

TENANT INSPECTORS

Antisocial Behaviour Report

**Southampton City Council
Housing Management**

2024-25

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Acknowledgements

As Tenant Inspectors, we would like to thank all Southampton City Council staff, tenants and leaseholders who were involved in this inspection.

We would like to express our gratitude to the Tenant Engagement Team who supported us, especially to Michael Farleigh who encouraged us throughout this process.

The Tenant Inspectors were: Kevin Beirne, Ann Caddell, Brenda Chahal, Kathleen Crosby, Tim Roberts, and Lynda Walton. Len Hall and Barbara Lupton also assisted.



The Tenant Inspectors who looked at Antisocial Behaviour

Summary

This report details the findings of the Tenant Inspectors who have looked into the subject of how Housing manages Antisocial Behaviour.

Through our extensive investigation we discovered that:

- Tenants and Staff are equally frustrated due to the ongoing nature of ASB.
- A reduction in a number of services (ie Environmental Health/Police etc) has made dealing with ASB more difficult.
- There is not enough publicity of the successful action taken to reduce ASB
- There is no evidence that ASB Action Plans are being regularly created and followed up.
- More work is required to help tenants know what does and doesn't constitute antisocial behaviour and to help manage expectations when there is no or minimal breaches of the tenancy agreement.
- Not enough progress has been made since our last ASB report in 2010.

Introduction

The Regulator of Social Housing encourages tenants to be involved in improving services. The scrutinising, inspecting and monitoring of services by tenants all form part of the Transparency, Influence and Accountability Standard¹.

As Tenant Inspectors, customers are able to comment on where SCC are delivering a good service, and to suggest areas where they can improve and make recommendations. Working in this way can help the council improve their performance as well as increase tenant satisfaction and involvement.

Previous topics carried out by our Tenant Inspectors have included:

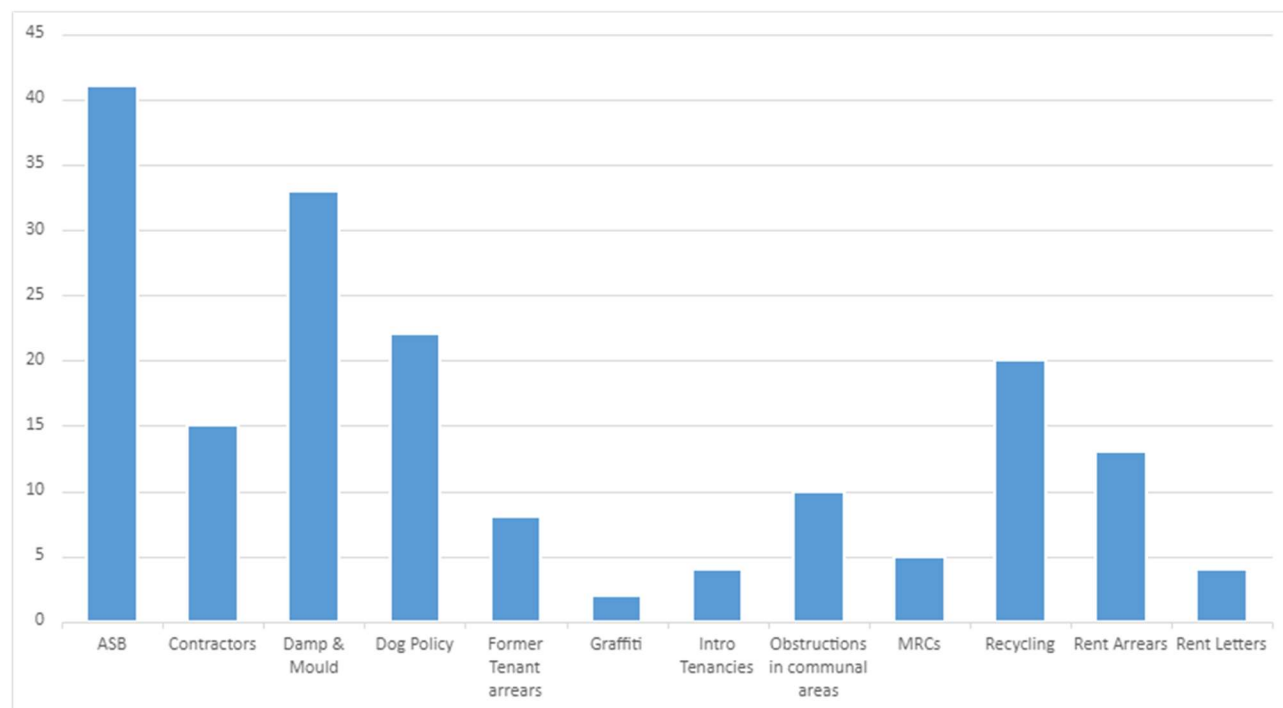
- Decent Neighbourhoods
- The Responding Service
- Welfare Rights & Money Advice
- Estate Walkabouts
- The Block Rep Scheme
- Customer Care
- Council Housing Stigma
- Fly Tipping in Council Estates

¹ <https://www.gov.uk/government/publications/transparency-influence-and-accountability-standard>

Antisocial Behaviour

This is not the first time that the Tenant Inspectors looked at Antisocial Behaviour. The group originally investigated this subject back in 2010.

In April 2024 we carried out a survey to all involved tenants to find out which areas of the housing service they wanted us to investigate. We gave respondents the chance to pick their top three issues and Antisocial Behaviour came out top (see graph below).



Antisocial Behaviour can be a real blight on a community if not addressed. It can be subjective too – what one person feels is antisocial can sometimes come down to a different lifestyle choice or upbringing.

It also can escalate so it is very important that tenants know how to report, and that those reports are taken seriously by all concerned.

Methodology

To get a better understanding of how the council deals with Antisocial Behaviour, we met with Andy Wood, Service Development Officer, to talk through the ASB policy and procedures so we could work out where we wanted to focus.

With the ASB policies and procedures being currently reviewed and updated this was a good opportunity to get involved and have a real impact with the new documents.

We also wanted to get a good sense of how Antisocial Behaviour is managed by surveying staff and tenants, talking to our Mediation Service, checking performance indicators and other available information.

Interviewing staff

We wanted to acquire an understanding of how the ASB policy and procedure worked. To that end we asked **Andy Wood, Service Development Officer** who had a responsibility for ASB, to talk to us.

Andy Wood

When antisocial behaviour is reported, it is first triaged to see whether it's urgent or non-urgent. Urgent cases would be themes like Hate Crimes, Domestic Violence, and where there is risk of life and limb.

For urgent cases, the Housing Management Officers would make contact the same day and carry out an action plan.

Non urgent cases are passed to the NFS Mediation Service in the first instance, and they have two weeks to resolve a case. They would contact both parties – they don't use terms like complainant as they speak to both sides with an open mind. They call them Party 1 and Party 2. After they have spoken to both parties they will write to the housing officer with a recommendation.

90% of cases are dealt with through mediation and there is no need for further action. Sometimes it's getting people to understand the impact they are having, or occasionally there are cases when the complainant is being unreasonable. If there is nothing that can be done against the tenancy agreement it will probably be recorded as no further action.

If further action is recommended, then the Housing Office will make contact with Party 1 and an action plan drawn up.

The action plan states what the Party 1 will do (i.e. contact Environmental Health/101 when next incident occurs or avoid a particular course of action that can inflame tensions) and what the Housing Management Officer will do. This will be reviewed monthly with the housing officer and the tenant.

As well as mediation, the NFS Mediation Service also support us with hoarding, training and staff mediation.

They are currently reviewing the Policy and Procedures. The Policy has been examined by the Tenant Scrutiny Panel. For the Procedures, once agreed, a simplified 'tenant friendly' version is needed to be added to the website and Andy asked the group to look at that for him.

They do send out Satisfaction surveys (Andy wasn't convinced how many are currently sent out) but the response rate is very low. Anything the group can do to encourage a better response rate to find out a truer record of how satisfied tenants are with the service would be better.

Paul Howlett

We also spoke to **Paul Howlett, the Assistant District Housing Manager** (at the Central LHO). Previously he was a Senior Community Safety Officer and has now been given the focus of ASB by the Director of Housing.

He spoke about how he thinks generally Housing does a good job dealing with ASB.

He would like to see more Housing Officers write risk assessments and action plans to see the action taken when progressing cases.

Managing expectations can be difficult, especially where there are numerous agencies involved. All agencies are stretched just like the council – the Police being an obvious example of this. With the new introduction of the Local Bobbies² scheme he has seen the dedicated police officer build up a better relationship with the individual housing officers. Some ASB measures can only be applied for by the Police such as injunctions or closure orders (particularly for those properties involving drugs).

In serious cases they hold Partners Action Group meetings (PAG) which are joint meetings with Housing, Children Services, Schools, Adult Social Care, Fire and Police. They can discuss individual cases, share information known to the different services and carry out an action plan.

He confirmed that if ASB issues have been raised, then this should be picked up at settling in visits for new tenants.

He dislikes the use of ASB satisfaction surveys due to the lack of responses. In an ideal world he would like to undertake telephone surveys for all who have gone through the ASB process.

Legal

Following feedback from both the Tenant and Staff surveys mentioning a frustration with the lack of formal actions taken, we also wanted to talk to someone from the Legal department. Unfortunately they did not feel it would be appropriate to talk to us which was obviously disappointing and showed a lack of transparency and we now feel this is unacceptable.

Our thoughts and recommendations:

We were very grateful for both Andy and Paul for their time and openness in talking to us. We thought their desire to improve the ASB service came through loud and clear.

We feel that it is still important that Satisfaction surveys are carried out in some form. We talk more about this on page 10.

Our recommendations from speaking to staff:

- More proactive use of the ASB case review.
- Ensure that any ASB concerns are picked up at settling in visits for new tenants and at periodic tenancy checks.

² A Hampshire Police initiative of a dedicated community police officer for each neighbourhood:
<https://www.hampshire.police.uk/police-forces/hampshire-constabulary/areas/campaigns/local-bobbies/>

Policies & Procedures, Letters and the Satisfaction Survey

As well as reading the antisocial behaviour information in the Tenancy Agreement and Tenants Handbook we also spent a long time reading and understanding the newly updated ASB Policy and Procedure.

We were impressed with the clear nature of what is and isn't classed as Antisocial Behaviour but we wondered how well this was known to the wider tenants.

To enable tenants to have a better understanding of what should happen when they report Antisocial Behaviour, we spent a lot of time trying to shorten and simplify the procedure to include on the website.

We managed to reduce the document by 50% and this version has already been included on the website here: <https://www.southampton.gov.uk/housing/housing-online-documents/procedure-for-dealing-with-antisocial-behaviour-tenant-version/>

We were also shared the standard letters that go out after a standard ASB case is closed or if it comes back from New Forest Assessment Service as no further action.

We felt that the letters were a little 'cold' and could understand why tenants did not feel enthused to complete the satisfaction survey.

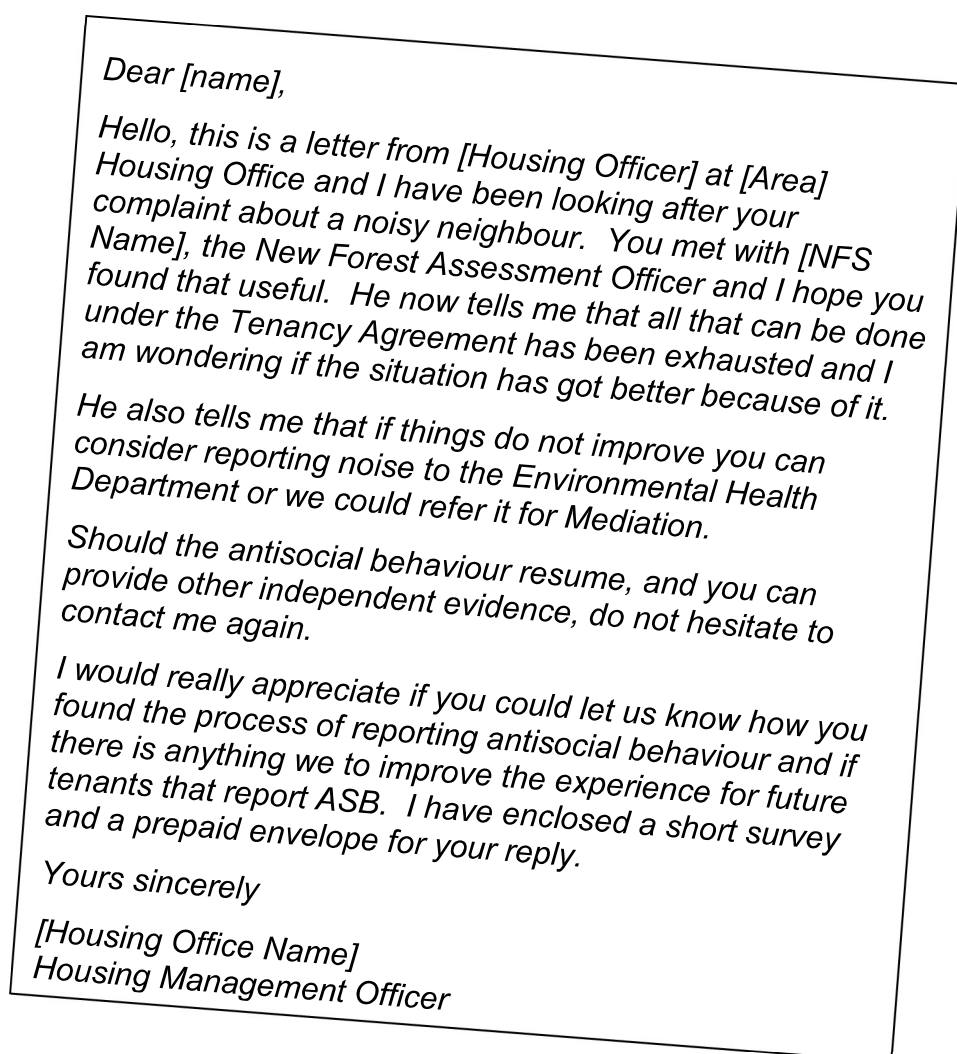
A tenant inspector drafted a sample letter which hopefully reads more empathetically to the tenant.

