

# Appendix B

## DRAFT FOR CONSULTATION



# Anti-Social Behaviour Framework - Housing Landlord Services

**SOUTH HOLLAND DISTRICT COUNCIL**

**2025-2027**



We can provide this information in other languages and formats for example, in large print, in Braille, on CD or audio cassette. Please email [info@sholland.gov.uk](mailto:info@sholland.gov.uk) or phone 01775 761161.

# INTRODUCTION

**South Holland District Council is committed to ensuring our homes and communities are safe and welcoming for tenants and visitors. Free from crime and Anti-Social Behaviour (ASB).**

This framework sets out our priorities for preventing and addressing ASB. We will work with partner agencies such as the Police to reduce ASB and support victims. We will also work with perpetrators to support them in addressing their behaviour.

**Anti-Social Behaviour is a term which covers a broad range of issues and there are several definitions for it. The general agreement is that it is defined as 'anything causing a nuisance or annoyance.'**

The Anti-Social Behaviour, Crime and Police 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.

## ASB DATA

96 cases were reported to the Housing Landlord Service during 2024:

- 38 cases of noise complaints
- 19 behavioural issues (aggressive or threatening behaviours towards others)
- 14 vehicle related complaints such as revving engines, abandoned cars
- 10 drug related cases
- 7 pet related cases
- 5 overgrown or untidy garden cases
- 3 cases of financial abuse.

In 2023, tenants were surveyed on their views about the Housing Landlord Services, known as Tenant Satisfaction Measures. 50% of tenants surveyed were satisfied with the approach to dealing with ASB, compared with 58% nationally. *(Survey responses for 24/25 are currently being reviewed. This section will be updated shortly).*

# OUR PRIORITIES

The ASB framework is built on four priorities to develop and improve the service:

1. Prevention and Early Intervention
2. Working Together
3. Risk Management and Victim Support
4. Putting Tenants First

## 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.

### **We will:**

- Communicate to you clearly and regularly if you report ASB.
- Share information about ASB and hate crime including how it is defined in law.
- Make sure you are aware of services available to support you if you become a victim of ASB.
- Review Housing Ombudsman reports on complaints about ASB and consider further steps we can take to improve our services.
- Share data and information about ASB with agencies such as the Police.
- Encourage communities not to tolerate ASB, giving them confidence in reporting.
- Prevent ASB, where possible, through quick and appropriate steps such as sending warning letters and offering support such as mediation.
- Involve victims when closing cases.
- Develop a detailed training plan for staff.

Examples of steps we will take include writing an ASB policy and Good Neighbour Guide (with tenants), setting expectations with new tenants about their behaviour, and sharing information to identify patterns of crime with the Police and other agencies.

### **Measuring success**

To measure success in preventing and addressing ASB early, we will monitor data on items such as the number of ASB incidents reported, tenant satisfaction, and cases resolved between neighbours. This will help us understand whether our approach to ASB is working.

# OUR PRIORITIES

## 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.

### **We will:**

- Promote the option to request an ASB case is reviewed by another party such as another Council, social landlord or the Police.
- Develop closer relationships with the Police and community groups.
- Work closely with other Council departments to quickly investigate and resolve ASB cases and noise complaints.
- Encourage and support tenant involvement, including how neighbours can help their community, the Council and its partners to tackle ASB.

Examples of steps we will take include reviewing support services we provide to tenants, working closer with partners such as Adult and Childrens Services, Probation and Mental Health Team. Formalise arrangements for other Council departments responding to ASB cases, setting clear timescales for responding to tenants, improving outcomes for tenants.

### **Measuring success**

Success in managing ASB through partnership working will be measured by case review outcomes, response times from partner agencies, community involvement, reduction in ASB following data sharing and analysis, and the outcome of legal steps taken by others.

This will show how well we are working with local agencies and the community to address ASB.





# OUR PRIORITIES

## 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.

We will:

- Assess the impact of ASB and prioritise cases based on risk.
- Place greater focus on the harm and impact on the victim.
- Increase accessibility to the service and provide a faster response.
- Ensure staff are trained on assessing the needs of victims and witnesses, particularly where they are vulnerable.
- Improve the experience for victims and witnesses through positive engagement, offering support and showing understanding.
- Identify repeat and vulnerable victims, ensuring that appropriate support is in place to prevent future incidents of ASB.
- Agree action plans with victims, updating them regularly and inform them directly of key developments.

