



Report To:	Policy Development Panel
Date:	21 st April 2026
Subject:	Anti-Social Behaviour (ASB) and Hate Crime Policy for the Housing Landlord Service
Purpose:	To consider the Anti-Social Behaviour (ASB) and Hate Crime Policy for the Housing Landlord Service
Key Decision:	N
Portfolio Holder:	Cllr Tracey Carter, Portfolio Holder for Strategic and Operational Housing
Report Of:	Vikki Cherry, Assistant Director - Housing
Report Author:	Adel Gardner, Change and Improvement Manager (HRA)
Ward(s) Affected:	All Wards
Exempt Report:	N

Summary

This report presents the new Anti-Social Behaviour (ASB) and Hate Crime Policy for the Housing Landlord Service and provides an update on the ASB Framework that was adopted in July 2025. The report seeks the panel's views to ensure robust oversight and drive continuous improvement.

Recommendations

1. That the Policy Development Panel considers the Tenant feedback on the Anti-Social Behaviour (ASB) and Hate Crime Policy for the Housing Landlord Service.
2. That the Policy Development Panel considers and provides feedback on the Anti-Social Behaviour (ASB) and Hate Crime Policy for the Housing Landlord Service and recommends it to Cabinet for adoption.
3. That the Policy Development Panel supports the recommendation to Cabinet to delegate minor operational amendments or legislative changes to the Assistant

Reasons for Recommendations

The updated Policy reflects both strengthened regulatory requirements and tenants' aspirations for an improved service. Adoption demonstrates the Council's commitment to responding to ASB, listening and acting on tenant feedback.

Other Options Considered

1. Do Nothing - The Council could have chosen to retain the existing ASB and Hate Crime arrangements without introducing a new Policy. However, this option was discounted as it would not meet strengthened regulatory requirements under the Social Housing (Regulation) Act 2023, nor address findings from the 2025 regulatory inspection, tenant feedback or an action in the ASB Framework 2025.

1. Background

- 1.1 As per the Social Housing (Regulation) Act 2023, the Regulator of Social Housing (RSH) has placed a greater emphasis on ensuring that registered providers take a proactive and transparent approach to preventing and tackling anti-social behaviour (ASB), supporting tenants, and maintaining safe, well managed neighbourhoods.
- 1.2 The RSH, Neighbourhood and Community Standard required outcome states:
 - 2.2.1 *Registered providers must have a policy on how they work with relevant organisations to deter and tackle ASB in the neighbourhoods where they provide social housing.*
 - 2.2.2 *Registered providers must clearly set out their approach for how they deter and tackle hate incidents in neighbourhoods where they provide social housing.*
 - 2.2.3 *Registered providers must enable ASB and hate incidents to be reported easily and keep tenants informed about the progress of their case.*
 - 2.2.4 *Registered providers must provide prompt and appropriate action in response to ASB and hate incidents, having regard to the full range of tools and legal powers available to them.*
 - 2.2.5 *Registered providers must support tenants who are affected by ASB and hate incidents, including by signposting them to agencies who can give them appropriate support and assistance.*
- 1.3 In response to these strengthened regulatory expectations, the Council adopted the Anti-Social Behaviour (ASB) Framework for the Housing Landlord Service in 2025. The Framework was developed to provide a clear, consistent, and partnership

driven approach to preventing, identifying, and responding to ASB across the district.

