Adullam
Homes Transforming Lives

ASB Annual Report

2025 – 26



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Welcome

Anti-social behaviour (ASB) can have a serious and lasting effect on residents and communities. At Adullam Homes, we are committed to listening to those affected, responding proportionately, and working with our partners to create safer places to live.

This report presents our evaluation of anti-social behaviour activity between April 2025 and March 2026. It brings together information from Adult Services, Housing Management, and Children and Young People's Services to provide an overview of reported cases, emerging trends, case outcomes, service performance, and the work undertaken to strengthen our approach.

It recognises the positive work undertaken by colleagues, including early intervention, effective case management, staff training, tenants, residents and service user (TRS) engagement, and partnership working.

This report is intended to support transparency, learning and constructive challenge. It recognises the commitment of colleagues managing difficult and sometimes high-risk situations, while setting out the further work needed to strengthen consistency, customer insight, and regulatory assurance.

I would like to thank everyone who has contributed to the management of anti-social behaviour during the year, including TRS who reported concerns, staff who supported those affected, and the partner organisations that worked with us to achieve safe and proportionate outcomes.

Pauline Gooden
Head of Housing
Adullam Homes Housing Association



Key achievements from 2025-26

Facts and figures for the year show excellent outcomes were achieved by Adullam's Anti-Social Behaviour service.

During the year a total of **149** ASB cases were recorded, representing a **33%** reduction from the previous year, with demand primarily concentrated within Adult Services.

The service demonstrates strong operational performance, particularly in early intervention, with **69.0%** of cases resolved within seven days, including a high proportion of same-day resolutions – **76** cases were resolved on the same day they were reported.

Overall resolution performance remains positive at **58.4%**, with variation across service areas reflecting case complexity rather than underperformance.

A targeted audit of ASB case files was undertaken to assess compliance with ASB Policy, Procedure, and case management standards. Core case fields such as urgency, type, and complainant are generally completed. Evidence of active case management and intervention is present.

During 2025 – 26 Adullam established governance via the ASB Forum with structured action tracking and escalation. Governance arrangements during 2025–26 provide strong assurance that ASB performance and improvement activity were subject to effective oversight and accountability.

A coordinated ASB Awareness Week took place, with tenants, residents and service users across the Association having opportunities to find out about reporting and share their own experiences.

Hundreds of residents were engaged through ASB awareness activities and communications.

Our team from the Lifehouse in Stoke-on-Trent, were shortlisted in the Housing Provider of the Year category of the National ASB Awards.



Overall, the service has transitioned from fragmented processes and limited assurance to structured governance, improved capability, and transparent performance management, with remaining gaps clearly identified and actively addressed.





ANTI SOCIAL BEHAVIOUR
Facts & figures

Total ASB cases reported

149

Representing **33%** reduction from the previous year.

April 2025 - March 2026

58.4%

Overall resolution performance

69.0%

of cases were resolved within ***7 days***- including a high proportion of same-day resolutions

Only **8 / 149** *cases*

Exceeded the designated time frame of 12 weeks

26

Cases reported

in January 2026 - *making it the month with the most reports*

4

Cases reported

In the months of **April** and **October** 2025 - *making them the months with the fewest reports*

Common types of complaints

- *Noise*
- *Verbal abuse*
- *Threats of violence*
- *Harassment*

5

Cases resolved ***at first contact***

11

Overall complaints from tenants / service users

Common type of resolution being

Warning

Anti-Social Behaviour (ASB) Week

Anti-Social Behaviour (ASB) Awareness Week 2025 ran from June 30 to July 6 and focused on the theme of making communities safer. Led by Resolve, the UK's leading ASB organisation, the aim of the week is to highlight the impact of ASB, encourage reporting, and highlight local partnership work.

