

Cabinet – 4 March 2026

Housing Landlord Anti-Social Behaviour (ASB) Strategy

Purpose	For Decision
Classification	Public
Executive Summary	<p>Under Section 218A of the Housing Act 1996 local housing authorities, as landlords, are required to prepare and publish policies and procedures in relation to ASB.</p> <p>The Social Housing Regulation Act (2023) places additional focus on housing landlords to prevent and tackle ASB.</p> <p>In April 2025, a suite of policies were approved in relation to Neighbourhoods and ASB, these were: ASB Policy, Hate Crime Policy, and Good Neighbourhood Management Policy.</p> <p>The proposed Housing Landlord ASB Strategy will formalise the Council’s long-term vision and strategic commitments to delivering better outcomes for tenants, preventing, addressing, and resolving anti-social behaviour, providing a clear framework for consistent, accountable, and partnership-led delivery once adopted.</p> <p>The Housing Landlord ASB Strategy 2026 – 2029 sets out 4 key priorities:</p> <ul style="list-style-type: none">- Putting tenants first.- Prevention & early intervention.- Managing risk and supporting Victims.- Work in partnership.
Recommendation(s)	That Cabinet approve the Housing Landlord Anti-Social Behaviour Strategy 2026-29

Reasons for recommendation(s)	<p>The implementation of the Housing Landlord ASB Strategy outlines the council’s commitment and approach to meeting its obligations to its tenants and is framed by the duties in relevant legislation, guidance and best practice.</p> <p>The Regulator of Social Housing launched its new regulatory framework on 1 April 2024. The new Regulatory standards relating to ASB require social housing landlords to:</p> <ul style="list-style-type: none"> • <i>have a policy on how they work with relevant organisations to deter and tackle ASB in the neighbourhoods where they provide social housing;</i> • <i>clearly set out their approach for how they tackle and deter hate incidents in neighbourhoods where they provide social housing;</i> • <i>enable ASB to be reported easily and keep tenants informed about the progress of their case;</i> • <i>provide prompt and appropriate action in response to ASB, having regard to the full range of tools and legal powers available to them; and</i> • <i>support tenants who are affected by ASB, including by signposting them to agencies who can give them appropriate support and assistance.</i>
Ward(s)	All
Portfolio Holder(s)	Councillor Steve Davies, Housing and Homelessness
Strategic Director(s)	Peter Matthew – Housing and Communities (interim)
Officer Contact	<p>Chris Pike ASB & Neighbourhood Manager 02380 285512 Chris.pike@nfdc.gov.uk</p>

Introduction and background

1. This report outlines the findings of the public consultation undertaken following Cabinet's decision on 2 April 2025 to commence the consultation process for the Housing Landlord ASB Strategy 2025 – 2028 (Appendix 1).
2. The report to Cabinet on 05 February 2025 can be found [here](#).

Outcome of the consultation

3. The consultation period commenced on 30 May 2025 to 29 August 2025.
4. The survey was made available through New Forest District Council's website, community hub drop-in sessions, community walkabouts, and discussions with our Tenant Involvement Group. The consultation was advertised in our 8 local offices around the district, via staff external email banners and tenant links article.
5. The consultation was conducted using the online platform 'Go Vocal', which was hosted and analysed by NFDC officers. See [Appendix 2](#) for further details on the consultation.
6. Several respondents emphasised the need for more proactive measures to address anti-social behaviour, with specific calls for the inclusion of youth centres, youth clubs, and outreach youth workers as part of the strategy.
7. There was a suggestion that collaboration with residents should be encouraged, but not to the extent that residents lead the process. One respondent felt the strategy was on the right track if even half of the proposed work could be implemented. Overall, a more proactive, collaborative approach, with greater community pride. The tenant Involvement Group was overall in support of the strategy.
8. The feedback from the consultation has influenced the following changes to the Housing Landlord ASB Strategy:
 - A shift in language to reduce stigma—focusing on behaviours rather than labels.
 - A commitment to sharing positive outcomes from mediation, community-led improvements, and enforcement actions.
 - Strengthen interdepartmental collaboration through an agreed protocol between Housing Services, Community Safety,

Environmental Enforcement, and CCTV teams to improve the prevention and management of anti-social behaviour (ASB) and environmental crime.

- The continued direction of travel in service delivery in splitting the estate management team into two distinct teams: Neighbourhood Management and ASB & Tenancy Sustainment. This approach enables report to be managed more effectively, while still providing support to tenants through the tenancy sustainment team. It will also help prevent workload pressures from diverting focus away from high-risk or high-harm cases.
- Youth service provision is a key component of the Safer New Forest Partnership Plan, which continues to take a strategic overview of youth engagement and prevention initiatives. This ensures that resources and interventions are coordinated effectively across agencies. We will maintain close collaboration with our Community Safety Team to provide feedback to the youth service on any ASB concerns raised through referrals via the Partnership Action Group. In addition, we will strengthen our approach by establishing an agreed protocol for managing youth-related ASB.

