SECTION THREE
GETTING STARTED

3.1 This section considers the information that landlords will need to collect and the issues that should be considered in order to create an accurate picture of the outcomes of actions taken to tackle ASB. The areas explored in this section are:

- case recording information
- effective ASB IT systems.

Case recording information

3.2 Landlords will record a variety of information on each ASB case they manage. This section emphasises the importance of recording information on ASB cases in the following areas (although landlords may choose to add others):

- geographical area of ASB
- categories of ASB
- complainant and perpetrator profiles
- survey respondent profile.

3.3 The information outlined above can be used by landlords to provide further analysis of the performance information collected (see Section 5), thereby enabling landlords to gain a better understanding of the ASB they are dealing with and how they might tackle it effectively.
Landlords should collect the information specified below – it is key information required to inform the delivery of a landlord’s ASB service.

Geographical area of anti-social behaviour

3.4 It is essential to record ASB data by geographical area, to enable ASB hotspots to be identified and resources to be targeted where they are needed most. Recording ASB by area will also enable landlords to identify early warning signs of an imminent problem, so allowing ASB to be pre-empted and tackled quickly.

3.5 Landlords should record ASB cases at the most local level possible. This enables a more accurate targeting of resources, as well as making it easier for landlords to identify the outcomes of actions taken to tackle ASB.

FIGURE 1: SUGGESTED GEOGRAPHICAL ANALYSIS OF DATA

<table>
<thead>
<tr>
<th>Level</th>
<th>Essential or recommended</th>
<th>Local authority/ALMO</th>
<th>Housing association</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Essential</td>
<td>Ward</td>
<td>Local authority</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Area or ward</td>
</tr>
<tr>
<td>2</td>
<td>Recommended</td>
<td>Ward and estate/sub area</td>
<td>Local authority</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Area or ward</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Estate or sub-area</td>
</tr>
<tr>
<td>3</td>
<td>Recommended</td>
<td>Ward, estate/sub area and postcode</td>
<td>Local authority</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Area or ward</td>
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<td></td>
<td></td>
<td></td>
<td>Estate or sub-area</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Postcode</td>
</tr>
</tbody>
</table>
Level 1 is the minimum level at which ASB data should be recorded in order to start building an accurate picture of ASB by area. Levels 2 and 3 enable a more precise breakdown, by estate/sub-area and postcode respectively, allowing landlords to build up a more localised picture of ASB.

Landlords should determine which geographical unit of measurement is most appropriate for their needs. For example, breaking down ASB data by estate will only be appropriate for landlords with stock on housing estates, whereas breaking down ASB data by sub-area will be more appropriate if stock is more widely dispersed. The ideal approach is to link ASB cases to a postcode or postcodes as this will enable an accurate picture of ASB by location to be identified and resources to tackle ASB targeted more effectively as a result.

Categories of anti-social behaviour

It is essential to record the incidence of ASB by type, in order to build up an accurate picture of ASB experienced in the landlord’s areas of operation. Landlords are recommended to use the HouseMark ASB categories (see Figure 2). The HouseMark categories were developed in close consultation with landlords to ensure that they reflect the reality of ASB reported.
FIGURE 2: HOUSEMARK ANTI-SOCIAL BEHAVIOUR CATEGORIES

A. Noise  
B. Verbal abuse/harassment/intimidation/threatening behaviour  
C. Hate-related incidents (based on race, sexual orientation, gender, disability, religion, age, etc.)  
D. Vandalism and damage to property  
E. Pets and animal nuisance  
F. Nuisance from vehicles  
G. Drugs/substance misuse/drug dealing  
H. Alcohol-related  
I. Domestic abuse  
J. Physical violence (other than recorded at I above)  
K. Litter/rubbish/fly-tipping  
L. Garden nuisance  
M. Misuse of communal areas/public space or loitering  
N. Prostitution/sexual acts/kerb crawling  
O. Criminal behaviour/crime (other than recorded elsewhere in A to N)

3.9 Landlords should record every category of ASB reported by a complainant in each case. This will mean that multiple categories of ASB may need to be recorded for an individual case (for example, one ASB case may involve noise (A); vandalism and damage to property (D); and domestic abuse (I)). This approach is essential to ensure that an accurate picture of ASB is built up.

