

ASB BRIEFING PAPER FOR HOUSING ASSOCIATION SCRUTINY PANEL: REGISTERED PROVIDERS OPERATING IN CRAWLEY

1. Purpose

1.1 The briefing has been prepared in response to concerns raised with Registered Housing Provider's response to reports of ASB.

2. Registered Provider's approach to dealing with ASB and impact on Crawley Borough Council

2.1 Each registered provider will have their own ASB policy which will set out their approach to responding to reports of ASB.

The ASB Policy for each registered provider operating in Crawley can be accessed via their website listed below:

A2 Dominion	How do I report anti-social behaviour? - A2Dominion
Abri	Anti-social behaviour (abri.co.uk)
Anchor Hanover	Neighbour disputes and anti-social behaviour Anchor
Clarion	Dealing with antisocial behaviour Personal wellbeing Clarion (myclarionhousing.com)
Guinness Trust	What is anti-social behaviour? – The Guinness Partnership Report anti-social behaviour – The Guinness Partnership How we can help – The Guinness Partnership How we can help – The Guinness Partnership
Housing 21	https://www.housing21.org.uk/media/15202residents-handbook-2023-digital.pdf
Hyde Housing	Antisocial behaviour The Hyde Group (hyde-housing.co.uk) Report ASB The Hyde Group (hyde-housing.co.uk)
Kensington	Anti-social behaviour Royal Borough of Kensington and Chelsea (rbkc.gov.uk)
London & Quadrant	Antisocial behaviour L&Q Group (lggroup.org.uk) L&Q Help & Advice What is L&Q's antisocial behaviour (ASB) policy (lggroup.org.uk)
MOAT	Moat Report an issue
Mount Green Housing Association	Anti Social Behaviour Mount Green Housing Association in Surrey and West Sussex Complaints Policy (mountgreen.org.uk)
Raven	Anti-social behaviour (ASB) policy - Raven Housing Trust (ravenht.org.uk) Neighbourhood issues (ASB) - Raven Housing Trust (ravenht.org.uk)

Southern Housing	Anti-social behaviour (shgroup.org.uk) How we tackle anti-social behaviour (shgroup.org.uk)
Stonewater	Anti-Social Behaviour (ASB) (stonewater.org) Anti-social behaviour (stonewater.org)
Town & County Housing Association	Working to keep our communities safe - Town & Country Housing (tch.org.uk)
Transform Housing Association	Anti-social behaviour - client leaflet 0.pdf (transformhousing.org.uk)
Aster Housing Association	Anti-Social Behaviour Aster Group
Orbit	Report Anti-Social Behaviour Orbit Customer Hub
YMCA	https://www.ymca.org.uk/wp-content/uploads/2016/07/YMCA-England-Residents-Handbook.pdf

2.2 If a resident of a registered provider was to contact the ASB team to report issues with their neighbour, we would encourage them to contact their landlord in the first instance. We do not hold specific data in relation to the number of resident's contacting us who are a tenant of a registered provider as we would not log a case if we were informing a resident to approach their landlord. We would only log cases where we are actively involved in a case, this may involve supporting the tenant in contacting their registered provider, and/or supporting the registered provider in taking enforcement action, carrying out joint visits and installing our sound recording equipment. We do have a statutory duty to investigate reports of noise nuisance, therefore if a case involved noise and was possibly a statutory nuisance, we would have a duty to work with the registered provider to help resolve the issue.

3. Contact from residents of Registered Providers

3.1 Although we cannot evidence through data the impact of registered provider's resident's contacting the Council in concern with ASB issues, in speaking to staff members in the ASB Team they do feel there is an increase in the number of calls from registered providers residents. The residents express their frustrations of not being able to speak to someone from their registered housing provider, or they are unhappy with the lack of response they have received.