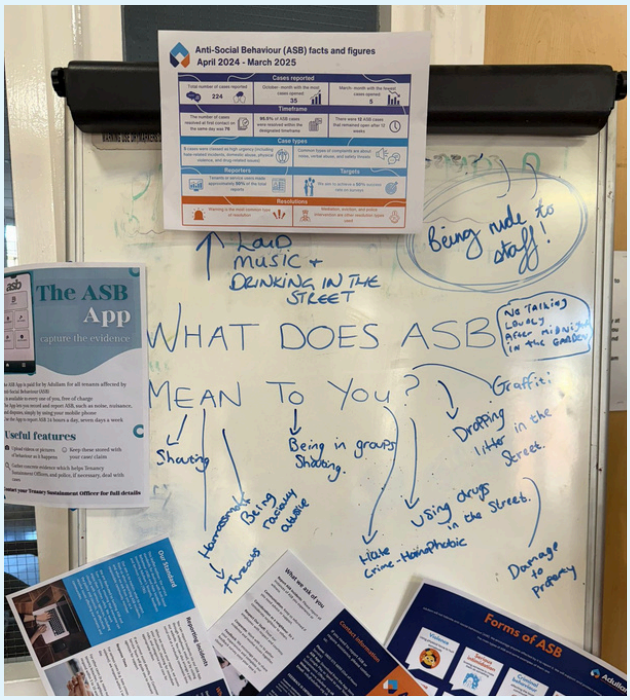
Ahead of the week, all services were provided with Adullam's ASB standards leaflet, an ASB facts and figures sheet, an easy read sheet showing forms of ASB, and a leaflet to promote the ASB app.

Staff from across the Association were invited to two toolbox talks delivered during the week; the first covering the ASB app, and the second focused on recording an ASB case on our business reporting system Pyramid.

The ASB app, which is available free-of-charge to all Adullam residents, for any future ASB-related complaints featured in activity at several of our projects.

Residents across the Association were sent text messages about the app during the week.

At a local level sites organised activities and events to raise awareness of ASB and how to report it. Tenants, residents, and service users (TRS) were provided with opportunities to discuss their personal experiences of ASB and to learn how Adullam handles cases.



An ASB awareness workshop to which residents from our Norman House project and dispersed properties in Leicester were invited saw attendees chat about their own experiences of ASB and also included an ASB quiz to see how much they had absorbed from the presentation given by staff at the start of the session.

In Blackburn, the team took account of the situations of their TRS and rather than inviting them to an event they created ASB packs, which included the leaflets created centrally along with a few treats to encourage recipients to open the packs.



Our Lifehouse project in Stoke-on-Trent used the week to strengthen links with partners and the wider community.

One of the highlights was a presentation done by a former resident which was very well received. A former police inspector also went in to act as a guest speaker.

Current serving officers also visited to speak with residents and a police van was parked on the car park opposite the site to promote ASB week within the wider community.



Not only did these provide useful information and insights for residents but also helped promote trust in and respect for service providers.

ABC contracts were reviewed with tenants to see what they felt should be included, and a burger night with an ASB theme and discussions around what is acceptable took place.

The week was also very busy in Bolton. A new garden and BBQ area was opened at Chorley Old Road and conversations took place with residents about how the garden would be used.

At Muamba House, residents who had previously worked as chefs helped to cook the food for the BBQ event and counsellor Big Dan led conversations based on the theme for the week.

Residents also discussed the “good neighbour agreement” and made suggestions for changes. These changes were discussed with Adullam’s Senior Leadership Team and after residents and staff agreed to the changes the new agreements were signed by a representative from each hostel. This is an excellent example of coproduction, involvement, and engagement.

By sharing their own experiences, and being involved in shaping agreements, tenants, residents and service users were able to see their input valued and used. Their voices truly have an influence.





Working together

There are ASB issues that cannot be solved by one organisation alone. Throughout the year we worked closely with police, community safety teams, and partner organisations to tackle complex cases and protect residents.

Partner landlord intervention also grew during the year, emphasizing multi-agency collaboration. There were five cases in which this type of intervention was used as a means of resolution. Here are some example cases of partnership work that helped Adullam deal with anti-social behaviour in 2025/26.

We work closely with the Birmingham Community Safety Partnership (CSP) to help keep our neighbourhoods safe and support residents who may be affected by crime or anti-social behaviour.

Staff attend CSP meetings and help to promote police community walkabouts and events.

