

REPORT TITLE: ANTI SOCIAL BEHAVIOUR POLICIES

2 FEBRUARY 2026

REPORT OF CABINET MEMBER: Cllr Mark Reach, Good Homes

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WARD(S): ALL WARDS

PURPOSE

This paper aligns with the council priority 'good homes for all.'

The council's landlord services Anti- Social Behaviour (ASB) policies have been developed to:

- Improve the service to those tenants who suffer anti-social behaviour
- comply with the Regulator of Social Housing's consumer standards.
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The landscape of housing consumer regulation continues to evolve rapidly, driven by legislative reform, heightened regulator expectations and a renewed focus on the tenant experience and satisfaction with service delivery.

These policies address the annual Tenant Satisfaction Measures (TSMs) survey, from which the council has seen reductions in tenant satisfaction with how their landlord handles antisocial behaviour (ASB) in both 2023/24 and 2024/25. In recognising the importance of improving this service for council tenants, an independent review of our ASB service was commissioned in 2024.

The council commissioned RESOLVE, as community safety subject matter experts, to undertake the independent service review, make recommendations for service improvement to ensure the ASB service offer is both legally and regulatory compliant and focussed on achieving the best outcomes for council tenants and the council's housing.

Through this work, RESOLVE reviewed the Housing Service's existing Nuisance Policy and made recommendations for change so that the ASB offer was clearly set

out in three distinct policies to bring clarity to the service offered to council tenants:  
These are:

Anti-Social Behaviour  
Hate Crime  
Good Neighbour

**RECOMMENDATIONS:**

That Cabinet Committee Housing:

1. Approve and adopt the 3 Housing Anti-Social Behaviour Policies:
  - a) Anti-Social Behaviour Policy
  - b) Hate Crime Policy
  - c) Good Neighbour Policy
2. Gives delegated authority to the Corporate Head of Housing, in consultation with the Cabinet Member for Good Homes, to make any minor amendments to the policies.

IMPLICATIONS:1 COUNCIL PLAN OUTCOME

## 1.1 Greener Faster

1.2 Greener Homes' is one of the key strategic objectives within the Housing Strategy (2023 - 2028) and will help develop and support a greener district to address the climate emergency.

1.3 The three ASB policies are not just about safety and respect as they also help create the conditions for environmental success through the creation of cleaner, safer, more trusting communities by:

- Protecting natural spaces
- Reducing avoidable waste
- Participation in neighbourhood projects
- Supporting and enabling districtwide behaviour change

## 1.4 Thriving Places

1.5 Supporting thriving places is a key objective of the Landlord Service and three ASB policies all support this strategic objective as they help to create neighbourhoods where tenants want to live which are safe, welcoming, inclusive, and cohesive.

## 1.6 Healthy Communities

1.7 Good housing is crucial for healthy communities as it directly impacts on physical and mental well-being it can enhance overall safety, quality of life, promote healthy behaviours and reduce health inequalities.

1.8 The three ASB policies will collectively support healthier communities by ensuring people feel safe in their homes and neighbourhoods, are included and respected whatever their identity, feel connected to others living around them, are able to use and enjoy local public spaces and are confident to take part in community life

1.9 All these conditions support better mental health, physical activity, reduced isolation, and stronger social relationships which are all essential for community health.

## 1.10 Good Homes for All

1.11 Anti-social behaviour is key driver in influencing tenant perceptions of where they live and their satisfaction with the services provided by their landlord.

1.12 The three ASB policies collectively support Good Homes for All by ensuring our homes and housing communities are safe by being free from harassment, nuisance and hate motivated behaviour; inclusive places where all residents feel secure and respected; well-

maintained through protection from damage, neglect and environmental ASB; enabling strong communities with neighbourliness and good support networks; and that tenants are able to settle, belong and thrive.

#### 1.13 Efficient and Effective

- 1.14 Together, these three ASB policies enable the Landlord Service to operate more effectively and efficiently in its service delivery to tenants by preventing problems before they escalate; reducing pressures on frontline services; increasing trust and engagement with residents; supporting stable, safe, lower maintenance neighbourhoods; strengthening community capacity and cohesion so residents support each other whilst protecting the council's assets and public spaces.

