

IPSWICH
BOROUGH COUNCIL

HOUSING SERVICES ANNUAL REPORT 2025



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This annual report reflects on Ipswich Borough Council's performance against the promises we made within our Local Standards.

The Regulator for Social Housing has updated its expectations of all Social Housing Landlords, including Ipswich Borough Council, services to Tenants through the introduction of four Consumer Standards.

The Regulators expectations outline how housing providers should engage with, listen and learn from Tenants and ensure they provide appropriate services, high quality homes and safe communities.

THESE STANDARDS ARE:

- **Transparency, Influence and Accountability**
- **Safety and Quality**
- **Tenancy Standard**
- **Neighbourhood and Community**

The Council works with Tenants to look at how services can improve and meet these standards. The Council produced some Local Standards which are a result of a collaboration between Tenants and the Council to set out in practical terms what Tenants can expect and how the Council will be held to account.

Printed copies of this report including print outs of the information accessible from the QR codes can be requested from the Tenant Engagement team by emailing Tenant.Engagement@ipswich.gov.uk or by calling 01473 432000.

LOCAL STANDARDS



WELCOME TO THE ANNUAL REPORT 2025



Alternative formats of this document can also be requested (for example, in large print or Braille, as an audio file, translated to other languages or on coloured paper)

এই নথির বিকল্প ফর্ম্যাটগুলি বড় মুদ্রণ বা ব্রেইলিতে, একটি অডিও ফাইল হিসাবে, অন্যান্য ভাষায় বা রঙিন কাগজে অনুবাদ করা যেতে পারে।

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ههروهها دمتوانریت فۆرماتی جیگر هومی ئەم بەلگەنامەیە بە چاپی گهوره یان بریل داوا بکړیت، وەک فایلێ دهنگی، وەرگیردراو بۆ زمانهکانی تر یان لهسەر کاغەزی رنځاوپرهنځ.

FOREWORD

"Last year saw the Regulator of Social Housing (RSH) start a programme of inspections of social housing providers, Ipswich Borough Council welcomes this as we believe it will benefit Tenants in the long term. The Regulator has a set of Consumer Standards in place, so over the last 12 months The Council has been working hard to ensure we can provide evidence of how we will meet those standards.

We have also continued our work from last year to ensure Tenants have their say in the service via the Tenant Engagement Panel and Volunteer Involved Tenants.

One area that Tenants have asked us to focus on is repairs, over 22,000 repairs were completed over the past 12 months and over £25 million was spent on repairs. We are still meeting our target of 80% of repairs being completed within the stated time. The introduction of our on-line reporting tool for faults has helped us improve the service. Tenants who have used the service have been very positive with their feedback including being able to book the repair for a suitable day and time to them.

We have also continued with our planned maintenance programmes, this has included new roofs, new bathrooms, new wet rooms, new kitchens, and homes fitted with solar panels.

This year has seen 67 affordable rent homes built at Ravenswood and 150 affordable rent homes built at Bibb Way. All of these are now let with more to follow at Hawke Road and Fore Hamlet in 2026.

I continue to be very proud to be the portfolio holder for housing at Ipswich Borough Council. Our housing properties and our Tenant's welfare continue to be our top priorities.

We hope you enjoy this report, find it useful and informative."



Councillor Alasdair Ross

The Tenant Engagement Panel (TEP) are proud to represent fellow Tenants to work and improve issues that mean the most to them. Panel members don't just attend meetings, they talk to each other and other Tenants in their communities and others across the Town. The TEP meet regularly to plan their activities, discuss the Council's approach and performance and to make sure Tenant views are represented and taken into account.

Sally Soon – Chair of Tenant Engagement Panel
Eric Pearl – Chair of Scrutiny Panel



Chairs

The Council is proud of its track record of providing quality homes for Ipswich Tenants. In February, Ipswich Borough Council received its first routine inspection by the Regulator of Social Housing. Their judgement was published in July, and we wrote to all Tenants to explain the findings.

