

NHG Briefing Note – Community Safety Forum

Date: 15 January 2026

Main Actions We Can Take as the Estates Team

- Ensure the building is secure and all assets are working.
- Encourage residents to report ASB or crime by displaying clear instructions on how to in the communal areas.
- Report findings promptly to partners and internally.
- Make safeguarding referrals when required.
- Work closely and effectively with Housing colleagues and partner agencies from an estate management perspective.

1. Context

NHG has worked closely with the Safer Neighbourhood Team (SNT) and partner agencies in response to resident concerns about ASB and building security at 41–84 Watersreach. Actions have focused on security improvements, resident reassurance, and partnership coordination.

2. Actions Taken

- **Resident Communications:**
 - 10 targeted communications since October 2025 on ASB, building security, and reporting routes.
 - Posters reinforcing safety messages and how to report clearly displayed in communal areas.
 - Leaflet drop with information on how to report any ASB or criminal activity anonymously to be distributed by 30 January.
- **Estate Management:**
 - Increased inspections and monitoring.
 - Repairs and security checks completed where needed.
 - New roof access signage scheduled for installation by 30 January.
- **CCTV:**
 - OpenView confirmed the DVR (Digital Video Recorder) had failed prior to the ASB incident and has removed it for analysis.

- A replacement DVR/NVR (Network Video Recorder) is on order, with installation expected by 30 January 2026.
- **Repairs:**
 - Graffiti removal underway (multi-step process).
 - Door entry cleaning pending – completion by 30 January.

3. Partnership Actions

- **SNT Engagement:**
 - Targeted patrols, door knocking, and reassurance visits.
 - Plain clothed officers deployed in hotspot areas.
 - Engagement with Skinners School and gang intervention work.
 - No new ASB reports since 23 December 2025.
- **Health & Safety Review:**
 - NHG advisor conducted site risk assessment week ending 16 January to identify further mitigations regarding unauthorised roof access.
- **Partnership Meeting:**
 - Held 12 January ahead of ward panel to align on outstanding issues; notes and actions shared with partners.

4. Next Steps

- Complete graffiti removal and door entry cleaning by 30 January.
- Install roof access signage by 30 January.
- Install replacement DVR/NVR by 30 January.
- Continue resident engagement/communications.
- Leaflet drop to residents on how to report ASB anonymously by 30 January.
- Implement any additional mitigations identified in the H&S review once completed.

5. Reporting Guidance

- **NHG:** Report ASB via Housing officer, customer service or online portal.

- **Police:** 999 for emergencies, 101 for non-emergency.

6. Resident Safety Advice

- Keep communal doors closed and report faults immediately to the NHG estate team.
- Do not confront individuals engaging in ASB—report instead.
- Share information with NHG and Police promptly.