Satisfaction Survey

We have already heard that very few satisfaction surveys were completed by tenants who have been through the ASB procedure.

Currently only three questions are asked:

1. Taking everything into account, how satisfied were you with the way the antisocial behaviour complaint was dealt with? (Very Satisfied, Fairly Satisfied, Fairly Dissatisfied, Very Dissatisfied)



A more 'human' letter drafted by a Tenant Inspector

2. Taking everything into account, how satisfied were you with the outcome of your antisocial behaviour complaint? (Very Satisfied, Fairly Satisfied, Fairly Dissatisfied, Very Dissatisfied)
3. Please use this space to write any comments you may feel can help us to improve our service.

We didn't like these questions as we weren't sure what useful information would come out of them. After all, if the antisocial behaviour remains ongoing, then the tenant is never going to be satisfied of the outcome no matter how well or badly it was dealt with.

We put our thinking caps on and came up with the following questions. While these are an increased number of questions, we wanted ones where the potential responses could be actioned and have maximum amount of learning for improvements.

1. How did you find reporting Antisocial Behaviour? (Easy, Fairly Easy, Fairly Difficult, Difficult)
2. How did you report your Antisocial Behaviour? (Via the online webform, Telephoned the contact centre, Emailed the housing office, Spoke to member of Housing Staff, Other)
3. Did you feel listened to when reporting your Antisocial Behaviour complaint? (Yes, No, Unsure (if no explain why))
4. Did you feel that the council took your complaint seriously? (Yes, No, Unsure (if no explain why))
5. Were you referred to NFS Assessment Service? (Yes, No)
 - 5.1. If yes, how satisfied were you with your experience of the assessment service? (Very Satisfied, Fairly Satisfied, Fairly Dissatisfied, Very Dissatisfied (plus why))
6. How satisfied were you with the way your antisocial behaviour complaint was dealt with? (Very Satisfied, Fairly Satisfied, Fairly Dissatisfied, Very Dissatisfied (plus why))
7. How satisfied were you with the outcome of the antisocial behaviour complaint? (Very Satisfied, Fairly Satisfied, Fairly Dissatisfied, Very Dissatisfied (plus why))
8. Do you have any comments about how we can improve our ASB procedures?

As well as a paper survey this could also be created as an online survey to enable people to respond directly from a text message or email.

We also drafted some text messages that could be sent after a case has been closed to encourage people to complete the surveys. Both these examples are within the character limit for a single text message:

- *You recently reported Antisocial Behaviour to the council. Please complete this ASB survey to let us know your experience www.surveymresponse.com/1234*
- *Your Antisocial Behaviour complaint raised to the council has now been closed. Give us your views and experience at www.surveymresponse.com/1234*

Our thoughts and recommendations:

We are pleased to see our 'tenant friendly' version of the ASB procedure on the already on the website.

The letters that go out as part of the ASB process do read rather impersonal and should be reviewed.

Despite the current lack of responses, we feel it is still important to carry our Satisfaction Surveys to pick up learning points though more should be done to encourage a better response rate. Using text messaging and email would hopefully help this.

Our recommendations from looking at this section:

- Additional training for tenants to explain what ASB is/isn't, how to report, and to help manage expectations.
- Create a leaflet to aid reporting of ASB which clearly states what is/isn't ASB.
- Review the standard letters to make them read more empathetically to tenants.
- Amend the ASB satisfaction survey to enable a more useful response.
- To encourage a better response to the Satisfaction Survey use instant messaging and emails to allow them to be completed electronically after the ASB case has been closed. Following the suggestion from Paul Howlett also look at phoning a small percentage of tenants with a view to comparing the different response rates.

Surveying Staff

As well as speaking to those responsible for ASB, we also wanted to get a wider feel of the thoughts of Housing Management Officers (HMOs) whose job it is to manage ASB cases. To that end we put together an electronic survey which was sent out to all HMOs. To encourage staff to complete the survey, and to allow them to be candid in their responses, all surveys were anonymous.

19 out of 23 Housing Management Officers responded (83% response rate)

We asked on average what percentage of their time was spent dealing with Antisocial Behaviour?

The results are shown on the table below, broken down between the responses from the different housing offices.

The average (mean) percentage (not counting the "varies") is 33%. According to the results staff at the Shirley LHO spend approximately 9% more of their time than those working at Central.

Time spent dealing with ASB	Woolston	Shirley	Central	All
10%	1		2	3
10-15%		1		1
20%	1		1	2
30%	1	1		2
40-60%			1	1
45%	1			1
50%	1	3		4
60%			1	1
Varies	3			3
	Average	Average	Average	Average
	31%	39%	30%	33%

44% of respondents felt that the ASB caseload has increased in the last year while the remaining 56% said that it stayed the same.

We were pleased to see that 100% of respondents have read the ASB policy. 67% said they had a good understanding of the policy, with the remaining (33%) saying they had a fair understanding.

94% said they felt they have been sufficiently trained in dealing with ASB. The one respondent who said no wanted "a new ASB policy".

There was obviously a dissatisfaction with only 42% of respondents felt that the council's ASB Policy and Procedures were working. For those who didn't, some of their frustrations included: a lack of power to deal with ASB, lack of support from the legal team, lack of staff in other teams (ie Police or Environmental Health Officers) to help investigate or progress cases, a sense that sometimes "*the offender can be more protected than the victim*", and with "*unrealistic expectations about what can be done*".

Suggestions from the Housing Management Officers of what the council could do to reduce ASB included:

- Having a specialist approach to dealing with ASB ie Tenancy Sustainment Officers / ASB Officers to manage the higher level cases.
- More joined up working with other agencies and departments
- Stronger approach to dealing with ASB
- More publicity of action taken
- Quicker legal action
- Increased CCTV

We asked the HMO's to **rate out of 5 Housing's performance in dealing with ASB** (1 = very poor, 5 = very good). The average was 3.06, almost an exact halfway spot as shown on the graph (right).

Other comments from Housing Management Officers included: highlighting the importance and benefit of having a Mediation service, but questioned how often this is reviewed and the impact it makes; A lack of support for Housing Officers especially for those low-level cases with people that can support and educate residents as support is only offered to the more high level need families; More resources needed to deal with youth related ASB.

The full survey responses can be found in Appendix A.

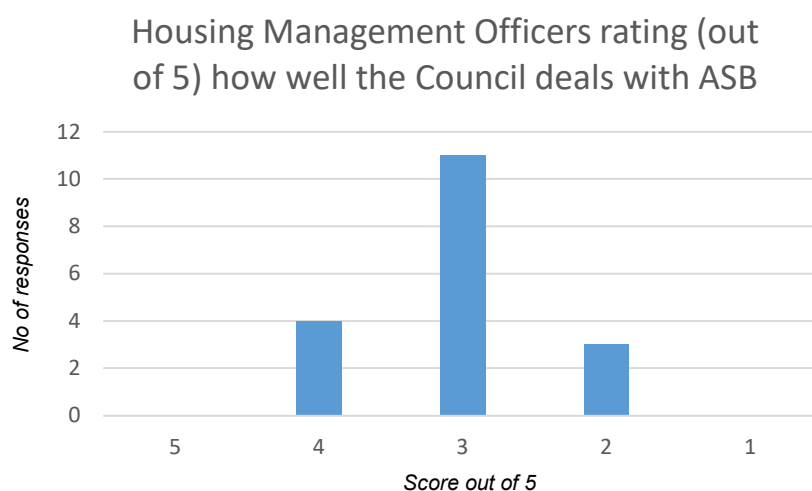
Comparison with our 2010 survey.

A number of the questions we asked in our survey were the same as our 2010 Inspection into ASB enabling us to compare the results.

The previous response rate was a lot smaller, with only 9 responses. It is unknown how many Housing Officers there were back then, but we assume there was a similar number, if not more than today.

The amount of time Housing Officers spend dealing with ASB has seemed to increase. The 2010 survey showed that Housing Officers spent an average of 21% dealing with ASB compared to 33% now according to the latest survey results.

Interestingly, the percentage of Housing Officers who feel the ASB policies and procedures are working has remained constant (44% in 2010, 42% now). Even rating the council's performance for dealing with ASB out of 5 has remained around the same scoring 3.06 from our latest survey, while in the 2010 survey this came out as 3.19 (adjusted as the 2010 survey was scored out of 4).



Our thoughts and recommendations:

We are very grateful for the time and effort staff members put into responding to our survey and the full range of opinions that came across from members of the different teams.

While the average time spent across all housing offices were fairly standard, the individual time spent by the Housing Officers seemed to vary greatly. We also noted that there has been a significant increase since the survey we carried out in 2010.

It was heartening to see that the recent ASB training that took place in November 2024 had been effective, with all Housing Officers having read the ASB policy and feeling that had a reasonable understanding and had been sufficiently trained.

Our recommendations from surveying the staff:

- Create a Specialist ASB coordinator/staff for dealing with high level ASB cases.
- More support from the legal department for Housing Staff to enable quicker formal enforcement actions to be taken. Consider a lower threshold for 1st stage formal enforcement to encourage tenants to take action to reduce the ASB.
- Publicise enforcement actions to show measures being taken and to encourage tenants to report.

Surveying Tenants

As well as obtaining views of staff, we also wanted to gain feedback from tenants about their experience of reporting ASB.

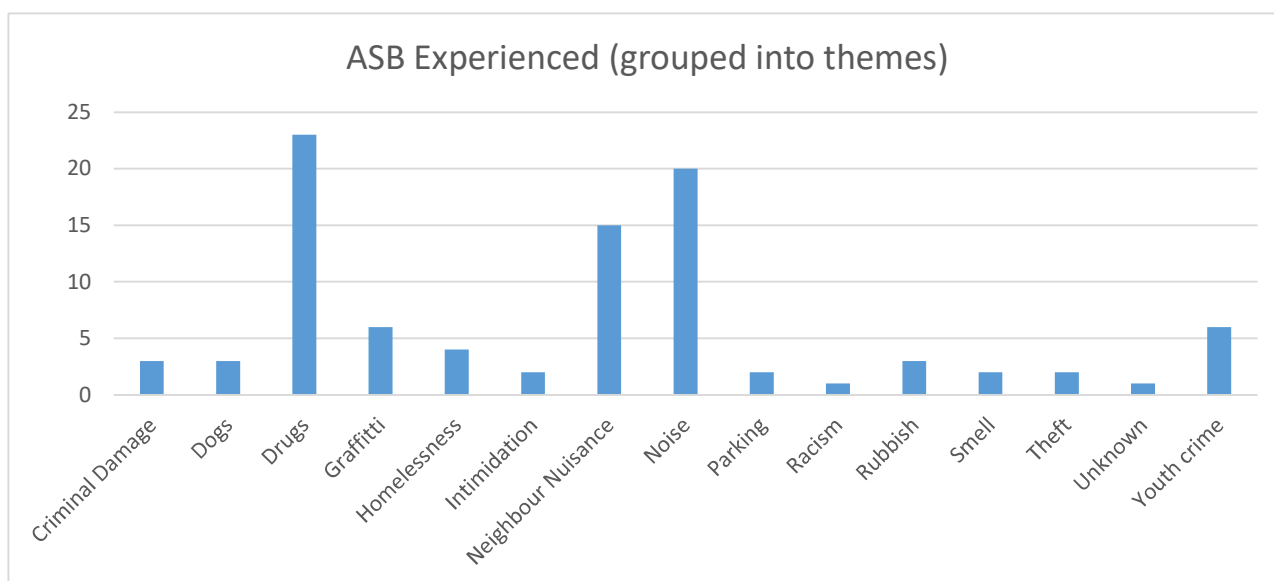
To gain the views of tenants we sent out a survey³ to the 400 people on the tenant engagement sounding board. To get a wider view we also posted on social media and displayed a link in the 26 electronic notice boards across the city (*see poster right*). To encourage responses we also gave tenants the option to enter a prize draw to win one of two £20 supermarket vouchers⁴.

We received 91 responses back in total. We didn't ask whether respondents were tenants, leaseholders or shared owners as we didn't feel it was particularly relevant for the survey results.

86% of respondents (78) stated that they have experienced ASB whilst living in a SCC home.

For those 78 that did, 59% stated that the ASB was still ongoing and had not been resolved.

We asked them to briefly describe the ASB they experienced and we tried to group them into themes. As the graph below clearly shows – drugs, noise and neighbour nuisance were the highest issues raised by some degree.



It was very sad to read the ASB that tenants have experienced (and in a majority of cases still experiencing) and went to highlight the impact that living with ASB can have.

According to our survey results most tenants reported the ASB direct to the Housing Office or via a member of staff. Only 26% reported it via the council website. Reporting ASB to the police was also very popular.

The vast majority of respondents (80%) felt that the council does not do enough to reduce Antisocial Behaviour.

How well do you think the Council's Housing Department manages Antisocial Behaviour?

Complete the short survey to help our Tenant Inspectors complete their inspection.



For more information,
email tenant.engagement@southampton.gov.uk
or phone 023 8083 3185.

