

Housing Management Antisocial Behaviour Policy

Analysis of stakeholder consultation and engagement

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**THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA**

Introduction

Background

We want all our residents to be able to enjoy their homes and surrounding areas and be able to sustain good relationships with their neighbours, to help grow healthy communities.

The draft antisocial behaviour policy lays out our approach to antisocial behaviour – how we work with those experiencing it and with those who may be causing it. It explains the different approaches we take to try to fix issues early on and also, what we do if things escalate and become more serious. We recognise the importance of fairness for all individuals involved and want to reach a positive outcome.

Methodology and report

An online survey was launched on the Council's Consultation and Engagement Hub and promoted via Housing communication channels, including posters, leaflets, e-newsletters and Housing Matters magazine. In addition, two in person resident discussion were organised and promoted to Housing residents.

The consultation was open from 3 March 2025 to 13 April 2025 and received a total of eight responses to the survey and four residents attended the in-person sessions in total.

This report analyses the feedback received.

Acknowledgements

The Council would like to thank all residents that took the time to participate in the engagement activities.

Survey Analysis



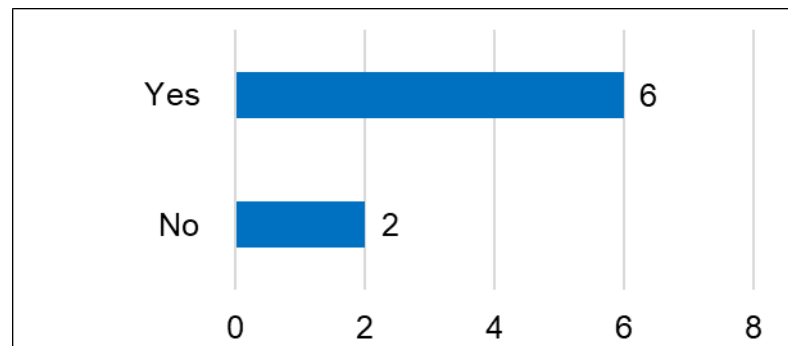
Analysis of survey responses

Ease of understanding

- Six respondents indicated that they found the draft antisocial behaviour policy clear and easy to understand.
- Two respondents did not agree and went on to comment:

“It doesn’t consider other criminal activities like stealing, trespassing and destruction of private property.”

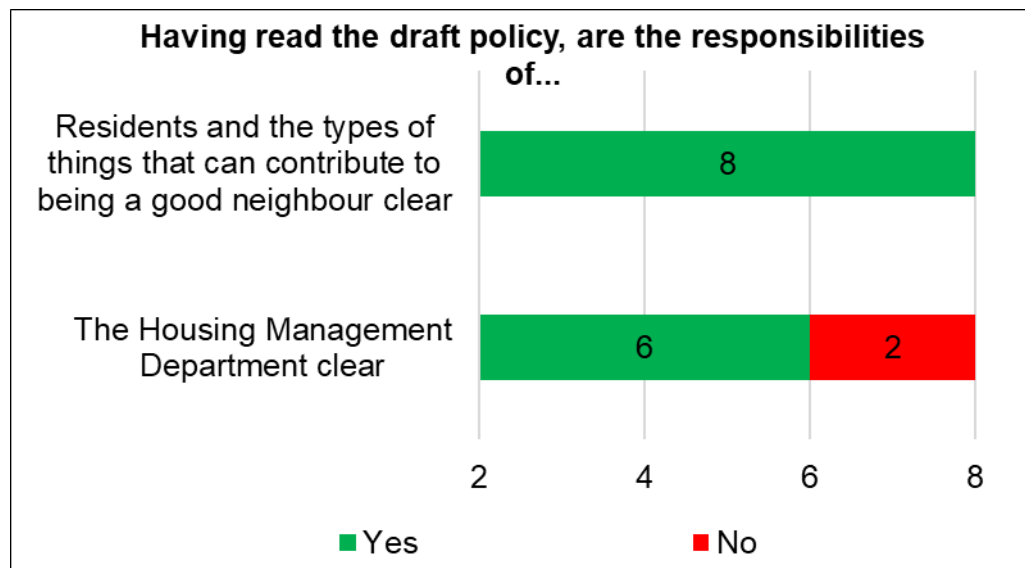
“It seems to Britten from the point of view of, and in the language of, Council Officers.”



