

Anti-Social Behaviour Policy Annual Review 2024/2025



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Performance

- In 2024/2025, 383 ASB cases involving Council tenants were opened. This was a decrease from 436 in 2023/2024.
- The average time for a case to be open remained at similar levels to 2023/2024, at 68 days.
- We have found that:
 - Cases are more complex involving a number of issues.
 - The needs of tenants are more complex and involve more agencies.
 - Criminal behaviour forms a larger part of ASB complaints (drug issues, harassment, criminal damage, threatening behaviour).



Performance

- The 4 main areas for complaints were:
 - Noise – 149 cases.
 - Pets and animal nuisance – 60 cases.
 - Verbal abuse/harassment/intimidation/threatening behaviour – 50 cases.
 - Drug/substance misuse or suspected drug dealing – 45 cases.
- Repeat complaints about the same perpetrator or address were high in 2024/2025 with 185 cases opened where a previous complaint had been made.



Case Closure Reasons 2024/2025

Case Closure Reasons 2024/2025



- Advice Given and Early Intervention - 243
- Complaint not assisting/withdrawn/no further complaints - 86
- Referred to mediation - 1
- Legal action or tenant left property - 54

- Early intervention and advice given remains the highest case closure reason, highlighting that reporting issues early to us can help resolve issues quickly and without a decline in relationships between neighbours and tenants.



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Multi-agency working

- Complainants are key when gathering evidence, and without their input and statements we cannot take court action. We appreciate this can be a slow process but without evidence we cannot take action.
- Where criminal behaviour forms part of the complaint we also rely upon the Police to take criminal action, which we can use as solid evidence to take action against a tenancy.
- We also work closely with colleagues in Civic Enforcement, Probation and the Community Peer Mentors to help resolve issues and ASB within our communities.



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Enforcement Action

Enforcement action is a tool available to us when dealing with high level ASB. It takes significant time and resources to collect evidence and build a strong legal case.

Prior to any court action will consider:

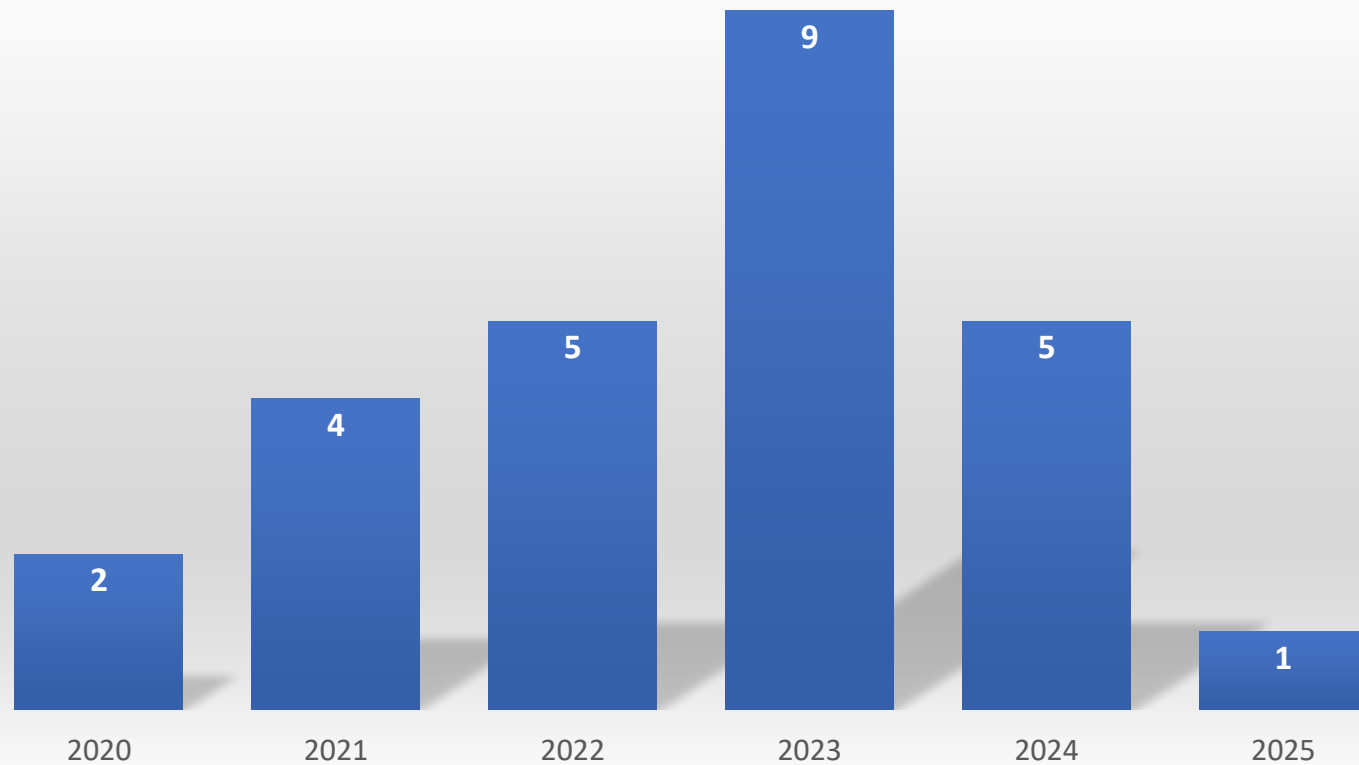
- Is there sufficient evidence and witness statements to support the legal application?
- The likelihood of gaining an order at court and the impact on the community.
- Do any of the victims or perpetrators have any vulnerabilities?
- Are there any alternatives to court action that may avoid a tenant losing their home and becoming homeless.