We are carrying out stock condition surveys to ensure our homes are safe and decent. As a landlord, we will do this as a minimum, every five years. The survey focuses on assessing twenty-nine potential hazards. We have surveyed 5,762 homes to date and the programme will be completed by the Autumn 2026. If any issue is identified, we will immediately resolve it.

We have undertaken a Tenant Census which has given us insight so that we can tailor our services directly to your needs for example sending translated documents wherever necessary or knowing your preferred method of contact.

We have also carried out an independent review of how our Tenants can be engaged in the services we provide, and this will involve delivering an action plan to encourage and support more of you to have meaningful opportunities to scrutinise housing services.

TRANSPARENCY, INFLUENCE and ACCOUNTABILITY

WE WILL TREAT ALL Tenants WITH FAIRNESS AND RESPECT

- ✔ We will take action to deliver fair access to, and equal opportunities for, housing and landlord services for all Tenants.

Our aim is to provide tenants with services that are accessible, efficient, and easy to use. As part of our digital-first approach, we continue to enhance simple online services that give tenants more choice in how they contact us. While digital channels expand, we remain committed to offering responsive and reliable support by telephone through the Customer Contact Centre.

This year, we experienced a **2%** increase in calls received for Tenancy Services and Repairs. We are continuing our focus on ensuring online services are as easy to use as possible for our tenants to enable them to self-serve online 24/7 at their convenience. An example of this is the recent work conducted to simplify the online housing repairs portal, tenants can now upload photos of the repair required, improving first time fix and we have also added a 'chasing repairs' function via the portal, to save tenants time in having to call us. By deflecting calls to our online services we can free up our Customer Service Advisors to focus their time on supporting tenants with complex queries or those who do not use digital services.

We continue to work towards our target of answering at least **85%** of incoming calls. Although performance varies across service areas, we remain focused on service improvements to ensure we consistently meet this standard.

Telephone Call Handling – Housing - 2025

- **Tenancy Services:** 18,453 calls received, **80%** answered
- **Emergency Repairs:** 5,695 calls received, **96%** answered
- **Standard Repairs (Chasing Existing Repair):** 13,320 calls received, **80%** answered
- **Standard Repairs (New and Sign-ups):** 8,847 calls received, **93%** answered
- **Tenancy Income:** 2,231 calls received, **90%** answered

Total calls: 48,546



We are continuing to improve our online services making it easier for residents, Tenants and customers to contact us via the website.

Online services are available at any time of the day, whilst also being able to use online forms to pay, apply and report services.

You can report, request, apply or make payments online whenever and wherever you want.

3035 Tenants are now registered to access their rent account and request repairs online with the Housing Online, My Account portal. This is a **40%** increase from last year's figure of **2166** Tenants.

This quick and easy online tool can be accessed anytime, anywhere from any device.

REGISTER HERE



✓ **We will take Tenants views into account in our decision-making about how landlord services are delivered.**

Our Tenant Engagement Strategy 2024/27 was formally adopted by the Council in August 2024. Tenants were closely involved in the strategies development, with Tenants attending the Steering Group as well as other Tenants expressing their opinions through consultation with the Tenant Engagement Panel.

Our vision is that our Tenants are involved to hold us to account as their landlord and have opportunities to scrutinise and become active in shaping their housing services.

Our Tenant Engagement Strategy for 2024 to 2027 has three priorities:

- To improve the way we communicate with Tenants.
- To promote and support Tenant involvement.
- To use what we are told to improve our services.

Working with Tenants we have also developed "Choices for Voices" which gives more options and opportunities for Tenants to get involved, have their say and shape service improvements.

The Tenant Engagement Panel contributed to the progression of the Asset Management Strategy, the Tenant Engagement Strategy and Local Standards. It also scrutinised the Councils performance reported by the Tenant Satisfaction Measures and were involved in the development of a suite of operational policies which are focused on improving or expanding the services we provide.



