

	Stockport Homes' Aims	ASB Strategy Aims	Action	Desired Outcome	Lead/Directorate	Lead Officer	Support Officer	Start Date	Deadline Date	Date of Assessment	RAG rating	Other information
1	Engage Customers and Communities		Continue to expand and deliver pre-tenancy support through the Tenancy Ready Service with particular emphasis on customers most at risk of tenancy failure or those with complex previous housing issues, working to address identified issues before a tenancy commences	Increased numbers accessing the service and strong evidence that those tenancies have gone on to not cause ASB	Operations	Emma Crick	Jax Brooks	01 April 2022	31 March 2023	31 March 2023		Annually thereafter
			Undertake the external peer review "Resilient Standard" process, to have the ASB service formally assessed against industry identified standards to ensure its delivering excellent services	Increased customer confidence that the ASB Service delivers excellent services	Operations	Liz Smith	ASB Team Leaders	01 April 2022	01 June 2022			
			Undertake the Domestic Abuse Housing Accreditation (DAHA) process, to have the SHG's approach to domestic abuse formally assessed against industry identified standards to ensure its delivering excellent services	Increased customer confidence that the SHG delivers excellent services for survivors of domestic abuse	Foundations	Geoff Birns	Liz Smith	01 April 2022	31 March 2023			
			Exploring capabilities of the new CX system to identify ASB hotspots on a monthly basis and then utilise data to identify neighbourhoods at greatest risk of ASB and crime	Ability to identify vulnerable customer groups with ease and develop targeted approaches to address	Operations	Liz Smith	ASB Team Leaders	01 April 2023	01 June 2023			
			Explore how Current Tenant Contacts and visits can be targeted to assist in identifying and protecting those at risk of causing ASB	Ability to identify vulnerable customer groups or neighbourhood with ease and develop targeted approaches to address	Operations	Rebecca Cullen	Neighbourhood Managers	01 April 2022	31 October 2022			
			Utilising ASB data develop actions to address ASB in those neighbourhoods identified as hotspot areas and publicise this within the Neighbourhood Action Plans	Ability to identify vulnerable customer groups or neighbourhood with ease and develop targeted approaches to address	Operations	Rebecca Cullen	Neighbourhood Managers	01 August 2022	30 September 2022			
			Continue to utilise designing out crime principles and the Community Safety Budget to make places and premises less vulnerable to crime and develop sustainable local solutions to protect public spaces	Increased feelings of safety within neighbourhoods	Foundations	Liz Smith	ASB Team Leaders	01 April 2022	31 March 2023			Annually thereafter
			Work with partners such as the Council's Targeted Youth Service and RTime, to deliver regular Youth Diversionary action in areas identified as hotspots, to reduce ASB amongst young people	Reduction in ASB and Youth Disorder across Stockport Referring young people not engaging in ASB	Foundations	Tanya King	Julie Nelson-Hall	01 April 2022	31 March 2023			
	Deliver thriving, safe and sustainable neighbourhoods	Implement effective early measures to prevent ASB occurring	Deliver engaging holiday activities and youth projects for young people throughout the year to increase self-confidence and resilience	Reduction in ASB and Youth Disorder across Stockport Referring young people not engaging in ASB	Foundations	Tanya King	Julie Nelson-Hall	01 December 2021	31 March 2023			
			Deliver Heartstone programme (hate crime prevention programme) in identified schools	Reduction in ASB and Youth Disorder across Stockport Referring young people not engaging in ASB	Foundations	Tanya King	Julie Nelson-Hall	01 April 2022	31 December 2022			
			Maximise use of the Allocations Policy to make applications from customers who have previously displayed high level anti-social behaviour (or behaviours that would lead to ineffective housing management) within an area ineligible, instead signposting to personal housing plans and alternative housing options and support	Effective risk based approach towards the support and management of rehousing applicants with a history of ASB and complex needs	Foundations/Operations	Geoff Birns/Emma Crick	Jo Buckley/Jax Brooks	01 April 2022	31 March 2023			annually thereafter
			Continue to complete new tenancy sign up actions in advance of any tenancy being signed up including checks of all property offers with the relevant Neighbourhood Housing Officer including affordability and fraud checks where applicable	Reduction in ASB from new tenants and a greater understanding of what is classed as ASB by new tenants	Operations	Emma Crick	Sarah Higgins	01 April 2022	31 March 2023			annually thereafter
			All viewings to be accompanied viewings with rehousing checklists completed as part of the viewing process and sign-ups to continue to include specific reference to acceptable tenant behaviour with a focus on what is deemed to be unacceptable and anti-social	Reduction in ASB from new tenants and a greater understanding of what is classed as ASB by new tenants	Operations	Emma Crick	Sarah Higgins	01 April 2022	31 March 2023			annually thereafter
