

Bolsover Tenants Challenge and Change Group



**Review of Anti-Social Behaviour
August 2025-March 2026**



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Background image of Bolsover Tenants Challenge and Change Group front cover showing a magnifying glass over a red house - includes the Bolsover Council logo, and Tenant Approved logo.

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List Of Abbreviations

ABC	Acceptable Behaviour Contract
ASB	Anti-Social Behaviour
BDC	Bolsover District Council
CBO	Criminal Behaviour Order
CSE	Community Safety and Enforcement
CR	Community Ranger
ECINS	Early Case Intervention and Management System
FPN	Fixed Penalty Notice
HLB	Housing Liaison Board
OOH	Out of Hours
TMO	Tenancy Management Officers
TSM	Tenant Satisfaction Measures

1. Introduction

The Bolsover Challenge and Change Group discussed potential areas for investigation and selected Anti-Social Behaviour (ASB) as the service area for review. This service is delivered by Housing Management and Community Safety and Enforcement. The review undertaken by the Group enabled tenants to examine how effectively the Council is performing within this service area.

2. Reason for the review

The Challenge and Change Group, and other tenants who have registered to be involved, were consulted on the service area for review. There were a limited number of responses. From those returned, repairs and ASB received the majority votes. At Housing Liaison Board (HLB) on 22 April 2025 it was agreed that ASB be reviewed.

Given the extensive legislation governing ASB, the Group agreed to focus the review on the information available to tenants and the internal ASB processes.

The intention of this review was to gain a better understanding of how ASB is managed, issues of concern to tenants, and to make recommendations for improvements, if and where applicable.

Review Objectives

1. Clarification of information provided to tenants on ASB. This will include what is categorised as ASB, ways to report, who to report to, timescales, and how the case will be handled.
2. Clarification of procedure and processes for dealing with ASB, including support provided. This will include clarification of responsibilities between Community Safety and Enforcement ASB officers and the Housing Department and how cases are assigned.
3. Clarification if Bolsover District Council use full range of powers/tools available to them to deal with ASB.
4. Develop an ASB service standard for Housing tenants as part of wider agreement of service standards.

3. The Challenge and Change Working Group

The following tenants were involved in this review working group:

- Steven Bramley
- Angela Sharpe
- Heather Fretwell
- Kathleen Blair
- Andrew Washbourne
- John Wright
- Tracey Wright
- Antoni McRae
- Elma McRae

The group were assisted by:

- Jane Calladine, Tenant Engagement Officer
- Deborah Whallett, Housing Services Manager
- Matt Liddy, Community Safety and Enforcement Manager

4. The Investigation

Research for the review included a desktop review, analysis of performance data, and a question-and-answer session with managers.

Desk Top Review – Documents reviewed

Document Title	How it was reviewed
Bolsover District Council Anti-Social Behaviour Policy	Discussed at meeting 04.08.25. Hard copy provided.
Bolsover District Council Tenancy Agreement	Provided a hard copy with relevant clauses highlighted 20.08.25. This document discussed within meeting on 15.09.25.
City of Lincoln Council Risk Assessment	Document discussed within meeting 15.09.25.
Incident Diaries	Bolsover District Council, Derbyshire Dales District Council, Derbyshire Constabulary, North East Derbyshire and Derby City Council ASB incident Reporting documents discussed within meeting on 15.09.25.
Standard letter Tenancy	09.02.26 & a hard copy provided 12.03.26 and reviewed within meeting on 30.03.26.
Standard Letters -all	Hard copies provided 12.03.26 and reviewed within meeting on 30.03.26
Draft ASB Procedure	Discussed within meeting on 08.02.26 and 30.03.26.
Equality Impact Assessment	Discussed within meeting on 08.02.26

The group also viewed the ASB information, including a film, on Chesterfield Borough Council website.

