



Tackling ASB and effective neighbourhood management

Partnership working and leading the policy agenda

Antisocial behaviour (ASB)

Anti-Social Behaviour is a serious problem in and for our communities.

It makes life miserable for people, whether they are direct or indirect victims. It also opens perpetrators up to situations in civil court where they can be given custodial sentences without the protections of a criminal court. Whilst this brings relief to victims, it offers no solution to any underlying problems causing the ASB.

We know how important tackling ASB is to our tenants. The impact it can have on everyday lives can be overwhelming.

We also know that typically these issues cannot be addressed in silos but require co-ordination and partnership working e.g. through the Police and Local Authorities (LAs).

Dealing with the problem in civil court via 'contempt' processes means that data on convictions for ASB are not recorded systematically, as convictions in criminal cases would be. There is, therefore, no data available which can be used to get a full picture of either the scale of the problem or the success of different solutions. This is mirrored in the way that ASB is dealt with in local authority areas, but local data cannot not currently be aggregated at national level – this makes learning from good practice difficult, if not impossible.

The courts themselves are overburdened and lack the expertise to deal with what are often complex cases. Cases involving ASB may also be complicated by involving tenancy law, arrears, and evictions. These cases would also benefit from a court with more specific expertise. ASB cases can also take a long time to get to court and dealing with ASB is highly time sensitive and resolutions should be quick and effective.

Landlords, the Police, and other community services have all felt the impact of funding reductions since 2010. This means they can either only deal with the most serious cases or that there are long waiting lists that create delays in interventions being forthcoming.



Key numbers

Our results



Volume of ASB cases:
26 cases per 1,000
properties 2023/24



TSM: Satisfaction with
ASB handling
68% 2023/24
66% 2024/25 Q1



ASB case review
(aka Community Triggers)
9 case reviews
since April 2023



Domestic Abuse (Volumes)
164 cases 2023/24



61% of our tenants said landlords needed additional powers to address ASB more swiftly and effectively however, they also emphasised the need for independent oversight to ensure these powers are being used fairly and appropriately.



80% of our tenants were either neutral or dissatisfied with how their landlord and other organisations work together to resolve ASB.

Resolve & YouGov survey - National:



23% only said enough was being done



44% of adults say ASB is an ongoing problem in their area



57% of adults said more needs to be done to tackle ASB



12% of adults reported ASB had negatively affected their mental health



14% said they had considered moving home because of ASB



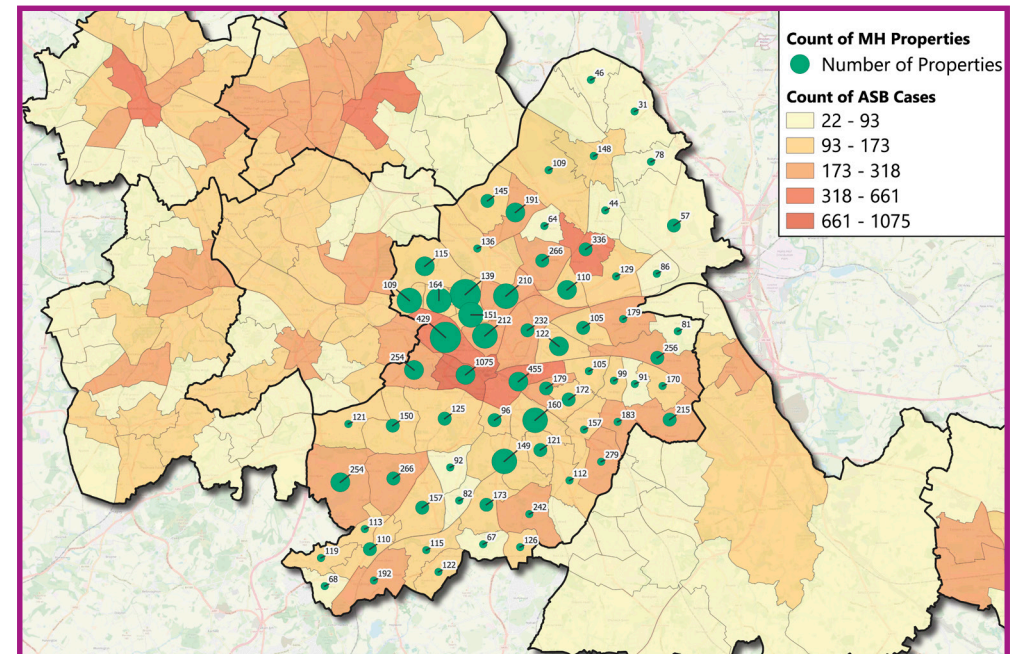
35% of adults said ASB had increased in their area in the last three years