Responsibilities

- All respondents felt that the responsibilities of residents were clear.
- The majority of respondents (six) also felt that the responsibilities of the Housing Management Department were clear.
- However, two disagreed and one respondent went on to comment:

“We don’t know who is the HMD and it is difficult to contact them.”



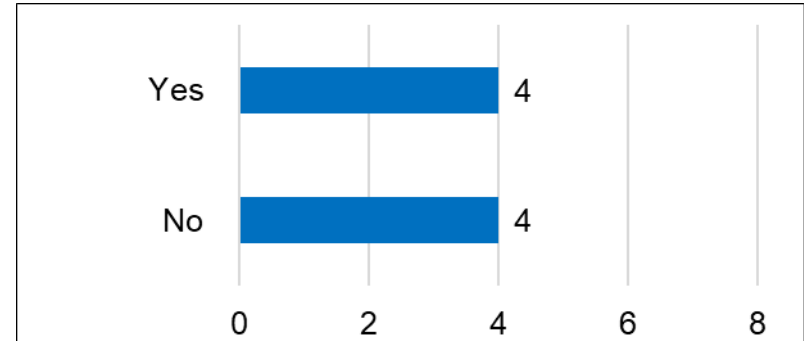
Analysis of survey responses

Preventing and minimising antisocial behaviour

- Half of the respondents felt that the policy will prevent and minimise instances of antisocial behaviour.
- However, half did not and five went on to comment:

“It does not address the key barriers to residents reporting ASB: fear that they will be identified and targeted by the perpetrators of the ASB, lack of faith in outcomes, and many people don't know how to report ASB in the first place.”

“It needs more security in our streets. We have criminals and thieves wearing balaclavas, riding electrical bicycles running our street. There is not one policemen to be seen.”



“NB: Although the policy, on its own, may not prevent antisocial behaviour, I fully support a more firm stance on this problem.”

“The policy provides a solid framework but lacks concrete mechanisms for real-time response, local deterrence, and visible authority presence in hotspot areas. Without integration with monitored CCTV, rapid intervention (via local patrols or wardens), and coordination with community-led initiatives, the policy risks being reactive rather than preventative.”

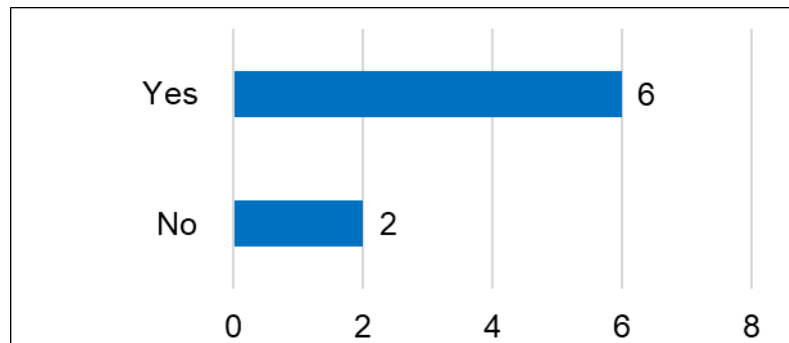
“There needs to be a credible threat of tenancy termination. Non leaseholder tenants have less “skin in the game” than leaseholders and therefore less incentive to behave as a good neighbour.”



Analysis of survey responses

Improving the satisfaction around the handling of antisocial behaviour cases

- Six respondents felt that there was something the Council could change or add to the policy to improve satisfaction around the handling of antisocial behaviour cases and five went on to comment:



“Confidentiality—many residents believe that case details are not secure. A clear path and timeline towards a resolution—many residents are confused about what might happen and when their case might be resolved.”