Performance Data

Type of Data	How it was reviewed
Satisfaction Data from Tenant Satisfaction Measures 23/24 and 24/25	Was given at the meeting on 08.02.26 and 30.03.26
Data of number of cases compared to other landlords of similar stock type.	Was given at the meeting on 08.02.26 and 30.03.26
Data of number of cases compared to other neighbouring authorities/geographical	Was given at the meeting on 08.02.26 and 30.03.26

5. The Review Process – Our evidence and questions to officers

Service response to Tenant queries

The tenant group attended one meeting with officers.

The tenant group wanted clarification on the whole service from officers, so requested responses to a series of questions to fully understand what service is provided to tenants suffering/reporting ASB. This enabled tenants to get a better understanding of service provision. The table below summarises the range of questions.

	Objective 1	Clarification of information provided to tenants on ASB
	Tenants Question	Council's Response
1	What ways can ASB be reported?	<ul style="list-style-type: none"> • Telephone general council number • Online via self-service • Out of hours (OOH) • Telephone the general Council number or OOH number 01246 242295. • To a nominated email address (if there is an open case already) • In person at a contact centre • Email
2	When reporting ASB, do the Customer Services	Yes. Some of the ASB scripts have recently been reviewed. The Community Safety and Enforcement Manager confirmed should a Customer Services

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	Objective 1	Clarification of information provided to tenants on ASB
	Tenants Question	Council's Response
	(CS) scripts direct to where/ who/how a case is assigned? Do the scripts advice certain types of ASB need reporting to the police?	Advisor be unsure who to assign a case to, they have the option to speak with a manager for advice/decision.

	Objective 2	Clarification of procedure and processes for dealing with ASB, including support provided.
	Tenants Question	Council's Response
1	Once ASB is reported to Bolsover District Council what happens? Is there a clear step-by-step process for officers to follow?	There is no step-by-step process for some types of ASB. Each case is different and will require an individual approach and response. ASB crosses all tenures- private tenants, council tenants and owner occupiers.
2	Does the Council have a procedure for dealing with different types of ASB? Does this provide clear guidelines to assign a case to the Housing Team or the CSE ASB Team?	There is an ASB Policy but not a procedure. The Council are developing an ASB procedure, and this is being drafted. Community Safety and Enforcement were previously within the Housing Department and worked alongside Tenancy Management Officers (TMO). Community Safety and Enforcement are now under a different directorate and work from a different office to the Housing Department.
3	Who deals with ASB with different perpetrators- Tenant, private tenant, owner occupiers or person living with them?	Most commonly cases are sent in the first instance to the Community Rangers (CR). CR are generally first point of contact on low level ASB, like noise complaints. CR will assess the case and if they are unable to resolve they will pass onto the CSE ASB Team or TMO's. General guide: <ul style="list-style-type: none"> • TMO will deal with a tenant causing ASB • CSE ASB Officers usually deal with more complex, high-risk cases and wider community ASB.

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	Objective 2	Clarification of procedure and processes for dealing with ASB, including support provided.
	Tenants Question	Council's Response
		The Council have close working relationship with the police, who will inform the Council of areas within the district where there are issues, they need support with. Planning enforcement can be involved e.g. licencing issues; Environmental Health can also take action for statutory nuisance under Environmental protection Act 1990.
4	Do we assign a named officer to each case?	Yes
5	Are cases ever reassigned, if so under what circumstances? If so, what reasons would a case be re-assigned?	Only when an officer dealing with an active case is on leave, or long-term absence. it may need to be passed to another officer.
6	Is each case risk assessed?	In some cases, yes, where victim/perpetrator is vulnerable/ is a repeat victim of ASB/live in an area prone to ASB. It is essential that the Council are aware of a tenant's vulnerabilities so they can be fully supported. The Council use Derbyshire Victim First process. Higher risk cases will be recorded on ECINS, which is a central record base shared by partner agencies for a joined-up approach. The Council undertake an Equality Impact Assessment (EIA) before taking any action to understand a perpetrators vulnerability and capacity. The Council will work to try and get the perpetrator support to stop ASB.
7	How are records kept of telephone calls/interviews?	The Housing Team use an IT system called OPEN, with a central record management system. Notes are added. If necessary, a high-risk case will also be added by TMO on CSE record as an incident report for a one-off incident. If ongoing high risk ASB a case will be opened on the multi-agency system ECINS.
8	Is there an action plan agreed with tenant? Is this put	There is no step-by-step action plan. In the early stages we cannot be sure how a case will develop.

