

ASB Action Plan

Proposed Action	Lead Team	Comments	Target
Relaunch Neighbourhood Walkabouts led by the Engagement team, including the development of a grading system and provide regular feedback to residents on action being taken.	Engagement	Involving Neighbourhood Champions; Quarterly information to be published on website by area	Q2 25/26
Introduce Resident Service Inspectors to inspect communal cleaning of the General Needs blocks of flats.	Engagement		Q3 25/26
Pro-active social media and Housing News messages throughout the summer to remind tenants to consider their neighbours	Engagement & Tenancy		Q2 25/26
Include some examples of positive action that has been taken by the Housing Service to reduce anti-social behaviour in next addition of Housing News	Engagement & Tenancy		Q1 25/26
Increase awareness of anti-social behaviour issues that need to be reported to the Police	Engagement & Tenancy	Respondents stated that they wanted the Council to take more action against drug dealers and those who take drugs. Important that these matters are also reported to the Police.	Q1 25/26
Promote the use of the 'Noise App' and produce guidance to help tenants to use it effectively	Engagement & Tenancy		Q2 25/26
Promote Broxtowe Mediation Service, and the benefits of using mediation to address anti-social behaviour	Engagement		Q2 25/26
Consider what further action can be taken to address fly-tipping hot-spots.	Tenancy	This was identified as an area which concerned many tenants.	Q2 25/26
Hold Community Pop-up Events in area with high footfall, such as near schools and shops	Engagement	Target most dissatisfied areas, Chilwell and Stapleford	Q2 25/26
Research how other high performing organisations provide information to tenants and promote their anti-social behaviour work.	Engagement		Q2 25/26

Review information regarding anti-social behaviour, including on our website and in leaflets, with the Housing Influence Panel.	Engagement		Q2 25/26
Targeted further surveys to age groups that are most dissatisfied to identify trends	Engagement	Age groups with highest dissatisfaction – 25-34, 55-59	Q3 25/26
Targeted further surveys to tenants with tenancy lengths in the most dissatisfied groups to identify trends	Engagement	Length of tenancy with highest dissatisfaction – 1-3 years, 6-10 years.	Q3 25/26
Investigate offering BTEC Level 3 training for front line employees and those taking anti-social behaviour calls.	Tenancy		Q3 25/26
Consider introduction of anti-social behaviour BLZ course as mandatory training for all front line Housing employees	Tenancy		Q3 25/26
Consider follow-up meetings with some perpetrators to discuss the action taken	Tenancy	Would not be appropriate in all cases, but for some minor matters that are fully resolved would help understanding of what actions were effective and where improvements could be made.	Q3 25/26