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Enforcement Action

Number of Evictions Due to ASB per calendar year



Eviction is the last enforcement action taken to resolve an ASB case, however, sometimes is necessary after all other interventions have failed.



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Enforcement Action

- In 2024/2025 we successfully applied and were granted by the Courts:
 - 5 possession orders on tenancies, which resulted in the tenant losing their home through a court eviction.
- Reasons for repossession included:
 - Ongoing and excessive noise.
 - Property conditions.
 - Threatening behaviour.
 - Criminal violence including use of a weapon, drug use and dealing.
 - Failure to reside in the property as their sole and only residence.



Enforcement Action

Repossession is not the only tool that we can use against those tenants that cause ASB and breach the terms of their tenancy agreement.

In addition to eviction orders in 2024/2025 we were awarded:

- 2 ASB injunctions.
- 2 Suspended possession orders.
- 3 Closure Orders



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Enforcement Action

Enforcement action can also be taken to assist in the safeguarding of tenants, in this case an ASB Injunction with power of arrest was awarded.

- Tenancy Enforcement Officers obtained an ASB Injunction to prevent the keeping of animals. This was due to the excess keeping of animals and Health & Safety concerns, for not only the tenant but the wider community.
- An ASB injunction order was obtained to prevent a known persistent perpetrator attending a property causing ASB within the community. This order also helped us safeguard victims.

The orders reinforced that we will not tolerate ASB and ensures our actions are victim centred, making sure we safeguard our tenants, to feel safe in their homes and communities.



What have we done in the last 12 months?

- Continued to build effective relationships with communities and agencies to ensure effective resolutions for ASB.
- Completed training for SIA (Security Industry Authority) licence, so we can use body worn cameras; to build tenant confidence and reassurance that appropriate safeguards are in place.
- Increased the number of Housing Officers from 6 to 10, to build relationships with tenants and increase the ability to report issues.
- Introduced a Housing Apprentice to provide additional admin support to Tenancy Enforcement Officers, building additional resilience within the team, to embrace continuous learning from feedback, complaints, compliments and good practice.
- Improved our ASB scrutiny with the Tenant Panel to assist us to look for areas of improvement and involve our tenants in decision-making.



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The next 12 months

We will:

- Introduce and monitor the use of the body cams.
- Review the ASB policy (as the current policy ends in 2026).
- Develop a better understanding of the new ASB legislation and enforcement tools to find out the impacts of these, particularly around cuckooing and respect orders.
- Provide further training to staff, to ensure that they have the skills to be able to use the new legislation effectively.
- Work to improve tenant feedback following a case being closed.
- Provide ASB data directly to the Government.
- Continue to build and maintain good working relationships with partner agencies.



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Any questions?



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