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	Objective 2	Clarification of procedure and processes for dealing with ASB, including support provided.
	Tenants Question	Council's Response
	in writing and the victim signs this?	Under Anti-Social Behaviour, Crime and Policing Act 2014 there is a requirement that we keep victims updated, e.g. if we have applied for an injunction, or closure order. A verbal agreement will be made with the tenant, notes kept, agreement made detailing when we will be back in contact.
9	Is there a system used to monitor a ASB case?	No. Presently we monitor manually via supervision. Managers review caseloads of TMO and ASB Officers. We are looking at introducing Central Record Monitoring where a case will be centrally logged so that the whole record of the case will be in one place.
10	Are the ASB diaries available to complete electronically e.g. QR code?	No, but officers thought this is a good idea. The officers will look into this.
11	Do we have other ways for tenants to complete diary records where tenants have vulnerabilities and cannot complete themselves?	An officer can speak with the victim and manually record the details for the tenant. If using noise app we must notify the perpetrator first. (sometimes this can stop the issue). An officer can visit to help set up the noise app and show how to use. The app has GPS to show where the recording has taken place. The noise app is useful evidence for justification for getting Environmental Health noise monitoring equipment which has continuous recording.
12	What support do Bolsover District Council offer to victim/perpetrator? Is regular contact made so the victim feels supported? How often?	Yes, support is offered, dependant on the case. A victim can be supported by: <ul style="list-style-type: none"> • regular contact from Bolsover District Council officer. • Derbyshire Victim Service funded by the Police and Crime Commissioners Office.
13	How is information shared between partners, e.g. Police?	Tasking Meetings- Bolsover District Council were the first authority to set up joint meetings with the Police, Youth Services and Fire service. This has been held up as good practice. Meetings held and issues shared every fortnight. Officers attending include TMO, Parenting Officer, ASB Officers, Community Rangers (CR). Higher risk cases are recorded on ECINS.

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	Objective 2	Clarification of procedure and processes for dealing with ASB, including support provided.
	Tenants Question	Council's Response
14	What types of ASB do Community Rangers deal with?	Generally, CR's role is supportive. For example, attending to boiler breakdowns, community support work. For ASB: A CR will usually be the first to respond to a report of ASB and deal with all types of ASB. Each cover a specific geographical area and know a lot of individuals/youths, build up community relationships, and if not known to them they wear body cams which can be used to identify a perpetrator.
15	Do you have a satisfaction survey for ASB? If not, why not? If yes can a copy be provided?	We no longer have a satisfaction survey, due to the anonymous nature of the surveys, very little information of value or use came from this activity. We are considering a survey asking specific questions about action taken rather than satisfaction levels.

	Objective 3	Clarification if Bolsover District Council use full range of powers/tools available to them to deal with ASB.
	Tenants Question	Council's Response
1	What action can be taken? Do we use all these options?	Warning letters Home Visits Breach of Tenancy- Possession Order Acceptable Behaviour Contract (ABC), particularly useful for under 18's causing ASB* Mediation Civil injunction to do or stop a behaviour/action Closure Orders Community Protection Warnings Community Protection Notices Fixed Penalty Notices Public Space Protection Orders Criminal Behaviour Orders