3.2 We have assisted some local registered providers in the following case type issues:

01 November 2022 – 02 November 2023

ASB Issue Type	Registered Provider	Ward
Noise	Rosebury Housing Association	Bewbush
Use of Communal Areas	Guinness Trust	Southgate
Noise/Intimidation	MOAT	Forgewood
Noise	Kensington Housing	Southgate
Noise/Drugs	MOAT	Three Bridges

3.3 Tenants of registered providers can raise an ASB Case Review directly to the Council, and we encourage residents to do so if they are unhappy with the lack of action/response from their registered provider, this is a separate process from the provider's complaint procedure. Since 2019 we have been involved in six ASB Case Reviews involving registered

providers, whereby recommendations have been made. The ASB Case Review requires all agencies involved in the case to meet and review reports of ASB and actions to date and agree an action plan to progress the case, it gives the victim an opportunity to voice their concerns.

The ASB Case Reviews we have been involved in have related to the following types of ASB nuisance:

- Noise & intimidation
- Noise
- Intimidation/harassment x 2
- Noise & Drug use
- Noise & Verbal Abuse

3.4 If residents of registered providers are unhappy with the way their case has been managed, they can raise a complaint through their providers complaint process and escalate to the Housing Ombudsmen Service.

4. Partnership working with Registered Providers.

4.1 We have contacts for the various registered providers operating in the area and would contact the Housing Officer/ASB lead if we wanted to discuss a particular issue with one of their properties. Previously we have held quarterly meetings with registered providers operating in the area to talk about ASB Issues, share learning and best practice but these were poorly attended as it was pre-covid and attendance was in person at the Town Hall.

4.2 The Police chair a monthly Hate & Anti-Social Behaviour Risk Assessment Conference (HASBRAC) for Crawley, registered providers would have the opportunity to refer medium-high risk ASB Cases. The meeting is attended by the Police, ASB Team Manager for Crawley and other external partners who have a shared interest in the cases being discussed.

4.3 In the Governments ASB Action Plan registered providers are to be given powers to apply for their own closure orders, currently only local authorities and the Police can apply for closure orders for properties in more severe ASB cases and the Police lead on registered providers ASB Cases. It is thought registered providers would have to consult with their local authority and the Police prior to the application for the closure order.

5. Regulation

5.1 The Social Housing Regulator have introduced a Tenant Satisfaction Survey which will give an indication on how resident's feel their landlord responds to ASB and how safe they feel in their community. The results will make landlord's performance more visible to tenants, help tenants hold their landlords to account and will indicate whether residents feel their landlord is doing well or whether improvements need to be made.

5.2 Social Housing providers will also be required to report on new Tenant Satisfaction Measures. All social Housing landlords are required to report on the following:

- Anti-social Behaviour cases relative to the size of the landlord
- Number of Hate related incidents reported.
- Proportion of respondent satisfied that their landlord makes a positive contribution to neighbourhoods.

- Proportion of respondents who are satisfied that their landlord keeps communal areas clean and well.
- Proportion of respondents satisfied with their landlord's approach to handling anti-social behaviour.

5.3 The current consumer standard in relation to ASB states that registered providers of social housing are to keep the neighbourhoods and communal areas associated with the homes they own clean and safe. They must co-operate with relevant partners to promote the wellbeing of the local area and help prevent and tackle anti-social behaviour.

The Social Housing Regulation Act 2023 introduces new consumer standards which place more emphasis on the safety and energy efficiency of social housing, and the transparency of landlords. The new consumer standards relating to ASB are: -

- Consult with tenants in developing a policy for maintain and improving their neighbourhoods.
- Co-operate with relevant partners to help promote social environmental and economic well-being in their areas.
- Work in partnership with other public agencies to tackle anti-social behaviour.

6. Hotspot Locations

6.1 The ASB team does not retain hot spot areas with regards to registered providers properties, we do not hold sufficient data to be able to identify problematic areas. Registered providers will hold specific data concerning their own stock which would identify any "hot spot" locations/ issues.