

Anti-Social Behaviour, Hate Incidents & Neighbourhood Management Performance 2025/26

1 July 2026

1. Executive Summary

This report covers performance in managing Anti-Social Behaviour (ASB), hate incidents and Neighbourhood Management issues, following the results of the annual Tenant Satisfaction Measures (TSM) Survey 2025/26.

Tenant satisfaction with the Council's approach to handling ASB (TP12) remains a key area of regulatory focus under the Regulator of Social Housing Consumer Standards, particularly the Neighbourhood and Community Standard and the Transparency, Influence and Accountability Standard.

The 2024/25 TSM outturn showed satisfaction at 56%, rising marginally to 57% in 2025/26, meeting the local authority benchmark of 57%.

Whilst this does not evidence a statistically significant improvement in TP12, this may indicate that tenants have not yet felt the impact of service changes and improvements, or there is a misunderstanding of the difference between ASB and Neighbourhood Management issues and how they are dealt with.

The Council's NM01 performance of anti-social behaviour cases relative to the size of the landlord has improved, with ASB cases reducing from 304 in 2024/25 to 180 in 2025/26. This equates to an NM01 rate of 58.3 ASB cases per 1,000 homes in 2025/26, including 1.0 hate-related ASB case per 1,000 homes in both years. However, while crime has genuinely reduced, part of the overall improvement is attributable to the introduction of new Neighbourhood Management categories (NEGL and NMNOIS), which have shifted some noise and vandalism cases out of ASB and into Neighbourhood Management.

Overall Position

- **ASB** categories show significant reductions in noise, vandalism and criminal behaviour. Instances of criminal behaviour are greatly reduced and unaffected by the introduction of the two new Neighbourhood Management categories outlined below, indicating effective partnership working and targeted interventions
- **Hate incidents** remain low and stable (3 → 2)
- **Neighbourhood Management** case volumes show a mixed picture, with reductions in several high-volume environmental categories (garden nuisance, rubbish) and clearer visibility of issues due to new categories (Neglect - NEGL, Neighbourhood Management Noise - NMNOIS). Domestic Abuse shows a significant reduction in cases.
- **New Neighbourhood Management categories** - the introduction of two new Neighbourhood Management categories (NEGL & NMOIS) are likely to have distorted the 'Noise' and 'Vandalism' ASB figures for 2025/26, with some reductions due to reclassification rather than behavioural changes:
 - NEGL – New Neighbourhood Management 'Neglect' category introduced from February 2025 to differentiate from ASB 'vandalism' category
 - NMNOIS – New Neighbourhood Management 'Noise' category introduced from May 2025 to differentiate from ASB 'noise' category

Tenant involvement has strengthened significantly with the creation of the ASB, Neighbourhoods and Rents Sub-Group in November 2025. The Sub-Group meets regularly to provide a structured forum for Tenant Panel representatives to scrutinise how the Council manages ASB and neighbourhood issues. This supports the Transparency, Influence and Accountability Standard by enabling tenants to shape service improvements and influence policy development.

2. Regulatory Context: RSH Consumer Standards

Neighbourhood and Community Standard

Landlords must:

- Keep neighbourhoods and communal areas clean and safe
- Work in partnership to prevent and tackle ASB
- Demonstrate effective, timely and proportionate action

Transparency, Influence and Accountability Standard

Landlords must:

- Provide clear, accessible information about services and performance
- Demonstrate how tenant feedback influences service improvement
- Ensure accurate reporting of TSMs, including TP12

Safety and Quality Standard

Landlords must:

- Ensure neighbourhoods and communal areas are safe, well-maintained and free from hazards, including those arising from ASB.

The findings in this report directly relate to the Council's compliance with these standards.

3. Headline Findings

a) Tenant Satisfaction Measure – TP12

From the 2025/26 TSM Survey, the percentage of respondents who report they are satisfied with their landlord's approach to handling anti-social behaviour is 57%.

TP12 performance increased from 56% (2024/25) to 57% (2025/26), but this is not statistically significant.

Whilst the Council is meeting the national local authority (LA) TP12 benchmark of 57%, this is identified as an area for further improvement to increase regulatory assurance.

Nine of the twelve tenant satisfaction measures for 2025.26 are reporting performance above the national LA benchmark.