ASB cases by ward

To support our evidence base and help us focus on our priority areas, we have mapped ASB case data provided by the police alongside the location of our homes. Given the nature of our geographical profile, which includes some of the most challenging wards in the county, this clearly highlights our most high-risk areas that we need to prioritise (VFM) and the importance of partnership working with Local Authorities, police and other agencies.

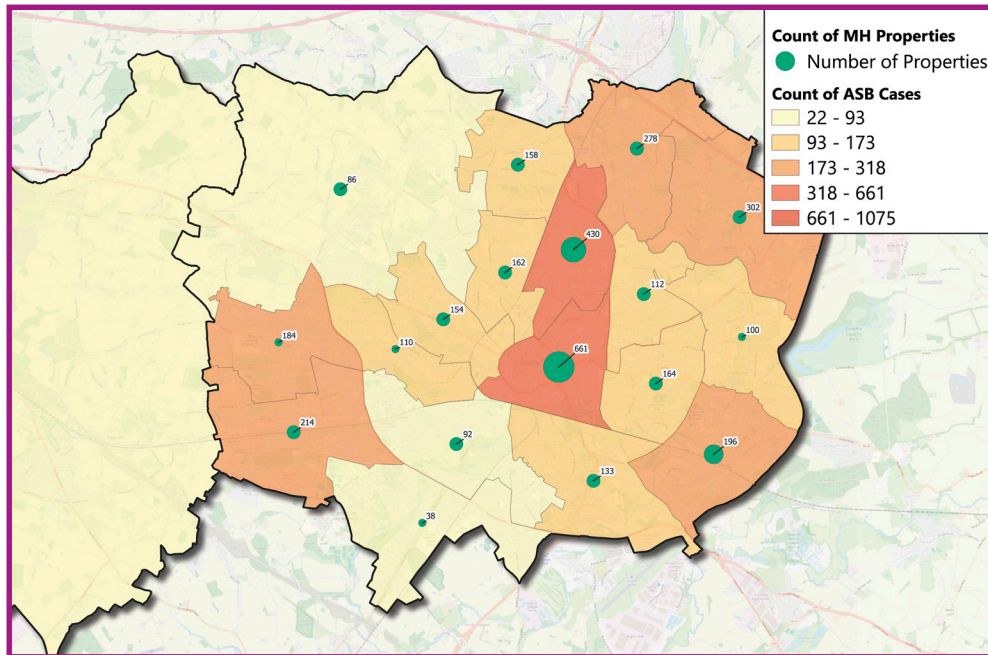


Anti-Social Behaviour Cases by Ward - Birmingham
(2023/06 - 2024/05)

