

Cheltenham Borough Council

Cabinet - 15 July 2025

Housing Service Anti-Social Behaviour Policy

Accountable member:

Cllr Flo Clucas, Cabinet Member for Housing and Customer Services

Accountable officer:

Caroline Walker, Director of Housing, Communities & Customer Service

Ward(s) affected:

n/a

Key Decision: No

Executive summary:

The purpose of this report is to present the revised Housing Services Anti-Social Behaviour (ASB) policy to Cabinet Housing Committee for review.

The policy has been written to provide clear information about what constitutes ASB, how agencies work together to tackle ASB and the service the tenant can expect from the Housing Services ASB Team and their key partners.

The reading aged of the policy has been assessed as 'mid-teens', predominantly due to the inclusion of legislation and legal terminology. As it is essential to include the relevant legislation, a proposed summary document has been drafted and included with this report (appendix 2) with the intention of providing an overview of the key aspects of the policy that is accessible to a person with a lower reading age.

Recommendations: That Cabinet:

1. **approves adoption of the Housing Service Anti-Social Behaviour Policy**
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1. Background

- 1.1 Further to the ASB service Improvement plan update provided to committee in April 2025, the revised Housing Services ASB Policy is now presented to committee for review.
- 1.2 The project to revise the policy has been focused on it talking to tenants and providing clear information around what constitutes ASB, how agencies work together to tackle ASB and the service the tenant can expect from the Housing Services ASB Team and their key partners.
- 1.3 By providing clear information in an accessible way our aim is also to increase tenant satisfaction with the ASB service by increasing knowledge about the service to reach a position where expectations and desired outcomes are realistic and proportionate to the ASB that is being reported.
- 1.4 The ASB team recognise that working in partnership with tenants and partners is key, and this is reflected in the consultation that has been carried out with internal and external partners to obtain feedback on the revised policy.
- 1.5 The feedback we have received has been very positive, particularly that received from a focus group held with tenants in November 2024 as part of ASB Awareness Week (see Appendix 3), and from our peers at Gloucester City Homes' ASB Team who are similar in their makeup and in the nature of the ASB reports received.
- 1.6 The requirement to meet the Regulator of Social Housing's consumer standard has been the other key focus of this revised policy.
- 1.7 The consumer standards relate directly to the delivery of ASB services, so the revised policy has naturally been based around them. The Neighbourhood and Community Standard requires landlords to work in partnership with appropriate local authority departments, the police and other relevant organisations to deter and ASB and hate incidents in the neighbourhoods where they provide social housing. The Tenancy Standard requires landlords to provide services that support tenants to maintain their tenancy and prevent unnecessary evictions. The Transparency, Influence and Accountability Standard requires landlords to be open with tenants and treat them with fairness and respect so they can access services, raise concerns, when necessary, influence decision making and hold their landlord to account.
- 1.8 One key area of expansion with the revised policy is around our approach to hate incidents / crimes in our communities which is understandably a key focus for the regulator and Housing Ombudsman alike.
- 1.9 The revised policy will form the basis of increased communication with our

tenants around our ASB service in general, but also in respect of specific themes / trends in ASB. As discussed at committee in April 2025 this workstream forms part of the wider ASB service improvement plan.

1.10 The reading age of the revised policy has been as 'mid-teens', predominantly due to the inclusion of legislation and legal terminology. As it is essential to include the relevant legislation within the policy, a proposed summary document has been drafted and included with this report (**Appendix 2**) with the intention of providing an overview of the key aspects of the policy that is accessible to a person with a lower reading age – this again will form part of the communication aspect of the ASB service improvement project.

2. Reasons for recommendations

Cabinet Housing Committee require oversight of the revised Housing Services ASB Policy to provide them with assurances that its content meets with legislative requirements, the relevant corporate priorities and crucially that it is supporting our overall compliance with the Consumer Standards.

3. Consultation and feedback

3.1 Internal

- Safeguarding & Equality Manager
- Environmental Health Team
- One legal

3.2 External

- Tenant panel – **See appendix 3**
- Gloucestershire Police – Local Policing Team & Hate Crime Lead
- Gloucester City Homes - Peer Review

Report author:

Caroline Walker, Director of Housing, Communities & Customer Service.

Nick Such Tenancy Services Manager

Appendices:

Appendix 1 – Housing Services ASB Policy

Appendix 2 - Housing Services ASB Policy – Summary document

Appendix 3 - Equality Impact Assessment