

1. Here's what we were looking to find

We wanted to understand how Anti-Social Behaviour (ASB) and Hate Crime reports are handled – from the moment a resident reports an issue to the point it is resolved. The panel wanted to see whether the process is clear, consistent and fair, and whether residents feel supported, informed and protected throughout.

We also reviewed the wider approach: how cases are recorded, how information flows between teams, how long cases stay open, how risk is assessed, what support is given to victims, how evidence is stored, and whether the ASB Policy matches best practice across social housing.

2. Here's the evidence we looked at

To understand the process, we reviewed:

- ASB and Hate Crime policy, processes and flowcharts.
- Rubixx system capability and the process of how ASB information is recorded (ensuring we complied with data protection requirements).
- Presentations from the Senior Housing Manager on ASB types, risks and response times.
- Data from Tenant Satisfaction (TSM) / STAR surveys and internal reporting.
- Interviews with Customer Service Centre staff, Neighbourhood Managers and Scheme Managers.
- Presentations on how Supported Housing manages ASB.
- Research into other social housing landlords, police guidance and government definitions.
- Information about training, legal processes, and community approaches to prevention.

We also looked at how easy it is for residents to report ASB through the website and customer portal.



3. Here's the outcome

What we found

- ASB cases are not always recorded consistently, meaning incidents may be missed or mis-categorised.
- Customer Service staff need clearer prompts to collect the right information first time.
- Rubixx lacks some features needed to store evidence clearly and in order.
- Communication with residents during cases varies, including follow-up and clarity about next steps.
- Website and portal information is hard to find and not always accessible.
- Some letters, documents and policies are outdated and need refreshing.
- Case timescales and escalation routes are not always clear or easy to follow.
- Staff training is inconsistent and there is a need for regular refreshers.
- Community engagement and prevention activity could be stronger.

4. Our recommendations – in simple terms (topic-specific themes)

1. Reporting and First Contact

Customer Service should use a clear prompt sheet and questions to assess risk so important information is captured consistently from the first call.

2. Risk Assessment and Prioritisation

All cases should be risk-assessed quickly to identify high-risk or vulnerable residents, with clear actions and timescales.

3. Recording and Systems (Rubixx)

Rubixx should allow multiple complainants, store letters, and record incidents in chronological order so evidence is complete and court-ready.

4. Communication and Resident Information

Residents should easily find ASB information online, understand the process, and know what to expect after making a report.

5. Policies, Procedures and Documentation

Documentation should be kept up to date, clearer definitions adopted, and consistent templates used for letters and action plans.

6. Partnership and Enforcement

We should strengthen links with police and other agencies so high-risk cases progress quickly and enforcement is applied when needed.

7. Training and Support for Staff

ASB training should be mandatory, refreshed regularly, and cover how to record, manage and communicate cases effectively.

8. Community Prevention and Engagement

More community activities and awareness campaigns should be used to reduce ASB and help residents feel safe.

5. What this means for residents

These improvements aim to make ASB and Hate Crime reports **easier to make, quicker to assess and clearer to follow**, with better support for victims and more consistent recording of evidence.

They will help make communities safer, improve communication and ensure residents feel listened to and protected throughout the process. T4R will continue to follow up on progress as changes are introduced.