#### 1.15 Listening and Learning

- 1.16 The three ASB policies, ensure that Landlord Services do not just *deliver* services but that it continuously *improves* them in response to what our tenants say and that we learn from their feedback to make things better.
- 1.17 Together the policies enable the service to **listen and learn** by creating safe, trusted ways for residents to report concerns; using feedback and evidence to shape policy decisions; strengthening community relationships, cohesion and communication; gaining insights from diverse groups, including those less likely to engage; learning from lived experience to improve services and outcomes through the embedding of equality, inclusion and community voice into everyday practice.

## 2 FINANCIAL IMPLICATIONS

- 2.1 The ASB policies and procedures have been developed and updated to support improvements in service delivery and the management of ASB in the landlord service as the council recognises that service improvement in this area is a priority for tenants as evidenced by the Tenant Satisfaction Measures (TSM) that the council gathers annually.
- 2.2 The Housing Services business plan agreed in February 2025 identified that the Landlord Services restructure would be delivered within existing HRA staff costs with no room for growth. Following the Landlord Service restructure, and the creation of a specialist ASB officer role and additional Housing Officers, the ASB service will be delivered and monitored within existing staffing resources.

## 3 LEGAL AND PROCUREMENT IMPLICATIONS

- 3.1 Landlord Service compliance continues to evolve driven by legislative and heightened regulatory expectations via the RSH Consumer

Standards and inspection regime. There is a need to navigate a complex framework of obligations, standards, and best practice guidance to ensure landlord services are safe and legally compliant.

- 3.2 ASB and community safety legislation has shaped and reshaped service delivery requirements through the following legislation:
- Housing Act 1985, 1996
  - Anti-Social Behaviour, Crime and Policing Act 2014
  - Crime and Disorder Act 1998
  - Environmental Protection Act 1990
  - Noise Act 1996
  - Equality Act 2010
  - Domestic Abuse Act 2021
  - Protection from Harassment Act 1997
  - Data Protection Act 2018 / UK GDPR
  - Safeguarding Adults Act (Care Act) 2014
  - Children Act 1989 and 2004
  - Housing and Regulation Act 2008
  - Regulators' Code 2014
  - Social Housing (Regulation) Act 2023
- 3.3 There are no procurement implications for the ASB service as the service will be delivered in house or by working in partnership with statutory and voluntary support agencies.

#### 4 WORKFORCE IMPLICATIONS

- 4.1 The service commissioned RESOLVE, specialist community safety consultants as the subject matter expert to develop, in partnership with officers, the ASB policies to help drive service improvement or our tenants.
- 4.2 The operational delivery of the ASB policy and procedures work will be undertaken within existing staffing resources The Housing Revenue Account (HRA) budget is in place to deliver on this aspect of the landlord service within existing resources.

#### 5 PROPERTY AND ASSET IMPLICATIONS

- 5.1 The three ASB policies play a crucial role in protecting, maintaining, and enhancing the council's property and assets. They will help to reduce damage, ensure facilities are safe and inclusive, support responsible use, and help the council meet statutory duties, all of which contribute to efficient, sustainable asset management.

#### 6 CONSULTATION AND COMMUNICATION

- 6.1 RESOLVE, as a sector expert and recognised authority in ASB and community safety has helped in the development of the three ASB policies.

- 6.2 These policies have been developed and will continue to be reviewed in consultation with tenants, in line with the council's Tenant Partnership and Influence Plan and their feedback gathered through surveys and focus groups contributed to this final version.
- 6.3 Resident engagement was sought through armchair reviewers whose feedback was that:
- All three policies were rated good to very good for content and clarity.
  - that the purpose, responsibilities, and core principles are clear and appropriate.
  - Accessibility scored more variably, highlighting improvement needs rather than fundamental weaknesses.
  - That there were clear definitions of Anti-Social Behaviour and neighbour nuisance.
  - There was Strong explanation of roles, responsibilities, and enforcement principles.
  - The policies contained plain-English, particularly in the Good Neighbour Policy.