FOR MORE INFORMATION



AREA HOUSING PANELS

Between the East and West panels, there was a total of £17,438 committed to improvements across Ipswich. This has included improvements to bin stores, to the introduction of benches and external based estate improvements such as wall repairs as examples.

- ✓ We will communicate and provide information so Tenants can use landlord services, understand what to expect from us, and hold us to account.

We have developed our website information to provide more information to Tenants and have publicised this through the Tenants' Times monthly bitesize email newsletter which is also available on our website.

Content Includes:
Information about the relevant roles and responsibilities of senior level officers and the Housing Portfolio Holder, who have responsibility for compliance with the consumer standards as set by the Regulator of Social Housing:

HOUSING SERVICES MANAGEMENT



Information about what Tenants can expect from the Council: A Decent Home, A safe home, A home fit for human habitation, notice when the Council wants to visit, accessible services for disabled Tenants.

COUNCIL TENANTS RIGHTS



We have also developed policies, which clearly set out our approach to various matters such as how we manage our homes.

HOUSING POLICIES



- ✓ We will collect and provide information to support effective scrutiny by Tenants of our performance in delivering Landlord services.

We publish information about Tenant satisfaction and our performance on our website

TENANT SATISFACTION MEASURES



This information is also reported back to the Tenant Engagement Panel.

The Tenant Satisfaction Measures are a way for all Tenants to scrutinise and provide feedback to us. The information collected highlights how the Council's Housing Services are performing, for example **78%** of surveyed Tenants were satisfied overall in 2024/25.

The feedback given also allows us to review certain areas. Feedback from the TSM's have led to the Council directly reviewing its approach to dealing with reports of Anti-Social Behaviour and handling complaints.

✔ We will collect and provide information to support effective scrutiny by Tenants of our performance in delivering Landlord services.

We publish information about Tenant satisfaction and our performance on our website.

This information is also sent out to Tenants who subscribe to Tenants' Times and reported back to the Tenant Engagement Panel.

✔ We will ensure complaints are addressed fairly, effectively, and promptly.

The Housing Ombudsman's Complaint Handling Code sets out good practice to allow landlords to respond to complaints effectively and fairly. The Council completes a self-assessment each year to show how we comply with the Code.

OUR MOST RECENT SELF ASSESSMENT



Complaints Performance - 2025

Overall, Housing had **281** complaints in 2025.

- **Stage 1 complaints received:** 251
- **Stage 1 responses within target timescale:** **95.62%**
- **Stage 2 complaints escalated:** 30
- **Stage 2 responses within target timescale:** **63.33%**



Should a complainant be dissatisfied with the Council's response to a Stage 2 complaint they can take the complaint by referring it further to the Housing Ombudsman. Results can be found at: www.housing-ombudsman.org.uk/decisions/

The Council are working hard to improve complaint handling. Our focus has been placed in the following areas

Working closer with Tenants to learn from complaints

- Sharing the feedback received with those responsible for those particular services to hold them accountable and highlight where improvement is needed
- Working towards creating a complaints panel including Tenants, to scrutinise root causes, responses and improving services for Tenants
- Focussing on issues raised within staff training and meetings

TENANT ENGAGEMENT CASE STUDY

Pamela, a member of the West Area Housing Panel, was approached by neighbours requesting new benches for their communal garden. The old benches, originally bought by Tenants, had become unsafe due to age and deterioration. Pamela raised the issue with the Area Housing Panel, which approved funding to purchase five new benches made from durable recycled materials.

Some of the Council's Repairs team voluntarily helped deliver and position the benches, even giving up their own lunchtimes to complete the work. The new benches not only improved the safety and usability of the garden but also supported sustainability through recycled materials.

The project had a positive impact on the community, fostering pride, encouraging outdoor social interaction, and bringing visible joy to Tenants, demonstrated by the smiles seen when the benches were installed.