Steps we will take include greater consideration around vulnerabilities in the victim's household and considering these when determining next steps, including how often we contact the victim. Carrying out additional checks of future tenants before letting a property where communities have been subject to ASB.

### Measuring success

We will monitor completion of risk assessments, feedback about support services, response times, views on how easy it is to report ASB and effectiveness of court support.

These steps show our commitment to prioritising victims in our response to ASB.



# OUR PRIORITIES

## 4. PUTTING TENANTS FIRST

Ensure that you 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.

We will:

- Explore the ASB terms used for with tenants, including whether “victim” and “perpetrator” are appropriate
- Regularly involve tenants, so that you can be sure your voice is being heard and acted upon.
- Ensure tenants lead the way in shaping our response to ASB.
- Use feedback and lessons learned to enhance our services.
- Review our ASB reporting, communication and engagement methods with you.

Steps we will take include writing an ASB policy and literature with tenants, shaping our approach to ASB with tenants and developing online services such as an ASB toolkit. We will host a variety of ways for tenants to be involved such as focus groups and surveys.

### Measuring success

Tenants feedback will be used to design the service. Success in putting tenants first will be measured by levels of tenant involvement, feedback and satisfaction.

These will show how well we are empowering tenants and ensuring their voices shape our response to ASB.



# ACTION PLAN

## Priority 1: Prevention and Early Intervention

- Raise awareness of the impacts of hate crime.
- Self-assess against the Housing Ombudsman spotlight reports.
- Establish performance targets to monitor current performance.
- Review sign-up process for tenants and introductory visits, focussed on ASB.
- Promote a variety of ways to report ASB.
- Create a 'good neighbour guide' with information on conflict resolution.
- Create a new ASB and hate crime policy with tenants.
- Invest in staff training, focusing on tools and powers to tackle ASB.

## Priority 2: Working Together

- Review current practices and access to support services.
- Conduct annual case reviews with the Environmental Protection team.
- Subscribe to the ASB Help Pledge - a commitment on how we will address ASB.
- Promote ASB case reviews, known as the 'Community Trigger', with tenants.
- Formally agree how other departments respond to Housing related ASB cases.
- Develop closer relationships with partner agencies e.g. police and social services.

## Priority 3: Risk management and Victim Support

- Invest in noise recording equipment and support tenants using the Noise App.
- Review the current service provision around tenancy support.
- Work in partnership with Victim Support and sign up to ASB Help Pledge.
- Determine approach to risk assessing ASB cases.
- Conduct regular case checks to ensure procedures are being followed.
- Review processes for recording tenant vulnerabilities.
- Implement training sessions for staff on ASB procedures.
- Review repairs timescales for victims of ASB.

## Priority 4: Putting Tenants first

- Review web content and letter templates with tenants.
- Review language used in communications with tenants including "victim" and "perpetrator"
- Implement an ASB tool kit for tenants.
- Involve tenants in developing policies and procedures.
- Improve data reporting on ASB to tenants, Members and Senior Officers.
- Introduce ways for victims to be able to provide feedback.

# MONITORING PROGRESS

The action plan has been set focussed on delivering the key priorities. This plan will be monitored by the Housing Services Manager and reported to the Lead Councillor for Housing, the Portfolio Holder for Strategic and Operational Housing.

Performance targets on ASB case management will be set, known as Key Performance Indicators. These will be reported to Senior Officers, including the Chief Executive and Councillors every 3 months. This information will also be published on our website for you to review.

Annual reports on ASB case management and progress towards the Framework action plan will also be provided to tenants, Councillors and Senior Officers in a variety of reports including the Tenant Satisfaction Measure results and the Annual Tenants Report.

## YOUR VOICE IS IMPORTANT

We are currently setting up a variety of ways for tenants to be involved in shaping and improving our services. These will include focus groups, surveys and estate inspections.

**Tenants' views will and do make a difference. Involvement will be flexible and inclusive, offering various ways for you to engage based on your needs. Some opportunities will require less time than others.**

If you would like to know more, please contact us by phoning 01775 761161, asking to speak to the Housing Transformation Team or emailing [get-involved@sholland.gov.uk](mailto:get-involved@sholland.gov.uk).

