



Report To:	Policy Development Panel
Date:	22 nd April 2025
Subject:	Housing Landlord Service Anti-Social Behaviour Framework
Purpose:	To propose a new ASB Framework to support the management of anti-social behaviour and hate crimes within the Housing Landlord service
Key Decision:	No
Portfolio Holder:	Councillor Tracey Carter, Portfolio Holder for Strategic and Operational Housing
Report Of:	Jason King, Assistant Director- Housing
Report Author:	Sandra Ferreira, Housing Services Manager
Ward(s) Affected:	All
Exempt Report:	No

Summary

The Council is committed to ensuring tenants enjoy their right to peace, quiet and security in and around their home and neighbourhood. We understand that anti-social behaviour (ASB) can have a severe impact on the well-being of tenants and their communities.

As a landlord, the Council has a particular duty to take action to minimise and tackle ASB, and we are fully committed to doing so. To be as effective as possible, we will use a range of preventative measures, enforcement actions, and provide support and assistance. The ASB Framework outlines the Council's strategy to address anti-social behaviour through early intervention, support, and enforcement.

Note that this report relates to the management of ASB cases by the Housing Landlord Service only.

Recommendations

1. Policy Development Panel considers the ASB Framework.

2. Policy Development Panel recommends to Cabinet that the ASB Framework be adopted subject to consultation with tenants.
3. Policy Development Panel supports the recommendation to Cabinet to delegate minor and operational amendments to the Framework to the Assistant Director-Housing, in consultation with the Portfolio Holder for Strategic and Operational Housing.

Reasons for Recommendations

To demonstrate to tenants and Members our commitment as a social landlord in managing ASB in communities across the district.

To be compliant with the requirements of the Regulator of Social Housing in clearly setting out the Council's approach for how it tackles and deters ASB and hate incidents in neighbourhoods where they manage social housing. In addition, Registered Providers must collect and provide information to support effective scrutiny by tenants of their landlord's performance in managing their homes and neighbourhoods.

Other Options Considered

Do nothing - Do not adopt the ASB Framework. This option is not recommended as it will not support the Council to meet the requirements set out by the Regulator of Social Housing. Currently, the Council does not have a policy on ASB as a social landlord. This new Framework will guide the Council in setting out ambitions to tenants and Members in developing a comprehensive approach to addressing ASB effectively.

1. Background

- 1.1 As the largest social housing landlord in the district, the Council has a significant role to play in managing estates, neighbourhoods and communities to ensure that they are safe and welcoming environments that encourage harmony amongst all residents. To do so, the Housing Landlord Service must continue to develop preventative and early intervention measures to prevent Anti-Social Behaviour (ASB) occurring and escalating.
- 1.2 The Social Housing (Regulation) Act 2023 introduced new Consumer Standards aimed at enhancing tenant safety and service quality. These standards mandate that Registered Providers must work in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle anti-social behaviour (ASB) and hate incidents in the neighbourhoods where they provide social housing.
- 1.3 In 2023 the Council commissioned a Consumer Regulation Health Check to be carried out by an external consultant on the Housing Landlord Service's preparedness for regulation against the draft consumer standards. Several recommendations of the report related to ASB and the approach to case management, case reviews, investigations and relationships between the Council's

Landlord Service and the Council's Community Safety Team. Whilst these recommendations have been included in the Housing Transformation and Service Improvement Programme, they have not yet been fully implemented. During this time, work is ongoing to improve the approach to handling anti-social behaviour (ASB) by enhancing case management, conducting case reviews, and strengthening the collaboration between the Housing Landlord Service and the Community Safety and Environmental Protection Teams.

- 1.4 The Regulator of Social Housing and Housing Ombudsman Service have recently strengthened their investigative approach, and their response to landlord failings. Landlords have been notified of the increase in expected standards in a series of special reports from the Housing Ombudsman, who have published landlord complaints where evidence of maladministration has been found, with a large focus on ASB complaints from tenants. The Framework gives due regard to the Housing Ombudsman findings and complies with regulatory requirements, providing a commitment to this risk-based approach in relation to cases of ASB.

