

Anti-Social Behaviour (ASB) Action Plan 2026–2027

Partner-Facing Summary

Lancaster City Council – Council Housing Community Safety Team

1. Purpose of this summary

This document provides partners with an overview of Lancaster City Council's ASB priorities for 2026–2027, including:

- *how ASB will be assessed and managed by Housing,*
- *expectations for partnership working,*
- *areas of service improvement following complaints and scrutiny,*
- *our approach to vulnerability, domestic abuse and safeguarding.*

It is intended to support clearer coordination, shared understanding and better outcomes for victims.

2. Strategic context

The ASB Action Plan has been developed in response to:

- *increased complexity and risk in ASB cases,*
- *learning from Housing Ombudsman decisions and complaints,*
- *Tenant Satisfaction Measure (TSM) feedback,*
- *regulatory expectations under the Neighbourhood & Community Standard,*
- *the need to evidence sound, proportionate decision-making.*

The focus is on quality, consistency and outcomes, rather than case volume.

3. Core principles of the Council's ASB approach

Partners can expect the Council's ASB response to be guided by:

- *Victim-first and harm-centred practice*
- *Threshold-led decision-making (ASB vs neighbour dispute)*
- *Proportionality – early intervention where appropriate, enforcement only where justified*

- *Trauma-informed practice, particularly in vulnerability and DA/DV cases*
- *Clear recording and rationale for decisions taken or not taken*

4. ASB case handling – what partners can expect

Assessment and response

- *All ASB reports are assessed for harm, risk, severity and impact.*
- *Not all reports meet the legal or policy threshold for ASB enforcement.*
- *Where behaviour does not meet ASB thresholds, alternative routes (support, mediation, advice) may be explored.*

Communication

- *Victims are provided with clear explanations of:*
 - *what action is possible,*
 - *what evidence is required,*
 - *why certain actions may not be progressed.*
- *Communication plans are strengthened for complex and high-risk cases.*

5. Domestic Abuse and high-risk cases

The Action Plan places specific emphasis on DA/DV-linked ASB, recognising that these cases require a different approach.

Key commitments include:

- *consistent identification and flagging of DA/DV within housing and ASB casework,*
- *enhanced victim contact and follow-up,*
- *alignment with safeguarding and MARAC processes,*
- *clear escalation where housing action may be required to support safety (e.g. support, sanctuary, rehousing consideration).*

Housing decisions will be informed by risk, safeguarding information and partnership intelligence.

6. Quality assurance and learning

To strengthen confidence across agencies, the Council has introduced:

- *a formal ASB Quality Assurance framework,*
- *regular case audits focusing on:*
 - *risk assessment,*
 - *proportionality,*
 - *communication standards,*
 - *timeliness,*
- *structured learning from complaints and Ombudsman cases.*

This ensures recurring issues are identified and addressed at service level, not case by case.

7. Partnership working – expectations and outcomes

The Action Plan prioritises outcomes over attendance.

For partners, this means:

- *clearer understanding of the Housing role and limits of housing enforcement,*
- *shared responsibility for victim outcomes,*
- *better alignment between criminal, civil and safeguarding responses,*
- *housing considerations clearly evidenced in multi-agency discussions (e.g. MARAC).*

Information sharing is expected to support earlier intervention and safer decision-making, not to drive disproportionate enforcement.

8. Data, monitoring and accountability

ASB performance and outcomes are monitored through:

- *enhanced case tracking and data quality standards,*
- *analysis of repeat reporting and hotspot locations,*
- *regular reporting to senior management and Members.*

This enables strategic oversight and evidence-based service improvement.

9. Equality and accessibility

The Council is committed to ensuring ASB services are:

- *accessible to all tenants,*
- *compliant with Equality Act duties,*
- *responsive to the needs of vulnerable residents.*

Reasonable adjustments are actively considered and recorded within casework.

10. What this means for partners

By sharing this Action Plan, the Council aims to:

- *improve consistency between agencies,*
- *reduce misunderstanding about housing powers and thresholds,*
- *support coordinated, proportionate responses,*
- *strengthen safeguarding and victim outcomes.*

Partner feedback is welcomed and will inform future service development.

11. Key contacts

For ASB partnership enquiries:

- *Council Housing / Community Safety Team*
- *Existing Police and Community Safety liaison routes*
- *MARAC and safeguarding channels where appropriate*

Summary

The ASB Action Plan 2026–2027 sets out a clear, victim-focused and proportionate framework for housing-led ASB responses.

Sharing this Plan with partners supports transparency, mutual understanding and more effective joint working.