“1. The policy lacks real-time response mechanisms (e.g. monitored CCTV + rapid patrol action). 2. It should formally support collaboration with local Residents’ Associations and initiatives like Safer Chelsea. 3. Parking wardens or council staff could be trained to act as visible safety patrols. 4. WhatsApp groups with vetted residents/businesses should be integrated into ASB reporting structures. 5. Chelsea Green and nearby streets are ASB hotspots and deserve more focused patrols. 6. Stronger links are needed with King’s Road Partnership BID and local patrol schemes.”

“Add stronger emphasis on: Partnership with Residents’ Associations and initiatives like Safer Chelsea to ensure local intelligence is used. Live-monitored CCTV in public areas with direct links to patrols and police. Use of dual-role personnel, such as parking enforcement officers trained to escalate safety concerns. Community safety WhatsApp networks for vetted businesses/residents to report and escalate issues rapidly.”

“When the ASB policy is confirmed, Residents should be notified in writing how to report ASB and to whom. The draft policy states residents should report ASB to their Neighbourhood Housing officer. They need to be informed who their respective NHO is.”

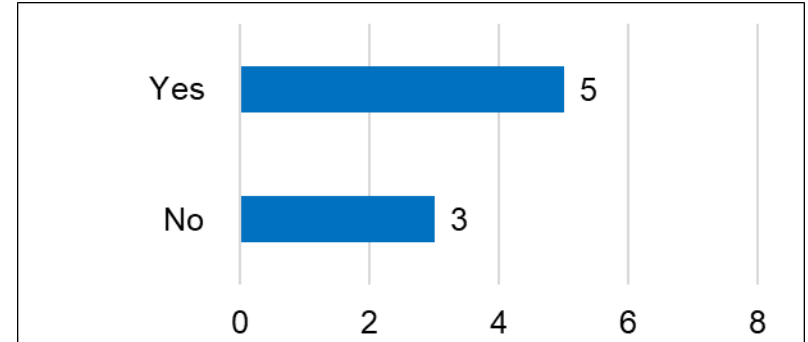
“Set out clear criteria and timeframe for tenant expulsion.”



Analysis of survey responses

Covered by the policy

- Respondents were asked if there was anything they expected to see covered by the policy that has not been. Five felt there was something missing and three did not.
- Four respondents went on to comment, plus one that asked for earlier points to be referred to:

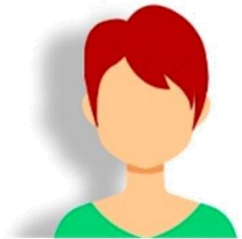


"Safety of complainants while case review is in progress. Commitment to clear and regular updates."

"1. The policy lacks real-time response mechanisms (e.g. monitored CCTV + rapid patrol action). 2. It should formally support collaboration with local Residents' Associations and initiatives like Safer Chelsea. 3. Parking wardens or council staff could be trained to act as visible safety patrols. 4. WhatsApp groups with vetted residents/businesses should be integrated into ASB reporting structures. 5. Chelsea Green and nearby streets are ASB hotspots and deserve more focused patrols. 6. Stronger links are needed with King's Road Partnership BID and local patrol schemes."

"More detail on noise and the requirement for rugs in all rooms, limits on the number of flat occupants and management's right to inspect."

"The policy should explicitly include: A commitment to support neighbourhood-led patrol pilots and co-funding private security where public resources fall short. A mechanism for fast police response to ASB escalated via monitored CCTV or authorised community reps. Guidelines on how business CCTV and BID patrols can be integrated into council response strategies."



Analysis of survey responses

Other comments made

Respondents were asked if there was anything else they would like to say in relation to the draft policy, four respondents commented:

"All of the above. I was a victim in the middle of the day on Sunday, 100 yards from my house in [address removed] and there was nobody around able to help me catch my attacker ... policy contacted me 24 hours and admitted they're not able to help."

"I respect that the council is trying its best to act against this problem. On its own, it faces a difficult challenge as I feel many feel that their behaviour can go ahead without challenge. The law has a part to play here and I appreciate it is sometimes difficult as individual rights and needs play a part. I support any steps taken to minimise this issue, we all have a right to live in peace, without the fear of antisocial behaviour."