The current level of satisfaction for TP12 may indicate a disconnect between operational activity and tenant perception, with consideration needed on more effective communication with tenants on the differences between ASB, hate incidents and Neighbourhood Management issues to promote greater understanding and manage expectations.

b) ASB Statistics – number of cases per year

Category	2024/25	2025/26	Trend
Alcohol-related nuisance	1	1	►
Criminal Behaviour / Crime	55	16	▼
Drug Misuse / Dealing	33	47	▲
Hate Incidents	3	2	▼
Noise	101	47	▼
Physical Violence	2	3	▲
Prostitution	2	1	▼
Vandalism & Damage	90	39	▼
Verbal Abuse	17	24	▲
Cuckooing (data collation and monitoring active from 1 st April 2026)	n/a	n/a	New category
Total	304	180	▼

Key ASB reductions:

- Criminal behaviour (–71%)
- Vandalism (–57%)*
- Noise (–53%)*

* The introduction of new Neighbourhood Management categories, (NMNOIS and NEGL), is likely to have impacted on ‘Vandalism’ and ‘Noise’ ASB figures, distorting trends in the short term, with some ASB totals lower because cases are now recorded under Neighbourhood Management:

- NEGL – New Neighbourhood Management ‘Neglect’ category introduced from February 2025 to differentiate from ASB ‘vandalism’ category
- NMNOIS – New Neighbourhood Management ‘Noise’ category introduced from May 2025 to differentiate from ASB ‘noise’ category

Key ASB increases:

- Drug misuse (+42%)
- Verbal abuse (+41%)

Highest ASB categories – number of cases:

- Noise - 47
- Drug misuse - 47

New ASB Category

The Council is working on a project in partnership with the Police, focussing on cuckooing, where vulnerable people are being coerced and their homes taken over by criminals.

Having received intelligence that there appears to be an increase in this problem within the Tendring area, ‘cuckooing’ has been added as a new ASB category from 1st April 2026 to record applicable cases.

Note: Cuckooing is included as a category for monitoring and future reporting from 2026.27 onwards, but was not in use during 2024/25 or 2025/26 and therefore does not affect any totals in this report.

c) Neighbourhood Management Statistics – number of cases per year

Category	2024/25	2025/26	Trend
Abandoned Vehicle	11	9	▼
Domestic Abuse	14	4	▼
Communal Areas	182	198	▲
Communal Cleaning	1	4	▲
Garden Nuisance	156	128	▼
NEGL (new neglect category)	32	139	▲ new category
NMNOIS (new noise category)	0	54	▲ new category
Non-occupancy / Tenancy Fraud	57	58	▶
Pet & Animal Nuisance	23	21	▼
Rubbish	140	104	▼
Vehicle Nuisance	44	45	▶
Total	660	764	▲

Key Neighbourhood Management reductions:

- Domestic abuse (–71%)
- Rubbish (–26%)
- Garden nuisance (–18%)

Key Neighbourhood Management increases:

- NEGL - new category due to reclassification
- NMNOIS - new category due to reclassification
- Communal areas (+9%)

Highest Neighbourhood Management categories – number of cases:

- Communal areas - 198
- NEGL – 139 (new category)
- Garden nuisance – 128

d) Ombudsman’s Complaint Handling Code – NM01 Performance

The Housing Ombudsman’s Complaint Handling Code requires landlords to report NM01, which measures the number of anti-social behaviour cases opened per 1,000 homes, including those involving hate incidents.

NM01 results	2024/25	2025/26
ASB cases per 1,000 homes	98.8	58.3
ASB cases involving hate incidents per 1,000 homes	1.0	1.0

- The ASB rate per 1,000 homes has improved significantly (98.8 → 58.3), reflecting a substantial reduction in ASB case volume. However, this improvement is partly influenced by the reclassification of noise and vandalism cases into the new Neighbourhood Management categories (NEGL and NMNOIS), meaning the reduction is a combination of genuine behavioural change and recategorisation effects.
- Hate-related ASB cases remain consistently low at 1.0 per 1,000 homes.
- Including NM01 strengthens compliance with the Housing Ombudsman’s Complaint Handling Code and supports transparency under the Transparency, Influence and Accountability Standard.