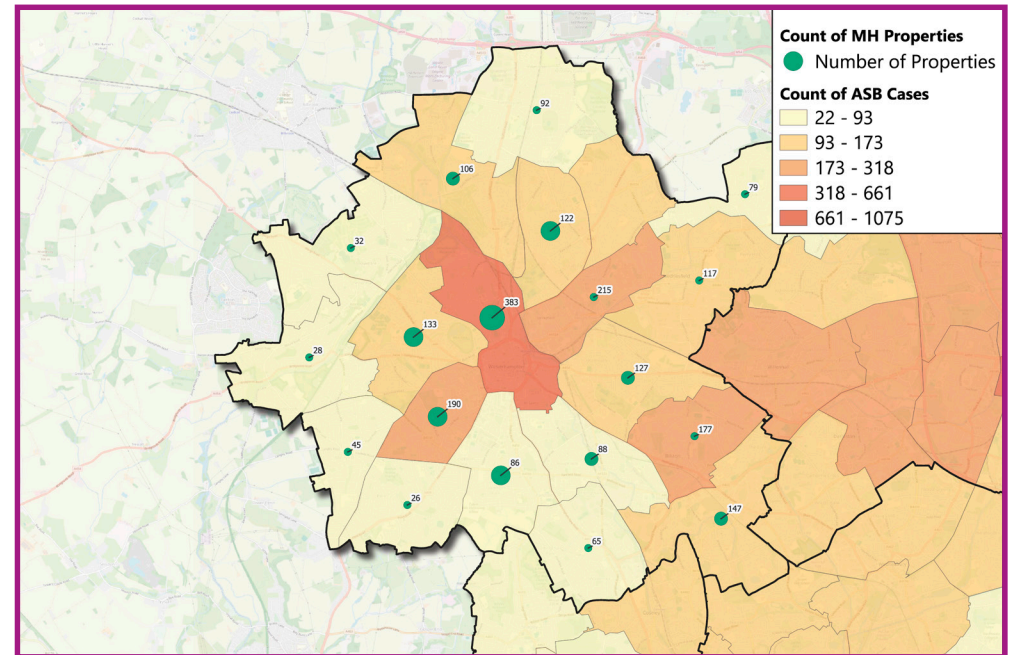




Anti-Social Behaviour Cases by Ward - Coventry
(2023/06 - 2024/05)



Anti-Social Behaviour Cases by Ward - Wolverhampton
(2023/06 - 2024/05)



Our approach

As part of our broader work on delivering balanced and sustainable communities we work with local partners to make a positive neighbourhood contribution.



We have tackled 150 of our most challenging general needs schemes to improve the local neighbourhood and safety facilities.



We are working in partnership with local organisations to tackle ASB, domestic abuse and hate crime.



We have upgraded our CCTV to improve safety and deliver cleaner neighbourhoods by tackling key issues like ASB and fly tipping.



We are making our ASB services easier to access, report cases and manage through the development of an ASB feature on our tenant app.



We are delivering positive frontline assurance through HomeChecker- a an assessment undertaken each time a colleague visits a tenant's home.



We are leading the national policy agenda.



We have a specialist team in place who is able to effectively manage ASB caseloads. The Housing Advice Team in our Hub provides better first contact advice and support for victims of ASB. We also have mobile caretakers, to act as professional witnesses.

Our approach: ASB & Hate Crime

Partnership Working



We actively engage with partners through local community safety meetings across our key geographies.



We provide tenants assurance through our out of hours caretaking and security service, which is linked to a live CCTV monitoring control room.



ASB case review (aka. Community Triggers)

We have worked with local partners on 9 cases that have been reviewed through community triggers.



We shape local service delivery through the Birmingham Social Housing Partnership Community Safety and ASB Practitioner Group

Key activities

New policies have been drafted - separating out ASB and Hate Crime. (September 2024)



Hate Crime Third Party Reporting Centre - Training for our Hub and Tenancy Services staff (September 2024) to address under-reporting.



ASB case management – making this service available through our tenant app. (March 2025)



ASB Pledge - self assessment being undertaken to further promote ASB case reviews.



Domestic Abuse



Domestic Abuse (Volumes)

180 cases 2022/23
164 cases 2023/24



Partnership Working Trident Reach Partnership – joint bid 2019

In partnership with Trident Reach we make available family accommodation with support for direct referrals to families experiencing domestic abuse. These can be converted to long term tenancies if they are sustained and successful.



