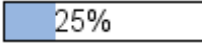
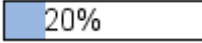
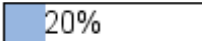


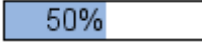

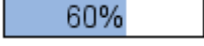
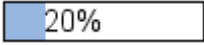


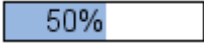





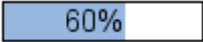





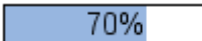
## ASB Scrutiny Recommendations Action Plan


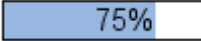
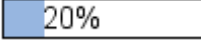


| Code      | Action Title  | Due Date    | Progress Bar   | Latest Status Update   |
|-----------|---|-------------|--|--|
| H_ASB_001 | Consistency across our ASB service                                      | 01-Sep-2026 |  25%    | The new ASB policy is live. ASB procedures are being developed with the communities team. We have started to roll out ASB training. New case type on contact management which categorises ASB risk. Integrated case management working with the safer communities team, as part of this a communities team officer is temporarily working within the housing management team. Weekly meetings with the communities safety manager. New referral form for high risk ASB cases. Once the new procedure is in place and is implemented this action can be closed. |
| H_ASB_002 | Agreeing communication avenues early on                                 | 01-Apr-2026 |  20%    | From the beginning of 2026, Community housing managers will be conducting case audits. Once procedure is in place and implemented communications avenues early on will be implemented across the team and the case audits will be able to check this.  |
| H_ASB_003 | Manage expectations with a detailed action plan                         | 01-Apr-2026 |  20%    | From the beginning of 2026, Community housing managers will be conducting case audits. Once procedure is in place and implemented communications avenues early on will be implemented across the team and the case audits will be able to check this.  |
| 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 Community housing managers 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 it's 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 |  50%  | The remaining action is to audit the cases in 2026 to ensure action plans are being consistently updated and tenants   |

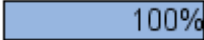




| Code      | Action Title                                       | Due Date    | Progress Bar  | Latest Status Update  |
|-----------|--|-------------|---|---|
|           |  |             |   | informed.   |
| H_ASB_007 | Single point of contact                            | 30-Sep-2025 |    | Now we have Community housing officers 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 |    | We have completed 1 of 3 ASB training courses as of November 25.<br>Two courses remaining for January and February.<br><br>As well as these, we will implementing a regular training plan around ASB.   |
| H_ASB_009 | Training on empathy and professionalism            | 31-Mar-2026 |    | Housing officers completed the TIA standard which includes information on treating tenants fairly and respect.<br><br>We will be offering a training course to all Community Housing Officers within the next 3 months on managing difficult conversation.<br><br>The new Housing and Neighbourhoods Lead to progress this action to completion.  |
| H_ASB_010 | Time for officers to ask for help/ support         | 02-Feb-2026 |    | We have implemented multiple opportunities for the Community Housing Officers to review cases with a Community Housing Manager remote and in person.<br><br>Additional support from the Safer Communities Team for case progression.<br><br>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.  |
| H_ASB_011 | Face to face reporting to any housing staff member | 31-Mar-2026 |  | 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.<br><br>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 |
| H_ASB_012 | Have a 'case by case' more flexible approach       | 31-Dec-2025 |  | On the back of the getting to know you project, we have an  |

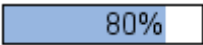

| Code      | Action Title                                       | Due Date    | Progress Bar  | Latest Status Update  |
|-----------|--|-------------|---|---|
|           |  |             |   | <p>increased amount of vulnerability information. Vulnerabilities is being captured in ASB Risk Assessment Matrix that we complete for every ASB report.</p> <p>We use the public sector equality duty for assessing proportionality of actions.</p> <p>For this action to be complete with need to evidence the different or additional actions we are completing to support ASB victims. This may look like a referral to a support agency. These additional actions considered should also be included within the ASB Action Plan agreed with tenant.</p> <p>Going forward, the goal is to collect 100% of tenant data, which will help us better understand how can be more flexible and person focussed when handling ASB cases. To extend due date for April 2026</p> |
| H_ASB_013 | ASB improvement day for staff.                     | 01-May-2026 |    | <p>This will be progressed by the new Housing and Neighbourhood Lead. The primary focus was to implement the training and procedures first.</p> <p>A date for this has been set for the 30th April. In which the team will look at TSM and Transactional survey data, performance data and any themes that have come out of case audits.</p>  |
| H_ASB_014 | using online systems to update cases               | 30-Sep-2025 |  | Community Housing Officer now using the workflow in Open Housing to progress ASB cases and record all actions. All records on the ASB case.   |
| H_ASB_015 | Clear process when officer leaves/ changes patch.  | 30-Sep-2025 |  | 22.10. 25 - New report produced showing all active cases on OH. Team Manager uses this report to allocate cases when Community Housing Officer is off sick or leaves. All case notes on housing management system and visible to new Community Housing Officer.   |
| H_ASB_016 | Enough staff to cope with the amount of ASB cases. | 30-Sep-2025 |  | New structure implemented that has Community Housing  |