			Ensure regular and pro-active monitoring of CCTV across Stockport Homes estates is being undertaken by the 24hr Concierge Service, reporting incidents of ASB to the dedicated officer and supporting any enforcement action by collating evidence and sharing this with the ASB team	Increased feelings of safety within neighbourhoods	Foundations	Jenny Bewell	Ferri Brown	01 April 2022	31 March 2023			annually thereafter
			Deliver an 18 month tenancy neutral project in partnership with the Council and GMP, to tackle "cuckooing" in the Borough identifying those at risk of being cuckooed and putting adequate safeguard in place to prevent cuckooing occurring	Improved safeguarding of individuals and reduced community impact	Operations	Liz Smith	ASB Team Leaders	01 April 2022	30 June 2023			
2	Engage Customers and Communities		Deliver an 18 month tenancy neutral project in partnership with the Council and GMP, to tackle "cuckooing" in the Borough by taking interventions to protect resident who have already been cuckooed and taking appropriate action to reduce harm and enforcement action against those identified as perpetrators	Reduction in crime, harm and antisocial behaviour, and reduced risk of re-victimisation cuckooing	Operations	Liz Smith	ASB Team Leaders	01 April 2022	30 June 2023			
			Review the approach to perpetrators using the Positive Engagement Service to further report those clients who can be referred in the service to improve outcomes in intervening in ASB	Improved safeguarding of individuals and reduced community impact	Operations	Liz Smith	Lee Ishenwood	01 June 2022	30 September 2023			
			Housing Support Officers continue close liaison with the Positive Engagement Officers to ensure appropriate support in place for those customers who have established an ongoing in service ASB but require ongoing support to sustain positive changes to behaviour most at risk of eviction as a result of ASB	Customers presenting with additional vulnerabilities are supported to live as independently as possible and successfully maintain their tenancies	Foundations	Eva Holt	Independent Living Team Leaders	01 April 2022	31 March 2025			
			Deliver one to one mentoring with vulnerable young tenants through Youth Diversionary Officer to reduce ASB and improve tenancy sustainment	Increased numbers accessing the service and strong evidence that those tenancies have gone on to not cause ASB	Foundations	Tanya King	Julie Nelson-Hall	01 December 2021	31 March 2023			
	Deliver thriving, safe and sustainable neighbourhoods	Deliver successful and sustainable interventions for those engaging in ASB	Continue to educate new tenants who are receiving Tenancy Ready support around ASB and specifically examples of ASB which could impact on neighbours and the neighbourhood, engaging promptly with ASB team if service users become perpetrators or victims of ASB early in their tenancy	Reduction in ASB with new tenants specifically those receiving support from tenancy ready Team. Greater reporting of ASB experienced by tenants who have used the Tenancy ready Service	Operations	Emma Crick	Jax Brooks	01 April 2022	31 March 2023			annually thereafter
			Ongoing development of Housing First and Rough Sleeping Accommodation programme to deliver intensively supported housing options to people with complex needs	Increased numbers accessing the service and strong evidence that those tenancies have gone on to not cause ASB	Foundations	Geoff	Rachel Ryan	01 April 2022	31 March 2023			
			Development of inhouse Drug and alcohol outreach services to target those causing community based issues	Increased numbers accessing the service and strong evidence that those tenancies have stopped causing ASB	Foundations	Geoff	Kim Housley	01 April 2022	31 March 2023	Foundations		
			Establishment of new inhouse Adult Social Care role focusing on the support of people who are homeless or at risk of homelessness and with complex needs	Increased numbers accessing the service and strong evidence that those tenancies have stopped causing ASB	Foundations	Geoff	Kim Housley	01 April 2022	31 March 2023			
3	Deliver thriving, safe and sustainable neighbourhoods	Take effective and robust enforcement action against those who persist in causing ASB	Undertaking a review of the structure of the ASB Service to ensure that it is fit for purpose and effectively meets the changing demands of ASB in neighbourhoods	Effective and adequate structure in place to meet current demand	Operations	Liz Smith	ASB Team Leaders	01 June 2022	31 October 2022			
			Deliver refresher training to all ASB staff on legal tools and powers and how best to apply them in different cases	Knowledgeable and highly skilled staff that are able to deal with cases and support customers	Operations	Liz Smith	ASB Team Leaders	01 June 2022	30 September 2022			
			Deliver training in domestic abuse legislation and non-molestation orders	Knowledgeable and highly skilled staff that are able to deal with cases and support customers	Operations	Liz Smith	ASB Team Leaders	01 April 2022	30 April 2022			