2. ASB performance during 2024

- 2.1 The Council submitted the following data to the Regulator of Social Housing for 2023/2024 in relation to ASB:

DATA SUBMITTED TO REGULATOR OF SOCIAL HOUSING REGARDING ASB (FOR 23/24)			
Data	SHDC	National average	Variance
TP12 Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	49.7%	58%	-8.3%
NM01 (1) Number of anti-social behaviour cases, opened per 1,000 homes.	29.0	35.5	-6.5
NM01 (2) Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0.5	0.6	-0.1

- 2.2 The management indicators NM01 (1) and (2) are reported monthly to Housing Compliance Clinic (attended by the Portfolio Holder for Strategic and Operational Housing) and quarterly to Senior Leadership Team and Performance Monitoring Panel (PMP) for scrutiny and oversight.
- 2.3 Perception indicators like TP12 measure tenants' satisfaction and perceptions of the services provided by the Council as their landlord. These indicators are gathered through an annual survey and are reported to Performance Monitoring Panel annually. (The next report is scheduled for May 2025).
- 2.4 During 2024, 96 cases of ASB were reported to the Housing Landlord Service. A breakdown of the types of ASB reported in 2024 are as follows:

TYPES OF ASB REPORTED TO THE HSOUING LANDLORD SERVICE IN 2024		
Type	Number	Percentage
Noise Complaints	38	40%
Behavioural Issues	19	20%
Vehicle-Related Issues	14	15%
Drug-Related Issues	10	10%
Pet-Related Issues	7	7%
Garden-Related Issues	5	5%
Financial Exploitation	3	3%
Total	96	100%

2.5 Key Performance Indicators are not currently collected. We recognise this is an area requiring improvement and have included establishment of KPIs in the Framework, marked with urgent priority (to support scrutiny from Tenants, Officers and Members).

3. Effective partnership working

3.1. The Council recognises that it cannot resolve issues of ASB in neighbourhoods in isolation and that the causes and effects of ASB are wide ranging, varied and can affect all members of the community, not just Council tenants. The Council continues to work in partnership with other agencies, particularly Lincolnshire Police.

3.2. The Framework includes a focus on working in partnership with agencies and building longstanding relationships to improve the strategic overview of crime and ASB in the South Holland District area.

4. Framework Priorities

4.1. The Framework is built on four priorities:

1. Prevention and Early Intervention

Focus on preventing ASB through proactive steps and early involvement. This includes identifying potential issues early and improving awareness of ASB through community projects, communication campaigns, and educational programmes.

2. Working Together

Work together with agencies, community groups, and tenants. This includes working closely with the police, health services, education providers, and other stakeholders to create a safer community.

3. Risk Management and Victim Support

Support victims to reduce the impact ASB has on their health and well-being. This includes seeking legal advice, supporting victims in accessing counselling and other support services. Additionally, managing risks associated with ASB by implementing enforcement measures and support for perpetrators to prevent reoccurrence.

4. Putting Tenants First

Ensure that tenants are at the heart of our approach to ASB. The Council is committed to involving tenants in the delivery of the ASB service and will work with stakeholders and tenants to ensure they are involved in creating the new ASB policy. The Council will measure and report on the satisfaction from tenants and take lessons learned from feedback to further develop the service.

- 4.2. Priorities are designed to have a meaningful impact on tenants and they will be consulted prior to Cabinet adopting the Framework. We will periodically review these priorities with input from both tenants and colleagues to ensure that outcomes are being achieved. This flexible approach will allow us to adjust strategies based on tenant feedback as we progress with implementation.
- 4.3. The Framework will be delivered through a comprehensive action plan which will include development of specific ASB and hate crime policies that will be developed with tenants to ensure their feedback and experiences are incorporated into shaping the service.

5. Conclusion

- 5.1. The Framework is required in the shorter-term at a service level to improve service delivery and outcomes for tenants. Once the Framework is fully adopted, new policies will be brought forward on ASB and Hate Crime. These will be continuously reviewed and updated in line with regulatory and/or legislative changes.
- 5.2. This Framework will support the Council by:
- Working towards meeting the expectations of the Consumer Standards.
 - Providing Housing Officers a best practice procedural Framework to follow.
 - Providing a transparent victim centred process that seeks to resolve their reports with a range of measures to help resolve their case.
- 5.3. Adopting the Framework will document the Council's position in supporting its tenants with balanced prevention, intervention and positive enforcement.

Implications

South and East Lincolnshire Councils Partnership

None.

