

Anti-Social Behaviour and Hate Crime – Consultation outcome report and detail of proposed changes.

Contents

Introduction	2
Consultation programme	2
Sheltered Housing Focus Group	3
Tenancy and Quality Checkers Focus Group	3
Surveys	3
Tenant Influence Panel	4
Survey Findings and Feedback.....	5
Member feedback.....	5
Survey Key findings.....	6
Survey responses.....	6
Tenant Events Feedback.....	12

Introduction

In 2025, the Housing Landlord Service adopted the Anti-Social Behaviour Framework to strengthen how the service is delivered and to tackle anti-social behaviour (ASB) more effectively.

The framework outlines our commitment to address ASB through early intervention, support and enforcement whilst also emphasising the importance of engaging tenants and ensuring they are actively involved in shaping decisions.

This document summarises the consultation on the ASB and Hate Crime service which took place between 2nd March to 20th March 2026.

The document also summarises the proposed changes to the ASB service and draft policy using the feedback received.

The aim of the consultation programme was to:

- Empower tenants to shape and support decision making on the future delivery of the service.
- Provide opportunity for residents, staff, members, external organisations and agencies to feedback on the future delivery of Anti-Social Behaviour and Hate Crime service.
- Ensure that our priorities match what matters most to our tenants.
- Demonstrate that the council acts on tenant feedback and welcomes tenant scrutiny to shape service delivery.
- Demonstrate how tenants got involved in a variety of tenant engagement activities that suit them.

Consultation programme

The consultation programme was designed to collect essential information and feedback to support decision-making regarding the future provision of the ASB and Hate Crime service.

To ensure comprehensive participation and representation, each element of the consultation programme was developed using a multi-channel engagement strategy targeting tenants, staff, and key agencies (such as the Police).

The consultation programme comprised of the following:

- **Sheltered Housing Focus Groups:** Officer attendance at various Sheltered Housing Focus Group sessions. As part of the sessions, officers consulted tenants on key themes and promoted the survey.
- **Tenancy and Quality Checkers Focus Group:** Officer attendance the Tenancy Focus Group/Quality Checkers event on 4 March 2026. As part of the event, officers consulted tenants on key themes.
- **ASB Survey:** A survey to tenants, residents, internal staff, external organisations and agencies to capture feedback on key themes and the future provision of the service. The survey ran from 6 March 2026 to 20 March 2026.

Appendix 2

The primary objective of the programme was to strengthen participation, aided by various engagement mechanisms. All consultation details were made available on the council's website, and for the survey, tenants were contacted directly by text and email.

Sheltered Housing Focus Group

During the consultation programme, the Housing Services Manager and ASB Lead officer attended Sheltered Housing Focus Group events to consult tenants on key themes and areas of focus. As the last 2 events took place after the survey went live, officer also used the Focus Group to promote the ASB survey. While tenants were encouraged to complete the survey on their own, officers were available to provide support when requested. Hard copies of the survey were also made available.

The table below shows the dates, times and locations of the Sheltered Housing Focus Group Events.

Location	Date	Time
Nene Court, Spalding PE11 2JT	Tuesday 3rd March 2026	11:30am – 13:00am
Hargate Close, Fleet PE12 8LU	Wednesday 11 th March 2026	11am – 12.30pm
Arthurs Avenue, Holbeach PE12 7LH	Thursday 12 th March 2026	11am – 12.30pm

Tenancy and Quality Checkers Focus Group

Both the Tenancy and Quality Checkers Focus Groups form part of the Tenant Forum which were created after the adoption of the Tenant Engagement and Influence Strategy.

Both Focus groups met on Wednesday 4th March 2026 and as part of the event, the Housing Services manager and ASB lead consulted tenants on the key themes and areas of focus including:

- Behaviours or activities tenants feel should not be treated as anti-social behaviour.
- Tenants' views on the ways they can report ASB, and whether there are any additional reporting options we should introduce.
- What tenants consider to be reasonable timescales for acknowledging reports and providing updates to victims.
- Tenants' opinions on how the Council tackles ASB, including whether there are any further approaches we should consider.
- Tenants' views on what support should be offered to victims of ASB.
- Tenants' views on the Council's service standards for handling ASB reports.