Multi-Agency Risk Assessment Conference (MARACs)

Single point of contact from all LAs and Police partners across our region to report cases to us, so we can attend MARAC meetings.



Staff trained on DASH risk assessment and referral routes to MARAC.



Safety and Security

Refer victims and survivors of domestic abuse to support services as well as sanctuary schemes.



We also provide our own direct enhancements to security where it is appropriate to do so.



Key activities

New Policy developed and Guidance Note updated. (Sept 2024)



Specialist training sourced and being planned via DAHA.



Monthly audits - check quality of casework and riskmitigations i.e., safety planning/ measures (additional locks, security lighting etc).



National Domestic Violence Awareness Week – promote policy and campaign. (October 2024)



Developing record keeping and reporting to enable us to track outcomes and inform prevention strategies.



Case example:

A partnership approach to building balanced and sustainable neighbourhoods

Located near Leicester city centre, West Street is in an area of the city that's been associated with crime and anti-social behaviour, vandalism, drug dealing, fly tipping and prostitution. Through our teams, we received a multitude of complaints from our tenants who were finding the situation intolerable and meant a robust action plan was put in place to effectively deal with the issues.

Various initiatives were taken through Leicestershire Police's Operation Levitate, which focused on targeted patrols and arrest warrants, together with the Government-led Operation Gizmo, set up to tackle county line drug dealing.

Our role was working alongside the authorities to establish working groups and resident meetings that could provide assurances these issues were being tackled.

The multi-agency approach had a significant impact with Closure Orders obtained on three specific problem properties, with possession applications against four properties, and two tenants were successfully evicted. This was alongside five individuals receiving injunction orders, stopping them from returning to the area.

With the problem tackled, and left with a variety of empty properties, these were fully refurbished and re-let to suitable tenants through the Local Lettings Plan.

The outcome is a street that's now a much safer, quieter and calmer place to live, and our colleagues being able to visit without fear of intimidation. We are, however, not being complacent and our Tenancy Services team is continuing their door-knocking initiative, whilst a local newsletter provides key updates on local events and other community news.



Case examples



In July 2024 our Tenancy Services team, in partnership with Birmingham City Council and West Midlands Police, carried out a series of walkabouts to talk to communities about the issues they are facing in respect to ASB and crime. This was in response to concerns about gang activity that have come through our partnerships although, so far, this hasn't impacted directly on our tenants and properties.



In September, we are holding our first training session with West Midlands Police in respect to us being a Third-Party Reporting Centre for Hate Crime, demonstrating our commitment to tackling Hate.



Analysis of West Midlands Police data up to May 24 has shown a rise in ASB incidents across the West Midlands, compared to the 12 months leading up to November 2023.

Lozells and East Handsworth, South Yardley, Ladywood and Aston report the most offences for Birmingham while Dudley Central, West Bromwich, Willenhall and St Matthew's, Walsall are the hotspots for the Black Country.

Source: [*Birmingham Mail*](#)

Leading the national policy agenda

We set up an All-Party Parliamentary Group on ASB with Shaun Bailey MP.

The group attracted crossbench support with Mr Bailey, Baroness Newlove (both Cons), Mike Amesbury MP (Lab) and Sarah Green MP (LD) co-signing the final report's foreword.

The first inquiry looked at how ASB is addressed with a particular focus on housing, the inquiry heard from:

- Selected Housing Assoc CEOs
- Academics researching ASB
- Police and Crime Commissioners
- Local authorities
- Chartered Inst of Housing
- National Housing Federation
- Resolve and ASBHelp
- Local Government Assoc

The report made several recommendations across:

- National policy changes (aimed at Govt)
- Changes for housing providers
- Management of data regarding ASB
- A specialist housing court pilot
- Changes to the ASB Case Review

The report prompted a parliamentary question and was held up in the House of Commons by the MP. We continue to work with Resolve to promote the report, and the APPG which will be reconvened.





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