SCRUTINY REPORT ANTI-SOCIAL BEHAVIOUR

Financial Year of 2026-2027



Creating homes.
Building lives.

Introduction.

Scrutiny, what is it?

Every year, groups of residents take a close look at how different areas of Jigsaw are run. This process is called resident scrutiny.

Scrutiny topics are selected by Jigsaw Rewards members every financial year.

A new group of residents is recruited for each scrutiny project and is supported throughout by friendly and experienced Jigsaw colleagues.

Scrutiny means looking at something closely. Resident scrutiny gives customers the chance to review the services Jigsaw Homes provides, share what could be improved, and help make lasting changes.

“It’s really important to have resident scrutiny when shaping our services, as it gives us direct insight from people with lived experience and helps us understand how the way we deliver services affects them.

Having residents scrutinise our Neighbourhood Safety Service will help us to improve how we deal with ASB to achieve more positive outcomes for both colleagues and residents.

We truly value people’s input on our scrutiny panel and are grateful for their time in such a key area of our business. Feedback given by the panel will be built into our ASB processes to further improve customer experience.”

Donna Kelly
Group Director of Support & Neighbourhoods



Anti-Social Behaviour

Review how Jigsaw Homes handles anti-social behaviour (ASB) in a consistent, timely and effective way.

Objective

We want to make sure Jigsaw Homes deals with anti-social behaviour quickly, fairly and effectively, helping our customers feel safe and supported in their communities.

This resident scrutiny panel will look at how ASB reports are managed from start to finish, including:

- How quickly reports are responded to and investigated.
- How evidence is gathered and appropriate action is taken.
- How we work with the police, local councils and other organisations to resolve issues.
- How residents are kept informed and supported throughout the process.
- How reports, actions and outcomes are recorded accurately.
- How we learn from feedback and performance information to improve our services.

By reviewing these areas, we can identify what is working well, where improvements are needed, and help ensure neighbourhoods are safer, quieter and more enjoyable places to live.

What did the panel look at?

Information the panel requested:

- How Jigsaw's ASB caseloads per officer compare with other landlords
- If many people move home due to ASB
- What the main types of ASB reported to Jigsaw are
- What tenancy agreements say about ASB
- What the most common ways ASB cases are resolved are
- How the satisfaction survey at the end of ASBs cases works
- Anonymised case studies
- Feedback from a survey completed by over 399 residents



Other documents and information reviewed by the panel:

- Topic overview from the Assistant Director of Neighbourhoods
- Jigsaw Homes' ASB Policy
- Jigsaw Homes' ASB website page
- Jigsaw Rewards Consultation – ASB

Panel Findings.

Officer Case Loads

The panel were told Jigsaw's Neighbourhood Safety Officers usually have around **30** cases each, but it can rise up to **40** during busier times. This includes safeguarding cases, and Jigsaw's officers handle all levels of ASB cases.

A comparison with another housing association was provided to the panel. Their ASB officers handle around **25-35** cases each, but case work is not directly comparable.

People Moving Home Due to ASB

The panel were informed that in the 2025/26 financial year there were **16** evictions due to ASB, and **62** people who ended their tenancies due to ASB from neighbour (out of almost **2,000** tenancies which ended).

Types of ASB

Information provided to the panel showed that the most common types of ASB reported to Jigsaw in 2025/26 were Noise **(19%)**, Verbal Harassment/Intimidation/Threats **(8%)**, and Litter/Rubbish/Fly-tipping **(10%)**.



ASB Satisfaction Surveys

Telephone surveys take place once an ASB case has been closed to ask people about how they felt Jigsaw handled their case. The panel were advised follow up enquiries with people who said they are dissatisfied indicate they were sometimes happy with the case handling, but unhappy about the original ASB incidents. It was also suggested people sometimes mix up the surveys with Jigsaw's repair survey.

It was explained Jigsaw are hiring a new market research company to do these surveys and in future they will be in a telephone interview format to gather more detailed feedback. The panel asked if the surveys could be personalised with the type of ASB and who the case officer was, were advised in this new format it would be possible to do this.

Tenancy Agreement Wording

The panel asked to see the wording within Jigsaw's standard tenancy agreement which related to ASB. They were provided with relevant extracts which totalled approximately four pages and covered any content related to ASB and other potential forms of nuisance (e.g. garden condition, behaviour of pets etc.).

