

Anti-Social Behaviour (ASB) Action Plan – What This Means for Tenants (2026–2027)

Our commitment to tenants

We know that anti-social behaviour (ASB) can have a serious impact on people's lives, affecting how safe they feel in their home and community. Tackling ASB is therefore a key priority for Lancaster City Council.

This summary sets out:

- what we are doing to improve how ASB is handled,*
- what tenants can expect from the service, and*
- how we are making sure learning from complaints leads to real change.*

*This plan covers **2026–2027** and builds on improvements already made over the last year.*

What is ASB?

ASB includes behaviour that causes nuisance, harassment, alarm or distress to others. This can range from noise nuisance to more serious behaviour such as harassment, threats, hate-related incidents or behaviour linked to domestic abuse.

Not every neighbour dispute is ASB, but where behaviour meets the threshold, we are committed to responding proportionately, fairly and consistently.

What we are improving in the ASB service

1. Clearer and fairer decision-making

We are improving how decisions are made and explained so tenants understand:

- whether their report is being treated as ASB or a neighbour dispute,*
- what action we can and cannot take, and*
- why certain steps are being taken.*

This helps avoid confusion and ensures cases are handled consistently.

2. Better communication with victims

Tenants reporting ASB can expect:

- timely updates about their case,*
- an agreed communication plan for more complex cases,*
- clearer explanations about what will happen next.*

For high-risk cases, including repeat incidents, we are strengthening contact standards to ensure victims feel supported throughout the process.

3. A stronger focus on victims and vulnerability

We are embedding a trauma-informed approach, recognising that ASB:

- *can be distressing,*
- *may involve vulnerable tenants, and*
- *sometimes overlaps with domestic abuse or hate-related behaviour.*

Where domestic abuse or hate behaviour is identified, cases are managed with enhanced care, support and follow-up, and we work closely with partner agencies where appropriate.

4. Learning from complaints and feedback

We are committed to learning when things go wrong.

Each year we will:

- *review ASB-related complaints and Housing Ombudsman decisions,*
- *identify what could have been handled better,*
- *make changes to improve the service.*

We will share this learning with staff and use it to improve future practice. This helps reduce repeat issues and strengthens accountability.

5. Improving performance and transparency

We are making better use of data to understand:

- *how long cases take to resolve,*
- *where problems are recurring,*
- *what issues drive dissatisfaction.*

This helps us:

- *target prevention and early intervention,*
- *identify hotspots on estates,*
- *improve service outcomes over time.*

We will also provide clearer, tenant-facing updates on ASB performance.

6. Early intervention and prevention

Where possible, we will focus on resolving issues early before they escalate. This includes:

- mediation where appropriate,*
- working with tenants to agree practical solutions,*
- partnership working with the police and other agencies.*

Preventing escalation benefits everyone and helps maintain positive communities.

7. Equality, accessibility and reasonable adjustments

We are reviewing ASB processes to ensure we meet Equality Act duties.

This means:

- considering reasonable adjustments for tenants who need them,*
- ensuring reporting ASB is accessible,*
- checking outcomes for vulnerable tenants to ensure fairness.*

No tenant should be disadvantaged when accessing ASB support.

8. Supporting staff to deliver a good service

ASB cases can be complex and challenging. We are supporting staff through:

- reflective supervision,*
- learning from real case reviews,*
- strengthened support for handling domestic abuse cases.*

This helps ensure decisions are consistent and professionally sound.

What tenants can expect from the ASB service

When you report ASB, you can expect:

- your concerns to be taken seriously,*
- a fair and proportionate response,*
- clear communication about what action can be taken,*
- learning from feedback and complaints to improve the service.*

Not all issues can be resolved in the way a tenant might hope, but decisions will be explained clearly and respectfully.

How we monitor progress

Progress against this Action Plan is:

- *reviewed quarterly by managers,*
- *reported through Council governance routes,*
- *used to shape future service improvements.*

An annual summary will be produced to confirm what has been achieved and what still needs to improve.

Working with tenants

Tenant feedback is central to improving the ASB service. We will continue to:

- *engage with tenants through panels and forums,*
- *use complaints and satisfaction data to shape change,*
- *publish clear information about what tenants can expect.*

In summary

- *ASB remains a key priority for the Council*
- *The focus is on **quality, fairness and victim experience***
- *Learning from complaints is driving real improvement*
- *Transparency and accountability are central to the service*

If you would like more information about reporting ASB or what support is available, please contact the Council Housing team.