"The policy would be more effective if it acknowledged the disparity between statistical crime rates and residents' perceptions of safety. It should support early intervention, prioritise hotspot areas like Chelsea Green, and create structured synergies with BID schemes (e.g. King's Road Partnership), community patrols, and resident groups. The emphasis must shift from merely documenting ASB to actively deterring it with a visible, connected, and locally informed presence."

"2.4 Residents who are experiencing antisocial behaviour and report such incidents to Housing Management will be supported and their concerns fully addressed. — There needs to be a dedicated phone number / email address for reporting ASB. Residents need to feel confident that their issue will be handled by a trained ASB specialist and nobody else (e.g. they should not be asked to outline their complaint or even give their name and address to a customer service agent)."

6.3 Housing Management will use all appropriate interventions and tools, to address reports of ASB reasonably and proportionately, to minimise nuisance going forward. — "minimise" seems too weak. "Eliminate" would be a better aim."

7.2 Housing Management will adopt a harm centred approach to deciding on whether something is ASB, considering both the behaviour type and the impact that this is having on the victim/s. — need to define "harm-centred approach".



Analysis of survey responses

Continued from overleaf...

9.1 Reports can be made directly to the Neighbourhood Management Team, via email, phone or by visiting one of our local housing offices. — again, residents do not trust that details of their case may be widely discussed. Please see my comment at 2.4, above.

9.2 All reports of criminal activity must be reported to the Metropolitan Police in the first instance and then to Neighbourhood Management. We will liaise and support the Police with their investigation, as well as manage the reports in line with this policy. — reporting procedures are too complicated. Residents cannot be expected, at times of high stress, to know that they must report an incident first to the police, then the Council.

10.1 Installing noise monitoring equipment may be offered to assist in an investigation. — in reality, how often is noise monitoring equipment installed?

13.2 If possible, the resident should reference the previous case number or relevant dates, so we can link up the information on our systems. — this is unnecessary and onerous—it puts the responsibility back on the victim.

14.5.1 Where there are instances of ASB activity on an estate or specific area, we will carry out joint visits with residents and other relevant partners to identify improvements, repairs and additional security that may benefit an estate / area. We will work closely with Police who can support in developing Design out Crime reports. — in reality, does this happen?

14.8.2 and 14.8.4 — clauses are missing from the policy document.

18.2 To raise an ASB Case Review you must have reported anti-social behaviour to the Council, Police and/ or a registered housing provider three times about separate incidents within the last six months, with the most recent incident having occurred in the last month. — again, way too complicated. The onus to raise a case review should not be on the complainant. The case review process should be explained to the complainant and subsequently offered by the ASB team.

18.4.1 ASB cases will be logged, managed and reported on through our Customer Relationship Management system (CRM) and will be kept in line with data retention schedules. — how confidential is this data. Who can access it?"



Analysis of survey responses

About the respondents

- Three respondents are leaseholders, two are Council tenants, two owner occupiers and one a private renter.
- Four respondents were male and four female
- Five respondents described their sexuality as straight/heterosexual, one as gay/lesbian and two preferred not to say.
- Five respondents were aged 55-64, one 35-44 and one 45-54, whilst one preferred not to say.
- Three respondents described their ethnicity as White - English/Welsh/Scottish/Northern Irish or British. Three described their ethnicity as White European, one as White – Other and one as Chinese.
- Four respondents described their religion as Christian, one had no religion or belief and three preferred not to say.
- Two respondents indicated that they had a physical or mental health condition.

Resident discussions feedback



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Summary of resident discussions

In addition to the survey, two in person sessions were held. These were opportunities for a more in depth discussion on the draft policy and residents' views more generally on antisocial behaviour issues. In total four residents attended, three to one session and one to the other. The below is a summary of the feedback from the sessions.

Points raised

Reporting process

- There is no dedicated antisocial behaviour contact number or email. Reporting route through customer service creates opportunity for error and contact centre staff lack antisocial behaviour expertise.
- Residents asked the Council to consider the reporting journey from start to finish, keeping the resident experience in mind.
- Better use of technology to reduce burden on residents and ensure transparent handling of cases
- Consistency is important especially with historical evidence. All contact with residents and case progression must be logged centrally. Some examples given of text messages and emails sent to individual officers, and the 'corporate memory' being lost when officers leave.
- Not everything gets reported so antisocial behaviour can easily continue. A multi-agency approach is key – not just relying on police.
- Residents often delay reporting until issues escalate to crisis level.