Corporate Priorities

The South and East Lincolnshire Councils Partnership (SELCP) has set ambitious priorities, including Growth and Prosperity, Healthy Lives, and a Safe and Resilient Environment.

The ASB Framework can significantly support these priorities in several ways:

1. **Enhancing Community Safety:** By addressing anti-social behaviour effectively, the ASB Framework helps create safer communities, aligning with the priority of a safe and resilient environment. This can reduce crime rates and improve tenants' quality of life.
2. **Promoting Healthy Lives:** Tackling anti-social behaviour can also contribute to healthier communities. Reducing incidents of vandalism, noise pollution, and other disruptive behaviours can lead to improved mental and physical well-being for tenants.
3. **Supporting Economic Growth:** A safe and welcoming environment is crucial for attracting businesses and tourists. By mitigating anti-social behaviour, the ASB Framework can help create a more attractive area for investment, supporting the growth and prosperity priority.
4. **Improving Efficiency and Effectiveness:** Implementing a structured ASB Framework can lead to more efficient use of resources. By having clear protocols and strategies in place, the council can respond more swiftly and effectively to incidents, aligning with the corporate priority of efficiency and effectiveness.

In addition, a local priority of the SELCP Sub-Regional Strategy 2024/5-2028/9 is to engage with tenants to help shape service delivery in the district. A priority of the Framework is focussed on working with tenants to shape the service offered in response to ASB.

Staffing

To effectively deliver the Council's action plan for the ASB Framework, one Full-Time Equivalent (FTE) post has been incorporated into the budget for the financial year 2025/26. The ASB Housing Lead will ensure focused leadership and coordination in implementing the Framework's strategies and initiatives.

Workforce Capacity Implications

None.

Constitutional and Legal Implications

None.

Data Protection

None.

Financial

Failure to manage anti-social behaviour effectively can lead to increased costs due to void loss, damage to property, compensation claims for redress via the Housing Ombudsman and court costs relating to enforcement and evictions.

Financial implications of adding one FTE post to lead the ASB Framework has been built into the budget for 25/26, adopted by Council in February 2025.

The Section 151 Officer has reviewed the report and has no concerns on the basis of the information provided.

Risk Management

Failure to manage anti-social behaviour within communities presents a high reputational risk to the Council. This is mitigated by having a robust Framework in place with an action plan to deliver a robust policy and procedure with tenants.

Stakeholder / Consultation / Timescales

The following have been consulted and are supportive of the Framework:

- Assistant Director – Housing
- Portfolio Holder for Strategic and Operational Housing
- Team Leader Environmental Protection
- Community Safety and Enforcement Manager

Consultation will be carried out with tenants on the Framework to gauge feedback and views. Fundamental changes will be brought back to Policy Development Panel for further scrutiny prior to adoption by Cabinet.

Reputation

Implementing the ASB Framework will positively impact the Council's reputation as a social landlord by proactively addressing ASB and showing a strong commitment to creating safe and secure communities for its tenants.

Contracts

None.

Crime and Disorder

Implementing the ASB Framework can have several implications for crime and disorder such as:

- A decrease in minor crimes such as vandalism and graffiti.
- Preventing the escalation of minor incidents.
- Enhancing public confidence.

Equality and Diversity / Human Rights / Safeguarding

An equality impact assessment has been completed in February 2025 (Appendix C).

Health and Wellbeing

Proactively managing ASB through the Framework will positively contribute to tenants' health and wellbeing. A Framework priority is focused on risk management and victim support.

Climate Change and Environment Impact Assessment

N/A

Acronyms

ASB – Anti-Social Behaviour

TSM – Tenant Satisfaction Measures

MHCLG - Ministry of Housing, Communities and Local Government

RSH – Regulator of Social Housing

PMP – Performance Monitoring Panel

Appendices

Appendices are listed below and attached to the back of the report:

Appendix A	ASB Framework
Appendix B	Tenant summary of Framework – due for tenant consultation
Appendix C	Equality Impact Assessment February 2025

Background Papers

Background papers used in the production of this report are listed below: -

Document title	Where the document can be viewed
RSH - Neighbourhood and Community Standard	Neighbourhood and Community Standard FINAL.pdf

Chronological History of this Report

A report on this item has not been previously considered by a Council body.

Report Approval

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