| Code      | Action Title                                      | Due Date    | Progress Bar  | Latest Status Update  |
|-----------|---|-------------|---|---|
|           |   |             |   | Officer 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 |    | <p>We have catch 22 for mediation that all staff can refer tenants too. We can refer to Suffolk and Norfolk victim support or provide details with how to self-refer. In multi-agency meetings, Community Housing Officers will discuss what support we can provide or refer to for those who need support.</p> <p>We can refer victims of domestic abuse violence to the Domestic Abuse Link worker, who have funding for additional safety measures and a can refer to domestic violence organisations who can help with legal advice and resolutions. Also work with multi agency partnerships who can support victims.</p> <p>We escalate and submit safeguarding referrals when necessary and Community Housing Officers have access to designated safeguarding leads within the council for advice.</p> <p>For this action to be complete we need to ensure this information is on the website. We are looking to develop a self-referral form for mediation on the website. Need to include this in the procedure.</p> |
| 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>   |

| Code      | Action Title  | Due Date    | Progress Bar  | Latest Status Update  |
|-----------|---|-------------|---|---|
| H_ASB_020 | ASB checklist for staff and tenants                                   | 31-Dec-2025 |    | <p>To be included within the ASB handbook for tenants to understand the expected methodology of when ASB is reported.</p> <p>For officers, this will be included in the ASB toolkit which is in development.</p> <p>This will be progressed by the new Housing and Neighbourhoods Lead- To extend due date for April 2026</p>   |
| H_ASB_021 | Early intervention techniques to reduce a formal and lengthy ASB case | 01-May-2026 |    | <p>This will be achieved once we have self-referral information on the website for mediation. The ASB handout will include how to resolve cases without council input (e.g trying to talk to neighbour first).</p> <p>Need to look at what is already existing to link in to how we can sign post to different services.</p> <p>Information on early steps on how to resolve ASB cases early will be included in the ASB procedure.</p>   |
| H_ASB_022 | Domestic Violence support assistance in ASB cases                     | 01-Apr-2026 |  | <p>We can refer victims of domestic abuse violence to the Domestic Abuse Link worker, who have funding for additional safety measures and a can refer to domestic violence organisations who can help with legal advice and resolutions. We also work with multi agency partnerships who can support victims. We have information on our website about the support we can give to victims of domestic abuse.</p> <p>In November 25 the Domestic Abuse Policy was approved at cabinet and we now have well established referral process to the Domestic Abuse Link worker. To complete this action, we need to create a procedure to reflect this.</p> |

| Code      | Action Title  | Due Date    | Progress Bar  | Latest Status Update   |
|-----------|---|-------------|---|--|
| H_ASB_023 | Using data from transactional surveys to continually improve the service.   | 02-Feb-2026 |    | <p>All ASB cases on Open Housing (Housing Management System) will now trigger a transactional survey. We discovered some under reporting, this should increase the number of survey responses. From Jan 26 the role of Community Housing Manager will be undertaking case audits and will be reviewing transactional survey results.</p> <p>We use information from surveys when comments are flagged for callbacks and investigation.</p>   |
| H_ASB_024 | Peer Review and independent case reviews                                    | 31-Dec-2025 |    | <p>Safer Communities team do the community trigger case reviews which are independent review of a case.</p> <p>We have a weekly drop in with the Community Housing Managers to review case with the Community Housing Officers</p> <p>ASB Panel meetings and joint police meetings are an opportunity for peer reflection and review on cases.</p> <p>Stage 1 complaints also provide opportunity for peer review to identify lessons learnt and how we can improve.</p> <p>Formal Case review template is in draft and will become part of the toolkit. We also want document the learning from peer reviews, to ensure the whole team can benefit from lessons learnt.</p> |
| H_ASB_025 | Have system of 'flags' - for repeated behaviour and length of time etc      | 31-Dec-2025 |   | <p>We now have a process for linking cases which would highlight to an officer if there has been previous history of ASB.</p>  |
| H_ASB_026 | Add question to ASB reporting form to ask if this has been reported before. | 30-Jun-2025 |  | <p>website updated on 17/04</p> <p>"Have you reported this ASB to us before"? Yes/ No</p>  |
| H_ASB_027 | Create a Neighbourhood Toolkit  | 31-Mar-2026 |  | <p>Tenant Engagement Co-ordinator is leading on this and is</p>  |

| Code       | Action Title  | Due Date    | Progress Bar  | Latest Status Update   |
|------------|---|-------------|---|--|
|            |   |             |   | working with the Community Housing Managers to progress this.<br><br>This will be completed and published by 31st March 2026.  |
| 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. | 02-Feb-2026 |    | ASB policy has been reviewed by Tenant Board and is now on the website. We also have information on the procedure in the tenant handbook<br><br>ASB procedure is currently in draft which will progress this recommendation (a summarised version of the procedure will be converted into a tenant friendly document/ information on the website). Need more information on the tools we could use on the website or in the handbook   |
| H_ASB_030  | In person engagement sessions around ASB and other landlord responsibilities      | 31-Mar-2026 |    | We are currently drafting the annual objectives, which Housing officers will have to complete a number of engagement activities in the year.<br><br>The new ASB reporting dashboard will assist in mapping ASB to identify hotspots. We will be using tenant data from the getting to know you project to understand who are digital excluded. Using TSM and Transactional data to understand where people are most dissatisfied.<br><br>We have held in person meetings for individual cases for estates. However, if we have more proactive sessions where we know there is a need, it will lead to a less reactive approach.<br><br>This will be progressed under the new Community Action Day work within Tenant Engagement. |
| 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   |

| Code       | Action Title  | Due Date    | Progress Bar  | Latest Status Update  |
|------------|---|-------------|---|---|
| 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 |  |   |