Surveys

Appendix 2

As covered earlier in the report, the survey ran from 6 March 2026 to 20 March 2026.

All surveys were made available on the council's website via the Tenant Events webpage using MS forms. Hard copies were available on request, including in alternative formats and large print.

The survey invited responses through a variety of question types, including closed questions, open-ended questions, and comment boxes, giving respondents the opportunity to explain their answers.

To promote broad and inclusive participation, the surveys were rolled out through a multi-channel engagement strategy aimed at tenants, staff, and key partner agencies.

The various engagement and promotion methods were as follows:

Digital and Community Based Promotion:

- Publicised via the council's Tenant Engagement and Involvement webpage and shared across official social media platforms.
- The survey was shared with all Housing staff to promote when engaging with tenants.

Internal Engagement:

- SHDC Housing staff with a professional interest in the consultation were invited to contribute via internal communications.

Engagement with External Organisations and Stakeholder Groups

The consultation was further promoted through direct outreach to a range of partner agencies and community bodies including the Police.

Accessibility and Support for Participation

- To ensure inclusivity, hard copy surveys were distributed upon request.
- Independent Living Officers provided one-to-one support to assist tenants in completing the survey where required.

Tenant Influence Panel

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.

Appendix 2

- The panel was pleased to see that feedback from tenant engagement has been fully considered, particularly regarding timescales. It was positive to note that these have now been revised and that the tenant survey results supported this change.
- It was suggested that a short summary or “key facts” version of the policy would be helpful to improve accessibility and understanding. Officers noted that a summary version of Policies is created and made available to tenants once adopted.
- The idea of producing a video version of the policy similar to those created for other services was welcomed and seen as a valuable addition. Officers confirmed this will be taken forward.
- The panel discussed the terminology around “victim” and “perpetrator.” It was agreed that Step 1 should instead refer to “making initial contact with the person reporting,” with the language transitioning to “victim” only after that point. Officers agreed with the recommendation. Step 1 will be amended to reference “the person reporting” to ensure neutral and sensitive language at the first point of contact before any further classification is made.
- A proposal was made to explore providing A5 fridge magnets containing key service contact details (e.g., ASB, Damp Condensation and Mould, Repairs) so that tenants can easily find important information in one place. Officers said this is a helpful suggestion, and we will explore options and costs.

Survey Findings and Feedback

Member feedback

Informal Member Briefing held on 25th March 2025.

- Members sought clarification on how risk levels are defined within the proposed ASB approach. Officers explained that low-risk cases involve occasional noise, medium-risk cases include persistent nuisance such as blocked access or roaming pets, and high-risk cases cover threats or violent behaviour requiring police involvement.
- Question was also raised about case escalation, with assurance provided that the dedicated ASB Lead plays a key role in managing cases early to prevent risks increasing.
- Members additionally requested detail on domestic abuse case handling, and officers confirmed that the priority is always victim safety; perpetrators are not contacted directly, and officers work closely with the police.

Policy Development Panel held on 21st April 2026.

INSERT

Appendix 2

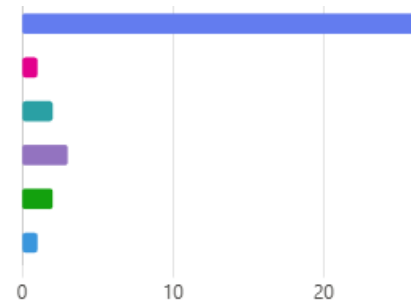
Survey Key findings

The key findings from the ASB survey are listed below. A total of 35 survey responses were received during the consultation period.

