

Cheltenham Borough Council

Cabinet Housing Committee – 21 January 2026

Anti-Social Behaviour Improvement Programme Update

Accountable member:

Cllr Flo Clucas, Cabinet Member for Housing and Customer Services

Accountable officer:

Caroline Walker, Director of Housing, Communities & Customer Service

Executive summary:

The purpose of this report is to provide an update to Cabinet Housing Committee regarding improvement to the Housing ASB Service. This update outlines progress since the previous report to committee in February 2025, and approval of the revised Housing ASB Policy in June 2025.

The report also provides an update on the Housing ASB Team and provides an overview of team activity during 2025 (Appendix 1).

Recommendations:

1. For committee to note the report
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1 Background

1.1 As outlined in the report provided to committee in February 2025 the foundations of improvements to ASB service are our compliance with the Regulator of Social Housing Consumer standards.

1.2 The Neighbourhood and Community Standard require us to work in partnership as a local authority, as well as with the police and other relevant organisations to deter and ASB and hate incidents in the neighbourhoods where we provide social housing.

1.3 The Tenancy Standard requires us to provide services that support tenants to maintain their tenancy and prevent unnecessary evictions.

1.4 The Transparency, Influence and Accountability Standard require us 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.

1.5 Housing ASB Team Update

1.6 In September 2025, resources within the ASB team were reviewed, with Cassie Biggs joining the team following the completion of her ASB & community safety apprenticeship.

1.7 This review has enabled a rearrangement of officer 'patches' which went live on 1st December 2025. These 'patches' have been aligned with the 'patches' of Tenancy Management Officers, as well as the key locations in which our Tenancy Investment and Community Investment Officers are working. This has enabled 'area teams' that can collaborate and support each other and our tenants to sustain their tenancies and address key community issues such as social isolation and youth criminal exploitation.

1.8 A reduction in 'patch' size also enables officers to spend more time in their communities, working proactively to prevent and address ASB and to engage with our partners to develop multi-agency responses to concerns around ASB and criminality, with the benefit of this approach being clearly evident in work carried out with Police at Edward Wilson House during 2025 to address and resolve persistent offenders and build trust with tenants at the location.

1.9 The Housing ASB Team continue to work closely with their Tenancy investment colleagues, who during 2025 have focused their efforts around supporting ASB Officer casework by supporting long term solutions to anti-social behaviour, particularly where factors such as mental health or substance misuse or domestic abuse are present.

1.10 Throughout the last year the ASB and Tenancy Investment Team have continued to work closely with both statutory and third sector partners and have developed closer links with Social Prescribing teams working in GP surgeries across Cheltenham, to enable proactive work with tenants that are open to both services.

1.11 During 2026 members of the team will be studying for Housing Certificates with the Chartered Institute of Housing to develop their wider housing knowledge, and to ensure we are compliant with the professionalisation requirements of the consumer standards.

1.12 Consumer Standards Compliance

1.13 Compliance with the standards centred around a review of the Housing ASB Policy, incorporating consultation with both customers and key stakeholders. That revised policy has been approved at committee and cabinet and published on our website.

1.14 As part of our wider consumer standards compliance project, the Tenancy Services Manager has taken ownership of the Neighbourhood and Community Standard action plan,

in which 11 actions relating to ASB compliance have been identified from multi-team workshops. Work is in progress to complete these actions ahead of a mock inspection in February 2026.

1.15 A key aspect of compliance is capturing the voice of our tenants. In line with this the ASB Team are initiating community drop in sessions in our communities to enable our tenant's easy access to our services, and for the officers to share key aspects of our services with them. A St Paul's drop-in session commences in January, with another drop in featuring staff from our ASB, Tenancy Management, Tenancy Investment and Benefit and Money Advice Teams located at Hesters Way Community Resource Centre commencing later in quarter four of this financial year.