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	Objective 3	Clarification if Bolsover District Council use full range of powers/tools available to them to deal with ASB.
	Tenants Question	Council's Response
		<p>These tools can be used in conjunction with Housing legislation for tenancy breaches which put a tenancy at risk.</p> <p><i>*The Council do not generally issue ABC's today. This is due to change in trends on the type of ASB being committed where ABC's may not be the most practical tool available. The tool used more now is a Community Protection Warning (CPW).</i></p>
2	What powers do the Rangers have?	<p>Rangers can:</p> <ul style="list-style-type: none"> • patrol hot spot areas (which can act as a deterrent) • act as a witness- they are not Police so will risk assess any danger • enforce Public Space Protection Orders • issue Fixed Penalty Notices (FPNS) for fly tipping, dog fouling • issue Community Protection Warnings • issue Community Protection Orders. <p>Our CRs each cover a specific geographical area and know a lot of people/youths, build up community relationships, and if not known to them they wear body cams which can be used to identify a perpetrator.</p>

	Objective 4	Develop an ASB service standard for Housing tenants as part of wider agreement of service standards.
	Tenants Question	Council's Response
1	<p>Can you provide data on number of ASB active cases:</p> <p>By team</p> <p>By type of ASB</p> <p>How many include Police involvement/joint working</p> <p>Number of closed cases and reason for closure</p>	<p>This information is not available as no central record management system.</p> <p>We are working towards introducing a system that could provide this information.</p> <p>There is a reporting requirement which we meet by reporting TSM figures and collect specific information.</p> <p>Police will provide us with figures of ASB and we can use this data to target resources.</p>

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	Objective 4	Develop an ASB service standard for Housing tenants as part of wider agreement of service standards.
	Tenants Question	Council's Response
	Is this data reported anywhere?	

6. Findings and recommendations

The table below summarises the key findings and recommendations for improvement. The Group highlighted that no written correspondence is currently issued to victims of ASB, which they believe should be addressed.

Additionally, the Group noted that many of the proposed recommendations would provide benefits not only to council tenants but to other residents across Bolsover District Council. During the review process, the Group were not provided with service costings. However, they acknowledged that at least one recommendation will require additional resources and therefore have financial implications. The Group recognises that any associated costs will need to be carefully considered and approved by senior management.

Objective 1: Clarification of information provided to tenants on ASB

	Recommendation	Reason	Officer Comments
1.1	Improve accessibility on finding ASB information on the website- e.g. A-Z nothing under A for ASB.	The group searched the Bolsover District Council website for information. Using the search option A and typing Anti-Social Behaviour in the search bar provided no information. ASB is found under C for Crime and Emergencies and provides limited information.	<u>Housing Management Service</u> Recommendation Agreed. <u>Community Safety and Enforcement</u> Recommendation Agreed.
1.2	Enhance the Council website to provide clearer and more comprehensive ASB information, including guidance on what does and does not constitute ASB, the process followed once a report is made, the range of actions or remedies available, and the support offered to victims.	This recommendation aims to ensure that victims of ASB have access to clear, consistent, and accessible information. By improving guidance on what constitutes ASB, how it can be reported, and what happens after a report is made, victims will better understand the process and what to expect. Publishing this information on the website will improve transparency, help manage expectations, and clearly explain the support available to victims. This increased clarity is intended to encourage timely and appropriate reporting,	<u>Housing Management Service</u> Recommendation Agreed. <u>Community Safety and Enforcement</u> Recommendation Agreed.

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	Recommendation	Reason	Officer Comments
		reduce misunderstandings, and strengthen tenant confidence in the Council's approach to addressing ASB.	
1.3	Add all other ways to report ASB to website	The ASB webpage currently directs tenants solely to the self-serve reporting option. Expanding the page will promote all available reporting methods, allowing tenants to choose the option that best suits their individual needs/preferences. In addition, out-of-hours reporting options will be clearly signposted and promoted for urgent ASB incidents when the Council offices are closed.	<u>Housing Management Service</u> Recommendation Agreed. <u>Community Safety and Enforcement</u> Recommendation Agreed.
1.4	Include an ASB option on the self-serve homepage	To enable tenants to quickly find and report ASB without navigating multiple self-serve options.	<u>Housing Management Service</u> Recommendation Agreed. <u>Community Safety and Enforcement</u> Recommendation Agreed.