SAFETY and QUALITY

The current Housing Asset Management Strategy for 2024 – 2030 has ten key priorities, which are important to meeting the housing needs of Tenants. These priorities relate to the properties which the Council's owns and rents. The priorities are:

1. Ensuring our homes are safe and secure
2. Delivering effective services (i.e., repairs and maintenance to those homes)
3. Improving the quality and decency of our homes and neighbourhoods
4. Ensuring intelligent, data led asset management
5. Decarbonising our homes
6. Modernising our sheltered housing accommodation
7. Regenerating, developing, and evolving our range of homes
8. Embracing technology and digital approaches
9. Delivering an excellent customer experience
10. Having the right resources in place to deliver our work

✔ We will take all reasonable steps to ensure the Health and Safety of Tenants in their homes and associated communal areas:



Where homes required gas safety checks, **100%** have been carried out



Where homes required fire risk assessments, **100%** have been carried out



Where Communal Areas need asbestos Management Plans and homes need surveys ahead of any work **100%** have been carried out.



Where IBC homes have shared water system, **100%** of the communal area within the scheme has had a Legionella Risk Assessment completed.



Where communal passenger lift safety checks were required, **100%** have been carried out



✔ **We will understand the condition of our properties to inform the provision of good quality, well maintained and safe homes for Tenants.**

Our aim is to effectively maintain and improve properties and local environment in order that our homes will meet, **and exceed**, the Decent Homes Standard set by the Government. This year all apart from **2** of our **7879** properties, met the Decent Home standard. We continue to review and strengthen the standard with enhanced specifications now including energy efficiency measures to support our carbon reduction aspirations. Future work will include independent inspections using the Housing Health and Safety Rating System which will assess **29** different aspects in every Council-owned and maintained home.

✔ **We will provide an effective, efficient and timely Repairs, Maintenance and Planned improvements service for the homes and Communal Areas for which we are responsible.**

We carried out significant programme of repairs, major improvements, adaptations and compliance to ensure our homes meet the Government Decent Homes Standard investing **£25m** this year.

What this means for you:

Your home will meet high safety and quality standards. We carry out regular checks for a number of areas including gas, fire, asbestos, and electrical safety.

If something breaks, you can book a repair online and choose a time that works for you. We invest millions each year to improve homes—new kitchens, bathrooms, roofs, and energy-saving features like solar panels.

REPAIRS TO COUNCIL HOMES	
	2024/25
Responsive repairs completed	22,464
Repairs completed on time within the allocated priority	78%
Costs to meet the Government Decent Homes Standard	£25m



→ **PLANNED MAINTENANCE**

During various Planned Maintenance projects, Tenants are given the opportunity to decide on how their home looks. For example, with Kitchen and Bathroom upgrades Tenants are able to choose wall, cupboards, and floor colours.

Our Planned Maintenance programme ensures that the outside of all council houses are well looked after. We aim to repair and paint the outside of our council homes every seven years. **749** External Stock Condition Surveys to detail the works required were completed, all of which included an element of choice around external painting such as doors and walls.



In total, **346** Kitchens and Bathrooms were replaced in the year.

→ PROPERTY IMPROVEMENTS

Work to improve Tenants' homes over the year included:



270

homes re-roofed



89

new bathrooms fitted



10

Wet rooms installed



233

new kitchens fitted



111

homes installed with solar (PV) panels



75

Secure by Design entrance doors installed



21

homes had Double-Glazed windows installed



73

homes electrically re-wired



1995

homes had Electrical condition reports completed



530

homes received new central heating installations with A rated boilers

→ EMPTY PROPERTIES (VOIDS)

373 properties were refurbished when they were empty prior to being re-occupied. The average number of days where a property was empty before the new tenancy started was **26** days this year.