Case Studies

The Panel heard from a Neighbourhood Safety Officer who shared anonymised case studies, including one that took several years to resolve due to legal delays outside Jigsaw's control. He explained the impact on the family reporting the ASB, the support he provided, and how the evidence they gathered helped achieve a successful outcome. The Panel asked questions about the work of the Neighbourhood Safety Team and said the case studies provided a useful insight into how cases are managed.

Case Outcomes

The Panel was informed that cases take an average of **31** days to close, although more complex cases can take much longer. The most common outcome **(25%)** was resolution through early intervention, such as mediation. Other common outcomes included cases being closed as not ASB **(11%)** and resolution following a written warning **(11%)**.The Panel asked why some reports were later found not to be ASB. This was often due to a lack of evidence or because investigations found the issue did not meet Jigsaw's definition of ASB.



Resident Survey

A survey was conducted on Jigsaw Rewards to help the panel form recommendations and received **399** responses. Key findings showed:

- A quarter of survey respondents said there were barriers to reporting ASB, with the top ones being concerns about confidentiality and lack of confidence that anything would change.
- **75%** of respondents said they were confident Jigsaw would take appropriate action when ASB is reported.
- Survey participants ranked 'feeling safe', 'seeing action taken' and 'being able to report ASB easily' as the top thee features of a good ASB service.
- **20%** of people who had previously reported ASB to Jigsaw said they rarely or never felt treated fairly during their case, reasons given included feeling dismissed or like their concerns were not taken seriously.
- In relation to what actions could and could not be taken following their report of ASB, **47%** felt they had been clearly informed, **36%** felt they had been partly informed and **17%** felt they had not been informed.

Recommendations.

Following from the panel's findings the following five recommendations were formed:

- Add a more accessible, visual summary section at the top of the ASB webpage highlighting the key information. This should complement, not replace, the existing detailed content, providing customers with a quick-read alternative.

- Add a '**What to expect if you report ASB**' section to the top of the webpage, explaining the process, including having a dedicated case officer, agreeing preferred contact methods and frequency of updates. It should also reassure customers they can contact Jigsaw for advice before deciding to report ASB and explain how confidentiality is managed.

- Remove the outdated 'What Our Customers Say' section from ASB webpage and replace it with a link for ASB related news stories on the website. The Neighbourhood Safety Team should regularly provide anonymised case studies and positive outcomes, and additional promotion through social media and the CEO's tenant newsletter.

- Personalise ASB satisfaction surveys including relevant details such as the type of ASB reported and the case officer involved. This would help customers identify the service being surveyed and focus feedback on case handling rather than their feeling of the ASB incident themselves.

- Within the ASB satisfaction surveys, ask whether the person felt they were kept updated throughout the case and review cases where negative feedback is received in relation to this.

These recommendations will now be explored and adopted. Progress will be reported to each member of the panel.

Past Panel Testimony

"I really thought our views, lived experience and opinions helped make an impact for future and current customers." **Francesca**

"Your opinions do matter and can make big change within Jigsaw homes" **Kristina**

"They are an engaging way to get your voice heard (or typed) and make a genuine difference in the way Jigsaw Homes are run." **Jake**

Join our next Resident Scrutiny Panel

If you want to make lasting changes at Jigsaw Homes and join a Resident Scrutiny Panel, sign up through the Jigsaw Rewards website or email us directly at jigsawrewards@jigsawhomes.org.uk

Jigsaw Homes recruits two panels each year and panel members receive £60 in shopping vouchers or rent credits for attending all four meetings and partaking fully in the process.

Jigsaw Rewards

Thanks

Everyone at Jigsaw Homes would like to thank the Resident Scrutiny Panel, without their effort, the completion of this scrutiny project would not have been possible:

Joanne Bolton, Navinder Leftwich, Ian Flint, Gillian Hartley, Haider Hussain

The panel and employees involved in the scrutiny process wanted to thank the **399** Jigsaw Rewards members who provided feedback in the **"Resident Scrutiny – ASB"** survey, which helped them form these recommendations.

Special thanks to Lee Eakins and Jennifer Derbyshire who provided the panel with information and expertise from the Neighbourhood Safety Teams.





“The recommendations made by the Scrutiny Panel are very much welcomed and we recognise the value of their insight and lived experience. The recommendations support and align with our commitment to delivering an accessible, transparent and customer focused service regarding ASB. We will work across teams to implement the recommendations, particularly around website content, communications and sharing positive case outcomes. Collectively, these recommendations will help us to better understand our customer feedback, drive continuous service improvement and further enhance the service provided to residents.

Emily Mathias
Assistant Director of Neighbourhoods

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