Tenants also agreed to the recommendation set out below, however the Service believe that accessibility of the policy is already considered and that the document is compatible with audio playback. As such the recommendation will not be taken forward at this time.

	Recommendation	Reason	Officer Comments
1.5	To produce an information film on the website	Providing an easy-to-understand information film on the Council's website would help provide a better understanding of ASB. This could present complex information in a clear, accessible, and engaging way. The video could explain what	<u>Housing Management Service</u> This is a good idea for CSE to progress.

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	Recommendation	Reason	Officer Comments
		does and does not constitute ASB, how to report concerns, the steps the Council may take, and the support available, using plain language and visual examples. This approach would be particularly beneficial for tenants who may find written information difficult to access, including those with language barriers, disabilities, or limited ability to engage with detailed documents. Improving understanding in this way is intended to encourage timely and appropriate reporting, reduce confusion or unrealistic expectations, and help tenants feel more informed, supported, and confident in how ASB issues will be managed. The group indicated that the film should use illustrated or animated graphics rather than real people. The group suggested a link to this film be placed on the updated ASB information page.	<u>Community Safety and Enforcement</u> Prefer to refer tenants to the ASB policy. In terms of access to the policy in an audio format, we do check policy documents for accessibility to ensure compatibility with audio playback on compatible devices in line with council policy.

The Group recommended that the Council's and tenants' obligations and responsibilities in relation to ASB should be fully explained during new tenant sign-up appointments. During the course of the review, officers confirmed that this information is already provided at sign-up. In addition, tenants are reminded of their tenancy conditions, including expectations relating to ASB, during new tenancy visits.

Objective 2: Clarification of procedure and processes for dealing with ASB, including support provided.

	Recommendation	Reason	Officer Comments
2.1	Introduce an acknowledgement letter when an ASB case is opened	Introducing an acknowledgement letter will provide reassurance to victims that their concerns have been received, understood, and are being taken seriously. The acknowledgement letter gives	<u>Housing Management Service</u> Agree with this recommendation

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	Recommendation	Reason	Officer Comments
		officers an opportunity to clearly summarise the issues raised, demonstrate that they have accurately understood the victim's situation, and set out the agreed next steps. This early communication helps manage expectations. It can also help build trust between the victim and officers, reduce uncertainty and repeat contact, and contribute to higher levels of confidence and satisfaction on how ASB cases are managed.	and will need to review and approve the letter. <u>Community Safety and Enforcement</u> This would be good practice to do and would reassure the victim. Also not too resource intensive. What constitutes a case would need to be clarified.
2.2	Amend text on incident diaries to correct teams/job roles	The document is out of date.	<u>Community Safety and Enforcement</u> The current versions are still serviceable whilst we have stocks of these. These can be tidied up with amendments when we renew our stock.
2.3	Once a case is opened provide a choice of paper copy incident diaries and on-line completion of diaries/QR code.	Online diaries would remove postal delays. It will make it easier and more convenient for victims to record incidents as they occur. This will enable timely and accurate reporting, reducing the risk of incidents being forgotten or details being missed. Online diary completion can improve accessibility for some victims and allows information to be submitted in a format that suits them. In	<u>Community Safety and Enforcement</u> This is a good idea and needs further exploration.

