

Regeneration, Culture and Environment Overview and Scrutiny Committee

BRIEFING NOTE – No.03 /25

Date: May 2025

Briefing paper to: All Members of the Regeneration, Culture and Environment
Overview & Scrutiny Committee

Purpose: It was recognised at Overview and Scrutiny committee on 15/08/2024 that further information is provided regarding Anti-Social Behaviour (ASB). This briefing note is written to update members on the number of anti-social behaviour complaints and how these were dealt with.

Anti-social behaviour (ASB) is a significant concern for the residents of Medway, with victims often being the most vulnerable members of our communities. Medway is among the most deprived areas in terms of crime and outdoor environment. Addressing ASB aligns with the Council's priorities of protecting the vulnerable, creating stronger communities, and enhancing clean, green, safe, and connected environments. The Council has a statutory duty under the Crime and Disorder Act 1998 to consider, formulate and implement strategies for reducing crime and improving community safety in all its functions.

ASB DATA 2024-2025

The number of ASB cases for 2024-2025 are outlined below:

	April	May	June	July	August	September	October	November	December	January	February	March	YTD monthly Average	Total YTD
ASB Live Cases	18	23	39	24	40	19	15	23	20	21	35	31	26	308
ASB Hate Crime	-	-	-	-	-	-	-	0	0	0	1	0	1	1
ASB Cases Opened	9	11	16	5	9	3	2	7	5	5	13	6	8	91
ASB Cases Closed	0	4	11	15	0	14	7	2	5	4	1	8	6	71

Measures to monitor and resolve Anti-Social Behaviour

Tenant Engagement - ASB Surveys

Let's Talk ASB Survey

The Let's Talk ASB survey was carried out during ASB week in November 2024. There were 26 survey responses. The purpose of the survey was to identify identifying tenants understanding of Anti-Social Behaviour and generate interest in attending an ASB workshop.

The survey results revealed that 81% of tenants had experienced anti-social behaviour (ASB) within the last 12 months, and 23% of tenants did not know how to report ASB. Additionally, 66% of tenants who did not report ASB refrained from doing so due to fear of worsening the situation or fear of the perpetrator.

We are using feedback from the ASB surveys to implement the following recommendations:

- Raise awareness of the ASB Reporting Procedure at our Big Door Knock events
- Promote understanding of the HRA ASB Policy.
- Training and monitoring on risk assessments and action plans have now implemented
- Implement measures to address perceived indifference and poor communication when ASB issues are reported.
- The ASB policy and process is available on the website
- Develop a proactive strategy for ASB management.
- Collaborate with interested tenants to co-develop ASB action plans and strategies.
- Training and monitoring on risk assessments and action plans now implemented.

ASB Feedback Survey

Following closure of an ASB case a survey is sent to tenants to ask their opinion on the accessibility of the ASB service and requests areas for improvement. This survey data is fed into the ASB action plan.

Mediation training

HRA staff are attending a 2-day mediation course running in June, which 5 HRA staff will attend. This will mean a cost effective, responsive in-house intervention available to help resolve disputes.

ASB action plan

An ASB action plan has been developed to monitor ASB performance and identify areas for improvement. The ASB action plan will be monitored in collaboration with the Tenant Panel.

This can included issues identified via the Tenant Satisfaction Measures and ASB Survey such as

- Delay in responding to ASB issues which led to ongoing problems
- Perceived lack or concern when ASB issues are reported
- Concerns about community safety not being addressed
- Complaints about poor communication
- Calls for a more proactive approach to ASB management by providing bespoke, bitesize training sessions and the implementation of legal surgeries to support officers.

Mediation Training

HRA staff which 5 HRA staff will attend 2 day mediation course. This will mean a cost effective, responsive in-house intervention available to help resolve disputes.

Customer Relationship Model on NEC

The CRM (Customer Relationship Management) system in NEC is being developed to provide a more consistent and customer-focused approach to handling anti-social behaviour (ASB) complaints from the first point of contact.

The acquisition of the REACT software is in progress to address the shortcomings found in the NEC software. This new software will help fulfil the needs outlined in the Regulatory Inspection action plan.

Discussions are underway with REACT to explore the possibility of reporting domestic abuse (DA) using their dashboard. This approach would allow DA cases to be managed separately from ASB reporting while still benefiting from effective case management prompts and tools.

Community Safety Partnership

Housing Services are working to support the Community Safety Partnership Plan, which is part of the Council's Policy Framework from 2024 to 2027, and the Anti-social Behaviour, Crime and Policing Act 2014, which introduced the Anti-social Behaviour Case Review (previously known as the Community Trigger).

The ASB Case Review allows individuals to request their local Community Safety Partnership to review responses to incidents of ASB. This review process ensures that agencies collaborate effectively to resolve ASB incidents that impact residents' quality of life.

The top issues that were felt to be a problem in Medway were:

- People using or dealing drugs (80%)
- People fly tipping (73%)
- People driving carelessly or too fast (71%)
- People being drunk or rowdy in public places (66%)
- People dropping litter (60%)

Domestic Abuse

The HRA are working with the Domestic Abuse Project Officer to support the ASB officer and raise awareness of how domestic abuse can manifest in day-to-day housing management and consider these factors when investigating ASB complaints. This process also supports Domestic Abuse Housing Alliance (DAHA) accreditation.

ASB Events

The engagement team have recently held an engagement event in the James Street area of Gillingham in partnership with Medway Youth and Sport on Your Doorstep which sought to gain feedback from tenants about ASB in the area. A survey revealed that 80% of residents in the James Street area had concerns about ASB. Upon further investigation, the following issues were highlighted:

- Vandalism
- Noise from ball cages

- Drug-related activities on the local high street
- Requests for more visible policing in the area – work is currently underway to strengthen links with the community policing team in the area.

Several ASB events were held in 2024 to support ASB week. The pop-up events within areas of HRA stock provided tenants with information and advice on reporting procedures, support available and collaboration with partnership agencies such as the Task Force, Police and Community Safety Partnership Team.

ASB App

The ASB application is now in place, allowing tenants to submit noise recordings, diary sheets, videos, and photographs for review. The implementation of this application has significantly improved performance reporting.

ASB Audits

To ensure a consistent service is provided. A monthly ASB audit is conducted by the Data and Insight Team to ensure that all documentation and notes have been accurately recorded.

Summary

The HRA team is continuously developing a proactive approach to recording and monitoring reports of anti-social behaviour (ASB). This includes gathering tenant feedback, providing officer training, conducting audits, and implementing new reporting methods to enhance the service.

Lead officer: Rachel Valerio

Head of Tenant Services

Email: Rachel.Valerio@medway.gov.uk