



SHDC Housing Landlord Services

Anti-Social Behaviour and Hate Crime Policy

2026 - 2029

Access for All Statement:

We can provide this information in other languages and formats including large print, Braille, audio recording. Please contact us to request this:

Email: info@sholland.gov.uk

Phone: 01775 761161

Visiting our Council offices, Priory Road, Spalding, PE11 2XE

Document Control

Document Title:	SHDC Housing Landlord Services, Anti-Social Behaviour and Hate Crime Policy		
Version:	8.0	Last Modified:	08/04/2026
Status:	Final Version	Revision Due:	
Author(s):	Housing Transformation Officer (HRA)	Policy Owner:	Housing Services Manager (HRA)

Contents

1.	Background.....	3
2.	Who the policy applies to.....	3
3.	What is ASB and Hate crime?	4
	Crime and criminal behaviour.....	4
	Harassment, and hate crime	4
	Domestic abuse	5
4.	Behaviour not classified as ASB.....	6
5.	How to report ASB and Hate Crime	7
6.	Our Service Standards	8
7.	Meeting the needs of our diverse communities.....	9
8.	Our approach to managing cases.....	10
9.	Working with partner services and agencies.....	13
10.	Supporting victims and perpetrators	13
11.	Tools and Powers	14
12.	ASB Case Reviews	17
13.	Confidentiality.....	18
14.	Complaints	18
15.	Workforce development	19
16.	Monitoring Performance	19
17.	Data Protection	20
18.	Links to Council strategies and policies	20
19.	Relevant Legislation	21
20.	Reviewing this policy	21

1. Background

- 1.1 South Holland District Council (SHDC) is committed to making sure our homes and communities are safe, welcoming, and free from the negative effects of crime and Anti-social behaviour (ASB). We take a victim centred approach to all reports of ASB, working closely with our partners to provide ongoing, meaningful support to victims throughout the management of their case and, following resolution where required.
- 1.2 This policy sets out how we will prevent, tackle and manage ASB and Hate crime impacting South Holland District Council tenants and tenants of properties managed by SHDC.
- 1.3 The policy meets our statutory obligation under the Housing act 1996, Anti-Social Behaviour Act 2003 and, Anti-Social Behaviour Crime & Policing Act 2014 which requires social landlords to prepare and publish a policy and procedures in relation to ASB. It also meets the expectations of the Regulator of Social Housing Consumer Standards (Neighbourhood and Community Standard) and Code of Practice.
- 1.4 This policy was developed following extensive consultation with tenants of South Holland District Council to ensure their views were heard and reflected in the decision-making process. Elected members were also consulted as were agencies and organisations involved in tackling and managing ASB.
- 1.5 Because ASB can sometimes be viewed differently by different people, we may receive reports that do not meet our definition of ASB. When this happens, we will manage these issues under our Good Neighbourhood Guide or signpost to other agencies for support.
- 1.6 For the purposes of this document, any reference to ASB also includes Hate crimes , unless stated otherwise.

2. Who the policy applies to

- 2.1 This policy applies to all residential tenants of South Holland District Council, as well as tenants of properties that the Council manages on behalf of other landlords. Any reports of ASB that do not involve homes managed by South Holland District Council will be handled under the Council's wider policies and procedures.

3. What is ASB and Hate crime?

3.1 The Anti-Social Behaviour, Crime and Policing Act 2014 defines ASB as:

- a) conduct that has caused, or is likely to cause, harassment, alarm, or distress to any person,
- b) conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or
- c) conduct capable of causing housing-related nuisance or annoyance to any person.

Crime and criminal behaviour

3.2 In some cases, ASB may also amount to a criminal offence. Where this is the case, victims and witnesses will be encouraged to report the matter to the Police.

Harassment, and hate crime

3.3 Harassment is targeted, deliberate behaviour that causes someone to feel intimidated, upset, humiliated or threatened. Examples of harassment include:

- Violence or threats of violence towards a person or their property
- Abusive, insulting or offensive language or behaviour
- Intimidation, including stalking, following someone, or loitering outside their home
- Deliberate attempts to humiliate or degrade an individual
- Targeted, repeated nuisance aimed at a specific person.