Survey responses

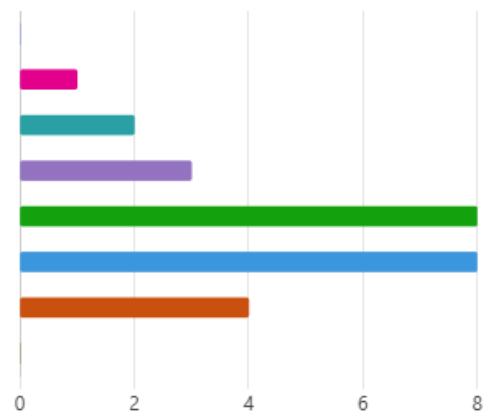
- Please tell us who you are responding as?

● SHDC Tenant	26
● Family member of an SHDC tenant	1
● Resident of South Holland	2
● SHDC Staff Member	3
● Professional body or partner agency	2
● Other	1



- What is your age group? (Only asked to anyone responding as a SHDC Tenant)

● 18-24	0
● 25-34	1
● 35-44	2
● 45-54	3
● 55-64	8
● 65-74	8
● 75+	4
● Prefer not to say	0



- What is your gender? (Only asked to anyone responding as a SHDC Tenant)

● Woman	16
● Man	10
● Non-binary	0
● Prefer not to say	0

- What is your ethnic group? (Only asked to anyone responding as a SHDC Tenant)

Appendix 2

● White: English, Welsh, Scottish, Northern Irish or British	24
● White Irish	0
● White: Other	0
● Mixed or multiple ethnic groups	0
● Asian or Asian British	0
● Black, African, Caribbean or Black British	0
● Other ethnic group	0
● Prefer not to say	2

Analysis is broken down into the various questions asked as part of the survey.

% calculated as whole numbers. Does not apply to multiple choice or open text box questions

Question 1: There are some types of behaviour which, although may feel annoying to neighbours, might not be ASB. Which types of behaviour do you feel should not be classed as ASB?

Feedback from respondents showed strong agreement that a range of everyday activities and minor inconveniences should not be classified as Anti-Social Behaviour (ASB). Themes identified included:

1. Normal Everyday Living

Respondents widely felt that ordinary household and day-to-day noises should not be considered ASB. Examples included:

- Opening and closing doors
- Walking up stairs
- Vacuums, washing machines, and household appliances
- Television or music at reasonable volumes
- General cooking smells, including BBQs

2. One-Off or Occasional Events

Activities that occur occasionally, without ongoing impact, were seen as normal aspects of community life rather than ASB. These included:

- One-off parties such as birthdays, BBQs, and Christmas gatherings
- Occasional bonfires
- Temporary parking inconvenience caused by visitors

3. Children

Noise associated with children playing during reasonable hours was generally considered a routine part of family life and not ASB.

4. Parking Issues

Parking outside a neighbour's property or using unallocated spaces was described as inconvenient but not ASB.

5. Car Maintenance and Home Activities

Activities such as fixing a car on a driveway or other normal outdoor household tasks were generally not seen as ASB.

6. Animals and Pets

Respondents were tolerant of:

- Occasional dog barking

Appendix 2

- Animal noise within reasonable hours

7. Lighting and Outdoor Equipment

Security lights and similar household equipment were also seen as part of normal living and not ASB if they did not impact neighbours.

Changes made: The feedback received supports the overall direction and content of the policy. Only minor refinements are proposed to improve clarity.

- Added to section 4 - Car repairs carried out reasonably, without prolonged noise, obstruction, or hazardous behaviour.
- Added clarity in section 4 to what is meant by a one-off event – (for clarity 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.

Question 2: The Council offers several ways to report ASB. Which reporting options do you find easiest and most accessible?

• Using our online form available on our website	17
• Calling us on 01775 761161	23
• Emailing us at asbhousing@sholland.gov.uk	16
• Speaking to your Housing Officer, attending a scheduled appointment or coming along to a Meet...	12

Question 3: Do you feel that there are any other reporting methods the Council should offer?

Feedback from tenants shows that the majority feel the Council already offers a sufficient range of reporting methods for Anti-Social Behaviour, and most respondents did not feel additional options were needed. A small number of suggestions focused not on creating new reporting channels but on improving the accessibility and responsiveness of existing ones, for example, ensuring phone calls are answered more consistently, reducing the need to speak to multiple departments, and providing more opportunities for face-to-face contact with Housing Officers.