→ GAS MAINTENANCE AND SERVICING

All our properties are required by law to have an annual gas safety inspection and service. This is to help keep Tenants' homes safe and we work hard with Tenants and our contractor to keep services up to date. This year we kept the number of outstanding services at a very low level again with Gas safety inspections completed at all **7376** homes that needed one.

→ ELECTRICAL AND DETECTOR TESTING

We conducted 1590 electrical checks to our homes and 86 to our communal blocks. 7326 Carbon Dioxide detectors were tested and over 7000 smoke detectors were checked.

→ DAMP AND MOULD INSPECTIONS

757 homes were inspected which resulted in 3131 repairs.



We will assist Tenants seeking housing adaptations to access appropriate services

333 Disabled Adaptations were completed to Council homes requiring the entire available budget. These included some major adaptations, which support Tenants to live independently in their homes. New build programmes are looking to address some of the needs around Disabled specific requirements for Tenants as well as adapting existing properties.

We have reviewed and updated our Disabled Adaptations Policy which was formally adopted by the Council in September 2024.

What this means for you:

- Every home is checked for safety risks, and we respond quickly to any issues.
- We aim to exceed government standards for decent homes using our own "Ipswich Standard", so you can feel confident your property is safe, warm, and well maintained.
- We're working to make homes more energy efficient, which means lower bills for you.

TENANCY

- ✔ **We will allocate and let our homes in a fair and transparent way that takes the needs of Tenants and prospective Tenants into account**

Finding a New Home:

Gateway to Homechoice is the councils choice based lettings system that replaced former 'housing registers'.

We operate a Fair and transparent way to apply for social housing including a council or registered provider home. Weekly property adverts and bidding cycle is Wednesday at midnight.

You can:

- Register and apply online.
- Bid for homes that are available during weekly cycles.
- Track your application status easily in order to help you understand where you are with finding a new home
- Step-by-Step Guide:
- Register on Gateway to Homechoice (Housing Register).
- Complete your application.
- Bid for homes when advertised.
- Wait for shortlisting and Housing offer.

What this means for you:

You have a fair and transparent way to apply for a council home or transfer to a different property with another Landlord.

You can bid for homes online at a time that suits you, and most properties are shortlisted within 24 hours after bidding closes.

If you need help with your application, our Accommodation Team can support you, whether that's completing forms, understanding your priority band, or finding the right property for your needs. We aim to process all applications within 20 days, so you won't be left waiting for months.

We aim to process all housing applications within 20 days.

NEW APPLICATIONS FOR COUNCIL HOME	
	2024/25
Applications for Council home	3,819
Average processing times	22



✓ We will support Tenants to help maintain their tenancy

→ **RENT**

We want to provide Tenants with a fair and supportive rents service, so they can maintain rent payments and rental income is maximised to support all housing work. This is achieved by setting rent payment as a priority. Collecting the rent on our properties ensures that we can continue to deliver a good housing service, repair, develop and support Tenants in their homes.



OUTSTANDING RENT	
	2024/25
Outstanding rent owed to the council at the end of March	£639,334
Percentage of the whole rent due to be collected	1.38%

The Councils Executive Committee approved our new Income Management Strategy, which was developed with the Tenant Engagement Panel, in January 2025. Its priorities are:

1. Support Tenants and sustain tenancies.
2. Identify and Manage Risks
3. Maximise income and minimise debt.
4. Use Tenant Insight to Improve Service