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	Recommendation	Reason	Officer Comments
		addition, receiving diary updates electronically can support more efficient case management for officers, enabling quicker review of evidence and earlier intervention where appropriate, ultimately helping to improve outcomes for both victims and the wider community.	
2.4	That the timescale to respond to ASB reports is changed in the ASB policy from 10 days to 5 days	The group felt any victim of ASB would expect to be contacted sooner than 10 days. Reducing the response timescale from 10 days to 5 days will help victims feel that their concerns are being taken seriously. Faster initial contact can provide reassurance, reduce anxiety, and improve trust in the Council's handling of ASB. This may lead to increase satisfaction with the ASB service and demonstrates a clear commitment by the Council to support tenants affected by ASB. This timescale is consistent with those adopted by other local authorities, with benchmarking showing that the City of Lincoln Council, Newark and Sherwood District Council and Chesterfield Borough Council operate a five-day response time.	<u>Community Safety and Enforcement</u> For the initial response this would not be a problem. A full detailed response may take longer.
2.5	No case should be automatically closed if no incident diaries/ evidence received after one month. Contact should be made first to check situation.	Closing an ASB case assumes that the behaviour has ceased; however, non-return of incident diaries does not necessarily mean the issue is resolved. The review group felt that additional checks and support should be provided before case closure to explore whether there are underlying reasons for a lack of evidence of ongoing incidents. These may include fear of reprisals, the resident feeling too intimidated to continue reporting, periods of illness or absence, difficulties completing diaries, or unidentified	<u>Community Safety and Enforcement</u> Where a risk and vulnerability assessment (RAVA) indicates a Medium or High Risk of Harm and/or that disengagement is likely due to an identified vulnerability,

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	Recommendation	Reason	Officer Comments
		vulnerabilities. Providing further support at this stage would help ensure cases are not closed prematurely and that victims receive appropriate assistance.	follow up contact will be attempted before a case is closed.
2.6	That a formal ASB case closure letter be introduced, clearly explaining the reasons for closure, outlining further actions the victim can take if issues persist, and providing information on the Community Trigger (Case Review) and the Council's complaints process. The process should also include proactive follow-up contact within three months of case closure to ensure the resident's situation remains satisfactory and to offer any additional support if required.	This would clearly explain why the case has been closed and outline the further steps available to the victim should the ASB re-occur. The group also felt strongly that follow-up contact should be made in every case within three months of closure, to check that the situation remains resolved and that the resident is managing well.	<u>Community Safety and Enforcement</u> The ASB policy is currently being reviewed and this will be considered.

The review identified that there is currently no formal procedure in place for managing Anti-Social Behaviour. During the review, the Group were informed that a formal procedure is already in development. Had this work not been underway, the Group would have recommended that a formal ASB procedure be introduced.

Tenants also identified a further recommendation under this objective which will not be taken forward, as set out in the table below.

	Recommendation	Reason	Officer Comments
2.7	That the Council explore alternative methods for residents to record incidents of ASB in addition to written incident diaries. This should include the provision of loan	Providing alternatives to written diaries will make ASB reporting more accessible for victims with literacy difficulties, disabilities, language barriers, or those who find written records challenging or distressing. Alternative recording methods can be less	<u>Housing Management Service</u> Further exploration needed but

	Recommendation	Reason	Officer Comments
	equipment such as Dictaphones, smartphones or tablets, and the use of the noise app.	time-consuming and emotionally demanding than maintaining detailed written diaries, particularly in prolonged or distressing cases. Audio, video and noise-recording apps can capture incidents in real time, reducing reliance on memory and improving the quality and accuracy of reported incidents. Offering practical tools demonstrates that the Council is responsive to residents' needs, which may encourage more people to report ASB. The group are aware that the equipment will need to be restricted for use of the noise app/verbal note taking.	good idea in principle. <u>Community Safety and Enforcement</u> Whilst alternative methods are important, provision of equipment to take advantage of these options is not feasible, particularly given requirements of a local authority to ensure suitable device security and control.

Objective 3: Clarification if Bolsover District Council use full range of powers/tools available to them to deal with ASB.

