

Classification: Open	Decision Type: Assurance
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Report to:	Housing Advisory Board	Date: 10 September 2026
Subject:	Anti-Social Behaviour (ASB) and Tenancy Management Report	
Report of	Kimberley Partridge, Head of Housing and Neighbourhood Services	

Summary

1. This report provides a overview of ASB demand, performance, and case management activity. It highlights the main drivers of the current caseload, identifies areas with the highest levels of ASB, reviews enforcement and intervention activity undertaken during the quarter, and outlines the actions being taken to improve service performance and outcomes for residents.
2. The report also includes tenancy management performance, highlighting service improvements achieved during the period, as well as areas of concern that require ongoing attention and action.

Recommendation(s)

3. To note the contents of Performance Report.

Reasons for recommendation(s)

4. The report provides an update on Anti-Social Behaviour and tenancy management performance, progress against the Housemark Improvement Action Plan, key areas of demand and the actions being taken to improve services and support tenants.

Alternative options considered and rejected

5. None. This report is provided for information, assurance and scrutiny purposes only. No decision is required.

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Background

6. Following the Housemark review of Housing Services Anti-Social Behaviour service, an improvement action plan was developed to strengthen governance, case management, performance monitoring and customer experience. This report provides an overview of both ASB and tenancy management performance, progress against the improvement plan, current demand, enforcement activity and planned actions to support continuous service improvement.

Performance Highlights

7. We have continued to increase our visibility on estates through action days, targeted events and regular walkabouts. We engaged tenants through our ASB Forum and developed an action plan to improve our cleaning and grounds maintenance service following feedback from the recent tenant survey.
8. We also began engaging with tenants in our sheltered schemes to identify service improvements, including the installation of passive infrared (PIR) sensors to help support tenant wellbeing and safety.
9. We achieved positive outcomes in several complex cases, including securing the eviction of a tenant following years of ongoing issues and rehousing a tenant with significant hoarding needs into supported accommodation, enabling us to regain possession of the property.
10. In Radcliffe, we introduced weekly walkabouts and worked with partner agencies to address high levels of ASB and criminal activity through targeted interventions and enforcement action.

Housemark Action Plan

11. We made strong progress during Quarter 1 (April to June 2026) in delivering the ASB Improvement Action Plan following the Housemark review. We completed all 56 Quarter 1 actions, together with five Quarter 2 actions and one Quarter 4 action.
12. Our work has focused on strengthening governance, improving case management, enhancing performance monitoring and improving communication with tenants.
13. During the quarter we introduced end-of-case satisfaction surveys, strengthened management oversight through regular audits and case reviews, and improved performance reporting. We also launched a new "You Said, We Did" approach to demonstrate how tenant feedback and complaint learning are shaping service improvements.

14. To improve consistency and accountability, we introduced new Housing Officer checklists, management audits and revised case management processes. These changes are helping officers follow procedures consistently and maintain compliance throughout the life of a case.

ASB Performance

15. We continue to monitor all ASB cases closely. Managers review new cases each week to ensure officers complete the required actions when opening a case. Monthly review meetings also take place between managers, the Enforcement Team and Housing Officers to review case progress and address any issues. This approach has led to a clear improvement in compliance and case management standards.
16. In Quarter 4 2025/26, only 32% of cases had a completed risk assessment. During Quarter 1 2026/27, completion rates improved significantly to 83%. Action plan compliance remained strong at 85%.
17. Contact arrangements were not previously monitored. During Quarter 1 there were 89 live ASB cases. Officers agreed contact arrangements in 50% of cases. While this represents progress, further work is required to ensure a contact arrangement is agreed with every tenant when a case is opened.

ASB Transactional Surveys

18. Between April and June 2026, we closed 65 ASB cases. We attempted to contact 38 tenants, representing 58% of closed cases, and completed surveys with 11 tenants.
19. Customer satisfaction was 73% across all three measures: handling of the case, communication throughout the case and the final outcome.
20. Although satisfaction has fallen slightly from Quarter 4 2025/26, the number of completed surveys remains too low to draw firm conclusions. To improve response rates, we introduced telephone surveys in March 2026. We will continue to review our approach to ensure we receive enough feedback to provide a representative picture of customer experience.
21. The most common criticism related to communication. Two complainants felt they had not received sufficient updates during their case. One stated they were dissatisfied with the outcome after enforcement action was taken against them.

Enforcement Activity

22. We have continued to take firm action where serious or persistent anti-social behaviour affects residents and cannot be resolved through informal interventions.

23. Over the last 12 months we have secured:

- One Possession Order for persistent anti-social behaviour involving loud music and threats towards neighbours.
- Two active injunctions relating to assaults and serious threats of violence.
- Two further injunction applications involving threats towards staff and incidents of physical violence.
- Five Community Protection Warnings covering harassment, dangerous parking and poor garden maintenance.
- Two Community Protection Notices following breaches of earlier warnings. One of these cases is now being supported by Greater Manchester Police through a Criminal Behaviour Order application.
- Three Absolute Ground Possession cases that resulted in tenants surrendering their tenancy before court proceedings. Two further cases are progressing.

24. We have also taken legal action to gain access for essential gas safety inspections. This included eight Letters Before Action, four injunction requests and one case progressing to a court hearing.