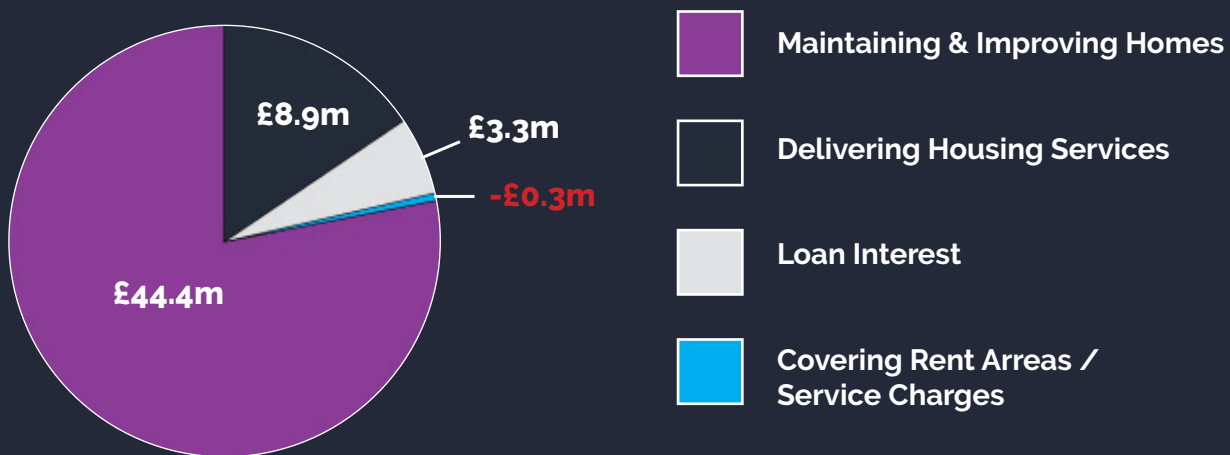
INCOME MANAGEMENT STRATEGY



HOW YOUR HOUSING RENT IS SPENT

In 2025 the Council Collected £56.6m in income for Housing. This was used to deliver services in support of your homes in the following ways.

Income includes rent from Tenants, grants and savings.



→ TENANCY SUPPORT

The tenancy support scheme offers help and assistance to our Tenants to successfully maintain their tenancy.

- **291** Tenants provided with floating support through the Tenancy Support Scheme.
- **19** Household Support Fund applications were approved.
- **104** referrals made to Anglia Care Trust for debt, budgeting, and welfare benefit advice.
- **127** households received assistance from the Tenancy Support Officers to move into or transfer between Council homes.
- **69** households were supported with making a Gateway to Homechoice application to move to more suitable accommodation.
- Enabled **38** households to downsize freeing up **68** bedrooms through the Tenant Incentive Scheme.

What this means for you:

If you're struggling to pay rent or manage your tenancy, we can help. Our tenancy support team offers advice on budgeting, benefits, and debt.

We can help you downsize, move to a more suitable home, or apply for financial assistance if you're in hardship. Our goal is to help you stay in your home and avoid eviction.

Sheltered Housing

The sheltered housing schemes offer a safe and supportive housing option for older Tenants.

→ SHELTERED HOUSING

The sheltered team continued to offer a daily wellbeing check to sheltered Tenants, including at weekends.

The overall occupancy rate for sheltered properties was **98.84%**. The occupancy rate has continued to rise year on year. In addition, an average of **99.5%** of Tenants had up to date support plans.

→ TENANCY VISITS

Last year Tenancy Services launched a new approach to completing visits to our Tenants. Formally known as "property Inspections" the service has established a more person-centred approach under the terminology of "Tenancy Visits". The basis of this new approach to visiting our Tenants is to ensure we prioritise Tenants that require help to sustain their tenancies.

We recognise that not all Tenants will need this additional support, however having a smarter approach to targeting our visits to those in need, will help the Council to fully support and engage with our Tenants.





NEIGHBOURHOOD and COMMUNITY

- ✓ We will work co-operatively with Tenants, other landlords and relevant organisations to contribute to the upkeep and safety of shared spaces associated with our homes.

→ COMMUNITY CARETAKERS

Our Community Caretakers help keep homes and neighbourhoods safe, clean and well maintained. They address door-entry issues, fly-tipping, dog fouling, removal of drugs and carry out minor repairs during both planned and reactive visits. This year, they have completed 42% more jobs and delivered 4% more pledged visits than the year before, helping Tenants enjoy safer and better-maintained homes.