Trust/confidentiality

- Residents raised questions around the Council's CRM system, where cases are held - who has access, how personal data is shared and if there is a need for role-based restrictions.
- Residents feel information is leaked or mishandled (lack of trust in data protection) and therefore fear being identified or targeted.
- First thing asked during reporting is name/address – discouraging anonymity/confidentiality.
- Residents should feel ownership and trust in the system, need both top-down system improvements and bottom-up resident engagement.



Summary of resident discussions

Tackling antisocial behaviour and raising awareness

- Neighbourhood Services Coordinators may need more anti-social behaviour training given their role in managing grade 3 and 4 cases.
- Improve signage about antisocial behaviour/good neighbour behaviours in communal spaces to help residents understand the ground rules/acceptable behaviour.
- Better promotion of estate inspections so that residents know they will see Council representation onsite.
- If Council knows someone is problematic before they enter a tenancy, taking a more focussed approach upfront/going forward including Tenancy Sustainment, Visiting Officers, Local Mental Health Support.
- Poor estate conditions can contribute to antisocial behaviour. Estate maintenance and repairs, help prevent antisocial behaviour and 'broken windows' theory.
- Suggestion for joint estate inspections with neighbourhood and antisocial behaviour officers to spot and address risks early.
- Proposal for Council-led design-out crime assessments on all estates with Police and resident involvement
- Residents wanted to understand the timelines for legal and non-legal tools (e.g. when do community protection notices expire?)
- Residents also shared positive examples of how antisocial or safety had been improved.

Policy

- The Policy document needs simplifying, it's very complicated.
- Residents raised comments on the language used in the draft policy and the need for Plain English. For example:
 - Sections like 7.2 "harm-centred approach" need plain language definitions
 - Terms such as 'housing-related nuisance' and 'ASB case review' should be clearly explained.
 - Technical references (e.g. "design out crime reports") need clarification for both residents and officers.
 - Under '4. The circumstances and vulnerabilities of the complainants/victims' section of the Policy, under 'Nuisance/non-ASB' the language should be changed to explain that residents may report nuisance/Non-ASB issues to their Neighbourhood Services Coordinator, to be managed outside of the antisocial behaviour process.
- Request to link Pet Policy with Antisocial Behaviour Policy.
- Suggestion to add a line at the end of antisocial behaviour definition to say "If experiencing this please report it".



Summary of resident discussions

Suggestions made

- Confidentiality and the treatment of sensitive information must be communicated clearly in the Policy.
- Simplify and humanise the reporting process.
- Clarify how reports are handled and joined up internally.
- Provide a leaflet to accompany the Policy, explaining the reporting process, and how to escalate concerns.
- Consideration for direct reporting/contact from residents to trained antisocial behaviour officers.
- Updates language to use Plain English and explain terminology and technical references such as “harm-centred approach”, ‘housing-related nuisance’, ‘ASB case review’. Updates to language under section 4 ‘The circumstances and vulnerabilities of the complainants/victims’ section’ to explain that residents may report nuisance/Non-ASB issues to their Neighbourhood Services Coordinator, who will manage these reports outside of the anti-social behaviour process.
- Clarity in the Policy on the Council’s role in investigating antisocial behaviour, and the role of the Police e.g. investigating crimes.
- Develop a simple poster about good neighbour culture/ground rules.
- There was a request for an easy read version to accompany the full policy, to increase accessibility and ease of use.
- Arrange further antisocial behaviour training for Neighbourhood Services Coordinators and other neighbourhood front line roles.
- Discuss with Neighbourhood Managers:
 - Use of Neighbourhood Team mailboxes for residents to email evidence.
 - How the estate inspections can be communicated and promoted to residents in advance.
 - How officers are alerted to potential vulnerabilities and issues before a tenancy begins, to ensure appropriate support and responses are put in place.