e) Combined themes

- Neighbourhood Management issues dominate overall workload and demonstrates a shift from high-harm ASB to environmental nuisance. As these issues affect whole communities it highlights the need to work across the council to respond more effectively

- Noise, vandalism, garden nuisance, communal areas and rubbish are the largest issues, with noise and vandalism now split across ASB and Neighbourhood Management categories, affecting comparability in relation to the 2024/25 and 2025/26 statistics
- Significant improvements have been made with reducing instances of criminal behaviour and Domestic Abuse
- Drug-related ASB and cuckooing are emerging priorities
- The improvement in NM01 should be viewed in the context of the new Neighbourhood Management categories, which have shifted some noise and vandalism cases out of ASB and into environmental categories, contributing to the reduced ASB totals.

4. Lessons Learned

The performance trends across 2024/25 and 2025/26 highlight several important lessons that will inform future service improvement and strengthen compliance with the RSH Consumer Standards.

a) Reclassification has improved accuracy, but distorted short-term trends

The introduction of the new Neighbourhood Management categories NEGL and NMNOIS has improved the accuracy of case categorisation, but has also temporarily distorted ASB trend data falling, in part due to reclassification. This reinforces the need for clearer communication with tenants and staff to ensure consistent understanding of what constitutes ASB versus Neighbourhood Management issues.

Longer-term trend analysis (a four-year view) demonstrates that ASB demand has remained broadly stable, with Neighbourhood Management issues consistently forming the majority of cases. This reinforces the need for a corporate-wide approach.

b) Reductions in key ASB and Neighbourhood Management categories indicate effective partnership working

Reductions in criminal behaviour (-71%) and Domestic Abuse (-71%) suggest that targeted interventions and multi-agency working are having an impact. This aligns with the Neighbourhood and Community Standard requirement to work in partnership to prevent and tackle ASB.

c) Emerging risks require targeted focus

Increases in drug misuse (+42%) and verbal abuse (+41%) indicate shifting behavioural patterns. These categories, as well as the new 'cuckooing' category from 1st April 2026, require early-intervention approaches and close collaboration with police and community safety partners.

d) Tenant satisfaction does not reflect operational improvements

TP12 satisfaction has risen only marginally (56% → 57%), and may indicate a disconnect between operational activity and tenant perception. This highlights the need for:

- Improved communication so that tenants:
 - See the actions taken
 - Understand legal limitations
 - Have managed and realistic expectations around enforcement
 - Understand the difference between ASB and Neighbourhood Management issues
- Clearer explanations of case handling
- More visible feedback loops to tenants

e) Tenant scrutiny is strengthening assurance

The establishment of the ASB, Neighbourhoods and Rents Sub-Group in November 2025 has created a structured mechanism for tenant influence.

This directly supports the Transparency, Influence and Accountability Standard by demonstrating how tenant feedback shapes improvement and ensures tenant voice is embedded in service design.

f) Low return rate for transactional ASB surveys limits insight

Although a transactional survey is sent to all closed ASB cases, the Council receives very few responses. This restricts the ability to:

- Understand tenant experience at case closure
- Identify service gaps
- Validate whether operational improvements are felt and understood by tenants
- Strengthen assurance against the Transparency, Influence and Accountability Standard

Improving the response rate is essential to building a more reliable picture of tenant satisfaction and to support improvement in TP12.

5. Benchmarking & Data Validation

a) Benchmarking against local authority performance

The Council's TP12 satisfaction score of 57% for 2025/26 meets the national local authority benchmark of 57%. This provides a baseline for assessing performance relative to peers and identifying areas requiring targeted improvement. The Council will look to set an increased target for this consideration within the supporting action plan to this performance report.

b) Internal benchmarking across categories

Comparisons between 2024/25 and 2025/26 show:

- ASB cases reduced from 304 to 180 (-40.8%)
- Neighbourhood Management cases increased from 660 to 764 (+15.8%)
- Combined cases reduced from 964 to 944 (-2%)

Although Neighbourhood Management cases increased, the reduction in ASB cases was proportionally larger, resulting in a small overall reduction in combined case volume.

c) Data validation

Considerations:

- The introduction of NEGL and NMNOIS has created a break in the time series for ASB noise and vandalism categories, with ASB totals for 2025/26 artificially lower because some cases are now reclassified under Neighbourhood Management
- Analysis of previous TSM Survey responses (2022/23 and 2023/24) shows that reductions in noise and vandalism were already emerging prior to the introduction of NEGL and NMNOIS. This confirms that the 2025/26 reductions reflect both genuine behavioural change and the impact of reclassification

- NM01 data shows a marked improvement year-on-year, driven by both genuine reductions in criminal behaviour and the impact of reclassification. The introduction of NEGL and NMNOIS has reduced the number of cases recorded under ASB, meaning the NM01 improvement should be interpreted alongside these recategorisation changes.
- Hate incidents remain low

To ensure data integrity:

- Year-on-year comparisons should be annotated to highlight reclassification impacts
- Future reporting should include an explanation in relation to the change in categorisation
- A 3-year rolling trend should be adopted once the new categories have stabilised
- Benchmark hate incidents with peers/other robust source of information to verify the low number of reported incidents is not masking under-reporting
 - It is noted that the Council's ASB and Hate Incident Policy has been revised to clearly outline what constitutes a hate incident versus hate crime and how these should be reported
 - The revised ASB and Hate Incident Policy has been presented to the ASB, Neighbourhoods and Rents Sub-Group, for tenant representatives to provide formal feedback
 - This demonstrates compliance with the Transparency, Influence and Accountability Standard, ensuring tenants are actively involved in shaping key policies
- Staff should be trained to understand the new ASB and Neighbourhood Management categories and how this should be communicated effectively with service users

d) Complaints insight

A review of Stage 1 and Stage 2 complaints for 2024/25 shows recurring themes relating to ASB (noise, drug use, aggressive behaviour), Neighbourhood Management (communal areas, rubbish, grass cutting) and staff communication.

It highlights the need of maintaining effective oversight of categorisation to ensure tenant understanding of the distinction between ASB and Neighbourhood Management and inform accurate reporting.

Complaints relating to staff attitude and communication highlight the importance of consistent updates, clear explanations of enforcement thresholds and stronger feedback loops at case closure.

These insights support the report's findings on the need for improved communication, strengthened early intervention and enhanced tenant engagement to increase TP12 satisfaction and regulatory assurance.

6. Conclusion

This report provides an assessment of the Council's performance from the TSM Survey responses in managing anti-social behaviour (ASB), hate incidents and Neighbourhood Management issues across 2024/25 and 2025/26.

The findings show that overall ASB demand has remained stable, with reductions in key categories supported by effective partnership working, while Neighbourhood Management issues continue to form the majority of cases.

Although the introduction of NEGL and NMNOIS has temporarily distorted ASB trend data, longer-term analysis confirms that reductions in noise and vandalism were already emerging prior to the introduction of the new categories, demonstrating genuine behavioural change alongside reclassification effects.

Tenant satisfaction has not yet reflected operational improvements, highlighting the need for clearer communication, stronger feedback loops and improved survey response rates.

To drive measurable progress, the Council will set targeted improvement measures within its supporting action plan, including raising tenant satisfaction in relation to the Council's approach to handling ASB (TP12) above the national benchmark and strengthen regulatory assurance in a number of identified areas:

- TP12 target (increase from 57% to 60%)
- Improve tenant understanding of ASB vs Neighbourhood Management
- Increase transparency, feedback loops and tenant influence
- NM01 improvement target (adjusted for reclassification effects)
- Response rate target for transactional surveys
- Embed new categories (NEGL, NMNOIS, Cuckooing) through training, communication and partnership working
- Reduction targets for:
 - ASB
 - Drug misuse
 - Verbal abuse
 - Noise
 - Neighbourhood Management
 - Communal areas
 - NEGL
 - Garden nuisance
- Successful delivery of the 'Cuckooing' project in partnership with the Police
- Strengthen corporate-wide response to Neighbourhood Management issues
- Incorporation of actions from analysis of the 2025/26 TSM Survey results and report

The inclusion of NM01, strengthened tenant scrutiny arrangements and revised policy frameworks all reinforce the Council's commitment to transparency, accountability and continuous improvement in the management of ASB, hate incidents and Neighbourhood Management services.

In addition to working and engagement with the ASB, Neighbourhoods and Rents Sub-Group, a report with an update on performance and considerations highlighted will be issued annually to ensure transparency and effective oversight.