The Group confirmed through the question and answer session with officers, that the full range of available powers and tools is consistently considered. The most appropriate option is selected for each individual case. As a result, no further recommendations are required.

Objective 4: Develop an ASB service standard for Housing tenants as part of wider agreement of service standards.

	Recommendation	Reason	Officer Comments
4.1	Introduce an ASB service standard.	Introducing an ASB service standard will clearly set out what tenants can expect from the Council when they report ASB. The tenant group has drafted a suggested ASB service standard (see appendix 2).	<u>Housing Management Service</u> Recommendation agreed.

	Recommendation	Reason	Officer Comments
			<p><u>Community Safety and Enforcement</u></p> <p>Service Standards are currently being developed.</p>
4.2	Develop an ASB survey to capture data on how each ASB case has been managed	A survey would measure service effectiveness and consistency, improve understanding of each tenant’s experience, identify areas for improvement, help shape future ASB policy, service standards, training, and resources. The group would like to be involved in developing a survey with officers.	<p><u>Housing Management Service</u></p> <p>Agree that a survey needs to be developed and the results provided to the Regulator of Social Housing.</p> <p><u>Community Safety and Enforcement</u></p> <p>This is something the Regulator of Social Housing is keen for us to develop.</p>
4.3	Invite tenant victims from closed ASB cases to a one-off review meeting with officers to gather feedback on current processes.	Feedback from a one-off review, alongside survey data, can be used to evaluate the service and drive improvements.	<p><u>Community Safety and Enforcement</u></p> <p>This option is available through existing processes and may not be suitable for all cases.</p>

Miscellaneous Recommendation

During the review tenants also identified a miscellaneous recommendation as listed below in the table. Due to other revisions that have already taken place to the Rangers service, senior officers believe a change of uniform is not beneficial and this recommendation will not be taken forward. The Rangers service covers the whole District, not just tenants, and as such wider considerations have equal weight to tenants’ recommendations.

5	Recommendation	Reason	Officer Comments
5.1	The Community Rangers' uniform be revised to appear less military like/officious.	The group has expressed that the current uniform design resembles that of army or police personnel. It is recommended that a new uniform be considered to ensure the CR appear more approachable and that their attire better reflects their supportive role within the wider community. A grey uniform was suggested.	<p><u>Community Safety and Enforcement</u></p> <p>The uniform will remain as is and there will be no changes. The rangers carry out multiple different duties, and they are required to be seen as 'capable guardians' across the wider community. The uniform enables this approach and will not be changed. The uniform has been considered for impact and the term enforcement has now been removed from the job title of the rangers and the service has been rebranded to take account of this. New vehicles are on order which won't have enforcement on the livery. This should go some way to resolving the issues raised in this point.</p>

7. Next Steps

The Challenge and Change Group welcome consideration of this report by senior management and Scrutiny Councillors. The report includes recommendations and an outline action plan which can be developed further, to aid implementation of the recommendations. We welcome further discussion with Housing Liaison Board once this report has been considered.

Appendix 1: Tenancy Agreement

The following clauses in the Tenancy Agreement relate to ASB.

6. Nuisance and Anti-Social behaviour

6.1 You must act reasonably and have consideration for your neighbours. We will not tolerate anti-social behaviour, harassment, or domestic abuse and we will take firm action to deal with those carrying out this unacceptable behaviour.

6.2 As a tenant you will be held responsible for any form of unacceptable behaviour carried out by you, your family, and any other people living at your home, and friends or visitors to your home. You will also be held responsible if you incite, instruct, allow or encourage anyone to act for you.