3.4 Hate crime as defined by the Police and the Crown Prosecution Service is "Any criminal offence where the offender has either:

(i) demonstrated hostility based on race, religion, disability, sexual orientation or transgender identity; or

(ii) been motivated by hostility based on race, religion, disability, sexual orientation or transgender identity

The law recognises five types of hate crime on the basis of:

Race

Religion

Disability

Sexual orientation

Transgender identity

- 3.5 Hate crime legislation includes 'free speech' provisions. These recognise that certain views and opinions on political speech or speech discussing political or social issues would not, on its own, amount to a criminal offence. The provisions draw distinction between strongly held but lawful views and forms of expression which are intended to stir up hatred, and which therefore constitute a criminal offence.
- 3.6 Freedom of expression is a fundamental right protected by the Human Rights Act 1998. In most cases, expressing opinions, including those that may be controversial or cause offence, does not amount to a criminal offence.
- 3.7 For example, the mere expression of 'gender critical beliefs' (which refer to the view that biological sex is fixed and distinct from gender identity) is protected under 'philosophical belief' in the Equality Act 2010. The mere expression alone of 'gender critical' beliefs, are protected in law. While some people may find these views as offensive, causing offence alone does not amount to a criminal offence. To constitute an offence under hate crime legislation, the speech or behaviour in question must be threatening, abusive or insulting and be intended to, or likely to, stir up hatred.
- 3.8 Special regard will be given to the impact on freedom of expression. This includes, but is not limited to, debate, humour, satire and personally held views which are lawfully expressed. When responding to reports of hate crime, we will consider whether it is necessary and proportionate to limit this right, including whether it is appropriate to record personal data about the individual concerned.

Domestic abuse

3.9 Domestic abuse is an incident or pattern of incidents of controlling, coercive, threatening, degrading or violent behaviour, including sexual violence, in the majority of cases by a partner or ex-partner, but also by a family member or carer.

3.10 Behaviour is abusive if it consists of any of the following:

- Physical or sexual abuse
- Violent or threatening behaviour
- Controlling or coercive behaviour
- Economic abuse
- Psychological, emotional or other abuse

3.11 Some reports of ASB, such as frequent arguments, shouting or banging, may indicate that domestic abuse is occurring.

3.12 All cases of domestic abuse or suspected domestic abuse will be investigated. Our website (www.sholland.gov.uk/article/27862/Domestic-abuse) sets out how to report domestic abuse, our commitments as landlord and, the support available.

4. Behaviour not classified as ASB

4.1 There are some types of behaviour which, although may cause inconvenience or irritation to neighbours, are not considered to be ASB requiring remedial actions. Examples include:

- Noise or disturbance from children when they're playing at reasonable hours
- Family disputes at reasonable levels and hours
- Children crying
- Smells from cooking including BBQs
- Sounds of normal living such as opening and closing of doors, going up and down stairs, hoovering, washing machines, TV and music at a reasonable volume.
- DIY during reasonable hours.
- Minor car repairs (Car repairs carried out reasonably, without prolonged noise, obstruction, or hazardous behaviour)
- Parking lawfully outside another neighbour's home
- One-off parties such as BBQs, birthday or Christmas parties providing they don't cause an unacceptable disturbance. (A one-off event refers to occasional, infrequent activity that is not part of a continuing pattern. Single incidents will not be treated as ASB unless they cause significant and unreasonable disturbance.)
- Clashes of lifestyle, including cultural differences
- People gathering socially, unless they are being inconsiderate and intimidating to

individuals

- Smoking cigarettes
- Minor personal differences such as 'dirty looks' or fall outs between children
- Putting rubbish out on the wrong day
- Disputes regarding fencing where the fencing is within the property boundary.
(Tenants are responsible for fencing).

4.2 Where a report is not considered to be ASB, it will be passed to a Housing Officer for appropriate follow-up and resolution. The Senior Housing Neighbourhood Officer will monitor these cases and ensure that they're dealt with in accordance with the Tenancy Management Policy.

4.3 We recognise that some behaviours which appear to constitute ASB may arise as a direct result of a resident's disability, mental illness, neurodiversity, cognitive impairment, or other health-related condition. Such cases will be approached through a proportionate response, in line with safeguarding duties and equality legislation.

4.4 The Council will not take action where noise arises from normal, everyday activities, and the disturbance is due to environmental factors such as poor sound insulation or the absence of carpets, rather than unreasonable behaviour. However, in certain circumstances, including cases of financial hardship, the Council may offer support to help tenants address these environmental factors.

