

RESPONSE TO CHALLENGE AND CHANGE ON IMPLEMENTATION FOLLOWING SCRUTINY REVIEW

Title of Review:	Review of Anti-Social Behaviour		
Timescale of Review:	August 2025 – April 2026	Post-Monitoring Period:	12 months commencing 28.07.26. Interim report due January 2027.
Date agreed by Scrutiny:	15.06.26	Date agreed by Housing Stock:	17.06.26
Total No. of Recommendations and Sub Recommendations 13	Achieved 4	On track 4	Extended
	Achieved (Behind target)	Not on track	Suspended
	Withdrawn	Not Started 5	Failed
<u>Key Achievements:</u>			
<u>Reasons for non-implementation of Recommendations:</u>			

Code	Recommendation	Reason For Recommendation	Timescale	Responsible Officer/Team	Resources	Progress	Status
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.	Tenants suggested 1-2 months	Community Safety and Enforcement	Staff time/ Existing resources	The Council website has been updated and ASB information can be found via the search function.	Achieved
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, reduce misunderstandings, and strengthen tenant confidence	Tenants suggested 2-3 months	Community Safety and Enforcement	Staff time/ Existing resources	The Council website has been updated to include what is ASB, guidance on what does and does not constitute ASB, when and how to report ASB, and information on Derbyshire Victim services.	Achieved

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		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.	Tenants suggested 1-2 months	Community Safety and Enforcement	Staff time/ Existing resources	The ways to report ASB has been added to the Council website -found on the ASB page.	Achieved
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.	Tenants suggested 1-2 months	Community Safety and Enforcement	Staff time/ Existing resources		Not started
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 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	Tenants suggested 1 month	Community Safety and Enforcement	Staff time/ Existing resources		Achieved

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		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.					
2.2	Amend text on incident diaries to correct teams/job roles	The document is out of date.	When stock needs ordering	Community Safety and Enforcement	Staff time/ Existing resources	Will be implemented when new diary sheets are ordered.	Not Started
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 addition, receiving diary updates electronically can support more efficient case management for officers, enabling quicker review of evidence and earlier intervention where appropriate,	Tenants suggested 3-6 months	Community Safety and Enforcement	Staff time/ Existing resources	This suggestion is noted for further exploration	Not Started

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		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.	Tenants suggested 12 months	Community Safety and Enforcement	Staff time/ Existing resources	This has been added to the Draft ASB Policy which is currently being written	On Track
2.5	No case should be automatically closed if no incident diaries/ evidence received	Closing an ASB case assumes that the behaviour has ceased; however, non-return of incident diaries does not necessarily mean the issue is resolved.	Tenants suggested 1-2 months	Community Safety and Enforcement	Staff time/ Existing resources	The service has agreed to make contact where a risk and	On track

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	after one month. Contact should be made first to check situation.	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 vulnerabilities. Providing further support at this stage would help ensure cases are not closed prematurely and that victims receive appropriate assistance.				vulnerability assessment (RAVA) indicates a Medium or High Risk of Harm and/or that disengagement is likely due to an identified vulnerability, 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	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.	Tenants suggested 1-2 months Housing Management Service agreed 1-2 months	Community Safety and Enforcement Housing Management Service - Tenancy and Income Manager	Staff time/ Existing resources	Letter Achieved – Community Safety and Enforcement Cases only The ASB Team does not have the resources to provide 3 month follow up on closed cases.	On track

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	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.						
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.	Tenants suggested 1-2 months	Housing Management Service Tenant Engagement Officer	Existing staff resources	Developed, Housing Liaison Board to approve	On Track
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.	Tenants suggested 3 months	Community Safety and Enforcement	Existing staff resources		Not Started

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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.	Tenants suggested 12 months	Community Safety and Enforcement	Existing staff resources	This option is available through existing processes and may not be suitable for all cases.	Not started