

RSP Recommendations and Actions

Recommendation	Actions	Target	Progress
Further develop a triage system that can be used at the first point of contact, so customers are aware of the categorisation at the point of reporting, enabling IVH to better manage expectations and demonstrate accountability.	New ASB policy and procedure to include new risk assessments and process flow to support improved triage	May-24	Complete
	Training for CSST in initial recording of ASB cases	Jul-24	Complete
	Review apprenticeship option for dedicated triage post.	Jul-24	Complete
Assign a named person to a case and offer an initial meeting to suit the complainant to discuss the matter and agree timescales for updates and communication.	Include in new Policy and provide training to the team.	May-24	Complete
Include more information around hate crime reporting on the website and promote the ASB Case Review (community trigger) with customers.	Develop section on website around Hate Crime reporting.	Jul-24	Complete
	Develop section on website around ASB Case Reviews looking at best practice on this.	May 2025	Complete
	Include information in rent statements on ASB and Hate Crime reporting	April 2025	Complete
Develop an action plan based on a harm-centred approach (as per Housing Ombudsman Service recommendations).	Include in new Policy and procedure and provide training to the team.	May-24	Complete
Effectively introduce and use allocations policies and local lettings policies to encourage a holistic community-based approach, to minimise ASB, and strengthen the interview process for new applicants.	Review areas where local lettings policies could be effective.	May 2025	In Progress
	Create local letting policies for high-risk areas and gain sign off from Local Authority Partners	October 2025	In progress
	Communicate local lettings policies to colleagues and customers	October 2025	In progress
Improve support for, and communication with, customers who report noise	Review void policy around carpets and keep where possible	April 2025	Complete

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nuisance and ensure an empathetic approach and investigate low-cost mitigations to minimise noise transfer between homes.	Investigate low-cost mitigations and build costs into next year's budget	Apr-25	Complete – budget has been increased this year to consider low cost mitigations such as fitting flooring, door sweeps, rubber mats to properties where there is an ongoing noise nuisance issue.
Promote mutual respect between neighbours with Good Neighbour Agreements and promoting the 'dear neighbour' cards with customers.	Include Good Neighbour Agreement in new customer welcome pack.	May 2025	Complete
	Create new Good Neighbourhood Management Policy.	May 2025	Complete – May 2025
	Create a Good Neighbour toolkit and communicate this with customers.	May 2025	Complete
Ensure logged evidence is clear or supported with definitions to prepare for a case to be presented in court.	Re-fresher training for all Neighbourhood Officers	May-24	Complete
	Regular case reviews and audits by Community Safety Team with Neighbourhood Officers	Instructed to do this from May-24	Complete and on-going
When gathering feedback about the ASB service: Consider contacting customers without email via phone or letter, to ensure their experience is heard. Explore the possibility of completing survey by email rather than a web browser. Add the word 'support' into the question 'How satisfied are you with the service provided by IVH in handling your ASB complaint?'	Community Safety Team to contact customers without email or mobile numbers after cases are closed to complete the survey.	Instructed to do this from May-24	Complete
	Explore the possibility of completing survey by email rather than a web browser.	Apr-24	Complete - Not possible, but an email link to provide feedback included in the survey email.
	Change wording on the ASB survey.	Apr-24	Complete