25. These results demonstrate our commitment to protecting residents and addressing serious breaches of tenancy conditions. During Quarter 2, we will increase communication about enforcement outcomes to reassure residents and encourage reporting where issues arise

Tenancy Support

26. During Quarter 1, we managed 103 tenancy support cases, with 12 cases successfully closed following positive outcomes for tenants. Support provided included helping tenants to sustain their tenancies, assisting with furnished tenancy arrangements, and delivering additional support to care leavers during the early stages of their tenancies. New tenancies involving care leavers are closely monitored to ensure appropriate support is in place, helping to promote tenancy stability and successful independent living.

Annual Tenancy Visits

27. Over the last 12 months, we have completed or attempted 2,609 tenancy visits, helping us maintain visibility within our neighbourhoods and build relationships with tenants.

28. In Quarter 1, we achieved 81% of our tenancy visit target, completing 789 visits against a target of 969. This is a reduction from the previous quarter, when we exceeded our target, achieving 975 visits.

29. This decline is largely due to ongoing sickness absence within the team. On average, we have around four full-time equivalent officers absent at any one time, which continues to impact our capacity and service delivery this is impacted further by the increase in leave over the school holidays. We are working closely with our HR colleagues to provide the right support to employees and take appropriate action to minimise the impact on performance.

Actions Moving Forward

30. We will continue to strengthen performance management, improve data quality, and target resources where they are most needed. Our key priorities are to:

- Continue regular case audits and Head of Service reviews to improve compliance, case progression, and quality assurance.
 - Improve the quality of equality, diversity, vulnerability, and customer profile data.
 - Ensure risk assessments are completed and reviewed throughout the life of every case.
 - Continue to focus our resources and interventions in identified hotspot locations, including Ribble Drive and areas of Radcliffe.
 - Strengthen customer insight by improving survey response rates and reviewing feedback, complaints, and outcomes to identify service improvements.
 - Continue to communicate enforcement outcomes to residents, providing reassurance and encouraging reporting.
 - Deliver and monitor the Housemark Improvement Action Plan through regular performance reviews.
 - Further develop the ASB Tenant Forum and use resident feedback to shape service delivery and policy development.
 - Increase tenant engagement and visibility through additional housing drop-ins, action days, tenancy visits, and targeted door-knocking activities.
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Links with the Housing and Corporate Priorities:

This report supports the Let's Do It! Strategy by helping to create safer communities and improve tenants' quality of life through effective management of anti-social behaviour.

It also supports Let's Do Housing by promoting safe and sustainable tenancies, protecting vulnerable residents, and improving the quality and responsiveness of housing services.

Tenant voice

Tenant feedback has helped shape improvements to the ASB service during Quarter 1. Feedback from satisfaction surveys, complaints and case reviews has highlighted the importance of timely communication and regular updates. In response, we have strengthened case management processes, introduced end-of-case satisfaction surveys, launched a "You Said, We Did" approach, and established an ASB Tenant Forum to help inform future service improvements and policy development.

Equality Impact and Considerations:

An Equality Impact Assessment is not required as this report is for information only and does not propose any change to policy or service delivery. No adverse equality impacts have been identified.

Environmental Impact and Considerations:

*Please provide an explanation of the Environmental impact of this decision. Please include the impact on both **Carbon emissions** (contact climate@bury.gov.uk for advice) and **Biodiversity** (contact S.Tinsley@bury.gov.uk and Dennis.whittle@bury.gov.uk for advice)*

This report is for information only and does not propose any changes to policy, services or assets. As such, there are no direct impacts on carbon emissions or biodiversity arising from the recommendations within this report.

Assessment and Mitigation of Risk:

Link to Housing Strategic risk register = make sure you use risks that are on the housing strategic risk register

Risk / opportunity	Mitigation
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Failure to effectively manage Anti-Social Behaviour (ASB) cases in a timely manner. Poor case management could increase risk to tenants and staff, reduce customer satisfaction and result in complaints, Housing Ombudsman findings and reputational damage.	Regular case audits, monthly performance reviews and management oversight are in place to ensure compliance with policy and procedures. The Housemark Improvement Action Plan has strengthened governance, case management and performance monitoring. Risk assessments, action plans and customer contact arrangements are routinely reviewed, and the forthcoming QL system upgrade will further improve performance reporting and case oversight.
Failure to support vulnerable tenants at risk of, or experiencing, ASB. Failure to identify and support vulnerable residents could lead to increased harm, tenancy failure, reduced trust in the service and poorer outcomes for affected tenants.	Officers complete risk assessments and work closely with safeguarding services, Adult Social Care, Greater Manchester Police and other partner agencies to identify and support vulnerable tenants. Regular case reviews and management oversight help ensure appropriate support and interventions are put in place at the earliest opportunity.
Email and call retention and reliance on manual recording of customer interactions. Failure to record contacts and evidence on QL could result in information being unavailable after retention periods expire, affecting legal cases, complaints investigations and regulatory compliance.	Housing Services continues to reinforce the requirement for officers to record all customer contacts and case activity on QL. Retention arrangements and staff awareness help mitigate the risk, while system improvements will strengthen record keeping and case management.

Procurement Implications:

None

Legal/ Regulatory Implications:

The report provides assurance to the HAB on the progress we are making towards meeting the regulatory outcomes under the Neighbourhood and Community Standard. The required outcomes for ASB are;

'Registered providers must work in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle anti-social behaviour (ASB) and hate incidents in the neighbourhoods where they provide social housing.'

Financial Implications:

None

Appendices:

Please list any appended documents (please save these as clearly labelled separate documents in the Teams folder).

None

Background papers:

Please list any background documents to this report and include a hyperlink where possible.

None

Please include a glossary of terms, abbreviations and acronyms used in this report.

None identified

Term	Meaning