5. How to report ASB and Hate Crime

5.1 Tenants and residents can report ASB in a variety of ways:



by using our online form available at: <https://www.sholland.gov.uk/reportasb>



by calling us on 01775 761161



by emailing us at asbhousing@sholland.gov.uk



by speaking to a Housing Officer, attending a scheduled appointment or coming along to a Meet and Greet session (Sheltered Housing tenants)

5.2 Tenants can report Hate Crime using the options below:



Online via the [True Vision](https://www.true-vision.org.uk) national Police scheme: www.report-it.org.uk



by calling 101



by visiting a [police station](https://www.lincs.police.uk/contact/find-a-police-station/): www.lincs.police.uk/contact/find-a-police-station/

5.3 While we encourage the reporting of ASB, there are occasions when reporting may not be appropriate. This may include situations where:

- The report is malicious, false, or exaggerated.
- The reports relate to issues we have already addressed, with no new information provided.
- The frequency and volume of contact is such that it places a disproportionate strain on Council resources and impacts our ability to provide a fair and consistent service to all customers.

5.4 We will seek to understand the reasons behind this type of reporting. For example, we will consider whether the contact stems from an unmet support need, whether we have missed an opportunity to intervene, or whether a previous decision was incorrect. However, we may need to take appropriate action, in accordance with our corporate policies and procedures, including the [Council's Vexatious Policy](#), to manage instances of inappropriate reporting.

6. Our Service Standards

6.1 Our Service Standards explain how we will prevent and address ASB affecting our Council housing tenants.

We will, where possible and proportionate:

- Meet the needs of our diverse communities through a fair and consistent approach
- Work with tenants, agencies and community groups
- Take action (including enforcement action) where necessary
- Make reporting ASB easy and accessible
- Where appropriate, use mediation to prevent cases escalating
- Respond to cases within set timeframes

- Review cases where tenants request this
- Support victims and provide regular updates throughout the case
- Support and develop our workforce
- Maintain accurate records
- Sustain tenancies where appropriate
- Monitor our performance
- Prevent ASB through proactive steps and early involvement
- Develop our service using tenant feedback
- Prioritise cases based on risk and harm
- Communicate in clear, neutral and tailored language

7. Meeting the needs of our diverse communities

- 7.1 We aim to create neighbourhoods that are welcoming and safe for everyone, while recognising that some individuals or groups may be targeted or disproportionately affected by Hate crime and ASB because of one or more of their protected characteristics which can include their age, disability, gender reassignment, race, religion or belief, sex or Sexual orientation.
- 7.2 When responding to a report of ASB, we will record any information a tenant or resident provides that may indicate they are being targeted or disproportionately affected due to a protected characteristic. All personal information will be handled in line with data protection requirements and will not be shared without the resident's consent.
- 7.3 We will ensure that victims and witnesses receive an appropriate response that reflects their individual needs. This may involve adjusting our communication methods and tailoring our approach to meet each individual's specific circumstances and requirements. Where required, we will provide additional communication or support arrangements, such as access to translation services or the presence of a support worker or advocate during home visits, meetings and telephone calls.
- 7.4 To ensure that any immediate risk of harm or signs of vulnerability are identified, we will carry out risk assessments, recognising that the level of risk associated with ASB may change over time or as new information becomes available.
- 7.5 If a case involves a vulnerable adult or a child, we will act in accordance with the Safeguarding Adults or Safeguarding Children procedures, making referrals to specialist

services where concerns arise.

- 7.6 We will also adapt our communication and intervention methods to reflect the individual needs of perpetrators or suspected perpetrators.
- 7.7 When tenants and residents report ASB, we will ask for information on their protected characteristics as well as gathering the same information from perpetrators/suspected perpetrators. This information is optional.

8. Our approach to managing cases

- 8.1 The Council uses a single Case Management platform to share and record information which is accessible to partner agencies including the Police. This allows organisations and agencies to view and share information, supporting a collaborative approach to managing reports.
- 8.2 We operate a structured approach to managing reports of ASB, which includes assessing and categorising risk levels and applying defined timescales.
- 8.3 For all ASB cases, a Problem Solving Plan will be developed to determine the most appropriate response. This includes a case specific action plan with agreed actions for both the victim(s) and the perpetrator(s), where appropriate. As part of the Problem Solving Plan, risk will be monitored and reviewed throughout the case.
- 8.4 Where a case is assessed as requiring input and support from multiple agencies, including cases considered complex, it will be referred to the ASB Risk Assessment Conference (ASBRAC). ASBRAC is a multi-agency panel responsible for coordinating the management of high-risk and complex ASB cases.

