Anti-Social Behaviour Review

Background

The Scrutiny Panel reviewed Platform's anti-social behaviour (ASB) service to see how well the policy and process work for customers. Personal case details were removed to protect everyone involved, so the Panel focused on the information it could safely access.

Goals

To help customers feel safer, improve communication and case handling, reduce delays and avoid cases escalating wherever possible.

Objective

To review the ASB service from a customer perspective, compare the written process with day-to-day practice and recommend improvements.

Scope

The Panel reviewed:

- ASB policy, procedure, process map and risk assessment.
- Redacted case and complaint information from April 2024 to February 2025.
- Regional patterns, court-action information and service performance data.
- Benchmarking with other landlords and partner information available online.

The Panel could not review full case files or detailed customer surveys because of confidentiality and data protection requirements.

A demonstration of how ASB cases are recorded in Dynamics was given.

The Panel carried out interviews with Localities, Community Safety, Customer Experience and Neighbourhood colleagues.

Conclusions

- The written policy and the Dynamics recording system provide a sound basis for managing ASB cases.
- Customers did not always receive clear, regular or sympathetic updates.
- Some information was not recorded or passed on consistently, particularly when reports came through different routes.
- Some cases were closed before customers felt their concerns had been fully considered.
- Heavy caseloads and staff shortages affected communication and continuity.
- Customers need easier ways to provide evidence and clearer information about who to contact.
- Management checks and consistent training are needed across all regions.

Recommendations & Response

Recommendation	Response
Make sure every ASB report is recorded and handled consistently, whether it comes through the Customer Hub or directly to a colleague.	Completed. The procedure requires colleagues to acknowledge direct reports, create a Dynamics case within one working day and explain who will make the next contact. Colleagues will be reminded of this approach.

Recommendation	Response
Review staffing and caseloads so colleagues have enough time to manage cases and keep customers updated.	Completed. Approval was given for nine additional Neighbourhood Officers and four Localities Operations Managers. Three fixed-term Localities Co-ordinator roles were also made permanent.

Recommendation	Response
Before closing a case, check that the agreed actions are complete and that the customer has had the opportunity to share any further information.	Completed through the existing ASB procedure. The service will focus on following the case-closure checks rather than adding another survey before closure.

Recommendation	Response
Give customers regular updates, record all contact and make it clear who they should contact about their case.	Completed. Cases are reviewed weekly. Updates are agreed with customers and sent from Dynamics, so replies are added directly to the case. Localities Co-ordinators normally provide a consistent point of contact.

Recommendation	Response
Offer different, accessible ways for customers to record incidents and provide evidence.	Completed. Depending on the customer's needs, updates can be provided through the Noise App, diary sheets or email directly to the Dynamics case.

Recommendation	Response
Make sure the ASB procedure is followed consistently across all regions.	Completed. A process map and procedure have been introduced across the organisation, supported by monthly ASB audits.

Recommendation	Response
Consider how the cost and complexity of ASB work can be monitored.	Completed. The service advised that recording every cost would take significant staff time. Legal and enforcement spending is monitored, while case studies are used to show the complexity of cases.

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Recommendation	Response
Simplify the vulnerability assessment so each question is clear and easy to answer.	Completed. The repeated part of question two was removed. The revised question asks whether the current incident is linked to previous incidents and, if so, why.

Management Response

I would like to extend my sincere thanks to the Panel for their time and effort in conducting the review of Anti-Social Behaviour (ASB).

The Localities colleagues who met with the Panel found the experience both valuable and engaging. They appreciated the opportunity to share insights into their roles and the ways in which they deliver the service day-to-day.

I have reviewed the report in full and provided my comments within the action plan. I trust that the Panel will feel assured, both from the feedback shared and the dialogue during the review, that their contributions have played a meaningful role in shaping the service we deliver.

Neil Greaves
Head of Localities and Community Safety
04/08/25