3.10 Data on ASB by category and geographical area will enable landlords to target resources where they are needed most. Use of the HouseMark ASB categories will also develop greater consistency in measuring types of ASB throughout the sector.

3.11 Landlords may choose to break each category of ASB into sub-categories to reflect local issues more specifically. Figure 3 provides an example of how the categories can be broken down in this way.
Dividing categories of ASB into sub-types will also enable landlords to align their recording systems with agencies such as the police. For example, the police use ‘The National Standard for Incident Recording’\(^2\) and many of its categories can be mapped across to the housing-specific HouseMark ASB categories.

**Complainant and perpetrator profile**

3.13 Information about complainants and perpetrators is essential to identify trends in their characteristics. This is information that can be used to assist in proactively targeting resources, for example:

- **Tackling ASB by perpetrator type** – the perpetrator profile may highlight that ASB is being carried out by young people aged between 10-14 years in a particular postcode area. This information could be used to target positive activities in that sub area to reduce ASB by that specific target group.

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Providing tailored support to complainants – the complainant profile may highlight that a particular minority ethnic group is more likely to be an ASB complainant on a particular estate. Resources could be targeted at investigating why this is the case and providing tailored support to meet their particular needs.

3.14 Landlords should collect the following information about complainants and perpetrators wherever possible:

- Age
- Gender
- Ethnicity
- Tenure (eg social housing tenant; private rented tenant; owner occupier; leaseholder; other)
- Occupancy/tenancy type (eg assured, secure; starter; introductory; demoted; assured shorthold; owner occupier; leaseholder)
- Physical disability (type of physical disability)
- Mental health condition (type of mental health condition)
- Sexual orientation
- Religion
- Dependants (children or/and adults)
- Other household members
- Staff member (yes/no – complainant only)\(^3\)
- ASB cases perpetrated in previous 12 months
- ASB complaints made in previous 12 months.

3.15 The collection of complainant and perpetrator profile information will also assist landlords in equality and diversity\(^4\) requirements and maintain accurate and up to date information about their residents for use by the whole organisation. Landlords should also ensure that data protection issues are considered as required.

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3 The Respect Standard states that landlords should adopt a zero tolerance approach to physical and verbal abuse of staff. Landlords should record cases of physical or verbal abuse of staff in the same manner as they would record a similar incident reported by a resident complainant.

4 See Audit Commission Key Line of Enquiry 31 on Diversity.
3.16 Anti-social behaviour complainants can be perpetrators of ASB as well as victims. Similarly, ASB perpetrators can also be complainants. This can be a common occurrence and can be identified in each ASB case. Landlords may choose to monitor such cases, and investigate further, where this is identified as a particular issue.

Respondent profile

3.17 Performance measurement Category 8 (resident satisfaction) includes two surveys – a Complainant Satisfaction Survey and a broader Resident Perception Survey. The results of both surveys can be analysed by the demographic profiles of the respondents.

3.18 Landlords should have collected complainant profile information when a case was opened. That profile information can be used to analyse the Complainant Satisfaction Survey responses received as each response will be coded back to a specific complainant.

3.19 The Resident Perception Survey may be sent directly to residents based on information held on the landlord’s housing management system. In these circumstances, responses can be analysed in the same way as the Complainant Satisfaction Survey, as the responses can be coded back to information the landlord already holds about the respondent.

3.20 Alternatively, landlords may choose not to send the Perception Survey to residents directly. For example, they may choose to distribute the Perception Survey via a newsletter. In these circumstances it will be necessary to collect some demographic information about the respondents to enable the responses received to be analysed (as they cannot be coded back to a specific resident). The information recommended for collection in the Perception Survey includes:

- Age
- Postcode
- Ethnicity.

3.21 See paragraphs 5.86 to 5.103 and Appendices D, E and F for further information on the Complainant Satisfaction Survey and the Resident Perception Survey.