8.5 Details of the risk categories and the associated response and case management timeframes are outlined below. (Welfare checks are conducted at every point of contact, with risk scoring subject to ongoing review).

Low Risk	Medium Risk	High Risk
<p>Victims whose reports indicate no immediate danger or significant vulnerability. They usually experience ASB that is isolated, low-level, and not causing serious harm to their wellbeing.</p>	<p>Victims experience ASB that causes ongoing distress, may involve repeat incidents, or shows signs of increasing severity.</p> <p>They may have additional vulnerabilities (e.g., health, disability, caring responsibilities) that could worsen the impact.</p>	<p>High-risk victims are those at significant risk of harm, for example due to:</p> <ul style="list-style-type: none"> • Serious or escalating ASB • Persistent repeat victimisation • High vulnerability (e.g., mental health concerns, disability, isolation) • Risk of harm comparable to safeguarding thresholds

8.6

Action			
Step 1: Make initial contact with the person reporting to acknowledge receipt of the report.	<p style="text-align: center;">Within 2 working days</p> Undertake a risk assessment to determine any immediate risks of harm or vulnerability. (Cases categorised as high, medium and low risk). Advise the victim(s) how their case has been categorised and when they will next hear from us.		
Action	High Risk	Medium Risk	Low Risk
Step 2: Interview the victim and draft Problem-Solving Plan (including initial action plan agreed with the victim)	Within 3 working days of ASB being reported	Within 5 working days of ASB being reported	Within 10 working days of ASB being reported
Step 3: Contact the alleged perpetrator, if appropriate to do so. (In cases of domestic abuse, this may put the victim in danger).	Within 5 working days of ASB being reported	Within 10 working days of ASB being reported	Within 15 working days of ASB being reported
Step 4: Finalise Problem Solving Plan (including action plan) and share with victim.	Within 5 working days of contacting both parties (victim and perpetrator)	Within 5 working days of contacting both parties (victim and perpetrator)	Within 5 working days of contacting both parties (victim and perpetrator)
Step 5: Review Problem Solving Plan (including action plan)	Every 5 working days, after step 4	Every 10 working days, after step 4	Every 20 working days, after step 4
Step 6: Update victim(s): ongoing	At least once Every 5 working days	Every 10 working days	Every 20 working days
Step 7: Management reviews of cases	20 working days after the initial report and every 20 working days thereafter until case closure.	20 working days after the initial report and every 20 working days thereafter until case closure.	20 working days after the initial report and every 20 working days thereafter until case closure.
Step 8: Case closure	<p>A case will only be closed once all tasks have been completed (unless exceptional circumstances apply, and closure is proportionate and justified e.g. victim stops engaging with the Council and the Council has made multiple attempts to contact them).</p> <p>Victim(s) will be informed that the case is due to be closed, including reasons for this decision. Upon closure, a letter will be issued summarising the actions taken and the outcomes achieved. The letter will also include a satisfaction survey.</p>		

9. Working with partner services and agencies

- 9.1 Effective case management relies on coordinated work between the Police, local authorities, and community partners. By collaborating in this way, we can offer stronger support to victims and deal with reports more efficiently.
- 9.2 To ensure that we effectively prevent and resolve reports of ASB, we will seek to work and collaborate with a range of partners and organisations including:
- The Police
 - Adult and Children Services
 - Community partners
 - Mental health services
 - Substance misuse services
 - The Council's Safer Communities Team
 - The Council's Environmental Protection Team