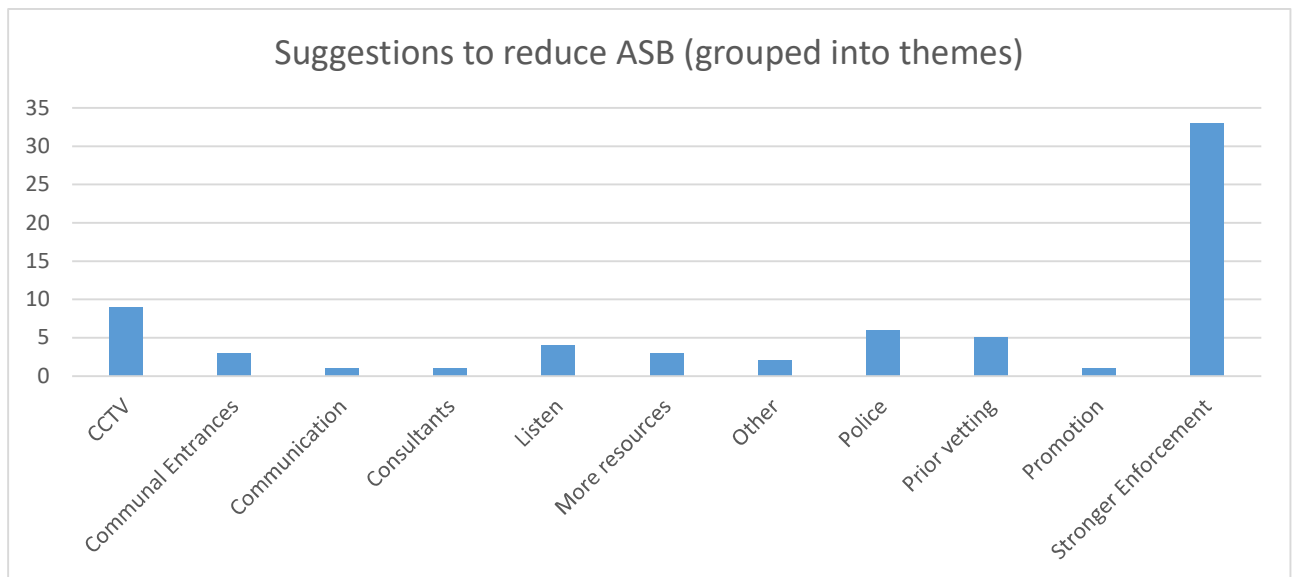
Join our WhatsApp Community to sign up for more surveys and tenant engagement news.



³ A blank copy of the questionnaire can be found in Appendix B

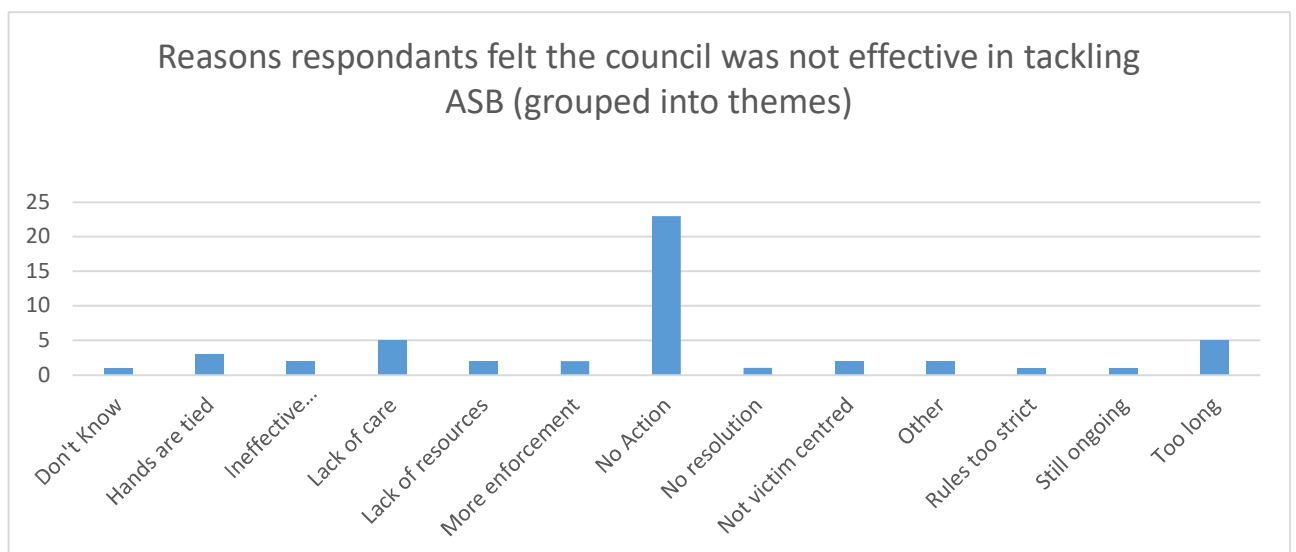
⁴ These vouchers were won by a resident from the city centre, and one from Weston.

For those that didn't think the council did enough, 49% wanted stronger enforcement of the tenancy agreement, 13% wanted additional CCTV, 9% wanted more action from the police and 7% wanted prior vetting of tenants to reduce ASB becoming an issue.

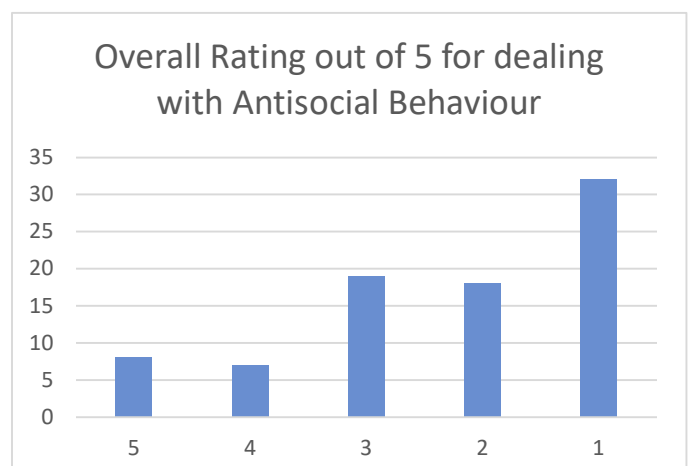


When asked whether the council deals effectively in tackling Antisocial Behaviour, again 79% of respondents said no.

Of those that said no, for the vast majority (46%) was because no action was taken. 10% said that it just took too long to be resolved and 10% felt there was a lack of care and empathy from the housing office.

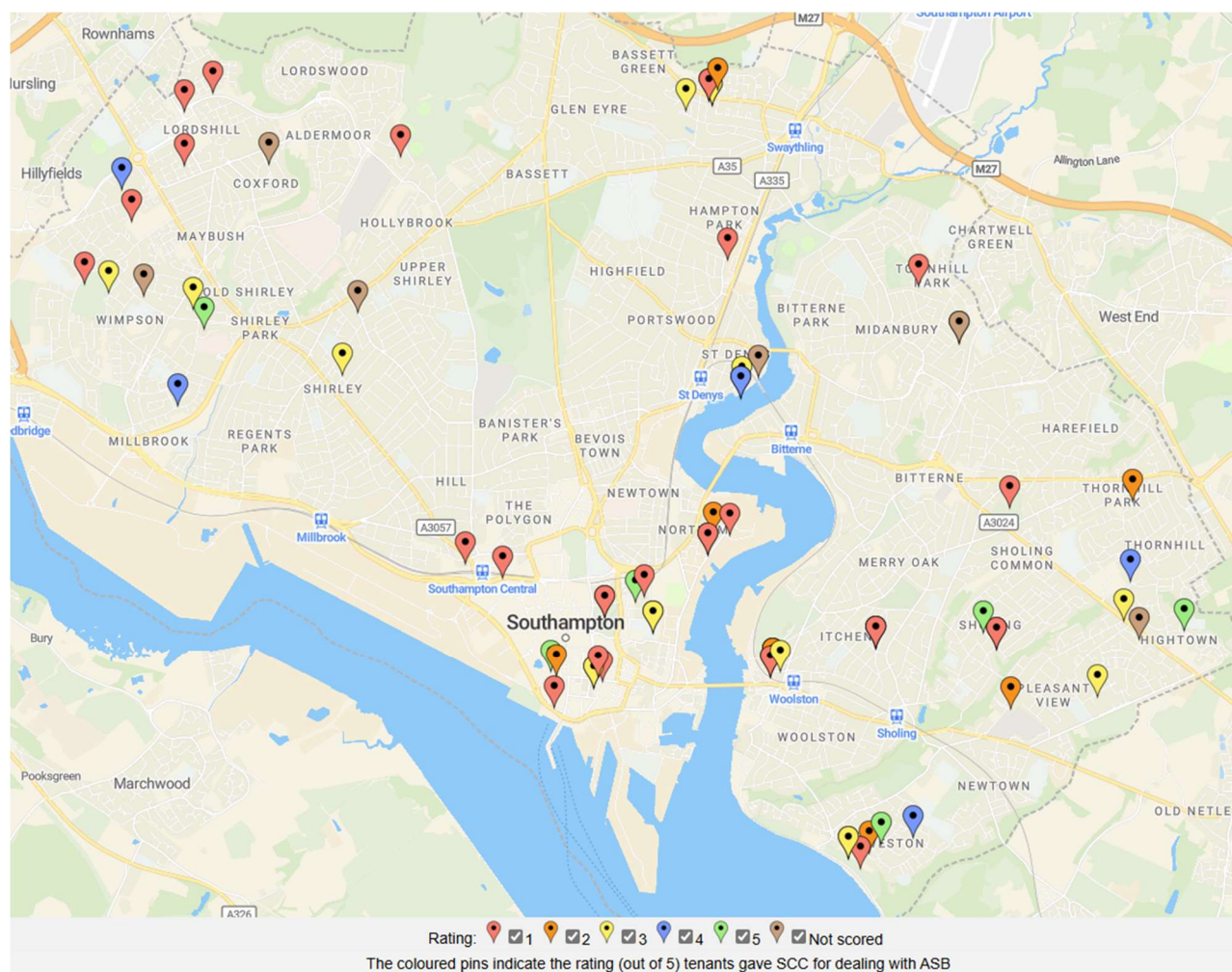


We asked people to rate the council's performance in dealing with Antisocial Behaviour (5 = very good, 1 = very poor). The average score was 2.3 out of 5 with 38% of respondents only scoring the council 1. We did spit these figures into the different postcode areas and, for the postcodes where we had enough of a response rate, SO14 (Central) scored and average of 2.12, SO16 (West, and North) scored 2.32, while SO19 (East) scored the



highest with an average of 2.52. Probably unsurprisingly the biggest difference was from those who had suffered from ASB or not. Those that had (73) only scored the council 2 while those that hadn't (11) scored 4.1.

On the map⁵ below can be seen the different scores in the different areas of the city.



The full breakdown of the Tenants Survey including all the comments made can be found in Appendix C

Comparison with our 2010 survey.

A number of the questions we asked, were the same as our 2010 Inspection into ASB so we could compare the results.

While the figures aren't directly comparable, as the survey was only sent out to the Sounding Board, there is still a noticeable decline in the scores. Previously there were also a lot more responses received (143).

Formerly only 72% of respondents had experienced Antisocial Behaviour compared to 86% on the latest survey.

Then, 68% of respondents felt that the council does not do enough to reduce ASB, much lower than our latest result of 80%.

34% felt that the council dealt effectively in tackling Antisocial Behaviour in 2010. This has now reduced to 20%.

⁵ The map can also be viewed online here: [Tenant Inspectors ASB Survey response](#)

When asked to rate the council's performance out of 5, the average score was 2.48 which has now gone down to 2.3.

Our thoughts and recommendations:

We would like to express our thanks to all the tenants who completed the survey.

It was clear from reading the comments the impact that suffering from antisocial behaviour can blight a life and community, although it has to be said that some of the examples given wouldn't be categorised as ASB. It was also clear with such a large number of examples involving drug issues, that these would require Police enforcement before Housing could take action.

There was a strong sense of the feeling of powerlessness that came through from both the Tenant and Staff survey that there is for trying to tackle ASB.

It was sad reading the number of comments where they felt that the council 'didn't care' about the ongoing issues and by improving the communication between the council and complainant this could ease the situation.

There were a number of solutions suggested from tenants that are sadly impractical. From our previous Flytipping inspection we are already aware of the difficulties of installing of new CCTV and prior vetting of tenants is not possible for a social housing provider when tenants are allocated on a banding-based system. However, we do feel that more use should be made of Introductory Tenants to help manage antisocial tenants if causing issues within their first year of tenancy by either evicting should the issue be severe enough, or to extend their introduction tenancy until their behaviour/the issue improves

When we look at the comparisons from our latest to the 2010 survey, it would appear that tenants have a lot less faith in the council now in managing ASB cases which is a real shame.

Our recommendations from surveying tenants:

- Stronger enforcement of the Tenancy Agreement.
- Make more use of the powers under an Introductory Tenancy for those new tenants that cause ASB.

Tenant Focus Group

Following our survey with tenants, we wanted to hold a focus group to try and get a better understanding of their views and experience of reporting ASB. This was held in March 2025.

40 tenants expressed a willingness to take part in a focus group, to which 25 were invited to attend. Finally there were 9 residents plus 4 tenant inspectors facilitating assisted by Michael Farleigh, Tenant Engagement Officer. The age range of the attendees was from 40-74.

These were the issues that the tenants raised.

Communication between different agencies was raised as a potential concern ie Police/Housing/101/Environmental Health. How are issues passed from one to the other? Eg – if the Police say they reported it to the council – who does this actually go to? Too many times being told that ‘no one has reported it’ even though a number of phone calls and emails have been made.

Because systems don’t talk to each other (ie Environmental Health & Northgate⁶) – Housing Office don’t always know there is an issue which can be very frustrating when tenants contact them having to explain again. Also getting passed from one to another came up as a frustration. A Housing Officer told a tenant to report to Environmental Health, only to get an email from Environmental Health to say they forwarded their concern to the Housing Department!

