

SYHA Action Plan

We would like to thank the scrutiny panel for a very detailed and informative piece of work including a set of very considered recommendations. We have added a comment for clarity and an action against each recommendation.

Report Recommendation	Comment	Action	By whom	By when
1. Ensure there is a consistent approach to recording ASB in both General Needs and Livewell.	We recognise that there is work to do to have a consistent approach across all teams at SYHA.	<p>We will publish and roll out an SYHA procedural manual for all front-line housing staff outlining how we record and action ASB.</p> <p>We will provide a full briefing for all front-line staff on the revised ASB Policy and Procedure.</p>	<p>Neighbourhood and Mixed Tenure Manager</p> <p>Heads of Service</p>	September 25
2. Clarify in the policy the instances where we wouldn't attempt to carry out an ASB satisfaction survey. Ensure there is an open, transparent and	We would not generally survey when we feel it would be inappropriate or insensitive to do so or potentially cause offence. An example of this would be when a customer has already expressed their dissatisfaction with the	<p>The policy has been updated to clarify our position:</p> <p><i>"We will make sure customers are given this opportunity to feedback and that their views are listened to carefully. There may be some cases where we do not survey customers, and these will be</i></p>	Completed	

<p>robust process in place where we choose not to survey someone.</p>	<p>ASB case handling and is going through our complaints process.</p> <p>This approach is in line with the other social housing landlords in our ASB benchmarking group.</p>	<p><i>signed off by a Manager. These include where the complaint has been made anonymously or where it might be insensitive or inappropriate to do so i.e. where someone has already raised a formal complaint”</i></p> <p>For transparency and openness, the policy has now been published on the SYHA webpages: https://www.syha.co.uk/anti-social-behaviour/</p>		
<p>3. Ensure vulnerability questions are asked at 1st contact and all staff are confident and suitably trained to ask the questions.</p>	<p>The two new general risk assessment questions are intended to determine the impact of the ASB, the risk of harm and any vulnerabilities.</p> <p>These questions are asked by our Neighbourhood Officers at the start of a case,</p>	<p>We will work with the Head of Customer Experience to see if there is a way of upskilling our customer connect staff so that these questions may potentially be asked at the first contact.</p>	<p>Head of Landlord Services</p> <p>Head of Customer Experience</p> <p>Neighbourhood and Mixed Tenure Manager</p>	<p>September 25</p>

	because they have the necessary skills, knowledge and expertise and are the case owners.			
4. Share with customers how customer feedback is used to improve services.	<p>Current insight feedback has shown the following themes:</p> <ul style="list-style-type: none"> • Vulnerable customers and additional support • transparency around the legal advice we receive • frequency of our regular contact, at the start of their case. 	<p>We will annually publish customers feedback via our website 'you said, we did'.</p> <p>We will publish a vulnerability Policy.</p> <p>These requirements will be included in our new ASB procedural manual for staff.</p>	<p>Neighbourhood and Mixed Tenure Manager</p> <p>Customer Experience Team</p>	<p>November 25</p> <p>September 25</p>
5. Ensure it is established at the beginning of the case how much contact the	We agree that this is a key area for SYHA. To build trust and tailor our approach to individuals.	We will write both recommendations into the ASB procedural manual as part of the agreed action plan.	Neighbourhood Team Leaders	September 25

complainant expects and by which method. This should be considered on a case-by-case basis.		As a minimum we are committed to contacting complainants every 10 working days.	Neighbourhood and Mixed Tenure Manager	
6. Ensure all staff dealing with ASB are trained to show empathy and understanding, especially at the initial contact stage. Monitor customer insight to see if satisfaction is improving and quality check calls.	We agree that it's very important this happens consistently across SYHA.	<p>To ensure staff in customer connect receive training in how to show empathy and understanding when dealing with ASB cases.</p> <p>To continue to quality check staff calls with customers to help achieve high standards of consistency.</p> <p>At Quarterly customer voice reviews, to focus on satisfaction for ASB handling.</p>	<p>Customer Connect Managers</p> <p>Neighbourhood and Mixed Tenure Manager</p>	<p>September 25</p> <p>Ongoing</p>
7. Where a customer has given negative feedback about a lack of empathy and understanding	Complainants are currently asked for their views around closed ASB cases.	Any concerns around staff behaviour and values would be shared with the Team Leaders/Neighbourhood Team.	Team Leaders Customer Connect & Neighbourhood Team Leaders	Ongoing