In an article written for Adullam's tenant newsletter the HMO Officer praised residents, police, housing providers including Adullam, managing agents and local partners for working together in Erdington, Stockland Green, Kingstanding and Tyburn to reduce anti-social behaviour and strengthen neighbourhood confidence.

In Stoke on Trent Adullam's Lifehouse team has built an outstanding relationship with Staffordshire Police, as a result of which several successful ASB actions were delivered in 2025/26.

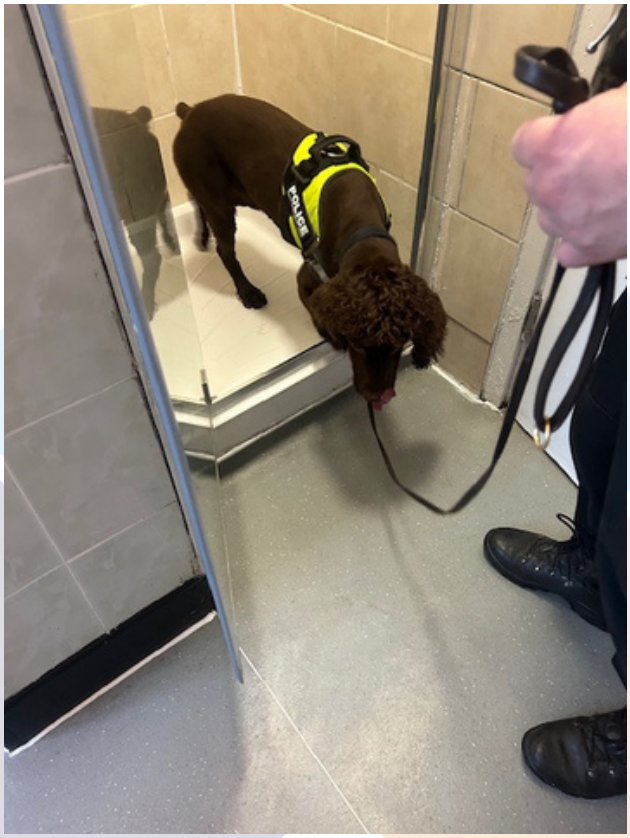


A coordinated disruption and partnership response plan was developed to tackle issues in and around the Lifehouse on Vale Street and the wider Stoke Town Centre area.

The Deputy Commander for the Stoke South Local Policing Team said the plan set out a multi-agency approach to drug misuse (particularly Monkey Dust and other Class A substances), antisocial behaviour, and associated acquisitive and violent crime.

Among the actions to come out of this plan was creation of an Information Sharing Protocol with Adullam, plain clothes police patrols in the Vale Street area on Friday evenings when issues were most prevalent, and monthly visits to the Lifehouse by a drug dog team.

The trust built between the police and Adullam in Stoke led to the Lifehouse being asked to play an active role in a month-long knife amnesty.



A knife amnesty week took place in the city and for the first time the Lifehouse was asked to help. As a result of all the partnership work that had been successful and the positive changes that had been made, the police felt that tenants trusteed the staff and would hand weapons in without fearing any repercussions, and so they asked the Lifehouse to be a collection point.



Weapons were handed in, including one off the streets, seen as a very positive sign that messages are getting out into the local community. At the end of the week everything collected was given to the police with no questions asked.

Listening & taking action

Residents have several ways in which they can report ASB to Adullam.
They can:

- Talk to a member of our staff in their project
- Via our website - https://www.adullam.org.uk/contact-us/
- By telephone - 0121 271 0789
- Send an email to info@adullam.org.uk

A leaflet setting these out has been created with an electronic version available to download in the tenant, resident, and service user area of our website. We regularly remind tenants of how to report through articles in newsletters, posters, and through text messaging.

After a report comes in, we start by having a meeting with the person concerned to help us decide what our next steps will be. At this meeting all parties agree to an action plan and a copy of it is given to the tenant, resident or service user. They are also given the name of the officer who will manage their case.

Support is provided throughout the investigation, with contact being maintained using an agreed method.

Adullam often works in partnership to help resolve issues, with the police and other agencies.

