

Housing Anti-Social Behaviour and Hate Incident Policy: Consultation Feedback and Our Responses

Thank you to all the residents and members of our Tenant Panel, Subgroup and Reading Group whose feedback helped shape our revised Housing Anti-Social Behaviour and Hate Incident Policy. Below are some of the key points raised and our responses, showing how your views have shaped our policy and service.

Tenant feedback: The policy should recognise the support needs of both parties, particularly where mental health may be a factor.

Our response: We agree that the circumstances and support needs of everyone involved should be considered. The policy now places greater emphasis on early intervention, prevention and appropriate support. Where relevant, officers will consider vulnerabilities, make reasonable adjustments and work with appropriate partner agencies, while continuing to assess and manage any risks to residents and the wider community.

Tenant feedback: Officers should be more sympathetic.

Our response: We recognise the importance of treating residents with empathy, dignity and respect. These expectations apply across our housing services and will also be reinforced through the Council's Competence and Conduct Policy for housing staff.

Tenant feedback: Some tenants' experiences do not reflect what the policy says should happen.

Our response: We are sorry that some residents reported experiences that did not reflect the standards set out in the policy. We will use this feedback to inform service improvement and will review individual cases where sufficient information is available and where it is appropriate to do so. ASB cases are subject to a case review, and a Senior Officer now reviews cases before closure to provide additional oversight and assurance.

Tenant feedback: The policy is too long and difficult to follow.

Our response: We have reviewed the policy to remove unnecessary repetition and make the information clearer and easier to navigate. We will also provide support to residents who need help understanding the policy or accessing information in another format.

Tenant feedback: Is the policy available in large print, and can it be translated?

Our response: Information can be made available in alternative formats, including large print and translations, on request. We will make these arrangements clearer and promote them through our website and quarterly tenant newsletters.

Tenant feedback: Some of the language and acronyms are difficult to understand.

Our response: We have reviewed the policy to use clearer language, explain technical terms and reduce the use of acronyms. Where an acronym is necessary, it will be written in full when it first appears.

Tenant feedback: The policy will only be fair if tenants comply with their tenancy agreements and respect their neighbourhoods.

Our response: We agree that tenants have an important role in helping to maintain safe and respectful neighbourhoods. We will continue to explain tenants' responsibilities through tenancy information, newsletters and other communications. Any action taken will be proportionate, evidence-based and consistent with the tenancy agreement and relevant legal requirements.

Tenant feedback: The policy should clearly distinguish between ASB, hate incidents, hate crimes and neighbourhood management matters.

Our response: We agree. We have revised the policy to provide clearer definitions and examples. The policy also explains which matters are normally managed as ASB, which may be addressed through neighbourhood management, and when a hate incident may also constitute a criminal offence requiring police involvement.

Tenant feedback: The response time for minor breaches should be shorter because an issue could escalate during a three-week period.

Our response: We recognise the concern that apparently minor issues can escalate. Reports will be assessed according to risk, vulnerability, severity and the likelihood of escalation. We will aim to respond within the published timescales, but cases assessed as presenting a higher or increasing risk will be prioritised and receive a quicker response.

Tenant feedback: “The policy is clear and well written. I am pleased that it covers the wider neighbourhood and not only individuals.”

Our response: Thank you for this positive feedback. The policy is intended to address the effect of ASB and hate incidents on individuals, households and the wider community.

Tenant feedback: The policy does not explain how council tenants will be protected when ASB or hate incidents are caused by private residents.

Our response: Thank you for raising this important point. Council tenants can still report ASB or hate incidents where the alleged perpetrator is not a Council tenant. Although the action available to us may differ because we are not the person’s landlord, we will assess the report, provide appropriate advice and support, and work with the police, environmental health, private sector housing and other relevant partners where necessary. We will make this clearer in the policy and include appropriate support and reporting links on our website.