When ASB reports are made, sometimes only an automatic response is received which can lead to frustration. Especially when sending in diary sheets, noise reports etc. They felt it showed a real lack of empathy. Attendees felt that automatic responses shouldn’t count as an official response as far as timescales goes.

One attendee gave an example of New Forest Mediation saying that ‘nothing could be done’ (as far as mediation goes) as there have been a number of reports about this one individual and they refuse to engage. Should the Housing Office already know this before sending the report off to NFS Mediation?

Some said that they did not engage with NFS Mediation due to the vulnerabilities of the other party. Others had good feedback from the NFS Mediation and were very grateful for the updates they were given from them.

What tenants want from the Housing Office when dealing with ASB is a personal, empathetic responses, not lip service feeling they are being ‘fobbed off’ and to be realistic on what can and can’t be done.

Tenants were very unhappy that sometimes with ASB it can be the victim that is forced to move rather than the perpetrator. (Michael explained that, while not ideal, it can be much easier to move someone that is willing and wanting to move, rather than go through the court process which can take years).

Tenants put forward the idea of whether new tenants with known vulnerabilities (drink/drugs etc) could be housed in a specialist facility with appropriate care on

⁶ The Housing Management database

site. (Michael explained that this wasn't practical, nor would it be known whether tenants would cause an 'issue' potentially increasing stigma.)

One resident spoke about the regular contact and feedback they get from their Housing Officer. Although this didn't improve the ASB, it did lead to most of the stress of the situation being removed knowing that there was a specific person they could contact. Also, they would receive check-ins from the Housing Officer to assess if the circumstances were ongoing.

Tenants suggested having specialist ASB officers to look after and manage cases.

Advertising successes: A number of the attendees did recall reading a recent article in Tenants' Link about successful ASB action taken – however it was so rare it didn't give them confidence the council takes enough action.

The Housing Association tenant said they deal with the ASB internally but that it comes across very one sided, believing Party 1 completely before talking to Party 2. There was a little confusion as another attendee has family working for the same Housing Association and said that they do use NFS Mediation too.

There was a general frustration with the impression that we can't hold tenants and leaseholders to their agreements that they sign up to when first taking their tenancy/lease.

Our recommendations:

- When tenants send in completed diary sheets etc, there should be a personal reply from the Housing Officer to show that they have been received and read.
- Staff to be honest, sympathetic and clear if the ASB threshold has not been met. If unhappy with the response or result, make it clear that a complaint can be raised.

New Forest Assessment Service (NFS)

When reading the ASB policy we soon realised the important part of the process of managing Antisocial Behaviour. Because of that we arranged for **Stuart Sillett** from the New Forest Assessment service to talk to us in person and answer our questions.

NFS offer a triage service to help manage Antisocial Behaviour. While the council is their biggest customer, they also work with a number of local housing associations too.

When they are sent cases from the contact centre, they are just sent a paragraph about the issue and the contact details for both parties. They are deliberately not sent the history of the incident to enable them to go to both parties with an open mind and not to judge.

The reason he feels the system works is that it is independent and impartial from the council allowing them to build a relationship with Party 1 and 2 rather than having the preconceptions if they were '*from the council*'. This way enables them to have an approximate 90% success response rate for engaging with the other party. NFS is made up of a professional staff team (some mediation companies/charities use volunteer mediators). It just so happens that all their mediators live in high density accommodation (blocks of flats) flats so already have a good understanding of the pressures that can arise. They manage between 350-400 cases a year for the council.

Stuart mentioned that two thirds of both parties he deals with do have some form of vulnerability and they are aware of that when carrying out assessments.

Once the assessment has been completed, the case is fed back to the Housing Office with one of four outcomes: Mediation; Pass back due to non-engagement (normally of Party 2); Pass back for further investigation; or No further action.

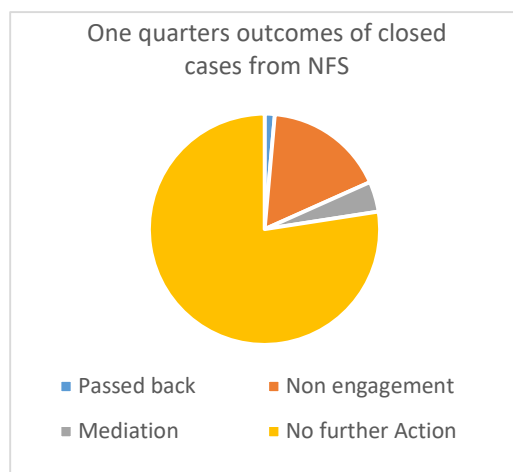
Previously referrals would have come direct from the Local Housing Office but now they come from the contact centre. He agreed that sometimes, because of this, cases do come through to NFS where tenants have regularly non engaged with the Assessment process.

Managing the expectations of tenants can be challenging, especially when the perceived ASB has not been proven. It may just be a personality/lifestyle clash and therefore no action that can be taken as part of the tenancy agreement.

Stuart also noted that all other landlords he works with have specialist ASB officers to help manage cases.

One frustration he sometimes has is when support or help cannot be offered to a tenant if they don't hit the threshold to make them eligible for support. Sometimes a small amount of help offered early can help sort an issue, or nip it in the bud. rather than wait until it becomes a much bigger matter which can then take a lot more time and resources to resolve.

NFS Statistics



We wanted to know how many cases come back with further action from NFS Assessment.

We were shared the statistics for Q3 for 2024/25.

As the chart on the left shows, of the 71 cases that were closed that quarter, 1 (1.5%) was passed back to the housing office for further action, 12 (17%) were passed back due to the non-engagement of Party 2, 3 (4%) went for full mediation while the remaining 55 (77.5%) came back as no further action/case resolved.

Satisfaction of the New Forest Assessment Service

We were also shared the satisfaction response for Quarter 1 and Quarter 2 for 2024/25. Of the 35 responses they received, the satisfaction seemed very positive with 86% of responses saying the service felt it was useful (even if they thought it would not change anything). Even the remaining 14% said that it was of some use.

100% felt they had been listened to and understood and 77% felt it was helpful having an assessment officer talk to Party 2 as well.

Our thoughts and recommendations:

We were impressed with the high level of satisfaction from tenants who have been through the service.

The lack of intervention for lower threshold cases helps to highlight the importance of the NFS Assessment Service to be able to speak to those tenants even if there is no one that they could be passed on to before the situation/behaviour leading to the ASB escalates.

Facts and Figures

As part of our investigation, we explored a number of facts and figures relating to Antisocial Behaviour.

Action Plans

We asked to see a number of redacted action plans that have been created over the past year to assess the types of actions that were being recorded. We were shocked to learn that only one Action Plan could be found (right), and on that basis we have no confidence that Housing Officers are creating plans. This also means they cannot be followed up either by the individual housing officer or management. For the one we did see, we weren't impressed with minimal actions for the Housing Officer and we were unable to find out what follow-up was carried out.

Antisocial behaviour action plan
SOUTHAMPTON CITY COUNCIL
Cis action 696174

Customer details
Name: [REDACTED]
Address: [REDACTED]
Phone: [REDACTED] Email: [REDACTED]
Preferred contact method: [REDACTED]
Responsible Housing Management Officer: [REDACTED] Tel: [REDACTED]

Actions agreed to be taken by the customer

To contact and report all incidents to the Police either on 101 or 999 for emergency.
To identify the perpetrator(s) for the LHO / Police to take appropriate action.
To keep a comprehensive record of all dates and times of ASB incidents in the log sheets provided
To keep the Housing Officer informed of all incidents.

Actions agreed to be taken by the Housing Management Officer

To contact the Police / relevant agencies regarding reported ASB incidents
Review the case in six weeks and arrange to contact [REDACTED] to discuss the way forward.

Total ASB cases in the city

Using information on the Southampton Data Observatory⁷ we discovered the number of ASB cases reported across the city for the past 3 years. Using the old Housing Scorecard we also found the number of new ASB cases reported each year going back to 2016-17.

Financial Year	No of ASB Reports across Southampton	No of ASB reports to Housing
2023-24	3070	547
2022-23	3630	545
2021-22	2980* (only includes data for Aug 21-Mar 22 - would have been around 4470 if the published figures were indicative of all 12 months)	831
2020-21		1029
2019-20		1033* (does not include data for Q4)
2018-19		877
2017-18		946
2016-17		1164

Tenant Satisfaction Measures

We looked at the last Tenant Satisfaction Measures (TSM) that were carried out in March 2024 and published in the Autumn.

Number of anti-social behaviour cases, opened per 1,000 homes: 34.6

⁷ Southampton Data Observatory available at <https://data.southampton.gov.uk/>

When viewing this data with comparable landlords⁸ from the Government's complete TSM data this is less than the median average of 40.03. Ranking the 100 comparable from 1 (being the lowest) places us at no 40.

Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes: 1.6

Again, comparing ourselves with other similar landlords we are significantly higher than the median average of 0.6. On the ranking scale this would put us down at number 80 out of 100.

Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour: 47.6%

As before, this result is considerably lower than the majority of comparable landlords who scored a median average of 55.2%. This ranks us at no 76 out of the 104 in the comparison group.

Formal tenancy actions

We wanted to find out how many formal tenancy actions were carried out as a result of managing antisocial behaviour, such as Notice of Seeking Possessions (NOSPs), Civil Injunctions, Community Protection Orders etc. Unfortunately, due to how the information is recorded on the system, there is no way of being able to extract the data in a meaningful way. We thought this was extremely disappointing, and this gives us no confidence that formal tenancy actions are being taken where required.

Outcomes of ASB issues raised

We wanted to see some statistics regarding the outcome of the ASB cases raised, but according to staff this isn't recorded. Again we found this disappointing.

Our thoughts and recommendations:

We were concerned about the sudden drop of ASB reports to Housing over the past three years. We wondered whether this was due to how reports are recorded on the system or if tenants have lost faith in reporting. This could also be due to the council's push to move everything online making ASB harder to report for some people. This could also be why we have less open ASB cases compared to other comparable landlords, though we aren't that much lower.

We were very disappointed that the Housing Database is unable to provide any statistics or evidence of formal tenancy action taken or outcome of cases. That the council has no record of the outcome of ASB cases raised we found very surprising. The fact that only one ASB Action Plan could be found, we thought was shocking.

Our recommendations from looking at the facts and figures:

- We want evidence that Action Plans are being created and actions followed up on a regular basis and records being kept.

⁸ Comparable landlords are other Local Authority landlords with between 5,000 and 40,000 properties

- Record formal tenancy actions in a uniform way on Northgate⁹ to enable data analysis later.
- Record outcomes of ASB cases to enable analysis and to evidence that cases have closed and the reasons why.

⁹ The Housing Management Database

Looking at Tenants' Link eBulletin

As part of our investigation we have searched back through the Tenants' Link archive to January 2023 to detect ones which reference Antisocial behaviour.

<i>Story Date</i>	<i>Headline of Article</i>	<i>Theme</i>
01/04/2025	Nuisance neighbour removed	Drug related ASB
01/01/2025	Fighting crime in council neighbourhoods	Drug related ASB / cuckooing
01/11/2024	Working with the police to take knives off our streets	Reducing knife crime
01/06/2024	Antisocial tenant receives their marching orders	Drug related ASB involving a private tenant
01/11/2023	Domestic abuse perpetrators using technology against victims	Dangers of technology to enable abuse.
01/03/2023	Drugs cost tenant his family home	Drug related ASB

We discovered just 6 stories relating to ASB from the 27 editions of Tenants' Link that this covered. 50% of these have appeared in the last 3 months.

We felt that this wasn't enough and wouldn't give tenants the confidence that the council regularly takes actions. Also, the stories appeared anonymised meaning that they felt like case studies rather than particular examples. We wondered whether more details could be given (as they would in a newspaper report) to give the stories more credibility.

Also the accounts appeared to be only about the outcomes of the extreme, most serious cases of antisocial behaviour. This may have missed out on the more minor ASB that may have been resolved thanks to the work of Housing Officers, Neighbourhood Wardens, or the NFS Assessment Service. Having positive stories about these cases being involved would increase confidence in the informal action taken and could encourage more tenants to engage in the mediation process.

Our thoughts and recommendations:

The lack of positive stories in Tenants Link could be one reason why the increased feeling from tenants that they don't feel the council does enough to tackle antisocial behaviour.

The lack of ASB stories in Tenants Link is very disappointing.

Our recommendations from looking at the facts and figures:

- More regular advertising of successful ASB actions and outcomes. Don't just using the extreme cases where someone is evicted, but also where Mediation or other informal actions have caused a change in behaviour/attitude. This would also highlight the worth of tenants engaging in the Mediation process.

- Consider using other media to highlight successful enforcement action.

Conclusions

This has been a really interesting deep dive into Antisocial Behaviour.

We would like to express our sincere thanks to all the managers, staff and tenants who got involved in this inspection.

What has come through loud and clear from both the staff and tenant surveys is the frustration that can happen when ASB is not addressed and the limited enforcement powers that the council appears to use.

As our tenants' survey shows, some ASB can linger on for years and can have a real detrimental impact to both physical and mental health if not addressed.

Our Tenant Focus Group helped to highlight the importance of communication, and better communication, even if unable to resolve the underlying issues. It can really help and support the tenants suffering from ASB. At the moment there appears to be a real lack of communication. By making things personal and putting a name to the person you are talking to can really help reduce the stress of the situation without feeling you have to explain everything from the beginning again.

Despite the current lack of responses, we feel it is still important to carry out Satisfaction Surveys to pick up learning points, though more should be done to encourage a better response rate. Using text messaging and email would hopefully help this.

We were concerned about the reduction in the number of ASB reports over the last 5 years. Improvement work should be done to make sure that raising an ASB issue should be as straightforward as possible.