10. Supporting victims and perpetrators

- 10.1 Once a report of ASB is received, a designated officer will be assigned to the victim(s) and will act as their main point of contact throughout the case. Where the designated officer is unexpectedly absent or unavailable, the Council will ensure a clear temporary point of contact is identified so that communication remains consistent and victims do not feel unsupported.
- 10.2 If we require further information and evidence to support the report, we may:
- ask that the victim(s) keep an incident diary and/or download the Noise App.
 - contact witnesses and ask them to also keep an incident diary.
 - attempt to identify the perpetrator/suspected perpetrator if not already known.
 - visit the area where the alleged incident(s) are taking place.
 - speak to the perpetrator/suspected perpetrator (only with the victim's consent).
 - involve other agencies (such as social service, environment health).
- 10.3 We will arrange either a telephone discussion or a face-to-face meeting with tenants and residents who report ASB, to understand their experiences, explore the outcomes they are seeking, and jointly agree an action plan.
- 10.4 During our initial discussion with the victim(s), we will agree their preferred method of

communication (e.g., telephone, SMS/text, or email) and the frequency of updates. This will be recorded in our case management system, and we will adhere to the agreed contact arrangements throughout the case.

- 10.5 We will maintain regular contact with the victim(s) throughout the investigation in their preferred method of communication, providing ongoing updates until the matter is resolved and the case is formally closed.
- 10.6 Where a crime has been committed, we will encourage victims and witnesses to make a report to the Police.
- 10.7 Where we identify that the victim(s) have support needs, (with their consent) we will make referrals to the relevant support agencies. Support agencies include Victim Lincs, NHS talking therapies and wellbeing services.
- 10.8 If a resident's safety is at risk, we may offer alternative accommodation based on Police advice. We will also assess and implement appropriate safety measures within the home where required such as security lighting.
- 10.9 During an investigation, if we identify any children or vulnerable adults whose welfare may be at risk, we will record these concerns in our case management system and follow the South & East Lincolnshire Council Partnership Safeguarding policy and procedures. This applies regardless of whether the individual is directly involved in the ASB case.
- 10.10 Where the case progresses to the courts, we will refer victim(s) to Victim Lincs to provide support throughout the process.
- 10.11 Where support needs are identified, we will promptly refer or signpost the perpetrator(s) or suspected perpetrator(s) to appropriate services. If a perpetrator is already receiving support from another agency, we will attempt to work collaboratively with that agency throughout the case.

11. Tools and Powers

- 11.1 We aim to prevent ASB from occurring at the outset. This is achieved through a range of measures, including but not limited to:

- Implementing sensitive lettings in situations where there are concerns that ASB may occur, in order to promote community cohesion and safeguard tenants.
- Ensuring customers are made aware of their responsibilities at the point of moving home.
- Operating an Introductory Tenancy regime with the ability to extend tenancies where applicable.
- Providing clear advice and guidance to tenants and residents.
- Working collaboratively with partner organisations to deliver community events and participate in estate walkabouts.
- Considering environmental improvements, such as enhanced lighting.
- Promoting the Good Neighbourhood Guide

11.2 When the Council has sufficient evidence that the reported ASB has occurred, we will then consider which action is most appropriate to reduce the harm being caused. We follow an incremental approach, except where legislation requires (such as issuing a Community Protection Warning before a Notice) or where the seriousness of the behaviour demand immediate court proceedings. We will assess a range of factors including severity, risk, frequency, and individual needs to determine the most proportionate response.

11.3 In most situations, informal interventions will be the most proportionate initial response. We will seek to resolve issues through practical measures, warnings, and voluntary agreements before considering more formal action.

11.4 Where appropriate, victim(s) are required to contribute actively to a resolution, as this often produces the most constructive and sustainable outcomes for all parties. In certain circumstances, intervention by an agency may unintentionally escalate a situation that could otherwise have been resolved amicably between the victim(s) and perpetrator(s).

Where we consider it proportionate and suitable, we may therefore invite parties to:

- Communicate directly with the individual causing concern in an effort to reach an agreed resolution.
- Consider making reasonable adjustments to their own behaviour or routine to help alleviate the issue.
- Participate in mediation as a means of achieving a mutually acceptable outcome.