A small number of respondents requested the option to report via text message or highlighted the value of anonymous reporting. Anonymous reports can already be made under the current policy; however, these reports often limit the Council’s ability to fully investigate incidents or gather sufficient evidence to build a robust case. For this reason, anonymous reporting is accepted but not actively encouraged unless there is a genuine safety concern.

Based on this feedback, no new reporting channels will be added to the policy at this time. The Council will instead focus on strengthening the visibility and responsiveness of existing reporting methods and improving communication about how current routes including confidential and face-to-face options can be accessed.

Question 4: What do you expect from the Council when it comes to responding and managing reports of ASB?

● Support victims and provide regular updates throughout	29
● Assign a dedicated officer to victims to act as their main point of contact	23
● Work with tenants, agencies and community groups	24
● Make reporting ASB easy and accessible	25
● Take action (including enforcement action) where necessary	28
● Prioritise cases based on risk and harm	27
● Review cases where tenants request this	17
● Prevent ASB through proactive steps and early involvement	23
● Other	3

3 respondents provided additional comments under the “Other” category. These points related to:

Other – ASB magnet for the fridge on how to report.

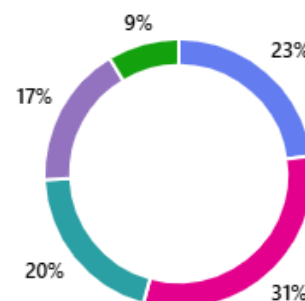
Other – Support not just for the victim but for the other person too.

Other – Take existing neighbourhood risks into account.

All the main options identified by tenants are already fully covered within the Policy, and the additional comments provided fall into minor operational considerations rather than gaps in the Policy.

Question 5: What do you think is a reasonable amount of time for the Council to let you know they’ve received your ASB report and confirm next steps?

● Within 1-2 working days	8
● Within 3 working days	11
● Within 5 working days	7
● Within 7 working days	6
● Other	3



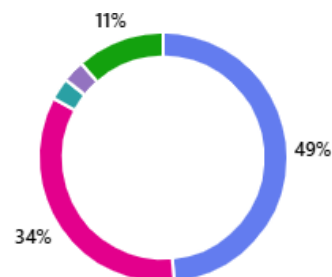
Feedback on the expected timescale for initial contact showed that most respondents felt a response within 3 working days was reasonable, with smaller numbers suggesting between 1–2 working days or up to 5 working days. Only one respondent expected same day contact. As the Council’s current service standard commits to making initial contact within 2 working days, this already exceeds the

Appendix 2

expectations expressed by most. Based on this consultation feedback, the existing timescale will remain unchanged, as it is consistent with good practice and already provides a quicker response than generally expected.

Question 6: When an ASB case is high risk, how regularly should the Council contact the victim with updates?

● Every few days (2-3 times a week)	17
● Once a week	12
● Every 2 weeks	1
● Only when there is new information or action	1
● Other	4



Feedback shows that tenants expect frequent and proactive contact when an ASB case is assessed as high risk. The most common response was to receive updates every few days (2–3 times per week), with a smaller proportion preferring weekly updates. Only a minority felt updates should be provided less frequently or only when new information becomes available.

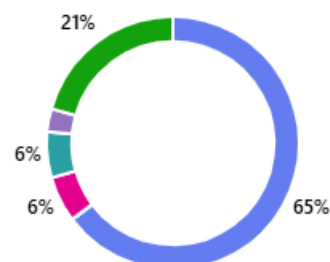
Although many tenants expressed a preference for contact every few days, the existing standard of at least once every 5 working days remains appropriate as a minimum requirement, with the flexibility for Officers to provide more frequent updates where circumstances or risk levels justify it. This means the policy sets a baseline of weekly contact but does not prevent Officers from exceeding this where cases are fast moving, complex, or where victims need additional reassurance or support.

One respondent felt that contact should be as frequent as the victim personally needs to feel safe. While this was not a common view, the Council will continue to consider individual circumstances on a case-by-case basis and apply reasonable adjustments where appropriate.