1.16 **Communications**

1.17 Following the approval of the revised Housing ASB Policy, communicating key aspects of ASB and how we can address this with our tenants and other key stakeholders has been planned. As shown in Appendix 1, noise related ASB is the most prevalent category of ASB, so this is the initial focus for communication. An article outlining our approach to reports of noise nuisance and providing 'top tips' to prevent nuisance will be published in the next issue of Tenant Voice, with linked social media posts to sit alongside it to reach the widest possible audience.

1.18 Further communication campaigns linked to our most prevalent ASB categories are planned for future issues of Tenant Voice, as well as plans for joint communications campaigns with our partners at Gloucestershire Constabulary and Gloucester Fire & Rescue in relation to the use and safe storage of Ebikes and Scooters.

1.19 **Enforcement around key concerns**

1.20 There are shared concerns across agencies working across Cheltenham around the illegal use of E-bikes and scooters, in terms of them being illegally ridden on highways, their use in the commission of criminal offences, and concerns regarding modification and unsafe charging practices.

1.21 In Spring 2024 we experienced a fire in a town centre flat linked to the charging of E-bikes / scooters and works being carried out on them. The tenant of that flat was rehoused at another location, with an agreement in place that these practices would not continue. Unfortunately, the tenant did not keep to this agreement, and a further fire was narrowly avoided. In response to this the Housing ASB Team secured a civil injunction against the tenant which provides an ongoing power of entry to check that no lithium-ion batteries or vehicles containing this batteries are being stored at the location. The tenant and location remain under close monitoring.

1.22 **ASB Satisfaction feedback**

1.23 Tenant satisfaction with our ASB services was reported in line with our wider Tenant Satisfaction Measures submission for 2024/25. The level of satisfaction with the council's

approach to dealing with ASB was 63%. This places our service in the upper second quartile when compared with all registered providers and in the upper quartile when compared against other councils.

1.24 Tenant response to our satisfaction surveys remains at the same level as reported a year ago. To increase responses to this, a financial incentive, in the form a quarterly voucher draw will be offered from quarter 1 2026/27 onwards.

1.25 Further to this, the Housing ASB Team have access to administrative support following the recruitment of a Community Services Assistant in Autumn 2025, and we will be working with this colleague to make direct calls to those tenants who do not respond to our automated survey, in order to increase the level and quality of our feedback, and also seek tenant engagement in quarterly focus groups commencing from quarter 1 2026/27.

1.26 The benefits of feeding back to us on our service will also form part of future social media communications.

1.27 **Next Steps**

- Commencement of drop-in sessions in St Paul's and Hesters Way (Q4 2025/26) & development of an Oakley area ASB drop in (Q1 2026/27).
- Commencement of quarterly ASB service user focus groups (Q1 2026/27)
- Implementation of customer feedback follow up and linked incentives (Q1 2026/27)
- Agree a communication timetable for 2026/27 (Q4 2025/26)

2 **Key risks**

N/A

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Appendices:

1. Risk Assessment
2. ASB – 2025 in numbers

Appendix 1: Risk Assessment

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Initial raw risk score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls/ actions
CH6	Housing Regulatory & Legal Requirements – If we fail to meet regulatory and legal requirements, specifically the Regulator for Social Housing consumer standards and the Housing Ombudsman Complaints Handling Code then this may result in intervention and reputational damage.	Claire Hughes	4	3	12	Reduce the risk	- Effective oversight of regulatory performance by senior officers, Cabinet and Housing cabinet committee. -Delivery of Improvement Plan.	Nick Such	Quarterly
CH5	Tenant Satisfaction - If there is a decline in the quality of services delivered to tenant's, then this may result in reduction in customer satisfaction (evidenced through the TSMs) affecting the quality of	Caroline Walker	4	3	12	Reduce the risk	- Effective oversight of service delivery performance by senior officers, Cabinet and Housing cabinet committee. - Review and monitoring of service	Caroline Walker	Quarterly

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	life experienced by residents in Cheltenham and leading to referral to the Housing Ombudsman and/or Regulator for Social Housing.						standards. - Effective tenant voice and listening and acting on tenant feedback. - Learning from complaints. - Review of national TSM data		