9. Feedback from EMT (Executive Management Team) was to move tenant data to an annex 2 and provide a clearer position around our commitment to improve ASB, as one of our lowest performing tenant satisfaction measures and how this will drive the strategy priorities.

Options appraisal

10. The Housing Landlord ASB Strategy has been reviewed in light of consultation feedback, and it is deemed appropriate and proportionate for NFDC to publish the four strategic priorities which reflect best practice, our tenants voice and the regulatory framework.

Consultation undertaken

11. Consultation on the Housing Landlord ASB Strategy priorities was successfully completed. A comprehensive consultation period was provided during the summer months, supported by a range of engagement activities:

- Engagement Events: Held across key locations to gather tenant and community feedback.

- Partnership Input: Shared with Police partners through the Tactical Planning Meeting (TPM) and the ASB Officer Working Group.
 - Wider Communication: Promoted via social media channels and embedded in staff email signatures.
12. Cllr Steve Davies, Portfolio Holder for Housing and Homelessness following consultation has endorsed the strategy as outlined in the Foreword (Appendix 1).
 13. The Housing & Communities Overview & Scrutiny Panel on 21 January 2026 supported the approval of the strategy by Cabinet.

Financial and resource implications

14. Any expenditure required by the proposed strategy and policies will be met from existing budgets, which are provided to Housing Officers to tackle neighbourhood and community issues.
15. Failure to raise standards, meet regulatory requirements and respond appropriately to complaints could lead to fines levied by the Housing Ombudsman.

Legal implications

16. Under Section 218A of the Housing Act 1996 local housing authorities, as landlords, are required to prepare and publish policies and procedures in relation to ASB.
17. The Regulator of Social Housing launched its new regulatory framework on 1 April 2024 which outlines our requirements as a social housing provider.
18. The Strategy supports our priorities including remedies to tackle ASB where non-legal remedies have failed. This will involve action taken through the courts and solicitors.

Risk assessment

19. The delivery of this strategy mitigates legal and financial risk to the Council.
20. The work of Officers in working in difficult circumstances, and priority of response to reports from vulnerable people is risk assessed in line with Health & Safety and lone working procedures and the specific needs of high-risk individuals.

Environmental / Climate and nature implications

21. Whilst the report has no direct implications the work of the new Housing Neighbourhood team will include improving the condition of local housing neighbourhoods, including open spaces, and the positive contribution to neighbourhoods. This may present opportunities to contribute to the Council's neighbourhood and climate objectives.

Equalities implications

22. The proposed Housing Landlord ASB strategy improves the response to ASB and hate crimes for victims of such behaviour. Reports of ASB are more often made by vulnerable people, and those with protected characteristics. The reporting process considers the needs of people with different backgrounds and needs, and a flexible and priority-based approach is defined by the policies, and the Council's aims are to positively support vulnerable people.
23. The Equalities Impact Assessment demonstrates that the only impacts are expected to be positive or neutral to those households with protected characteristics. Refer to Appendix 3 for the Equality Impact Assessment

Crime and disorder implications

24. It is anticipated there will be potential indirect and direct positive impacts on the Council's tenants and neighbourhoods. The interventions proposed are likely to lead to an initial increase in the number of cases prosecuted in the courts, or by the Police, whilst long term interventions proposed should lead to a long-term reduction in crime and disorder.

Data protection / Information governance / ICT implications

25. The collection, retention and deletion of Tenant data is governed by GDPR and associated guidance. All data will be collected and maintained in line with the required legislation.

New Forest National Park / Cranborne Chase National Landscape implications

26. The new approach to ensuring the Housing Service positively contributes to housing neighbourhoods may involve increased partnership working with the National Park Authority.

Conclusion

27. The strategy will inform a longer-term framework of service delivery and partnering with local agencies and support in aligning our goals and resources with the corporate plan objectives.
28. The Policies are required in the shorter-term at a service level to improve service delivery and outcomes. Once the strategy is fully adopted the Policies will be updated in line with any changes required and will be continuously reviewed.
29. The Strategic Director for Housing and Communities will have authority to make amendments in consultation with the Portfolio holder for Housing.
30. The policies will support the Council by:
 - Meeting the expectations of the regulatory framework,
 - Providing Neighbourhood Housing Officers a best practice procedural framework to follow
 - Providing tenants with a transparent victim centred process that seeks to resolve their reports with a range of measure to help resolve their case.

Appendices:

Appendix 1 – ASB Strategy 2026-2029

Appendix 2 – Consultation outcome

Appendix 3 – Equality Impact Assessment

Background papers:

[Agenda for Cabinet on Wednesday, 5th February, 2025, 10.00 am Council Services](#)