			Increase the use of community protection warnings and notices as the first stage of legal action to try and resolve problems swiftly	More effective case management, cases being progressed more quickly and improving the customer journey	Operations	Liz Smith	ASB Team Leaders	01 April 2022	31 March 2023			annually thereafter
			Deliver training on the Care Act and Equality Act with a focus on effective approaches on how to overcome the legal barriers in places on enforcement officers in being able to take legal action swiftly	Knowledgeable and highly skilled staff that are able to deal with cases and support customers	Operations	Liz Smith	Michelle Doddie (Legal Services)	01 April 2022	30 April 2022			
			Work with partners, in particular GMP, to identify to safest way to take effective and proportionate enforcement action against prolific perpetrators identifying whether criminal or civil action is the most appropriate	More effective case management, cases being progressed more quickly and improving the customer journey	Operations	Liz Smith	ASB Team Leaders	01 April 2022	31 March 2023			annually thereafter
			Request at least one positive requirement clause with every injunction application so that prohibitions are alongside effective interventions to prevent behaviour linked to drug, alcohol or mental health from continuing	Positive requirements orders increases and repeat incidents of ASB reduce	Operations	Liz Smith	ASB Team Leaders	01 April 2022	31 March 2023			annually thereafter
			Explore the use of electronic signatures for witness statements to reduce the time taken to get cases into court	Cases being issued to Court more quickly bringing speedier resolutions	Operations	Liz Smith	ASB Team Leaders	01 April 2022	31 March 2022			
			Utilise SharePoint effectively using to share written witness statements with legal services to enable amendments of statements to take place more speedily, thus reducing the time taken to get cases into court	Cases being issued to Court more quickly bringing speedier resolutions	Operations	Liz Smith	ASB Team Leaders	01 April 2022	31 March 2022			Monthly thereafter
4	Engage Customers and Communities	Facilitate strong complainant and community empowerment and support for those who experience ASB	Review the ASB Risk Assessment Matrix to ensure it correctly identifies complainants vulnerabilities and that those classed as high risk/vulnerability are then sign posted to suitable support services	Well supported complainants who feel safe and during their case and result in high levels of satisfaction with the service	Operations	Liz Smith	ASB Team Leaders	01 April 2022	31 March 2023			
			Explore the feasibility of reintroducing dedicated Complainant Support Officers to provide specialist, one to one support to the most vulnerable complainants for the duration of an open that they are involved in	Well supported complainants who feel safe and during their case and result in high levels of satisfaction with the service	Operations	Liz Smith	ASB Team Leaders	01 April 2022	31 March 2023			
			Signpost those experiencing ASB who need additional support whilst their case is being dealt with to either the Targeted Prevention Alliance or GM Victims Services	Well supported complainants who feel safe and during their case and result in high levels of satisfaction with the service	Operations	Liz Smith	ASB Team Leaders	01 April 2022	31 March 2023			
			Undertaking two benchmarking visits to other organisations that have been identified as providing a service or scheme for victims that is considered to be Best Practice and consider if similar schemes can be introduced	Best practice explored and implemented where appropriate	Operations	Liz Smith	ASB Team Leaders	01 April 2022	31 March 2023			Annually thereafter
			Explore the benefits and feasibility of providing a more specialist ASB of hours service in the evenings and at weekend, such as security patrols in hotspot areas	Benefits explored and implemented where appropriate	Operations	Liz Smith	ASB Team Leaders	01 October 2021	31 March 2023			
			Case Officers will develop meaningful action plans with complainants and maintain at least weekly contact to provide the human touch and give updates and check on their welfare	Well supported complainants who feel safe and during their case and result in high levels of satisfaction with the service	Operations	Liz Smith	ASB Team Leaders	01 April 2022	30 April 2022			Monthly thereafter
	Deliver thriving, safe and sustainable neighbourhoods		Establish a training provider of motivational interviewing, empathy and active listening techniques and deliver to all ASB Service colleagues	Increased feeling of support for customer	Operations	Liz Smith	ASB Team Leaders	01 April 2022	30 June 2022			
			Improved services delivered to all residents of Stockport regardless of tenancy	Improved communication to complainants in cases, high levels of satisfaction with the service	Operations	Liz Smith	ASB Team Leaders	01 April 2022	31 March 2023			Annually thereafter
			Work with "Warrior Roof" tenants group undertake an early review of the Hate Crime policy and procedure to ensure it is fit for purpose and victim focused	Engaged and empowered tenants and residents, improved policy and procedure for tackling hate crime	Operations	Liz Smith	ASB Team Leaders	01 April 2022	30 June 2022			