- 1.4 In 2025, the Council was inspected under the new consumer regulation regime. The Regulator found evidence that the Council works effectively with partner organisations to deter and tackle ASB, with clear reporting routes available online and in the annual tenant report. The inspection also recognised positive tenant engagement to improve the service, while highlighting the need to strengthen reporting and tracking through better use of ASB trends and outcome data.
- 1.5 The Council's annual Tenant Satisfaction Measures (TSM) feedback aligned with national trends, where ASB consistently emerges as an area for improvement across the housing sector. Whilst the Council's results reflect this wider national pattern, the Council is committed to addressing the issue proactively. In response to these findings and to further strengthen the approach to managing ASB, the Council is now introducing a new ASB and Hate Crime Policy for the Housing Landlord Service that provides a clearer, more consistent framework for prevention, reporting, case handling and partnership working.
- 1.6 Since adopting the Housing Landlord ASB Framework in July 2025, the Council has made steady progress in delivering the priority actions set out within it. The Framework was designed to strengthen early intervention, improve case management, and enhance partnership working. Key areas of progress to date include:
 - Clearer signposting on the website and promotion of reporting routes have increased accessibility for tenants.
 - Working closely with the Safer Communities Team and wider Safer Lincolnshire Partnership, improving coordination and response times.
 - A dedicated ASB Lead Officer role within Housing has been established to provide tenants with a consistent and reliable point of contact throughout their case. The ASB Lead Officer will coordinate case activity, liaise with partners, and maintain regular contact to ensure tenants are supported and kept fully informed.
 - Tenants have contributed to the development of the new Policy, and the Framework's commitment to co design has been strengthened through the Tenant Influence Panel's early involvement in reviewing the draft.
 - Introducing new ways for tenants to provide feedback with the introduction of satisfaction surveys for ASB case handling.

Delivery work will continue throughout 2026, forming the basis for ongoing improvement. Full ASB Framework update is provided in appendix 4.

2. Report

- 2.1 The purpose of the Anti-Social Behaviour (ASB) and Hate Crime Policy is to provide a clear and consistent approach for how the Housing Landlord Service prevents, manages, and responds to ASB and hate incidents affecting Council tenants. The Policy sets out the Council's statutory responsibilities, service standards, partnership

arrangements, and expectations for tenants, residents, and perpetrators. It reflects updated legislation, regulatory requirements, and tenant feedback.

2.2 Tenants have told the Council that improvements are needed in communication, clarity of process, timeliness of updates, and visibility of case outcomes. A variety of engagement activities were held through February and March 2026 where the ASB Policy was discussed including:

- Tenancy Focus group
- Sheltered Focus groups
- Surveys (online and hard copy)
- Practice Tenant Scrutiny Panel

Tenants highlighted a need for clearer definitions of ASB, promotion of reporting routes, stronger support for victims, and more consistent case handling standards.

2.3 Although the Tenant Influence Panel has not yet formally convened for its first official meeting, members have been actively participating in ongoing training. We wanted to use these sessions as an opportunity for tenants to apply and develop their scrutiny skills using real, live policy work. As part of this approach, the Draft ASB Policy was brought to the Tenant Influence Panel's practice session on 25 March, allowing tenants to test their developing skills and provide early insight and feedback as part of the policy development process.

2.4 The Panel welcomed the fact that feedback from tenant engagement had been fully considered, particularly in relation to the revision of timescales, which was also supported by the tenant survey. They suggested that a short summary or "key facts" version of the policy would improve accessibility, and officers confirmed that summary versions are routinely produced and made available to tenants once policies are adopted. The Panel also supported the creation of a video version of the policy, and officers agreed to progress this. Discussion took place around the use of terms such as "victim" and "perpetrator," with a recommendation that Step 1 refer instead to "making initial contact with the person reporting," before transitioning to "victim" where appropriate; officers agreed with this and amended the policy accordingly. Finally, the panel proposed exploring A5 fridge magnets containing key service contacts such as ASB, Damp Condensation and Mould and Repairs to support tenant access to information, and officers would explore options and associated costs.

2.5 The Policy has been shaped jointly with tenants to reflect this feedback. Full engagement activity details are in appendix 2.

2.6 The Policy directly supports the Housing Landlord ASB Framework adopted in July 2025, which sets the strategic direction for prevention, early intervention, partnership working, victim support and tenant involvement. The Framework identified the creation of a new ASB and Hate Crime Policy as a priority action for improving service delivery and strengthening consistency across the district.

2.7 The approach set out in the Policy uses the model of the Safer Communities Team and wider Safer Lincolnshire Partnership as a base line however following tenant feedback, timescales for responding and keeping victims informed have been adjusted.