The options available, such as acceptable behaviour contracts, mediation, or legal action are discussed with the complainant and cases are only closed after discussing it with the person concerned. Everything is confirmed in writing.

Reports that came in during 2025 – 26 show that keeping anonymous reporting available remains important. Many people are more comfortable reporting concerns anonymously. We recognise this and continue to offer reporting options that help people feel safe and confident to speak up.

Reporting was dominated by anonymous and neighbour complaints. Anonymous reports accounted for 72 cases and neighbour reports for 59. Tenant, resident, and service user reports were 11 and stranger reports seven.

The pattern indicates ongoing reliance on confidentiality and proxy reporting, reinforcing the need to maintain safe reporting routes and communications about victim support and confidentiality.

Understanding the issues and responding

We understand that we need to look at the types of issue most often reported, as well as issues that are emerging. Doing so helps us to respond quickly and to plan ahead.

Noise, music and lifestyle issues were the most frequently reported concern, with 30 noise-related cases during the year. Verbal abuse was another significant issue, with 21 of these coming in.



Threats of violence, harassment and hate incidents were reported and managed appropriately. We had nine violence cases, five harassment cases, and two hate crime cases.

Early intervention

Serious incidents were prioritised quickly to protect residents and maintain their confidence in Adullam.

Regardless of the nature of the case, most issues were addressed quickly. The vast majority of cases (69%) were resolved within seven days and 76 were resolved on the same day that they were reported.

Warnings were the most common intervention and mediation continued to support neighbour disputes. It is pleasing to see that staff focus on solving problems before they become more serious.

Early conversations, mediation and warnings were used to prevent escalation of cases, helping residents avoid lengthy disputes and improving community relationships. Compared to the previous year, warnings and mediation saw substantial growth (+122% and +163%, respectively), indicating a strategic shift towards proactive, community-based, and preventative approaches.

Most incidents are isolated but repeat reporters generated 36 cases. There is also repetition in perpetrators – in 2025/26, 15 repeat perpetrators accounted for 37 incidents.

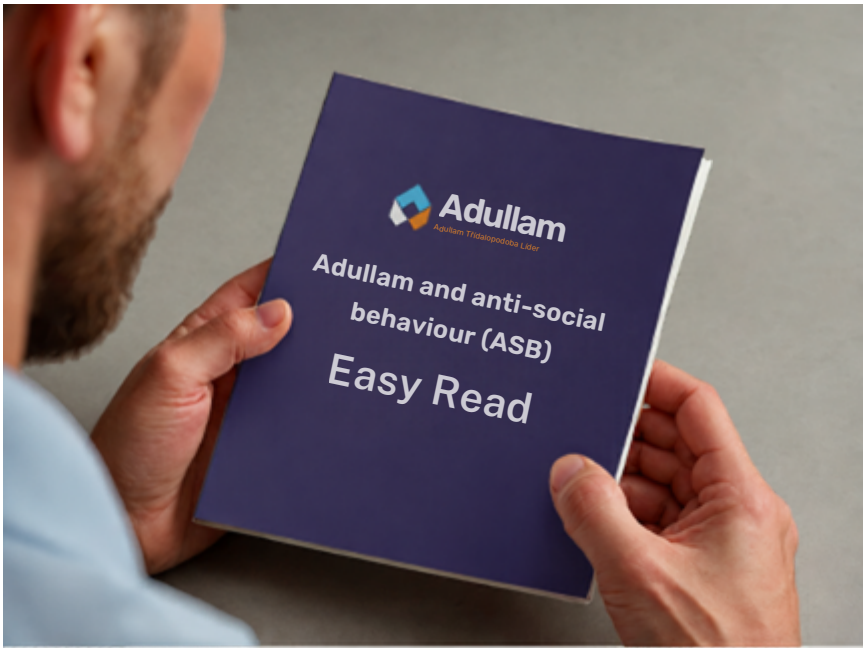
A small number of issues generate a disproportionate amount of work.



You said, we did

We do consult, listen, and respond to what our tenants, residents, and service users say about our ASB service, with several examples in 2025 – 26.