<p>investigate why this happened to determine if individual training is needed. If a wider problem is identified consider an automated telephone survey immediately after the call.</p>	<p>Any specific insight in terms of empathy would also be captured at this point.</p> <p>A new telephony system is being introduced, which may have more options for customer surveys.</p>	<p>Customer Connect will continue to review the ASB satisfaction survey and call handling results. As part of this we will discuss any options for following up calls with automated surveys, and we will feedback a progress update on this in November 2025.</p> <p>We will also add this requirement within the ASB procedural manual.</p>	<p>Customer Connect Managers</p> <p>Neighbourhood and Mixed Tenure Manager</p>	<p>November 2025</p> <p>Ongoing</p>
<p>8. Ensure both the Neighbourhood Officer and person surveying considers if extra support is needed after a case is closed and offers a follow-up call, if appropriate.</p>	<p>Our current approach would be for the Neighbourhood Officer/Case Owner to consider whether any support referrals are required by the customer throughout their ASB case, including closure stage.</p>	<p>The person carrying out the ASB survey will flag any specific support needs with the Neighbourhood Officer / Case Owner who would then contact the customer.</p> <p>We will also add this aspect within the ASB procedural manual.</p>	<p>Customer Connect</p> <p>Case Owner</p> <p>Neighbourhood and Mixed Tenure Manager</p>	<p>Ongoing</p>

<p>9. Consider how to be more inclusive with information about ASB, in particular:</p> <ul style="list-style-type: none"> • Known vulnerable groups • Elderly customers • Less digitally able customers • Non-English-speaking customers 	<p>Website improvement (led by our marketing team) including auto translation are in process and being scoped.</p>	<p>We will:</p> <ul style="list-style-type: none"> • Provide hard copies of the ASB policy. This would be printed in large font or provided in braille. • Share ASB information by using their preferred method of contact. • With the customer's consent, we will share ASB information with their support provider, family member, friend or advocate. 	<p>Case owner Marketing Team</p>	<p>September 25</p>
<p>10. On the SYHA website, take into consideration customers who may find it difficult to read lots of information and consider the use of a video showing key</p>		<p>We will look to create a video/case studies and add this to the website to outline the process.</p>	<p>Neighbourhood Management Team</p>	<p>September 25</p>

points of the ASB process.				
11. On the SYHA website give examples of ASB cases by either showing case studies or FAQ so customers have a better understanding of the ASB process, including the need for evidence and the different types they may be asked to provide.	<p>These are great suggestions and will complement our new ASB pages on the SYHA website.</p>	<p>We will produce a case study for the website to help bring the ASB process to life.</p> <p>We will also create some frequently asked questions on the website to provide further clarity.</p>	Neighbourhood Management Team	September 25
12. Educate about litter and fly tipping, concentrating on prevention and include useful links on the Website.	<p>Where we have an ASB complaint about littering we will speak to the person and educate them.</p> <p>We currently work with Local Authorities to</p>	<p>Later this year we will publish our Neighbourhoods and Estates policy. This will include SYHA actions on fly tipping and links to partner agencies who can prosecute and help.</p>	<p>Head of Landlord Services</p> <p>&</p> <p>Neighbourhood</p>	November 25

	investigate all incidents of illegal dumping and aim to remove from our land within 5 days to prevent further build up and prevent ASB issues.		and Mixed Tenure Manager	
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