- 2.8 The Policy introduces a number of strengthened and clarified elements, including:
- A clear definition of ASB and behaviours not classified as ASB.
 - A victim-centred approach based on early risk assessment and ongoing support.
 - A structured case management model with defined timescales.
 - A single case management system shared with key partners (including the Police).
 - Strengthened reporting routes and communication standards.
 - A wider range of informal and formal tools and powers for proportionate action.
 - Clear expectations for partnership working and information sharing.
 - Improved monitoring and reporting of ASB trends and outcomes.
- 2.9 The Policy strengthens how performance is monitored, including monthly reporting through the Housing Landlord Service Compliance and Performance Clinic, quarterly reporting to the Performance Monitoring Panel, and annual reporting to tenants via the annual report. The Policy also commits to reporting trends and performance to the new Tenant Influence Panel during 2026/27.
- 2.10 The Policy will be reviewed within three years of publication or sooner if required due to legislative changes or service improvements. Minor operational amendments may be approved by the Assistant Director for Housing in consultation with the Portfolio Holder for Strategic and Operational Housing.

3. Conclusion

- 3.1. The introduction of the Anti-Social Behaviour (ASB) and Hate Crime Policy strengthens the Council's commitment to creating safe, supportive, and well managed neighbourhoods. It directly responds to the Social Housing (Regulation) Act 2023, the findings of the 2025 regulatory inspection, and consistent tenant feedback highlighting the need for clearer processes, improved communication, and more timely responses.
- 3.2. The Policy provides a clearer, more consistent and victim-centred approach for preventing, reporting and managing ASB, supported by strengthened partnership working, improved data recording, and enhanced performance monitoring. It also aligns closely with the Housing Landlord ASB Framework 2025 and the expectations of the Regulator of Social Housing and the Housing Ombudsman.
- 3.3. The Policy represents a significant step forward in delivering a more proactive, consistent, and tenant focused approach to tackling ASB and hate incidents across the district with tenants shaping the approach.

Implications

South and East Lincolnshire Councils Partnership

This policy aligns with the South and East Lincolnshire Councils Partnership's Sub-regional Strategy under the theme of Safe and Resilient Communities. It also supports South Holland District Council's local priority to engage with housing tenants to help shape how services are delivered across the district.

Corporate Priorities

The Policy aligns with:

- Housing Landlord Service Anti-Social Behaviour Framework 2025. A key action with a priority, prevention and early intervention, focusing on the creation of a new ASB and hate crime policy to be developed with tenants.
- The policy also supports the SHDC Housing Landlord Strategy 2024-27, specifically it's focus on delivering quality homes and creating connected neighbourhoods. It aligns with the strategy's goals and objectives in promoting safe, well-maintained communities and working effectively with tenants and partner organisations to reduce ASB.
- This policy also contributes to the work of the South & East Lincolnshire Community Safety Partnership by supporting collaboration with the Safer Communities Team to tackle ASB and promote the reporting of hate crime and ASB.

Staffing

None.

Workforce Capacity Implications

The Housing Landlord Service currently has a designated ASB Lead Officer responsible for leading on the ASB service offering. As this is a single Officer function, there is a minor workforce implication in ensuring service continuity during periods of absence. To mitigate this, the Senior Housing Officer will act as the designated deputy and will assume responsibility for delivering the ASB procedures, including case management and communication requirements. This arrangement ensures that all ASB reports continue to be responded to within agreed timescales and that compliance with regulatory expectations is maintained.

Constitutional and Legal Implications

None.

Data Protection

None.

Financial

None.

Risk Management

None.

Stakeholder / Consultation / Timescales

In developing this policy, the Council's Housing Landlord Service has consulted:

- Tenants via the Tenancy Focus Group and Quality Checkers workshop on 4 March 2026.
- Tenants, residents and partners (such as the police), through an online survey that was sent directly to individuals who have accessed the anti-social behaviour service.

- Texts and emails sent to all Tenants on the Tenant Forum and who registered an interest in getting involved.
- Tenant Scrutiny Panel
- Housing's ASB Lead, Housing staff, Tenant Engagement Lead, Director for Communities, Assistant Director for Housing and Portfolio Holder for Strategic and Operational Housing.
- The South & East Lincolnshire Council Partnership Safer Communities Team.