## 7 ENVIRONMENTAL CONSIDERATIONS

- 7.1 The Council's ASB policies influence environmental considerations by ensuring neighbourhoods are clean, safe, and well-maintained; enabling the use of enforcement tools that directly improve the local environment; encouraging preventative and sustainable estate management; ensuring multi-agency working between housing, waste, environmental health, and community safety; and by enabling strong action against tenants or residents who harm the environment.
- 7.2 Environmental quality and ASB are deeply interconnected and good ASB policies are a cornerstone of good environmental management.

## 8 PUBLIC SECTOR EQUALITY DUTY

- 8.1 Equality Impact Assessments were undertaken on the three policies and feedback from older residents and those with disabilities identified practical access barriers, which are being addressed through clearer offline reporting routes, improved formatting, and clearer definitions.
- 8.2 This strengthens compliance with the Equality Act 2010, Regulator of Social Housing Consumer Standards, and Housing Ombudsman expectations.
- 8.3 Equality Impact Assessments on the three ASB policies have been undertaken with the findings to include examples of how the policies can be applied to mitigate against any identified adverse effects on tenants.

- 8.4 Whilst the proposed ASB policies carry potential impacts, the Equality Impact Assessments will demonstrate that through adaptive design and processes, inclusive communication, access and ongoing monitoring, adverse effects can be mitigated, ensuring fairness and compliance with equality obligations to ensure there is little or no differential impact on tenants. The draft Equality Impact Assessments can be found in appendix 4.

## 9 DATA PROTECTION IMPACT ASSESSMENT

- 9.1 The proposed housing ASB policies are operational business service policies for guidance and information and do not collect personal data. Personal data is collected, used, or processed as part of current housing data systems in accordance with the data protection principles and legislation.

## 10 RISK MANAGEMENT

- 10.1 There are more opportunities than risk associated with the development and implementation of the three ASB policies developed in partnership with RESOLVE specialist ASB and community safety experts.
- 10.2 The potential business risk is a current lack of up-to-date compliant policies associated with the management of ASB.

<b>Risk</b>	<b>Mitigation</b>	<b>Opportunities</b>
Financial Exposure	HRA Business Plan and revenue and capital budgets in place to support delivery of the associated work within the ASB policies.	Demonstrate financial commitment of ASB/ Neighbourhood and Community Standard compliance across the councils housing stock within statutory and regulatory requirements. Improved Regulator TSM results. Reduced complaint handling.
Exposure to challenge	The policies will be monitored and reviewed every two years or sooner if there is a change in legislation that affects the policy focus. The risk of legal challenge is reduced by the adoption of uptodate policies.	
Innovation	Commissioning of RESOLVE, specialist community safety consultants as the subject matter experts to develop the ASB policies.	Meeting the Regulator for Social Housing (RSH) consumer standards requirements

		and in readiness for the RSH inspection.
Reputation	Enhanced compliant ASB service offer through clear and transparent ASB policies in place.	Demonstration of commitment towards ASB/ Neighbourhoods and Community compliance across council homes. Meeting the RSH consumer standards requirements,
Achievement of outcome	Demonstration of commitment to ASB across our homes through clear and transparent policies that provide guidance and information in respect of tenants and landlord obligations and responsibilities.	Improved tenant ASB satisfaction levels. Improved Regulator/TSM results. Reduced complaint handling.
Property	Housing ASB policies support and drive changes that will improve the service standards tenants receive and ensure compliance with legislative and regulatory frameworks.	Ensures consistent and efficient service delivery, reduced legal risk, sets clear expectations between landlord and tenants and promotes a positive ASB culture.
Community Support	Consultation with tenants and stakeholders to provide collaboration of views and ensure the tenants voice is heard within the policy making process.	New tenant engagement platforms in place for tenant opportunities to monitor policy work influence change, help fine tune policies and identify gaps in service that may need policy intervention.
Timescales	The policies have been delivered within the scope of the project timescales supported by external consultants.	
Project capacity	Delivered within current and new staffing resources and budget resources in the agreed in HRA Business Plan	
LGR	Reorganisation will mean merging new structures and decision-making processes.	A larger combined authority could mean access to larger budgets, pooled resources, and economies of scale.