A common idea that came out of the staff and tenant surveys is having a dedicated officer(s) to deal with and respond to ASB. This was also mentioned when we talked to the New Forest Assessment Service who advised us that all the other housing providers they work with have specialist ASB staff.

Some of the issues in dealing with ASB obviously fall outside of Housing's direct control (for example Environmental Health [especially for noise nuisance] Police, Mental Health teams etc). All these areas under public funding have had reduced finances for many years, meaning that the support for tenants and housing staff who may need these teams' assistance to take action is less likely to happen. The lack of support from these teams came through very clearly from the surveys we carried out. The more joined up work they can do the better. We also picked up a concern from Housing Officers about the apparent lack of support from the legal department but unfortunately they would not meet with us to be able to ask more investigatory questions about this.

Managing the expectations of tenants is also very important. If tenants have an unrealistic idea of what outcomes will be achieved, then they will obviously be less satisfied at the end of the process. The clearer it can be made about what is and isn't classed as ASB the better. This could be through possible tenant training and making it clearer on the reporting forms and leaflets. There were many examples of issues raised in our tenant survey which, although impacted tenants, would not be classed as ASB.

To improve the satisfaction rate with ASB the council needs to increase the confidence of tenants that they will take the necessary action when appropriate which is why we would like to see a lot more positive stories of action being taken (not necessarily just evictions). While there were a few stories regarding ASB that we found in Tenants' Link, the 6 stories in 27 editions we did not think was good enough and would not offer anyone the assurance that regular action was being taken. Publicising informal action that has made a difference would also be good and increase the confidence of the mediation process and other interventions. We are also aware that not all tenants read Tenants' Link which is why we would like to see more use of getting the message out through other media including offline.

We were shocked and appalled to discover that only one ASB Action Plan could be found on the system for the past year. While it was explained that it was difficult to pull out information from the Housing Database, based on the evidence we have seen we have no confidence that, where ASB has been proven, it is being taken seriously and followed up. Action Plans are really important and show to complainants that it is not being ignored.

It was interesting to compare this inspection with the one carried out 15 years ago. We deliberately kept some of the questions on the survey the same so that we could compare results. It would appear to show that more tenants have and are suffering from ASB, and more officers time is spent in dealing with this issue though the outcomes and satisfactions are lower.

It is also interesting/worrying to note that a number of the recommendations we make as a result of this inspection, mirrors some of the same recommendations made 15 years ago including: Better use of information recording systems to get more detailed statistics, more use of action plans; stronger enforcement of the tenancy agreement; and more publicity of actions taken. It is frustrating that 15 years later these things did not appear to happen.

We decided not to look into Domestic Abuse even though it is classed as Antisocial Behaviour. This is because the Council is already accredited with the Domestic Abuse Housing Alliance (DAHA) going through a process which evidences that they deliver a safe and effective response to this issue.

Recommendations

A full list of our recommendations are as follows.

Recommendations	
1	More proactive use of the ASB case review.
2	Ensure than any ASB concerns are picked up at settling in visits for new tenants and at periodic tenancy checks.
3	Additional training for tenants to explain what ASB is/isn't, how to report, and to help manage expectations.
4	Create a leaflet to aid reporting of ASB which clearly states what is/isn't ASB.
5	Review the standard letters to make them read more empathetically to tenants.
6	Amend the ASB satisfaction survey to enable a more useful response.
7	To encourage a better response to the Satisfaction Survey use instant messaging and emails to allow them to be completed electronically after the ASB case has been closed. Following the suggestion from Paul Howlett also look at phoning a small percentage of tenants with a view to comparing the different response rates.
8	Create a Specialist ASB coordinator for dealing with high level cases.
9	More support from the legal department for Housing Staff to enable quicker formal enforcement actions to be taken. Consider a lower threshold for 1 st stage formal enforcement, to encourage tenants to take action to reduce the ASB.
10	Publicise enforcement actions to show measures being taken and to encourage tenants to report. [<i>links with recommendation no 18</i>]
11	Stronger enforcement of the Tenancy Agreement.
12	Make more use of the powers under an Introductory Tenancy for those new tenants that cause ASB.
13	When tenants send in completed diary sheets etc, there should be a personal reply from the Housing Officer to show that they have been received and read.
14	Staff to be honest, sympathetic and clear if the ASB threshold has not been met. If unhappy with the response or result, make it clear that a complaint can be raised.
15	We want evidence that Action Plans are being created, actions followed up on a regular basis, and records being kept.
16	Record formal tenancy actions in a uniform way on Northgate to enable data analysis later.
17	Record outcomes of ASB cases to enable analysis and to evidence which cases have closed and the outcomes.

Recommendations	
18	More regular advertising of successful ASB actions and outcomes. Don't just using the extreme cases where someone is evicted, but also where Mediation or other informal actions have caused a change in behaviour/attitude. This would also highlight the worth of tenants engaging in the Mediation process. [<i>links with Recommendation 10</i>]
19	Consider using other media to highlight successful enforcement action.

Council Response

RESIDENT SERVICES

Southampton City Council
Civic Centre
Southampton
SO14 7LY



3rd October 2025

Dear Tenant Inspectors,

On behalf of Southampton City Council, I would like to express our sincere gratitude for the time, effort, and commitment you have shown in undertaking the recent investigation into the management of anti-social behaviour across our social housing portfolio. Your thorough approach and dedication to improving our communities are greatly appreciated.

We have carefully reviewed your report and are grateful for the clear and constructive recommendations you have provided. Your work highlights the shared frustrations of both tenants and staff regarding ongoing anti-social behaviour, the challenges posed by the reduction of allied services such as the Police, and the need for improved publicity of successful actions taken. We also note your findings on the importance of regularly creating and following up on ASB Action Plans, clarifying what constitutes anti-social behaviour, and managing expectations where breaches of the tenancy agreement are minimal or absent. Furthermore, the concern that insufficient progress has been made since the 2010 ASB report is duly noted.

I have **themed the key recommendations** from your report and set out a proposed **response framework** to address the issues raised for your consideration and approval:

Summary of Key Recommendations

1. Policy, Procedure & Communication

- **Simplify and publicise** ASB policies and procedures in tenant-friendly formats.
- **Improve communication** with tenants, especially when diary sheets or reports are submitted.
- **Clarify what constitutes ASB** to manage expectations and reduce misreporting.
- **Ensure ASB concerns are picked up** during settling-in visits and tenancy checks.

2. Case Management & Enforcement

- **Create and maintain ASB Action Plans** for all cases, with regular follow-ups.
- **Record formal tenancy actions and case outcomes** in a consistent, accessible format.
- **Stronger enforcement** of tenancy agreements, especially for repeat or serious offenders.
- **Use Introductory Tenancies** more effectively to manage new tenants causing ASB.

3. Staffing & Support

- **Appoint specialist ASB coordinators** to handle complex or high-level cases.
- **Provide more legal support** to housing officers and consider lowering the threshold for formal action.
- **Offer additional training** for staff and tenants on ASB processes and expectations.

4. Tenant Engagement & Feedback

- **Revise satisfaction surveys** to gather more actionable feedback.
- **Use digital tools** (texts, emails, online forms) to increase survey response rates.
- **Consider follow-up calls** to gather qualitative feedback.

5. Publicity & Confidence Building

- **Publicise successful ASB interventions**, including informal resolutions, to build tenant confidence.
- **Use multiple media channels**, not just Tenants' Link, to share outcomes and stories.

6. Partnership Working

- **Improve coordination** between Housing, Police, Environmental Health, and other agencies.
- **Ensure shared systems or protocols** to avoid duplication and improve case tracking.

Formal Action Plan for ASB Management Framework

Structured Timeline for Implementation and Review

Sponsor – Head of Housing Management

Action Plan lead Officer – Andy Wood.

Introduction

This action plan outlines a strategic approach for the recruitment, training, operation, and ongoing evaluation of Anti-Social Behaviour (ASB) management within the organisation. It is designed to ensure a robust, evidence-based, and collaborative response to ASB that evolves over time through continuous improvement.

Short-Term Actions (0–6 months)

- Commence the systematic recording of all formal actions and outcomes related to ASB in Northgate or an integrated platform, with appropriate access and data protection protocols in place

Medium-Term Actions (6–12 months)

- Design and deliver a suite of tenant training sessions focused on rights, responsibilities, and recognising ASB, complemented by tailored awareness materials distributed through various channels.
- Consider the business case for recruitment of specialist ASB officers.
- Implement a pilot scheme for conducting follow-up calls with tenants after ASB case closure to monitor satisfaction and recurrence.
- Form a cross-agency ASB working group, bringing together stakeholders from housing, community safety, police, and support services to facilitate coordinated interventions and improved data sharing.

Long-Term Actions (12+ months)

- Conduct comprehensive evaluations of the framework's impact using follow-up surveys, tenant and staff focus groups, and an analysis of recurrence rates.
- Incorporate regular ASB case reviews and the development of action plans into standard housing officer practice, ensuring all staff are trained and supported in these procedures.
- Publish anonymised case studies and enforcement outcomes on multiple platforms, both internally and externally, to promote transparency, learning, and public confidence.

Monitoring and Review

- Establish quarterly progress reviews against each phase, reporting to senior management and relevant governance boards.
- Update the action plan as necessary to reflect lessons learned, stakeholder feedback, and changes in legislation or best practice.

Conclusion

This plan provides a clear and structured pathway for improving ASB management. Success will be measured by enhanced tenant engagement, reduced ASB recurrence, stronger partnerships, and the sustained development of expertise within the team.

Yours sincerely



Jamie Brenchley
Director of Housing



Cllr Andy Frampton
Cabinet Member for Housing

Appendices

Appendix A

Staff Survey results

19 out of 23 Housing Management Officers responded (**83% response rate**)

5 were from Central, 6 were from the West and 7 were from the East.

On an average week, the **percentage of their time spent dealing with Antisocial Behaviour** is as shown on the table on below:

The (mean) average percentage (not counting the “varies”) is 33%

Time spent dealing with ASB	Woolston	Shirley	Central	All
10%	1		2	3
10-15%		1		1
20%	1		1	2
30%	1	1		2
40-60%			1	1
45%	1			1
50%	1	3		4
60%			1	1
Varies	3	1		4
	Average	Average	Average	Average
	31%	39%	30%	33%

The results appear to show that Shirley LHO spend 9% more time dealing with ASB than the other cases.

47% of respondents felt that the ASB caseload has increased in the last year. 53% said that it stayed the same.

100% of respondents have read the ASB policy. 68% said they had a good understanding of the policy with the remaining (32%) saying they had a fair understanding.

95% said they felt they have been sufficiently trained in dealing with ASB. The one respondent who said no wanted “a new ASB policy”.

Only **42% of respondents felt that the council’s ASB Policy and Procedures were working.** For the 58% who didn’t these were their suggestions:

- *the council does not seem to have any power to deal with ASB*
- *The legal team need to be swifter and more responsive.*
- *Employ additional staff to assist with ASB in areas where we are unable to measure noise i.e additional environmental health officers.*
- *The Policy and Procedure is well written but it can only work effectively when there is robust support in place from Environmental Health and the Police, and at this time neither provide the support that is required to enable us to gather enough evidence to be able to take formal tenancy action for ASB.*
- *I feel as though the policy is weak, it’s a game of poker that we are losing. Tenants are aware there isn’t much we can do with regards to ASB due to not having the legal backing.*
- *We can rarely take ASB cases to Court to get an outcome. Tenants need to see we will take action against them and leaseholders if they are causing a nuisance. More enforcement powers are needed.*
- *It is difficult to take action and very long and time consuming. It is not very victim focused. I have had a number of residents say the offender is more protected than the victim,*

- *more legal advice earlier on in the process - HMO's never see the legal team so do not benefit from their expertise*
- *review and update the ASB policy*
- *I think the policies aren't clear enough and slightly conflicting. The categories need simplifying as people expectations of what can be done with ASB is too high.*
- *Further support from Environmental Health*

These are the suggestions from the Housing Management Officers of what **the council could do to reduce ASB**

- *Proactive use of the ASB case reviews.*
- *Innovative ways of seeking feedback.*
- *Increased partnership working.*
- *Managing expectations more effectively.*
- *Offer diversionary activities to youths - boxing classes, physical exercise, etc*
- *ASB officers / e/health officers*
- *Tenancy sustainment officers. More CCTV.*
- *Be stronger on those that are causing ASB, send a message to tenants that we will not accept this kind of behaviour. This in turn will make the victims more forthcoming as they feel we don't move quick enough at the moment*
- *To have more enforcement powers and to take action against tenants who are causing serious nuisance to many residents. Residents stop reporting as they see nothing is being done. A lot of work can go into cases and when we do go to Court we do not get the result from the judge. Also action takes a long time. You can never stop ASB but if Police and other agencies worked better with the Council we may see an improvement. Council and Police are unfortunately under resourced so unless we have more staff to deal with issues it is very difficult.*
- *More CCTV in problem areas as sometimes it's difficult to gain evidence to take tenancy action.*
- *More and quicker legal action*
- *More CCTV in the blocks*
- *Have a more specialist approach in dealing with ASB. Communication needs to be clearer between Housing support services. A centralised reporting and log system that can be read by any person involved with dealing with ASB, that ties in with the policy.*
- *Have separate ASB Officers*
- *To publicise, raise awareness that SCC does not tolerate antisocial behaviour and to take robust tenancy action against perpetrators. To make an example, name and shame perpetrators of ASB.*

We asked the HMO's to **rate SCC Housing's performance in dealing with ASB** (1 star very poor, 5 stars very good). These were the results.