You said	We did
Reporting concerns can feel difficult	Continued anonymous reporting routes
We want faster action	69% of cases resolved within 7 days
We want problems tackled early	Increased use of early intervention and mediation
We want joined-up working	Strengthened partnership work and ASB Forum oversight
The ASB Policy is complex and hard to follow in places	Easy read sections were created, shared with our Tenant Scrutiny Panel, and added to the website



Staff training

The 2025–26 ASB training programme represents a clear progression from the previous reporting period (2024–25), moving from an initial focus on awareness and system familiarisation to a more structured, targeted, and strategically aligned workforce development model.

In 2024–25, training activity mainly focused on raising awareness of ASB processes, our expectations, improving basic usage of the Pyramid business recording system, and introducing data recording standards. Training was delivered through practical workshops and guidance sessions.

By contrast, the 2025–26 training programme was delivered with a more structured, and outcome-focused approach.

Key developments included the introduction of accredited external training, delivery of Pyramid system and ASB App training, and organisation-wide Toolkit Talks and ASB Awareness Week activity, helping to ensure consistent practice across teams.

The enhanced training programme in 2025–26 contributed to improved consistency in case handling and decision-making across the Association, better early intervention approaches which reduce the risk of escalation risk, and very important, improved staff confidence in managing complex ASB cases.

During the year we also launched an ASB Service Standards leaflet, clearly setting out for staff and tenants, residents and service users how the service is run.

We recognise the need to continue staff training and to provide refreshers, keeping the Consumer Standards and any audit findings in view.



Looking ahead

Our ASB Strategic Thematic Group meets quarterly to monitor progress against the action plan. Members of this group include Adullam's Head of Housing, Head of Adult Services, and Head of Children & Young People's (CYP) Services.

Meetings of this Forum will continue throughout 2026 – 27, ensuring oversight is maintained, and risks and actions are monitored on an ongoing basis.

We have used Tenant Satisfaction Measures survey data, year to date analysis, and Adullam's Consumer Standards Self-Assessment matrix to help identify key priorities for 2026/27.

Our research has identified that data integrity is a key issue. Improving data quality and reporting is an important aim. Continued staff training and refreshers will be provided to help address this.

During the year we will work to strengthen support for repeat reporters and perpetrators. This will be achieved through targeted intervention. We will take an intelligence-led approach to case management.

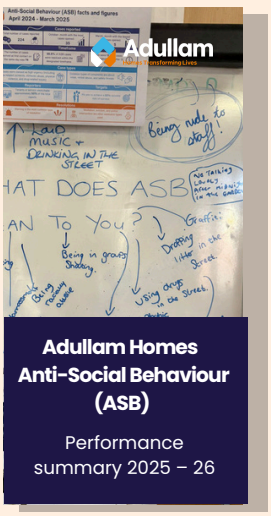
In addition, we will maintain safe reporting routes and promote information about confidentiality and victim support.

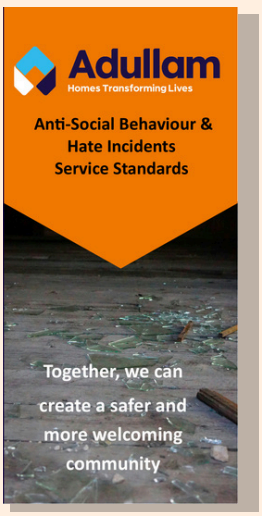
The difference in recording practices between Adult Services, Housing, and Children & Young People's Services has highlighted a structural gap in organisational reporting. While all services are managing behaviour effectively, the use of separate systems and frameworks limits the organisation's ability to present a complete, consistent view of Anti-Social Behaviour and related incidents across all service areas.

Further work is therefore required to ensure data is consistently visible across Adullam's corporate safeguarding and ASB reporting frameworks.

Customer insight and engagement remains an important area for further development. Manual approaches already tried have proved to be difficult to sustain and unreliable for performance indicator reporting. Consequently, in the coming year we will move towards using automated text message and email satisfaction surveys. Structured templates for case studies will also be introduced.

Anti-Social Behaviour services at Adullam are being effectively managed and governed and we look forward to achieving faster resolutions and higher levels of satisfaction in the year ahead.









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