- 11.5 Mediation helps parties to listen to one another, address misunderstandings, and agree practical steps to move forward. It can be particularly effective for neighbour-related issues such as:
- noise concerns
 - boundary disagreements
 - disputes involving fences, trees or hedges
 - shared access or parking issues
 - disagreements about communal areas.
- 11.6 The purpose of mediation is to repair and maintain relationships, reduce the risk of escalation, avoid legal action, and support the sustainability of tenancies.
- 11.7 The Council will offer mediation to help neighbours find their own solutions in appropriate cases. Where mediation is declined and no further proportionate or reasonable action is available, the Council may close the case, taking any vulnerabilities into account.
- 11.8 We employ a range of informal approaches to resolve issues of harm in cases of ASB. These include, but are not limited to:
- practical measures such as environmental improvements
 - the issuing of advice and warning letters
 - face-to-face meetings
 - Acceptable Behaviour Agreements
 - Good Neighbourhood Agreements.
- 11.9 Legal mechanisms available including:
- injunctions to prevent nuisance and annoyance – a court order to compel a person to do something, or to prevent a particular action or behaviour that is causing ASB. (Civil order)
 - criminal behaviour orders – a court order to compel a person to do something, or to prevent a particular action or behaviour that is causing ASB. (Criminal order)
 - community protection notices – issued by the Council and Police setting out conditions expected. (A community protection warning (CPW) is issued before a community protection notice (CPN). These tools require an individual to stop behaviour that is causing harm and to comply with specific conditions. Failure to follow a CPN may lead to further enforcement action)

- closure powers – an order to close premises
- Notice to Extend Introductory Tenancies and/or Notice of Seeking Possession and/or forfeiture and possession proceedings.

11.10 A range of wider legislative powers may also be considered, including, but not limited to:

- Public Health Act 1936
- Environmental Protection Act 1990

11.11 To proceed with legal intervention, we are required to have evidence of the ASB. In many cases, this will require those experiencing ASB to provide it. This may include incident diaries, audio or visual recordings such as CCTV or video-doorbell footage, reports from other agencies, or signed witness statements. If we cannot obtain sufficient evidence to meet the legal threshold, then we are unlikely to be able to proceed.

11.12 Possession Proceedings will only be pursued where all other actions to tackle the ASB have failed or where the behaviour is serious enough to warrant it.

12. ASB Case Reviews

12.1 The ASB Case Review (formally known as Community Trigger) is a statutory provision introduced in the Anti-Social Behaviour, Crime and Policing Act 2014.

12.2 The ASB Case Review is the victim's right to request a review of their case to determine whether there are any further actions that can be taken to resolve it. The ASB Case Review is not about apportioning blame. It's focus is on problem solving the case and utilising the expertise of partner agencies.

12.3 A victim, or someone acting on their behalf, can request an ASB Case Review by completing an ASB Case Review request form, this can be completed using any of the following methods:



By visiting www.sholland.gov.uk/asbcasereview and downloading the ASB Case Review Form and returning it to asbhousing@sholland.gov.uk or by post using the address below.



by telephone: 01775 761161 - ask to speak to the Housing ASB officer.



To request a copy of the form, write to: Housing ASB officer, South Holland District Council, Council Offices, Priory Road, Spalding, Lincolnshire. PE11 2XE

13. Confidentiality

- 13.1 We may receive anonymous reports of ASB. This can make it more difficult for us to investigate, as we may not have all the information we need. We will assess anonymous reports by considering the seriousness of the behaviour described, whether there is an obvious reason the report has been made anonymously, and whether there are any ways to investigate further that do not rely on knowing who made the report.
- 13.2 Tenants and residents may request that their identity remains confidential. While we will not disclose their name, we are still required to discuss the reported behaviour with the individual alleged to be causing the harm before any action can be taken. In some cases, the nature of the report may make it apparent who has submitted it.
- 13.3 There are also circumstances where our legal responsibilities mean we cannot guarantee confidentiality. For example, if someone reports information relating to a criminal offence, or if we believe they may be at risk of harm or pose a risk to others.
- 13.4 Where legal action is required, we will work to support the person making the report and, where appropriate and legally permissible, may include anonymous reports as hearsay evidence.

14. Complaints

- 14.1 If a victim (a resident of a landlord or somebody with authority to act on behalf of a resident) is dissatisfied with the service received from the Council, they can submit a [complaint](#).
- 14.2 As per the Housing Ombudsman's Complaint Handling Code, the investigation into a complaint is not to determine if a complaint is ASB but to consider the landlords handling of a report of ASB.
- 14.3 Any complaint can be reported [online](#), or by using any of the following methods:



Post by writing to Housing Feedback, South Holland District Council, Council Offices, Spalding, Lincs PE11 2XE.