Other comments from Housing Management Officers:

- *NF Mediation deal with the first line of ASB reporting but is this working for our residents? are we reviewing their service and how good it is?*
- *No support for Housing officers from other agencies such as environmental health officers, police or low level support officers who can support and educate residents. Any support offered is to families with higher thresholds*
- *Stronger Policy, more consistent legal backing, firmer and fairer.*
- *NFM is a good resource in minor tenants issues*
- *it is good we have NF mediation involved at the initial part of ASB reporting. However, do we ever review that their intervention actually works?*
- *Would be good if we could take a quick action for Tenancy Breach or bit more power to enforce. Tenant don't seem to care much of the consequence because of the amount of paperwork and formalities we have to go through before we could take action.*
- *Dealing with Antisocial behaviour can be very time consuming. At times it is not resolved and it seems to be the same cases coming back. I feel we need more resources in place for dealing with youth related ASB, especially the ones who continue to target our older persons' accommodation.*

I also feel there could have been more options on this form, such as are the ASB policies and procedures working. I would say sometimes only. I must say NFS Mediation are a great service who help a lot.
- *Celebrate and highlight good practice outcomes i.e. cuckooing, closure orders, taking legal action and evicting tenants causing ASB. SCC to be less risk averse, make the process less onerous for front line workers to complete legal referrals, take legal action without jumping through hoops. Managers to be more knowledgeable and encourage staff to be creative, think outside of the box. Promote good working practices from other Registered Social Landlords. Create new roles to deal solely with ASB i.e. ASB Coordinator. HMO's to deal with low level ASB and pass cases requiring legal action to an "ASB Coordinator".*

Appendix B

Blank Tenants Survey

Tenant Questionnaire: Your views on Antisocial Behaviour



We are the Tenant Inspectors, a small group of tenants from across the city that look into different areas of the housing service. We are currently examining how Housing deals with Antisocial Behaviour.

We would appreciate your views about how you think the Council deals with Antisocial Behaviour. ***Please feel free to continue any answers on a separate sheet if necessary.***

As a token of our thanks, you can enter a free prize draw to win one of two £20 supermarket vouchers.

About you

1) Have you experienced Antisocial Behaviour while being an SCC Tenant? Yes ☐ No ☐

1a) How recently was this Antisocial Behaviour? It's still ongoing
Within the last 12 months
Between 1 and 5 years ago
Between 5 and 10 years ago
Over 10 years ago
☐☐☐☐☐☐

1b) Can you briefly describe the antisocial behaviour you experienced? _____

1c) How did you report the Antisocial Behaviour? (tick all that apply) ☐
Via the SCC website
Telephoned the Council's contact centre [Actionline] (023 8083 3006)
Contacted the Local Housing Office
Direct to a member of staff (ie Neighbourhood Warden, Supported Housing Worker etc)
Direct to the Police
Did not report
☐☐☐☐☐☐☐
Other (please state) _____

1d) Would you know how to report Antisocial Behaviour if you did experience it? Yes ☐ No ☐

2) Do you think the council does enough to reduce Antisocial Behaviour? Yes ☐ No ☐
If no, what suggestions do you have to reduce Antisocial Behaviour?

3) Do you think the council deals effectively in tackling Antisocial Behaviour? Yes ☐ No ☐

If no, why not?

4) How would you rate the Council's performance in dealing with Antisocial Behaviour?
(please rate out of 5 [5=Very good, 1=Very Poor])?



5) If you have experienced Antisocial Behaviour within the last five years, would you be willing to attend a one-off Focus Group with the Tenant Inspectors to discuss your experiences?

Yes ☐ No ☐

If yes, please give your name and address: _____

6) What is your postcode? _____

Thank you for completing this survey! Please return it to the Tenant Engagement Team by the 14th of February 2025 in the prepaid envelope provided.

All information will be treated anonymously. To be entered in a prize draw to win one of two £20 supermarket vouchers please complete your details below:

Name: _____ Address: _____

Phone number: _____ Email: _____

How we will use your information: Southampton City Council, on behalf of the Tenant Inspectors, are asking you for information for the purposes of their current inspection, and to contact you if you have offered to take part in the focus group or won the prize draw.

We will share the statistical data from this survey within the Housing teams.

Our Privacy Policy (<http://www.southampton.gov.uk/privacy>) explains how we handle your personal data, and we can provide a copy if you are unable to access the Internet.

Appendix C

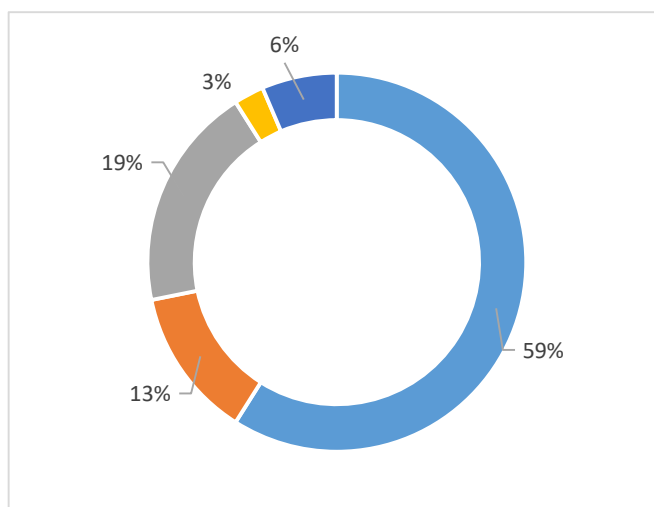
Tenant Inspectors ASB Tenant Survey Results

There were **91 responses**. (over 400 tenants surveyed)

86% of respondents (78) have experienced ASB while being an SCC Tenant.

Over **59% of the ASB is still ongoing**.

It's still ongoing	46
Within the last 12 months	10
Between 1 and 5 years ago	15
Between 5 and 10 years ago	2
Over 10 years ago	5



Themed ASB descriptions

Youth crime

- *Children running riot on the estate and assaulting other kids*
- *Youngsters banging my front door*
- *Young people playing football against flat walls (children messing around dustbin area and don't even live in Wood Close.*
- *Ongoing ball games, banging my window/walls on my ground floor flat. Spoken with the children from the above flats and neighbouring flats. They were very rude, also parents. Broken communal entry door continuously. Banging, fighting from flats above.*
- *Continual deliberate targeting of my windows with multiple footballs simultaneously; criminal damage to parts of my flat; repeated vandalism to communal areas when they saw me coming in; abuse and malicious allegations.*

Children, Drugs

- *young children coming into the block yelling and shouting, unruly behaviour bad manners, used to have drug taking in the block not sure if this has been solved i tend not to go out of my flat after 6*

Criminal damage

- *Breaking down bus shelter, a few times.*
- *Someone writing bad language on my front door, called the police, and they were informing the local council*
- *Smashing fencing down to get in the playing field, climbing into the communal garden. Strangers walking through the gates to the communal garden and looking around. People sitting on the stairs, smoking, urinating. Children coming round to annoy one of the neighbours because she causes a lot of problems with neighbours and her friends that live locally. We have had foul language and been shouted at from them. This is very frightening for the residents. Fly tipping behind the fence.*

Dogs, Drugs

- *[poo] on the stairs (dog [poo] and human [poo]) Urine and [poo] in the foyer and staircase. Drug use in drying room and a lot of dogs on 1st and 2nd floor.*

Drugs

- *Drugs is the problem also borrowing money not paying it back, abusing other tenants*
- *Neighbour smoking cannabis, that permeated the block.*
- *Drug dealers in block. One flat they have been sorted out but one flat still has homeless going to another flat. They sit on the stairs evenings and nights*
- *Young men using the hallway in our block of flats to smoke weed.*
- *Youths entering building smoking drugs*
- *Drug dealing in flats coming into my flat*
- *The only problem is I get a terrible migraine because people smoke in the block by the windows and I smell it a few times in the elevator. Maybe you could write some information about the smoking ban. The next problem is that the lamp posts are finished, where older people trip over the stairs and the sidewalk slabs are moving. I think it would be safer if the lights were on and for more patrols.*
- *A young male and his friends use the shed area to do their drugs and hang around in the sheds*
- *Drugs. Asking people for money, bringing people who take drugs to their flat.*
- *My neighbour was running a crack den. Drug dealing going on from the property with criminal activity 24 hours.*

Drugs, Graffiti

- *Graffiti on wall (communal area) Has been removed countless times!!! Muddy dog prints along floor in communal area from dog (dogs are not allowed in flats) Ringo doorbell so constant surveillance!!! Dope smells!!!!*

Drugs, Homelessness

- *People sleeping on stairwell, urination & faeces left at my door. Drug trafficking visiting certain flat. Front door left open daily to let them and her gain access etc.*
- *Being confronted by a homeless person/drug addict I caught in our bin area putting a needle in his leg. Her was abusive and rude and threatening.*

Drugs, Noise

- *Drug users in block dealing, neighbour on curfew still causing problems, hassle from above neighbour loud music at stupid times*
- *Groups of young men outside of my flat smoking weed or doing nitrous oxide, lot of noise, all hours and intimidating as they can be volatile.*
- *Drunken/Drugs related behaviour late at night & early hours. Car engines running, music blaring, shouting into mobile phones. No consideration for residents that are trying to sleep. Actions by night workers returning after shift completed.*
- *Teenagers smoking drugs outside main door. Noise complaints*

Drugs, Parking

- *Getting high from other people's drug use. Parking so I can't use my gate. Fireworks late at night and Christmas eve. Cutting my hedge, screaming at my workmen*

Drugs, rubbish

- *Drug dealing, fly tipping, drinking , litter dropping*

Drugs, Theft

- *People that don't live in our block, gain entry using the trades button, congregate in groups (once so far) take drugs (three times) and steal parcels from doorsteps.*

Homelessness

- *Homeless people have been attempting to enter the building and calling at antisocial to be let in. This had been reported to the police.*

Intimidation

- *Neighbours putting screws under car tyres and drives car at me.*

Neighbour Nuisance

- *Every time I leave my flat I get stared at by the same group of residents. They are also really verbally abusive to me whenever they get in speaking distance of me. They tell me who I am and am not allowed to talk to which legally they cannot do. They have told me my family isn't allowed to come and see me and that they have put in a petition to get my sister banned from coming to my home. They have been really ansty to lots of other residents here. They make false complaints about residents to stir up trouble and none of the complaints are in any way true. They have been verbally abusive to staff. They constantly complain about things such as residents drinking in the garden then go and do the exact same things themselves. One tenant has a drug dealing son who lives round the corner and who comes to the blocks multiple times a day. Numerous complaints been made. Nothing been done. Now tenant has started drug dealing. None of my complaints have been investigated and nothing has been done to stop any of the ASB*
- *Daily incidents which range from being constantly watched and stared at, spoken about disparagingly, friends told they aren't allowed to come to the property to see me, neighbours told they aren't allowed to talk to me, constant false and malicious complaints being filed about me, damage to property*
- *Group of residents in block where I live engage in daily ASB towards other tenants. They constantly make up false and malicious complaints about other residents to try to get them into trouble with the council. They are rude, make nasty remarks and comments about people all the time.*
- *Some was English man were abusive and always warning me, then I was in contact with Policeman*
- *My neighbour had been in prison and was unstable and not at all suitable for a complex for older people. He vandalised his flat, threw a mattress over the balcony, set a fire on his balcony. His language was foul and he was verbally abusive. I felt very unsafe.*
- *Neighbour was being a bully and made me miserable*

- *I had a flat next door to a woman who thought she was in charge of the building. She took exception when I grew plants outside my flat. She was violent twice and attacked my car. she would get up in the night to cut down/dig up my plants and put nails in my tyres.*
- *Man with Mental Health issues constantly shouting abuse & threats at passers by.*
- *A resident had her son staying with her. He was aggressive with a few residents but she did nothing to stop him.*
- *Our next door neighbour and friends would stand outside our maisonette drinking for hours*
- *False allegations against me from the female tenant of [address redacted] which has been reported to the Shirley housing office by email and also to the police on 101. she has been given a official warning from the Shirley housing office. but has ignored this also letters of resolution have been signed by her and me which we have both signed. stating that we must not talk to each other or look at each other. but she has ignored this and I have audio and video recordings of this. Also was invited to the Shirley housing office by [staff name redacted] of the Shirley housing office in which I attended. also in attendance was pcso [name redacted] to talk about the situation between the and me. in the course of conversation I said that if this situation was allowed to carry on then I would be carried out in a body bag. having said I experienced a unprovoked attack on me from her partner by the name of [redacted] in which resulted in me having a broken left hip and also a frozen left shoulder and other injuries in which left me in hospital from the 10-8-2022 till the 12-9-2022. since this I still have experienced other false allegations against me from her and I have reported this to the Shirley housing office by email. as a self employed videographer and photographer and as this is the peak of the wedding season. this effected my income. and therefore I am demanding that the council reimburse for loss of financial income.*
- *Verbal abuse, intimidating, made up lies*
- *Ongoing harassment by a small group of neighbours who not only target me but numerous other tenants on a daily basis. They are verbally abusive, have threatened anyone who goes into the communal garden meaning most tenants never go in the garden any more because they are too scared to and don't want to be abused and screamed at and sworn at. They have committed animal cruelty against neighbourhood cats. They have been racially abusive towards a pharmacy delivery driver and other tenants. They are constantly filing false and malicious complaints to try to get other tenants into trouble. They never have any evidence to back up what they complain about but they still complain anyway making the complaints false and malicious. They have even done things themselves then made complaints falsely alleging that other tenants have done things simply to get tenants into trouble. They have also been verbally abusive to staff on a number of occasions and threatened them yet council never done anything other than send them a letter which they all ripped up and ignored.*

- *Intimidation of many residents by a particular person / small group , unsocial attitude and abuse directed towards particularly vulnerable residents.*

Neighbour Nuisance, Dogs

- *Aggressive, rude and downright nasty shouting & threatening behaviour. More recently noises dogs in upstairs flat.*

Neighbour nuisance, Racism

- *Small group of residents in the blocks of flats who engage in daily nasty behaviour towards residents, visitors, staff etc. Racist abuse hurled at delivery drivers, false and malicious complaints filed by the group about other residents who are completely innocent of what they have been accused of, manipulate vulnerable residents to target people they don't like.*

Noise

- *Vulnerable alcoholic being used as a flop house and party place.*
- *Noisy neighbour*
- *Noisy neighbours, and noisy motorbikes and cars using Lords Hill Sainsbury's carpark as racing track*
- *Anti social motor use & noise complaints.*
- *Loud noises from flat above at all times of the day & night*
- *Shouting extremely foul language*
- *Motorbike races around the estate sometimes late in the evening.*
- *Tenants playing music too loud and into the night*
- *Load music played through the night next door*
- *Next door neighbours continue to fight when you ask them to keep the noise down they become aggressive*
- *Load nosy all day and night*
- *Drunken people making a disturbance late at night early morning sometimes during the week, shouting swearing.*
- *[name and address redacted]. She has people shouting up to her at 4am and kicking door in.*
- *Neighbours - drunk loud crazy parties that turned into a lot of fights within the home. I did not report as I was worried of come backs*

Noise, Dogs

- *Motorcycle races early evening round the estate. Dogs barking late in the evening*

Noise, graffiti

- *Firstly it was noise (mainly music) then graffiti over several months plus verbally aggressive*
- *Excessive screaming and swearing in communal areas, doors slamming, making it very uncomfortable and difficult to live a peaceful life.*
Vandalism such as spray paint in communal areas, bin store treated like the room is the bin. Looks like other blocks throw rubbish in there too."