	<p>Housing Projects and policy updates could be delayed which could affect delivery.</p> <p>To create a 'transitional governance' group to maintain continuity of housing decisions</p> <p>Explore the opportunity of delegated authority for urgent housing matters during the reorganisation.</p>	<p>There could be more funding for affordable housing.</p>
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## 11 SUPPORTING INFORMATION:

- 11.1 The landscape of housing management continues to evolve rapidly, driven by legislative reform, heightened service expectations, and a renewed focus on service delivery to tenants. There is a need to navigate a complex framework of statutory obligations, regulatory standards, and best practice guidance to ensure the services for tenants are safe and legally compliant.
- 11.2 The legislative reform and regulatory frameworks are complemented by the Regulator of Social Housing's consumer standards which set expectations for safety, quality, transparency and tenant accountability, neighbourhoods and community and tenancy.
- 11.3 As well as ensuring compliance with the Consumer Standards there is a requirement to survey our tenants about their satisfaction with service delivery, and we recognise that ASB is a key influence on tenant perceptions of service delivery in their neighbourhoods and communities.
- 11.4 Through the tenant satisfaction survey process, the council has seen a decline in tenant satisfaction with this area of service delivery and in recognition, the council commissioned RESOLVE to undertake an independent operational review of our ASB service offer to enable us to drive service improvement.
- 11.5 Working with RESOLVE and through engaging with both residents and stakeholders, the existing Neighbour Nuisance Policy was reviewed, and the complete service offer critiqued to enable and inform service improvement.
- 11.6 Through this work, RESOLVE reshaped ASB policy requirements to help apply a consistent approach across the council's policies. This approach supports the development of a suite of Housing Management ASB policies that clearly define our obligations and guiding principles across this core area of service delivery.

- 11.7 The core ASB areas that social housing landlords must deliver upon are set out in both the Tenancy and Neighbourhood and Community Standards and the three policies will enable and inform service delivery and the tenant experience:
- Anti-social Behaviour Policy
  - Hate Crime Policy
  - Good Neighbour Policy
- 11.8 The ASB policies incorporate compliance requirements in respect of relevant ASB, Community Safety and Housing legislation.
- 11.9 The ASB policies provide clear definitions about ASB and the landlord obligations in response to these; they define roles and responsibilities and set clear parameters in relation to service delivery to our tenants as well as clear expectations in relation to the obligations of partner and stakeholder organisations to help address ASB in our neighbourhoods and communities.
- 11.10 The ASB policies will be monitored and reviewed every two years or sooner if there is a change in legislation that effects the policy focus.
- 11.11 These ASB policies ensure compliant, consistent, and efficient service delivery across this key area of housing management responsibilities within council homes.
- 11.12 They are part of the council's wider commitment to drive a service improvement culture amongst staff, reduce legal risk and to set clear expectations between landlord and tenants to promote a victim centred, proportionate and fair approach to tackling ASB.
- 11.13 They help provide a framework for decision making and procedure guides will be developed for staff to help clarify and communicate service principals to promote a positive culture and a climate of diversity and inclusion to create positive outcomes for our staff and tenants.
- 11.14 The housing service is committed to improving our ASB service offer to ensure compliance with the Consumer Standards, Tenant Satisfaction Measures, and Housing Ombudsman Complaint handling code.
- 11.15 These policies provide a roadmap for day-to-day operations, ensure compliance with ASB laws, regulations and provide guidance for decision-making.
- 11.16 The three housing ASB policies can be found in appendices 1 to 3.

## 12 OTHER OPTIONS CONSIDERED AND REJECTED

- 12.1 No other options have been considered and rejected as it is a legislative and regulatory requirement to have appropriate housing Landlord compliant policies in place to ensure our tenants remain safe in their homes.

BACKGROUND DOCUMENTS:-

Previous Committee Reports:-

Other Background Documents:-None.

APPENDICES:

Appendix 1 Anti-Social Behaviour Policy

Appendix 2 Hate Crime Policy

Appendix 3 Good Neighbour Policy

Appendix 4 EQIAs