Full engagement details can be found in appendix 2.

Capsticks solicitors were engaged in developing this Policy.

Reputation

The introduction of the ASB and Hate Crime Policy strengthens the Council's reputation as a proactive, responsible, and tenant-focused landlord.

Contracts

None

Crime and Disorder

The introduction of the ASB and Hate Crime Policy is expected to have a positive impact on reducing crime and disorder across the district. By strengthening early intervention, improving access to reporting routes, and enhancing partnership working with the Police and the Safer Lincolnshire Partnership, the Policy supports a more coordinated and proactive response to ASB and hate incidents.

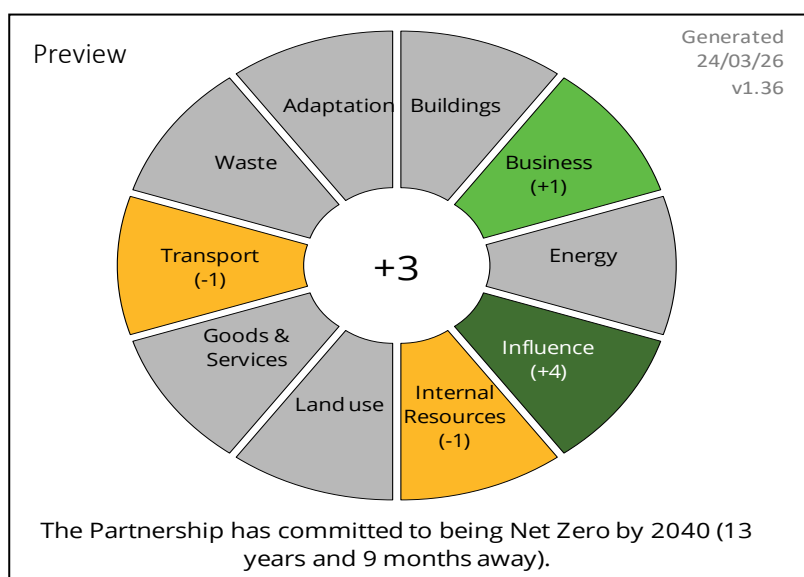
Equality and Diversity / Human Rights / Safeguarding

The Equality Impact Assessment (appendix 3) demonstrates that while some groups, particularly disabled tenants, older residents and those at risk of hate crime may be disproportionately affected by ASB, the policy contains strong and appropriate mitigation measures to ensure equitable access and support. Overall, the assessment confirms that the policy complies with equality duties and can be implemented without causing unlawful or unjustified disadvantage to any protected group.

Health and Wellbeing

The ASB and Hate Crime Policy is expected to deliver positive impacts on the health and wellbeing of tenants and communities. By strengthening early intervention, improving support for victims, and ensuring timely responses to ASB, the Policy helps reduce stress and fear experienced by people affected by ASB. Clear communication, consistent case handling, and improved partnership working also contribute to creating safer neighbourhoods where tenants feel supported and listened to.

Climate Change and Environment Impact Assessment



The Climate Impact Assessment shows that the ASB and Hate Crime Policy has minimal environmental impact overall. Positive contributions arise through improved digital communication, strengthened partnership working, and community engagement, each scoring +1 for supporting more efficient, low impact service delivery. Minor negative impacts relate to the limited staff travel required for home visits. Overall, the policy is assessed as low impact with no significant environmental risks

Appendices

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

Appendix 1	Anti-Social Behaviour (ASB) and Hate Crime Policy for the Housing Landlord Service
Appendix 2	Consultation outcome report
Appendix 3	Equality Impact Assessment
Appendix 4	ASB Framework Update

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	April 2024 - Neighbourhood and Community Standard FINAL.pdf
Housing Ombudsman – Learning from severe maladministration	Learning from severe maladministration – July 2025
Housing Ombudsman Spotlight report on Noise complaints	Spotlight on: Noise Complaints -October 2022

Chronological History of this Report

None.

Report Approval

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