Noise, Homelessness

- *Loud noise people sleeping on stairwell urinate on stairs*

Parking

- *ask to park car elsewhere so a daughter can par in the space I was in.*

Racism

- *Being called a "Black *****" by racist from Flat * and Flat **

Rubbish

- *Food dumped in the communal area, bin bags being left outside and not being put in the bins provided, people banging there way through the front communal doors as don't have there fobs*
- *Fags thrown over the balcony and nappies into my garden. Bikes and pushchairs under the stairs make trip hazard. The 13 year old peeing over the balcony puts rubbish all over the floor.*

Smell

- *Disgusting, diabolical, throat wrenching odour to the extent of the smell of death that comes from a ground floor two bedroom flat. The entrance to the flat is in our main foyer. Tenants, Residents and visitors cover their faces whilst waiting for the lift we have received complaints from delivery drivers, postman/lady and our personal visitors.*
- *We have been suffering for over 4 years with a disgusting stench from one of the tenants in our block, in fact the problem was reported to housing and environmental health 4 years ago. It's affecting our health and wellbeing, workmen have refused to enter the flat in question, those that have gone in to carry out essential work are completely encased in white suits and wear what looks like gas masks, others have come out of the flat and been physically sick in the street. delivery people complain about the smell and ask what we are inhaling or how can you live like this, relatives and friends don't visit due to the stench we have to meet up in cafes etc. many things have been tried by housing to resolve the problem but the tenants are not interested in changing their ways, it seems as though we are expected to be happy to live like this there is no help from the Council for us unless we ask to be moved then they will pull out all the stops as they did for one neighbour who couldn't stand it any longer, but why should we move this has been our homes for 10, 20 years and more, and the stench will continue to be an ongoing problem. We have had enough!! It's time to take this further.*

Theft

- *Running the Tenants Social Club, a new resident tried to steal one of the prizes from the draw. I stopped him from doing this and he tried to hit me, I stopped him but he continually threatened me for a long time.*

Threatening Behaviour

- *Physical and sexual threats to myself and my teenaged children. Stalking and recording without my permission. Continuous for nearly the last 5 months.*

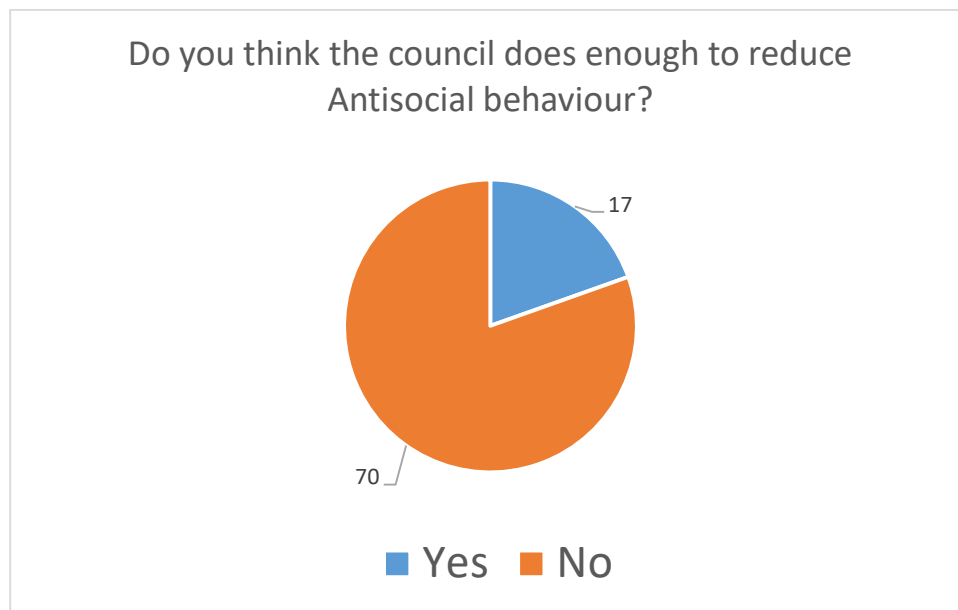
Unknown

- *Words alone cannot explain!*

How did you report the Antisocial Behaviour (mark all that apply)

Via the SCC website	20	26%
Telephoned the Contact Centre	11	14%
Contacted the Local Housing Office	34	44%
Direct to a member of staff	33	42%
Direct to the police	29	37%
Did not report	13	17%
Other	5	6%

For those 12 responses who had not experienced Antisocial Behaviour 9 (75%) said they would know how to report it.



Suggestions for the council to reduce ASB:

CCTV

- *Have more cameras to see who's doing these things*
- *CCTV would sort out quickly. At the moment it's on the tenants to report each incident to the police. But without some kind of visual evidence they can't do much.*
- *Cameras on flats.*
- *Insert cameras outside the building.*
- *We suggested cameras to be installed, now informed costs too much*

CCTV, Police

- *Cameras to be installed in blocks which we were told we were having but nothing. More patrols around the area especially at night to see the comings and goings of antisocial behaviour.*

Communal Entrance

- *Sorting out the never ending trade hours and button. Crappy doors that take an age to close hence people just slip on the building.*

Communal Entrance, CCTV

- *make it more secure for entering block that will not allow youngsters in who do not live here checking what flat they live in and names of parents and having a list of tenants to look at. more cameras in carpark with better lighting more cameras in block. 24 hour covering of a warden*
- *Warden patrols, more cctv, better entry systems to flats (ideally, more secure)*

Communication

- *Well actually following the Council's published policy for investigating any and all ASB complaints would be a start but since [redacted] retired in 2021 not a single ASB complaint has actually been investigated by the central housing office as far as any tenant knows because there have been no referrals to mediation service, no acknowledgement of complaints, no communication with tenants who have been forced to make complaints, no communication with the alleged perpetrator, no evidence presented that corroborates a complaint, no formal closure of complaint notifications and no customer satisfaction surveys ever sent out. One tenant here who filed a complaint about her complaint from last summer not being dealt with at all let in accordance with published procedure got a letter from [redacted] who is now the deputy manager of the central housing office saying that the complaint didn't get responded to or investigated because [redacted] was "too busy" and then "went on holiday". Maybe having someone at each housing officer who is dedicated to investigating ASB complaints. Sending a copy of the complaint with the acknowledgment of the complaint would help. If the police website can allow you to download a copy of the complaint you make no reason why SCC's website can't do the same so you have a record of it. That if staff do not follow published policy to the letter when investigating any and all ASB complaints that they are fined/sanctioned to get them to do their job. Publishing statistics of the number of ASB complaints received every month, how many were investigated and what the outcomes were. If the public could see how completely useless they were it might prompt them to do what they are legally obligated to do. Council also needs to make it very clear in writing to public exactly what they require to progress a complaint. I have been told that if I have video evidence I need witnesses. So next time I tell them I have witnesses but they demand video evidence. So the third time I tell them I have witnesses and video evidence and you never hear back at all. CCTV in our blocks only ever seems to work when it suits the Council as it is always broken every time a resident reports an issue that should have been captured on it. And on the rare occasion you do get a response to a complaint it is just to tell you to report it to the police and the Council refuse to do anything. Police have repeatedly told me that central housing office refuses to co-operate with them on investigations thus hampering them. They make it too difficult for them to get relevant information such as CCTV footage. Council needs to lose the attitude that tenants are to blame for anything that happens and actually do what they are legally obligated to do by law and their own published policies*

Consultants

- *Maybe get an expert in to help.*

Listen

- *Listen to people*
- *Plenty of complaints and nothing gets done*
- *Need to be quicker in response. Always palmed off to do mediation with said neighbours or told to call police who are then not interested.*
- *Council could actually do its job and investigate complaints properly when they are first reported instead of just ignoring them. They keep saying they take ASB seriously but they then do nothing about it even when numerous people file complaints about the same people doing the same things. Then council gets nasty and staff go after tenants who have asked them to just do their jobs*

More resources

- *If they had time, staff and money*
- *Have a warden on each estate who checks the blocks early each morning (and at end of day) for homeless & addicts.*
- *Increasing local housing offices. Providing community centres and no cost youth centres*

Other

- *For weeks around [indecipherable] November. It is so loud, not good for heart. Could we have no firework zones for people like me and people from war zones.*

Police

- *Closer working relationships with police force & dedicated patrols in known problem areas*
- *Follow up with Police to stop them damaging the doors and taking drugs even when seen from CCTV*
- *More patrols, stricter sentences*
- *No action taken until police involved*
- *More Police in St Mary's. Helping residents that pay rent living in misery over residents who claim benefits but fit enough to work*

Prior vetting

- *The council should be a little bit more careful who they rent to*
- *They could be more careful of who they put in their flats. We have families and when people are given places every thing has to be explained to them. Trouble is if they are difficult in one area they just move the problem on*
- *Vet the people who you put in to support housing as not fair on older residents*
- *Stop sending drug addicts & alcoholics to supported housing flats.*
- *Every new tenant should be made aware of the rules of living as a council tenant and the landlords should want all tenants to respect each other and not be prepared to live in a slum*

Stronger Enforcement

- *Requires a stronger intervention plus follow ups regularly. If no compliance then a limited time to improve. Overall a stronger element is needed*
- *Make it clearer when someone takes on a tenancy that Antisocial Behaviour is unacceptable, and that suitable measures will be implemented if a tenant proves to be antisocial towards their neighbours.*
- *Evicting tenants that cause ongoing disturbance and antisocial behaviour and more police patrol*
- *Act on reports. The more reports there are & the more people involved, both as victims & perpetrators, the faster & harder they should act.*
- *Needs to be stepped on straight away instead of asking would you like to meet with your neighbour to talk about it*
- *The tenancy agreement states to keep the property in a good standard or face eviction????*
- *Really who are they kidding this situation is in its 4th Year yes 4th Year and still no signs of eviction. The tenancy agreement is not worth the paper it is written on, it is a joke, do what you want, live like pigs and stuff the rest of the tenants who have to severely suffer the stench. It's not on their doorstep day in and day out so who cares.*
- *Do what it says in the Tenancy agreement. More action*
- *As the landlord you have a code of practice which each tenant signs up to on accepting their property common decency towards neighbours should if not already be one of the triggers to losing your property*
- *Penalising those who vandalise the property. More police visibility, potentially block walks.*
- *Stronger penalties on tenancy*
- *If reported to take a robust action against the perpetrators.*
- *Take action against the perpetrators as per Government guidelines.*
- *Firm and direct action by the council. It appears that letters written to them by the council are just ignored.*
- *Give them a warning then take their flats off of them we can all have a party or friends over and it can get loud but not every day*
- *Give them a job they don't like doing and be watch all the time*
- *A quicker response is needed (nip it in the bud) Dig has been in flat for 4 plus years and still nothing!! More dogs in the block than there have ever been before. Not enough is being done*
- *Well following their own policies on investigating things would be a good start. Since [Name Redacted] left his replacements have been useless and done nothing to sort out the problems. This has emboldened the perps who have got worse and worse making everyone's life a misery. Only break we get is when the perps die or go on holiday*

- *Sticking to their own policies would be a good start. Stuff doesn't have to be severe to be ASB as repeated low level stuff can be just as destructive as someone being beaten up*
- *Be active and need to respond quicker*
- *Find out what is going on and implement measures to combat this sort of behaviour*
- *Move them*
- *My advice would be to move her out. I've had enough I'm not well.*
- *The tenancy rules should be properly enforced eg,,no dogs*
- *The time frame for the first complaint to his eviction was far too long! Safeguarding of the residents affected was not a priority.*
- *Knock all doors and check for dogs - write to all tenants warning if they keep a dog on the 1st and 2nd floor.*

Warn all tenants from breaking their tenancy agreement if they keep dogs (apart from guide dogs)

Warn all tenants not to use the store rooms as a 'safe hiding space' for drugs (use and trading) as well as sex between children under 15 almost openly in the sheds. Dangerous dogs are being trained in the park within Northam - often with Children nearby.