6.3 You must make sure that you, your family, any other people living at your home, friends or visitors to your home do not:

- a. Cause, or behave in such a way as is likely to cause, harassment, alarm, distress, a nuisance, an annoyance, or disturbance to anyone within Bolsover District, including people in the locality of your Property and other tenants or residents, either directly or indirectly. This includes, but is not limited to, any direct or indirect communication by letter, telephone, text message, email or social media (such as Facebook or Twitter).
- b. Cause or behave in such a way as is likely to cause harassment, alarm, distress, a nuisance, annoyance, or disturbance to anyone within Bolsover District including people in the locality of your Property, because of colour, race, ethnic origin, sexuality, disability, health, age, religion, culture, immigration status, gender, or for any other reason.
- c. Engage in conduct which is detrimental to vulnerable individuals or groups of individuals including, but not limited to, the elderly, those with physical or mental health disabilities, or children.
- d. Be violent or abusive, either physically or emotionally, towards anyone else in the locality.
- e. Make threats, harass, be violent or abusive towards any Council employee, any contractor or anyone working on our behalf, any consultant or Councillor by any means either directly or indirectly, by letter, telephone, text message, email or social media (such as Facebook or Twitter) or any other electronic messaging service. This includes when you telephone or visit any Council office or office of Bolsover District Council, if you are visited at your home, or in any other situation.
- f. Use your home or neighbourhood for any activity which is unlawful including, but not limited to drug dealing, drug production, use of illegal drugs, storing stolen goods or contraband, benefit fraud, obtaining goods fraudulently, for sexual offences, or for the storage or keeping of illegal guns or other weapons. This clause applies irrespective of whether there is a prosecution and/or conviction of a criminal offence.

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- g. Engage in any form of domestic abuse, including but not limited to coercive or controlling behaviour, physical, sexual, financial or emotional abuse. Such behaviour is unacceptable and will not be tolerated regardless of gender or sexuality.

Drugs, knives and other serious incidents

6.4 Neither you, nor anyone residing in or visiting your home, may do any of the following when in your home or in the neighbourhood:

- a. possess, use, store, keep, or produce drugs
- b. supply or offer to supply drugs to another person
- c. possess drugs with the intention of supplying them to another person
- d. possess, use, store, or keep knives or other weapons, other than for domestic use
- e. possess knives, implements or other weapons with the intention of supplying them to another person, other than for domestic use.

6.5 We will always consider applying for possession of your home (which would end your tenancy) if there is a breach of any part of this condition, and/or if you or a person residing in or visiting your home:

- a. is convicted of an offence of carrying an article with a blade or a point or an offensive weapon in a public place without lawful authority or reasonable excuse in the locality of your home
- b. is convicted of an offence of unlawfully and intentionally threatening another person with an offensive weapon or bladed article in a public place in the locality of your home
- c. is convicted of any firearms offence or imitation firearms offence
- d. is convicted of an offence of perverting the course of justice
- e. does co-operate with the police without good cause, if you have evidence of drug, gun or knife crime
- f. commit any offence relating to the Modern Slavery Act 2015
- g. does engage in any tenancy related support or referrals for support following any breaches of your tenancy agreement or attend any tenancy related support programmes following any breaches of your tenancy agreement
- h. is responsible for triggering any of the conditions as set out in Section 84A Housing Act 1985, enabling possession to be sought (Absolute Ground for Possession)
- i. Possession proceedings will be issued using an appropriate legal route and in all cases, you should seek independent legal advice.

6.6 You must inform the Council if you have a firearms licence and are keeping a registered firearm at the Property.

Appendix 2: Anti-Social Behaviour Service Standard

We will:

- Provide multiple ways for you to report Anti-Social behaviour.
- Take your concerns seriously and work with you to reduce the impact of the issue.
- Assess the level of risk of every report we receive.
- Respond within 10 working days and agree an initial action plan with you.
- Allocate a named officer to manage your case, keep you updated, and provide support, including working with other partner agencies such as the police when necessary.
- Use the full range of tools and powers available, including legal action against perpetrators.
- Only close a case once actions are completed, or when evidence thresholds cannot be met. We will explain decisions, provide a closure letter, and signpost further options (including Case Review or the complaints process).