COMMUNITY CARETAKERS	
	2024/25
Jobs	2680
Pledge visits	4057



- ✔ **We will co-operate with relevant partners to promote social, environmental and economic wellbeing in the areas where we provide social housing**

As set out in our Corporate Strategy, Proud of Ipswich, we will work towards becoming a Council that focuses on preventing the causes of poor health, a lack of skills and low incomes in our community. We will work hard to ensure that our residents and Tenants enjoy the best quality of life that they can.

The council and its partners have huge ambition for the area – an ambition backed by Government, who have provided £25 million of Towns Fund to deliver 10 projects; with many of these concentrated in the town centre and are focused on delivering economic growth.

CORPORATE STRATEGY



- ✔ **We will work in partnership with other local authority departments, the police and other relevant organisations to deter and tackle anti-social behaviour (ASB) in the neighbourhoods where we provide social housing**

Anti-social behaviour (ASB) can have a significant influence on victim's lives and wider communities; it can impact an individual's feelings of personal safety, make a neighbourhood an unpleasant place to live or work and greatly reduce quality of life.

Tackling and preventing ASB is a priority for the Council. We will use the following process:

- Step 1:** Early intervention – advice, warnings, and mediation.
- Step 2:** If behaviour continues or risk is high, we use legal tools such as Community Protection Notices or tenancy enforcement.
- Step 3:** We work with the Police and partners for serious cases.

We recognise that developing a consistent way of monitoring, reporting and tackling ASB, has resulted in a better understanding of local issues which has helped to achieve better outcomes for victims regardless of the agency they report to.

What this means for you:

If you experience ASB, report it to us. We will act quickly—starting with mediation and, if needed, enforcement—to keep your home and community safe.

The ASB Team work collaboratively with partners such as the Police and other organisations, to progress with cases. Working with partner agencies can contribute to the case solution or provide case advice. This is vital when the risk of harm is high and may also be categorised as a criminal act.

→ **ASB TEAM:**

The ASB Team have continued to provide a multi-agency response to ASB utilising enforcement tools and powers effectively against perpetrators, delivering interventions to support the most vulnerable victims and locations as identified.



Progressed with **46** ASB Cases



Issued **22** Warning Letters



Issued **2** Community Protection Notice Warnings (CPNW)



Issued **3** Community Protection Notices (CPN)



Obtained **1** Outright Possession Order which led to Eviction



Worked in partnership with Police to gain a Closure Order



Obtained **100%** satisfaction upon case closure from victims reporting ASB

- Revised the ASB reporting system, making it easier for victims of ASB to speak to the right service area at first point of contact.
- Been involved in engagement activities such as the national ASB Awareness Week to improve our understanding of residents and Tenants concerns and knowledge of how to report ASB.
- Introduced a successful pilot scheme for Tenants and communities affected by persistent Cannabis odour which is having a detrimental effect to their quality of life.

The Home Office Safer Streets 5 project was grant funded £333,300 from October 2023 and has delivered the interventions detailed below up to the end of March 2025.

The work undertaken aimed to tackle Anti-Social Behaviour across Ipswich in hot spot locations focussing on the following 5 wards of Alexandra, Bridge, Gipping, Westgate and Whitton.



CCTV installation and improvements

- Network upgrades on our wireless system to improve camera signal and reliability.
- Upgrades to the CCTV controllers equipment for viewing and control of cameras.
- 2 new Re Deployable Cameras for temporary sites.
- 2 new cameras and speakers purchased for installation in Beaufort St covering Wellington and Rendlesham courts in the early summer of 2025.
- Equipment purchase to maintain temporary CCTV in Waterloo Rd and Whitehouse Park.
- Support for Chantry Library to install new cameras and signs at the rear of their building.