			Explore the feasibility of developing a "peer support" network, utilising customer volunteers who have experienced ASB to provide support to current complainants in ASB cases	Well supported complainants who feel safe and during their case and result in high levels of satisfaction with the service	Operations	Liz Smith	ASB Team Leaders	01 April 2022	30 September 2022			
			Ensure all success in tackling ASB and organised crime is effectively publicised so as to increase customer confidence	Increased customer confidence that the ASB Service delivers excellent services	Operations	Liz Smith	ASB Team Leaders	01 April 2022	30 April 2022			Articles monthly thereafter
5	Deliver thriving, safe and sustainable neighbourhoods		Ensuring consistent and outcome focused attendance at PBI to develop bold solutions to cases which is centred on people and enables increases in early intervention and prevention activity	Increased scope to identify early interventions in partnership, that can achieve long-term resolutions and reductions in ASB	Operations	Liz Smith	ASB Team Leaders	01 April 2022	30 April 2022			Monthly thereafter
			Raising awareness of existing, new and/or emerging crime and ASB risks through active awareness programmes and campaigns including hate crime and exploitation awareness weeks	Increased scope to identify early interventions in partnership, that can achieve long-term resolutions and reductions in ASB	Operations	Liz Smith	ASB Team Leaders	01-Apr-22	30-Mar-23			annually thereafter
	Support the Council to meet its aim	Contribute to effective "Integrated Intelligence" to help solve community problems in partnership	Work closely with Operation Challenge Team to increase link to the Challenge Room on Operation Crime Groups in Stockport so that effective legal action, both criminal and civil, can be taken and disrupt criminal activity	Increased scope to identify early interventions in partnership, that can achieve long-term resolutions and reductions in ASB	Operations	Liz Smith	ASB Team Leaders	01 April 2022	30 April 2022			Monthly thereafter
			Identify and target the most persistent offenders using multi-agency forums including the Youth ASB Panel and Ward Level meetings, and take the lead in enforcement cases that directly affect SHG Housing Management Function	Improved safeguarding of individuals and reduced community impact	Operations	Liz Smith	ASB Team Leaders	01 April 2022	30 April 2022			Monthly thereafter
			Ensure regular attendance at Safer Stockport Partnership and sub groups (including but not limited to the Partnership Delivery Group and NAAAC) so that approaches to tackling crime and ASB and joined up and support the aims of all agencies	Increased scope to identify early interventions in partnership, that can achieve long-term resolutions and reductions in ASB	Operations	Liz Smith	ASB Team Leaders	01 April 2022	30 April 2022			Monthly thereafter
			Working with the partner agencies including GMP, Targeted Youth Services and the MASH to identify the most vulnerable young people at risk of being involved in ASB and organised crime and assist in delivering measures to prevent them doing so	Improved safeguarding of individuals and reduced community impact	Operations	Liz Smith	ASB Team Leaders	01 April 2022	30 April 2022			Monthly thereafter
			Merge the Public Space CCTV control room and the Stockport Homes Control Room together to create a dedicated hub for all Public Space and housing / estate management CCTV to be monitored from	Improve the speed and accuracy of incident reporting by operating from a single site	Foundations	Jenny Bewell	Ferri Brown	01 April 2022	30 March 2023			Annually thereafter
6	Deliver thriving, safe and sustainable neighbourhoods		Supporting the Council by being open to alternative methods of delivery of ASB services in the "place private sector" and domestic noise delivering services for the Council	Growth of the service and income for SHG. Improved services delivered to all residents of Stockport regardless of tenancy. Increased positive reputation of SHG as a leading ASB Service provider	Operations	Liz Smith	ASB Team Leaders	01 April 2022	01 December 2022			
			Develop a business plan for the ASB Service detailing activities it will undertake to grow the income received from delivering CCTV, Noise and other services to other organisations across Greater Manchester and beyond	Growth of the service and income for SHG. Improved services delivered to all residents of Stockport regardless of tenancy. Increased positive reputation of SHG as a leading ASB Service provider	Operations	Liz Smith	Lee Ishenwood	01 April 2022	01 October 2022			
	Support the Council to meet its aim		Explore more integrated neighbourhood and place based working arrangements with the Council and other partners	Growth of the service and income for SHG. Improved services delivered to all residents of Stockport regardless of tenancy. Increased positive reputation of SHG as a leading ASB Service provider	Operations	Liz Smith	Rebecca Cullen	01 April 2022	01 March 2023			