

## Appendix 4

Updated: 07<sup>th</sup> April 2026

### Appendix A - Action Plan

#### Priority 1: Prevention and Early Intervention

Action	Lead Officer	Timescale	Status	Update
Raise awareness through a communications plan of the impacts of hate crime and make it clear that hate crime, harassment and bullying in any form will not be tolerated.	Housing Services Manager	Ongoing	Complete	Communications campaign delivered
Complete a self-assessment against the Housing Ombudsman spotlight report on noise nuisance	ASB Housing Lead	August 2025	Complete	Self assessment completed
KPIs established to monitor current performance (to be reported to Housing Compliance Clinic and published online quarterly)	ASB Housing Lead	August 2025	Complete	KPIs established and included reporting arrangements in Policy
Review sign-up process for tenants and introductory visits process from an ASB perspective.	Housing Services Manager	September 2025	Pending – closure	Included in good neighbour guide which is handed out at sign up
Promote a variety of methods through which to report ASB, including via our website/email and telephone to increase accessibility to the service.	ASB Housing Lead	March 2026	Pending – closure	Communication campaign launched for April 2026
Create a good neighbour guide with information on conflict resolution of what ASB is and the services available to tenants. (Consulting tenants)	ASB Housing Lead	November 2025	Overdue	Good neighbour guide has been established and rolled out. Tenant feedback being gathered to further enhance the good

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				neighbour guide before progressing to the readers panel for seal of approval.
Create a new ASB and hate crime policy developed with tenants including enhanced suite of KPIs	ASB Housing Lead	March 2026	Ongoing	Progressing to Tenant Influence Panel and schedule for PDP 28 <sup>th</sup> April 2026
Invest in staff training focusing on legal and non-legal tools and powers to tackle ASB, ASB case management, as well as training on mental health, hate crime, substance misuse, and domestic abuse and restorative approaches.	Housing Services Manager	December 2025	Complete	Training completed

### Priority 2: Working Together

Action	Lead officer	Timescale	Status	Update
Review current practices and thresholds for access to support services to ensure no one falls through the gap	ASB Housing Lead	Ongoing	Pending – closure	All cases recorded on the county wide system.
Conduct annual reviews with the Environmental Protection team to review internal procedures for noise complaints	ASB Housing Lead	Ongoing	Pending – closure	Quarterly meetings established to monitor.
Subscribe to the ASB Help Pledge	ASB Housing Lead	August 2025	Complete	The Council is subscribed to the ASB Help Pledge

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Promote ASB case reviews 'Community Trigger'	ASB Housing Lead	April 2026	Complete	Included in the social media campaign
Develop a service level agreement with the Community Safety Team and Environmental Protection Team	Housing Services Manager	April 2026	Ongoing	Community Safety SLA to be reviewed as part of wider service planning
Develop closer relationships with partners such as the local police, adult and children services, mental health services and probation teams.	ASB Housing Lead	April 2026	Complete	Picked up by ASB Lead Officer in 121s and Annual Review.

### Priority 3: Risk management and Victim Support

Action	Lead officer	Timescale	Status	Update
Invest in noise recording equipment, review approach to supporting tenants using Noise App.	ASB Housing Lead	August 2025	Complete	Letter template updated with more support on how to use the noise app.
Review the current service provision around tenancy support and the support provided to alleged perpetrators of ASB. Promoting this with tenants, Members and staff.	Housing Services Manager	September 2025	Complete	Included in new Policy and sharing with Officers.
Work in partnership with Victim Support, ASB Help and Resolve, sign up to ASB Help Pledge	ASB Housing Lead	September 2025	Complete	Duplicate action
Determine approach to risk assessments to support victims and understand impact ASB is having	Housing Services Manager/ASB Housing Lead	March 2026	Complete	Included in new Policy and training to be rolled out to staff when adopted
Conduct regular sample audits of ASB cases to ensure case management is reflecting	Housing Services	November 2025	Complete	Sample audits reported to Housing Performance and

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procedures and policy.	Manager			Compliance Clinic
Review internal processes for recording tenant vulnerabilities	Housing Services Manager	April 2026	Complete	Reasonable Adjustments Policy adopted. Training rolled out on recording and locating vulnerabilities on housing software.
Implement training sessions for Officers on the ASB procedures.	ASB Housing Lead	April 2026	Complete	Training on new system
Review responsive repairs timescales for victims of ASB.	Housing Transformation Programme Manager	April 2026	Complete	Picked up in Housing Repairs project – asking tenants what they would like to see in terms of prioritisation.

### Priority 4: Putting Tenants first

Action	Lead officer	Timescale	Status	Update
Review language used in communications with tenants including “victim” and “perpetrator”	Tenant Engagement and Influence Lead	September 2025	Complete	Focus group held with tenants who supported the use of victim and perpetrator language for ASB.
Review web content and letter templates with tenants	ASB Housing Lead	March 2026	Overdue	Delayed, doing this with Tenants once the new policy has been adopted.
Implement an ASB tool kit for tenants which outlines what the Council can do, what tenants can do and what other agencies can do when it comes to responding to ASB.	Housing Services Manager	March 2026	Overdue	Delayed, doing this with Tenants once the new policy has been adopted.
Involve tenants in developing policies and procedures on our approach to responding to	ASB Housing Lead	February 2026	Complete	Tenants have been involved in shaping the Policy through

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ASB, hate crime and neighbour disputes.				focus groups, surveys and the new tenant influence panel.
Improve data reporting on ASB to tenants, Members and Senior Officers	ASB Housing Lead	April 2026	Complete	ASB performance reported to Housing Performance and Compliance Clinic.  ASB performance reported to the complaints and performance focus groups.
Introduce mechanism for victims to be able to provide feedback on the service they experienced.	Tenant Engagement and Influence Lead	April 2026	Complete	Satisfaction survey developed and rolled out as business as usual.