Communication Campaigns

- An independent Crimestoppers campaign including letterbox media as part of Crimestoppers zones and a targeted social media campaign.
- Public media campaigns utilising Norwich Rd digital signs, Heart FM radio adverts, Double Decker bus rear adverts, Bus Tsides adverts and adverts on digital online browser news and shopping channels.

Lighting and Fencing/Gating

- Fencing improvement works installed in Maple Park.
- Fencing purchased for Kelly Road.
- Lighting upgrades at Maple Park and Alderman Rd Kick about areas.

Environmental Improvements

- Litter & Illegal Dumping Communication campaigns using different tactics to above including translation of materials into 9 other languages.
- A pilot bin project at Wellington and Rendlesham court to increase the sites bin capacity, remove unofficial bin sites and reduce the number of additional collections needed.
- Tree works to improve CCTV views and remove locations where drugs and weapons can be hidden
- A new community Notice Board in Maple Park



The project had a dedicated manager overseeing delivery and was monitored monthly with stakeholders from Ipswich Borough Council including Councillors, representatives from the Police & Crime Commissioners Office , Suffolk County Council and the Suffolk Constabulary.

During the grant funded period up to the end of March 2025 there was an average reduction of **46%** across the monitored ASB monitored crimes compared to the 12months before the project began.

Up to the end of March 2025 the Council and its partners have supported the interventions with £223,055 of matched or in-kind funding.

A number of interventions will continue to be delivered beyond the grant funded period which include the following.

- Detached Outreach Youth Work in hot spot areas to affect attitudinal behaviour change in offenders and those likely to offend.
- The continuation of a Community ASB Officer employed by the Council.
- Continued use of the Noise App for council Tenants.
- Installation of CCTV equipment and fencing listed above.
- Resolving Neighbour Disputes



What is anti-social behaviour?



DON'T PUT UP WITH BAD BEHAVIOUR

ANTI-SOCIAL BEHAVIOUR CAN INCLUDE:

- LITTERING
- NOISE NUISANCE
- ROWDY BEHAVIOUR
- VANDALISING
- INTIMIDATING
- GRAFFITI

REPORT IT TO:
WWW.IPSWICH.GOV.UK/REPORTASB
or call 01473 432000

→ CATCH22 MEDIATION SERVICE

As your Landlord we use "Catch 22" Mediation Service to help neighbours resolve disputes quickly and fairly. Mediation is free, impartial, and focuses on practical solutions. If both parties agree, a meeting is arranged with a trained mediator. If not, communication can still happen through the mediator, so seek solutions for you and your neighbour(s).

In the last year, Catch22 has worked with nearly **60** families. Working over the phone as well as carrying out mediations and home visits to help people work towards practical solutions to issues with their neighbours, or to help them to build confidence and cope with the impact their neighbours are having.

What this means for you:

If you have a problem with a neighbour, you don't have to deal with it alone. We offer a free impartial mediation service to help you talk things through and find solutions without the need of going to court.

If the issue is serious or continues after mediation, we will take action to protect you and your community. This could include warnings, legal notices, or even eviction for persistent offenders. You can report ASB easily through our website or by phone, and we will keep you updated on what we're doing.

Feedback from people using the service have said:



100% said communication with Catch22 was good



100% said their situation was resolved after intervention from Catch22



100% said they felt more confident to deal with future conflict



100% felt less stressed after working with Catch22

✔ We will work co-operatively with other agencies tackling domestic abuse and enable Tenants to access appropriate support and advice.

Our Domestic Abuse policy was adopted by the Council in August 2024 and aims to reinforce the Council's understanding that anyone can experience domestic abuse. We aim to provide a supportive response that helps reduce risk and enhance safety and will do this by leading a culture that takes the subject seriously, with staff who have a positive, non-judgmental attitude.

An example of the support we can now offer is to provide additional security features to our properties in order enable survivors of domestic abuse to staff safe in their property rather than to flee from the abuser. We completed 21 security improvements in the year.



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