying items that will help reduce ASB early on	01-Sep-2026		<p>We invested in safety measures in individual cases such a fencing. We use Greater Places fund to help reduce ASB and support community safety. This fund is for improvements on Housing land.</p> <p>There is also a dedicated budget for repairs relating to reduce ASB. (e.g lock change, fencing, ring doorbells).</p> <p>To complete this action, we need a procedure to confirm what our offer is to tenants and when. More work to embed this within the team more consistently.</p>
H_ASB_020	ASB checklist for staff and tenants	30-Apr-2026		Policy amends, and Procedure is with communities to agree. The Procedure has details on processes and stages for enforcement. Policy also has stages of enforcement to better explain steps and manage expectations. Good Neighbour toolkit is in draft but almost complete.
H_ASB_021	Early intervention techniques to reduce a formal and lengthy ASB case	01-May-2026		Interventions and ASB tools training now fully delivered
H_ASB_022	Domestic Violence support assistance in ASB cases	01-Apr-2026		The team are aware of the DA support both internally and externally. They are efficient in recognising Welfare Awards when circumstances present
H_ASB_023	Using data from transactional surveys to continually improve the service.	02-Feb-2026		All cases do receive Transactional Surveys and feedback is provided to housing managers to then address with the

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				CHO. Furthermore, these will also be uploaded to the Service Improvement log via James
H_ASB_024	Peer Review and independent case reviews	01-Apr-2026		Housing Managers have now stopped the open diary support for direct reports. They are requesting that CHO's go to their peers in the first instance to get cross pollination in terms ways in which to deal with cases. Complex cases can be booked in with Housing Managers or the Neighbourhood and Housing Lead. ASB procedures have a list of interventions to better support staff with decision making. We continue to work closely with Communities
H_ASB_025	Have system of 'flags' - for repeated behaviour and length of time etc	31-Dec-2025		Previous cases show on the Case Management System. This was covered in the ASB training. All CHO's now check previous cases and its also covered in the Vuln Matrix re previous incidents and whether getting worse etc
H_ASB_026	Add question to ASB reporting form to ask if this has been reported before.	30-Jun-2025		website updated on 17/04 "Have you reported this ASB to us before"? Yes/ No
H_ASB_027	Create a Neighbourhood Toolkit	31-Mar-2026		Rough draft created, this needs editing and circulating to teams
H_ASB_028	Tenant Handbook to be updated about ASB changes, process, resources.	31-Mar-2026		All information needed is in the handbook, but will be updated if necessary
H_ASB_029	More explanation on the process and the tools we use on the website and handbook.	01-Apr-2026		Awaiting approval of ASB Policy amends and Procedural amends (with Communities to agree). Housing First will need to be amended to reflect categories of ASB. Housing Managers oversee interventions that CHO's currently use. These will be integrated into Open Housing when the amends are in place to allow better reporting and evidence gathering. Webpage to be amended to reflect this
H_ASB_030	In person engagement sessions around ASB and other landlord responsibilities	31-Mar-2026		ASB action day has been booked in for early summer, with set agenda and all CHO's invited.
H_ASB_031	Improve information online regarding reporting via phone.	25-Jun-2025		Customer services phone number and digital form are on the website.
H_ASB_C_01	Future O&S reports contain KPI's and TSM's	31-Oct-2025		Information around Complaints stats and TSM's have been included in Overview and Scrutiny papers for October

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H_ASB_C_02	Officers further review the 'Our Tenants' webpage to ensure that all appropriate information is included.	31-Mar-2026		Website has been updated; this now needs to go to Resident Readers group for review
H_ASB_C_03	Tenant Handbook is amended to outline accessibility adjustments and the different languages available at the top of the document.	30-Jun-2025	