Over the telephone by calling 01775 761161

15. Workforce development

- 15.1 Managing cases of ASB can be complex and requires a broad range of skills, knowledge, and experience. We work closely with officers to identify training and development opportunities.
- 15.2 We will ensure that all staff involved in managing ASB cases receive regular training, enabling them to handle cases with confidence and competence. The Housing Services Manager will carry out routine case reviews to identify learning needs, support ongoing staff development, and drive continuous improvement in service delivery

16. Monitoring Performance

- 16.1 Delivery of our ASB service is reported on a monthly basis via the Housing Landlord Service Compliance and Performance Clinic attended by the Assistant Director for Housing, Portfolio Holder for Strategic and Operational Housing and Director for Communities. We use the following performance indicators to monitor delivery:

Performance Measure
New ASB cases opened (in month)
Percentage of cases acknowledged within 2 working days (in month)
Number of those cases that involves a hate incident (in month)
Number of ASB cases closed (in month)
Number of ASB cases closed (year to date)
Number of ASB cases opened per 1,000 homes (year to date)
Number of ASB cases that involve hate incidents opened per 1,000 homes (year to date)
Percentage of tenants reporting satisfaction with how the case was handled. (Surveyed at case closure).

- 16.2 Performance is reported to Performance Monitoring Panel (scrutiny) on a quarterly basis and published on the tenant section of our website at [About us - South Holland District Council](#)

Performance Measure
Number of ASB cases opened per 1,000 homes (year to date)
Number of ASB cases that involve hate incidents opened per 1,000 homes (year to date)

16.3 Performance on ASB case management will also be reported to our newly established Tenant Influence Panel. Frequency and content will be determined by the Panel during 26/27.

16.4 Performance and satisfaction are also monitored through the following Tenant Satisfaction Measures, reported to the Regulator of Social Housing annually and published in the Annual report to tenants:

- Proportion of respondents who report that they are satisfied with their landlord's approach to handling ASB.
- Number of ASB cases, opened per 1,000 homes.
- Number of ASB cases that involve hate incidents opened per 1,000 homes.

16.5 We also collect tenant satisfaction via our customer satisfaction survey issued once a case has been closed. This survey collects key information which is used to monitor service delivery and provide ongoing service improvements. The survey collects feedback on key areas including:

- Reporting ASB
- Satisfaction with response times
- Satisfaction with case outcome
- Satisfaction with how the case was handled and the support offered to victims.

17. Data Protection

17.1 Personal information collected as part of handling ASB reports will be used and stored in accordance with the Tenancy and Leasehold Agreement Management privacy notice, which can be found [here](#).

18. Links to Council strategies and policies

18.1 This policy has direct links to the following policies and strategies:

- Housing Landlord Service ASB Framework 2025-2027.
- SHDC Housing Landlord Strategy 2024-27
- South & East Lincolnshire Councils Partnership's Sub-regional Strategy 2024/25

– 2028/29

- Lincolnshire Hate Crime Strategy 2025-28
- Safer Lincolnshire Partnership Strategy 2025-2028
- Safer Lincolnshire Partnership Noxious Odour Procedure
- Safer Lincolnshire Partnership ASB case review policy.

19. Relevant Legislation

19.1 There is a range of legislation that governs the management of ASB and neighbour nuisance:

- The Housing Act 1985
- The Housing Act 1988
- The Environmental Protection Act 1990
- The Housing Act 1996
- The Crime and Disorder Act 1998
- The Anti-Social Behaviour Act 2003
- The Equality Act 2010
- The Localism Act 2011
- The Anti-Social Behaviour, Crime and Policing Act 2014
- The Care Act 2014
- The Homelessness Reduction Act 2017
- The Data Protection Act 2018.

19.2 The Regulator of Social Housing's Neighbourhood and Community Standard, requires Registered Providers to work in partnership with appropriate local authority departments, the Police and other relevant organisations to deter and tackle ASB and hate incidents in the neighbourhoods where they provide social housing.

19.3 The Housing Ombudsman expects landlords to respond to ASB promptly, consistently and with a clear focus on victims. Landlords should investigate reports thoroughly, maintain accurate records, communicate regularly with those affected, and work in partnership with local authorities, the Police and other agencies to prevent and address ASB. They are also expected to learn from complaints and Ombudsman findings, particularly where maladministration has been identified, and use this learning to improve their ASB policies and practice.

20. Reviewing this policy

20.1 This policy will be reviewed no later than 3 years after the date of publication and may be reviewed earlier.