Communicate with tenants and be more assertive or aggressive in moving out anti-social behaviour kids and families

- *Deal with it. Otherwise there is no point.*
- *warnings, fines or remove them from the buildings*
- *Evict tenants involved if ongoing*
- *Move them out, they have had letters but don't comply*
- *Follow their own ASB policy. (see ombudsman's filing 29/11/23). Don't abuse the mediation process or try and use it where there is clear intimidation by the perpetrator.*
- *For the council staff to take remedial action, instead of brushing it under the carpet. Continually changing the wardens tends to leave complaints to the next warden on turn.*
- *Move me out of here ASAP*

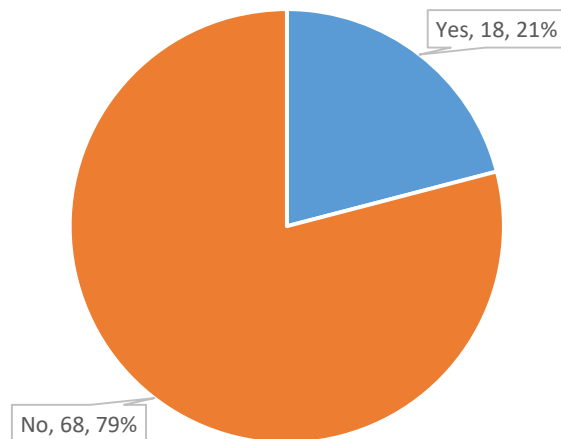
Stronger Enforcement, CCTV

- *More harder against people and when call police actually come out and not turn up.*

Stronger Enforcement, Promotion

- *for her to be evicted and the eviction to be put on the television. This will send out the message that such acts will not be tolerated and for her to be made homeless by the council and also her two children put into care.*

Do you think the council deals effectively in tackling Antisocial Behaviour



If not, why not (sorted into themes)

Don't know

- *I don't know exactly as never come across anti social behaviour before*

Hands are tied

- *I know wardens really try but as I said above CCTV would sort it.*
- *There is a limit to what they can do.*
- *Because it is still happening, and yes I was told that the courts do not do enough either even when council try to evict certain tenants.*

Ineffective mediation

- *As stated above! And why would you want to meet with a neighbour that's constantly causing issues for mediation when nothing will change and cause arguments more*
- *The Council offers NFS Mediation, but sometimes they don't have the authority to provide an effective solution so the police may have to be involved. Often the antisocial behaviour doesn't warrant police action so the problem persists in the hope that the perpetrator might change their behaviour.*

Lack of care

- *It seems like staff don't care.*
- *They don't care about the welfare of tenants (see previous study into tenant stigma). They seem to be more concerned and spend far more resources trying to pretend the problems don't exist than they do dealing with them.*
- *Repeatedly trivialise it; make victim out to be part of the problem; take the 'course of least resistance'; ignore clear evidence of criminal damage.*
- *They're not interested in Racist going on here at [block redacted].*
- *Not interested in effect it has on others.*

Lack of resources

- *There are not sufficient community officers working at street level, all day, every day.*
- *We have no warden or PCSO. No signs on information on how to get assistance or report problems. The council just told me to go to Police, but I am alone and fear not being believed*

More enforcement

- *People would have more respect for the property and fellow residents.*
- *Firm and direct action by the council. It appears that letters written to them by the council are just ignored.*

No action

- *Whenever reported, directed to make complaints to 101, no investigations & police aren't interested in ASBO behaviours*
- *Because they can't be bothered to do the work to sort the problems out so easier just to pretend complaints never happened. Need to be held to account and made to do their job. Numerous times staff claim too busy to investigate complaints when it is a central part of their job to do this. Echo story last year about tenant who made numerous ASB complaints and not a single one investigated. This is still happening every day no matter who makes a complaint.*
- *I've continuously complained about the dealing and smell of weed in the block, it's me that pushes for letters etc to be sent out, what do our housing officers exactly do*
- *They don't do anything about it. Supposed to acknowledge within 5 working days but never do. Supposed to investigate then respond to complaint 10 days later but never do. Lots of things they can do but they do nothing. Don't know if it is laziness or something more sinister. Current housing officer is completely useless, doesn't know the law, doesn't know how to do her job. A squirrel would be more effective in the post*
- *Don't think they really care for their residents. Say they are going to sort it out but you never hear anything from them again till the next time you contact them*
- *My housing officer allowed a drug user to push her over pretending he has mental health issues (due to drugs) who's put other residents at risk of getting bed bugs*
- *The actions continue because effective action is not taken. There is no deterrent for troublesome residents*
- *You don't even evict drug dealers*
- *Sorry, but SCC are very slow and late respond and wait longer time to talk about.*
- *They don't do anything!*
- *Because since [redacted] retired they don't do a single thing to address any issues ever raised by tenants. They don't acknowledge within stated time frames, don't respond within stated time frames and don't conduct any investigations let alone any that follow published policy and procedure. They leave vulnerable residents at risk by failing to deal with issues. They threaten people for making repeat complaints because the council won't investigate or deal with issues. When [redacted] was in post you never had to file formal complaints as you would just*

contact him, raise an issue and it would get immediately sorted. Even aware of one issue where a resident was being stalked by another neighbour where [redacted] was going to escalate the matter because the perp was breaking his word to him and police to stop the stalking and [redacted] stopped him from doing so and refused to give him a reason. This left the resident at severe risk of harm.

- *They don't seem to deal with anything that's reported to them*
- *In my case, I had to move. The woman in question had some connection to a housing official and was untouchable. I had to get moved by contacting Health and Wellbeing. I am very happy where I am now.*
- *They don't seem to do anything even if you report it. They say we will look into it.*
- *Too scared to deal with situations. Push you from pillar to post it is disgusting.*
- *Nothing seems to be done.*
- *I have been reporting antisocial behaviour by a neighbour for over a year now. They have received a warning but behaviour still ongoing. All the council tell me is to keep reporting it to them. How do we get made to live a living hell and nothing gets done???? It is affecting me and my families lives day in and day out. I wish a council worker could live here for a week and endure what we put up with.... Maybe then something would be done!! Very very unhappy!!!*
- *Because the council don't do anything*
- *Done absolutely nothing even when dealing with safe guarding issues*
- *Rules of tenancy are not adhered to. Things have escalated a lot. If it was dealt with in the first instance then a lot of other residents (who have broken the rules) would not be in the same predicament. Worst it's ever been I. The past 40 + years*

No resolution

- *Because they have had letters and they have still done anything. The alleyways get blocked with furniture and the bin men can't get to the bins.*

Not victim centred

- *As I said above they move them from being difficult in one area to another area without back up help and on going help*
- *I was told to move away from my abusive neighbour that is the wrong way. The police are useless I had good CCTV evidence which they ignored*

Other

- *because in this case there is a connection between her and the Shirley housing office*

rules too strict

- *They hide behind stupid rules such as if noise is caused by children then it's not anti social, well they may want to experience this and then try to say that this is not anti social behaviour, parents should control their children to be responsible citizens in the making*

Still ongoing

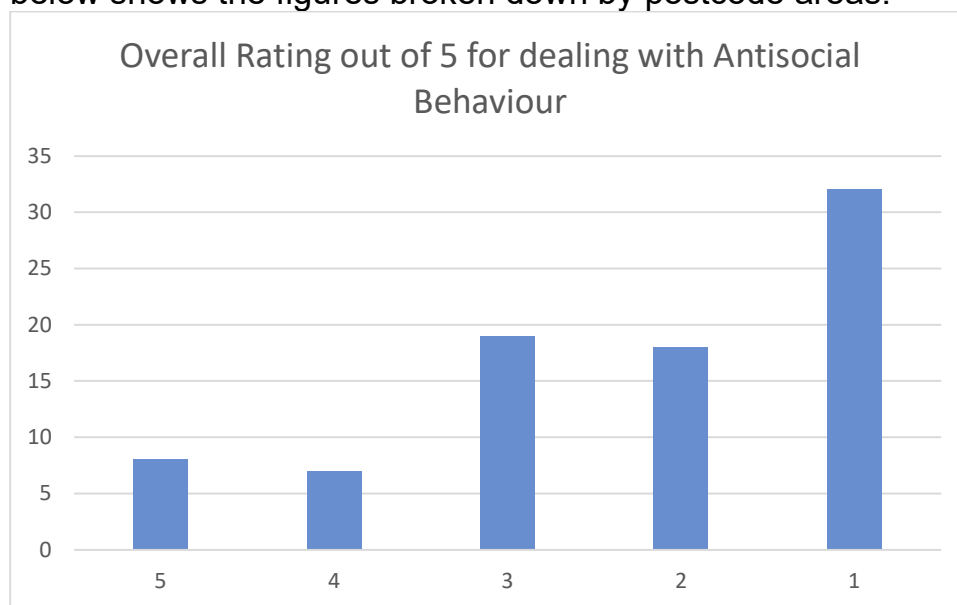
- *We still have people living in our flats that are obviously dealing drugs: I say this by the amount of visitors to our block all times of day and night.*

Too long

- *It still leaves people vulnerable causing stress. Affecting both mental and physical wellbeing*
- *Too long to take the necessary action.*
- *It takes too long this has been going on for more than a year*
- *Takes too long*
- *It took over 3 years to deal with the issue.*

How would you rate the Council's performance in dealing with Antisocial Behaviour (1 = very poor, 5 very good)?

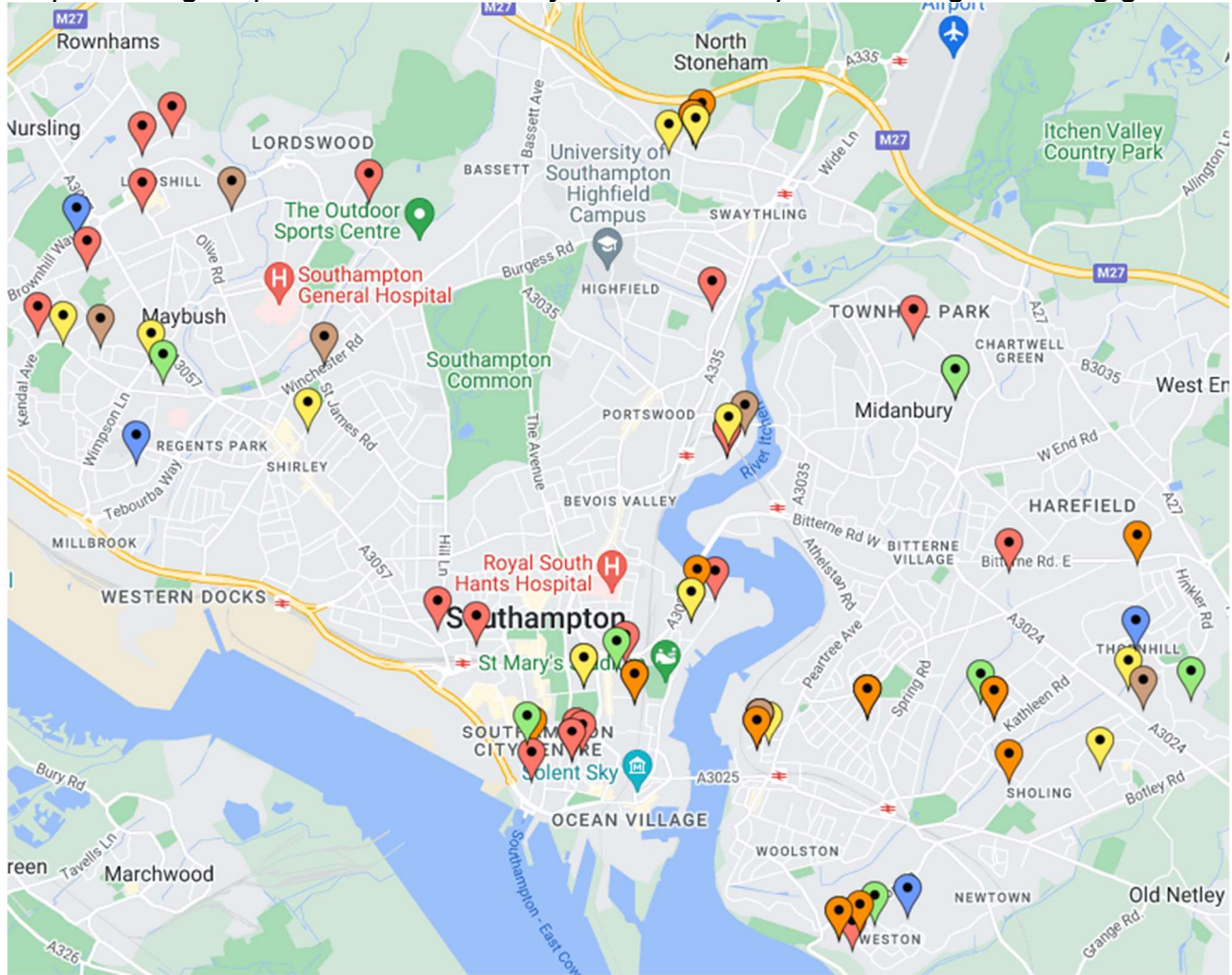
As the graph below shows, 60% of the respondents rated the council negatively, while only 19% positively. The average score given was 2.3 out of 5. The table below shows the figures broken down by postcode areas.



Rating	SO14	SO15	SO16	SO17	SO18	SO19	Not Stated	Total	
5	2	0	1	0	1	3	1	8	10%
4	0	0	2	1	0	3	1	7	8%
3	4	1	6	1	0	4	3	19	23%
2	3	1	3	0	0	9	2	18	21%
1	8	2	7	2	1	6	6	32	38%
Average score	2.12	1.75	2.32	2.25	3.00	2.52	2.15	2.30	

The biggest difference is when we break down the responses based on whether they had experienced antisocial behaviour while being an SCC tenant. For those that had (70 responses), scored only 2.01 out of 5 while those that hadn't (11 responses), it raised to 4.09.

Map showing responses within the city with coloured pins showing the rating given



12. If you have experienced Antisocial Behaviour within the last five years, would you be willing to attend a Focus Group with the Tenant Inspectors to discuss your experiences?

● Yes	41
● No	45