To reflect this flexibility more clearly, the policy wording has been tweaked to state that ongoing contact will be at least once every 5 working days, with more frequent updates provided when required.

Question 7: When an ASB case is medium risk, how regularly should the Council contact the victim with updates?

● Every 2 weeks	22
● Every 3 weeks	2
● Every 4 weeks	2
● Only when there is new information or action	1
● Other	7



Appendix 2

Most tenants said the Council should provide updates every 2 weeks for medium-risk cases. A small number suggested 3 or 4 weeks, weekly updates, or only when new information is available, and one respondent preferred a case-by-case approach.

The Council's current standard of contacting victims at least every 10 working days already aligns with a fortnightly pattern, so no policy change is required. Flexibility will continue to be applied where individual circumstances or reasonable adjustments justify more frequent contact.

Question 8: When an ASB case is low risk, how regularly should the Council contact the victim with updates?



Most felt that for low-risk ASB cases, the Council should provide updates only when there is new information or action. The next most common view was to receive updates every 4 weeks, with a smaller number suggesting updates every 3 weeks. Very few expected more frequent contact. The Council's current standard of providing updates at least every 20 working days already aligns with these expectations, so no policy change is required.

Question 9: What types of support do you feel the Council should offer victims and witnesses of ASB?

Respondents emphasised the importance of:

- Having a consistent Officer supporting the case
- Being told if their Officer was absent and who the temporary contact is
- Signposting to specialist services
- Links to external support services (mental health)
- Being listened to and taken seriously
- Support with home moves or exchanges is needed
- Ensure victims have a say in the outcomes
- Regular check ins and keeping in contact
- Clear and timely information
- Greater visibility of Officers on estates

Changes made:

The consultation feedback aligns closely with the support covered in the ASB Policy, including signposting, referrals, welfare checks, safeguarding, and risk-based support. The policy already references Officer support, but in section 10 adding "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”

Question 10: What kind of help do you think the Council should offer people whose behaviour is causing ASB?

Feedback suggests that tenants expect a balanced approach combining support with clear accountability. Many respondents highlighted the importance of mediation, communication, referrals to wellbeing or substance-misuse services, and helping individuals understand the impact of their behaviour. Others emphasised the need for firm warnings and enforcement where behaviour does not improve. These expectations align with the Council’s current policy, which includes early intervention, support referrals, multi-agency working, and a stepped process. No change to the policy is required, but the Council will ensure that operational procedures continue to emphasise both supportive interventions and clear boundaries for behaviour.

Tenant Events Feedback

Sheltered Housing Focus Group:

Some older tenants explained that, although normal living noise and children playing are not classed as ASB, these everyday sounds can still have a significant impact on them. While this does not change the ASB definition, the Council’s risk-assessment process already allows officers to consider how such noise affects individual tenants, particularly those who may be more vulnerable, and to offer appropriate support or reassurance where needed.

Tenants said they were unfamiliar with certain types of enforcement tools available like CPW and CPN. Added to section 11 that definition that 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.

Some tenants questioned why the Council cannot evict people more quickly when their behaviour breaches the tenancy agreement. During the discussion, it was explained that eviction is always a last resort and will only be pursued once all other reasonable steps have been taken. Tenants were informed 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.

Tenancy Focus Group:

The Tenant Focus Group was held at the outset of policy development and played a key role in shaping the foundations of the new ASB and Hate Crime Policy. The feedback gathered through this early engagement directly informed the structure, priorities, and approach adopted within the Policy.

All core expectations highlighted by tenants, including accessible reporting routes, clear communication standards, timely updates, partnership working, prioritisation

Appendix 2

based on risk and harm, and a victim-centred approach, have been embedded from the beginning.

Additional comments raised by tenants, such as providing service reporting magnets, offering support to all parties involved, and considering neighbourhood risks during allocations, are already addressed within existing operational practices. These therefore represent minor operational considerations rather than gaps requiring amendments to the Policy now developed.

