

REPORT TITLE: ASB POLICY REVIEW

Meeting	Cabinet
Date	11th March 2025
Cabinet Member (if applicable)	Cllr Moses Crook Highways and Housing
Key Decision Eligible for Call In	Yes Yes
Purpose of Report To present Cabinet with the Homes and Neighbourhoods draft Antisocial Behaviour (ASB) Policy (incorporating hate crime and noise nuisance).	
Recommendations <ul style="list-style-type: none"> To review and endorse revised ASB policy 	
Reasons for Recommendations <ul style="list-style-type: none"> The current ASB policy requires review. 	
Resource Implications The delivery of ASB case management falls under the responsibility of Housing Management and Partnerships. Case work is delivered directly by Housing Management Officers (HMO). Cases that are escalated for enforcement actions are managed by Safer Neighbourhoods Officers (Safer Kirklees). There are 66 HMO posts on staffing structure, ASB case management is a core function of the HMO role. As at November 2024, there are 14.49 open ASB cases per 1000 homes (Year to date) Responding well to ASB is critical to improving tenant satisfaction and reducing the number of complaints. The number of complaints received relating to ASB is 39 (based on year to date to end of October 2024) The 2024 Tenant Satisfaction Measure (TSM) survey describes that 39.7% tenants are satisfied with Homes and Neighbourhoods approach to handling anti-social behaviour.	
Date signed off by <u>Executive Director</u> & name	David Shepherd - 11th December 2024
Is it also signed off by the Service Director for Finance?	Kevin Mulvaney - 15th February 2025
Is it also signed off by the Service Director for Legal Governance and Commissioning?	Samantha Lawton - 25th February 2025

Electoral wards affected: All

Ward councillors consulted: No

Public or private: Public

Has GDPR been considered? Yes

1. Executive Summary

- 1.1 The purpose of the Anti-Social Behaviour (ASB) policy is to outline the approach that Homes and Neighbourhoods will take to tackle ASB in communities. The policy includes an approach to tackling hate crime and dealing with both statutory and non-statutory noise nuisance.
- 1.2 The approach to tackling hate crime has been included in previous versions of the policy however, the inclusion of noise nuisance is new.
- 1.3 The principles behind the policy link directly to the Kirklees Communities Partnership Plan 2022-2027 – Strategic Priority 2 – Reducing ASB & Neighbourhood Crime and Hate Crime Strategy 2022-2027

2. Information required to take a decision

- 2.1 Homes and Neighbourhoods continue to strive to improve services for tenants and residents. Given the poor levels of satisfaction with ASB services, it is clear that the approach needs to be revisited.
- 2.2 To comply with the Regulator of Social Housing Neighbourhood and Community Standard, landlords must:
 - 2.2.1 Have a policy on how they work with relevant organisations to deter and tackle ASB in the neighbourhoods where they provide social housing.
 - 2.2.2 Clearly set out their approach for how they deter and tackle hate incidents in neighbourhoods where they provide social housing.
 - 2.2.3 Enable ASB and hate incidents to be reported easily and keep tenants informed about the progress of their case.
 - 2.2.4 Provide prompt and appropriate action in response to ASB and hate incidents, having regard to the full range of tools and legal powers available to them.
 - 2.2.5 Support tenants who are affected by ASB and hate incidents, including by signposting them to agencies who can give them appropriate support and assistance.
 - 2.2.6 The development of the new policy has considered reports from the Housing Ombudsman Service, Baroness Newlove's 2019 report: Anti-Social Behaviour: Living a Nightmare and the 2024 report: Still living a nightmare: Understanding the experiences of victims of antisocial behaviour. The content of this report is strongly endorsed by the Tenant Led Panel.

3. Implications for the Council

3.1 Council Plan

This work supports the council plan and the outcomes for Safe & Cohesive and shaped by people.

3.2 Financial Implications

There are no additional financial implications identified for the delivery of this policy.

3.3 Legal Implications

Statutory, legislative and legal requirements are set out in section 3 of the policy

3.4 Other (eg Risk, Integrated Impact Assessment or Human Resources)

The integrated impact assessment has been published on the Kirklees Council website and can be found on this link: <https://www.kirklees.gov.uk/beta/delivering-services/integrated-impact-assessments/home/details/IIA-664100997/>

4. Consultation

4.1 The Tenant Led Panel have been consulted on the draft policy. The Panel were supportive of the victim centred approach and made no requests for changes.

4.2 The policy was shared with the Portfolio Holder for Transport and Housing on 21st January 2025. No changes to the draft policy were requested

4.3 The policy was shared with Executive Board on 29th January 2025. No changes to the policy were requested.

4.4 The policy was shared with Place Scrutiny Panel (informal meeting) on the 24th March. The Panel requested that an inconsistency in relation to the scope of citizens the ASB, Domestic Abuse and Vulnerable Tenant Policy applied to be addressed. Wording across all three policies has been amended to: This policy relates to all tenants and household members living in properties owned and/or managed by Kirklees Council

5. Engagement

5.1 The draft policy was presented to Neighbourhood Forums. These Forums are attended by Tenant and Resident Associations and elected members. Comments made included:

- Supportive of principles
- Concerns on time taken to take enforcement action
- Increase provision of CCTV on estates
- People are reluctant to report due to fear of repercussions

6. Options

6.1 Options considered

Not applicable

6.2 Reasons for recommended option

Not applicable

7. Next steps and timelines

- 7.1 Once approved the report will be uploaded onto the Kirklees Council website along with an easy read guide for tenants. The policy will be shared with housing management teams for implementation.

8. Contact officer

Graham Sykes – Strategic Manager Housing Management and Partnerships

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9. Background Papers and History of Decisions

- Highways and Housing Portfolio Holder endorsed the policy on 28th January 2025
- Executive Board endorsed the policy on 3rd February 2025
- Place Scrutiny requested a change to the wording of the policy on 24th February 2025.

10. Appendices

Appendix 1: Anti-Social Behaviour Policy incorporating Hate Crime and Noise Nuisance

11. Service Director responsible

Janet Sharpe - Interim Service Director for Homes and Neighbourhoods.

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