

Anti-Social Behaviour Scrutiny Exercise

Riverside Scotland Service Improvement Group

February 2026

Service Improvement Group (SIG) – Findings & Recommendations February 2026

1. Introduction

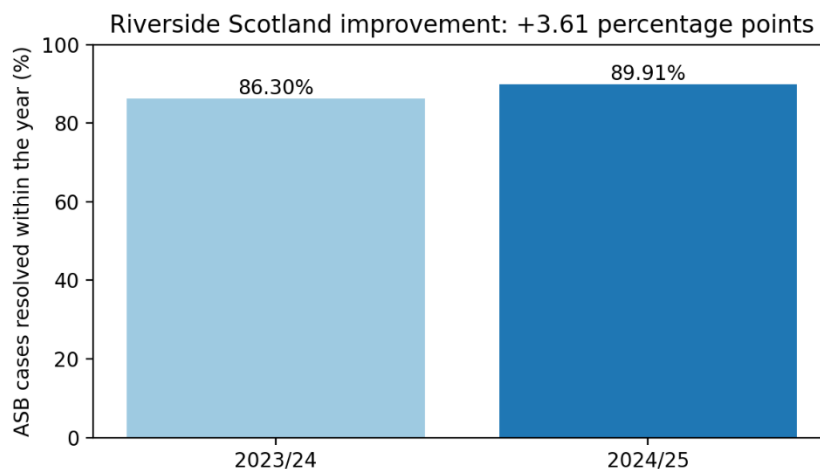
The Service Improvement Group (SIG) met in October 2025 to undertake a scrutiny exercise focused on Anti-Social Behaviour (ASB). The purpose of the session was to review Riverside Scotland's approach to ASB, assess policies, procedures, case handling, customer communications and website information, to provide recommendations for improvement.

This report outlines:

- Key findings from SIG discussions
 - SIG reflections on current ASB processes
 - Recommendations for Riverside Scotland to consider
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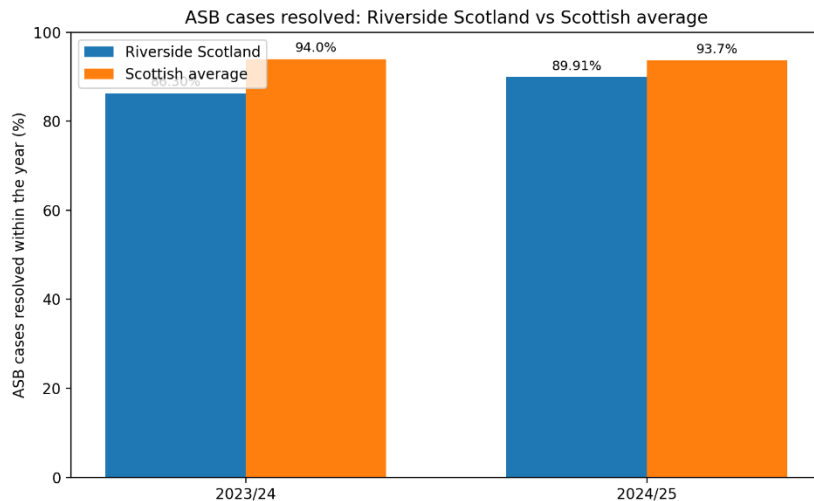
2. Riverside Scotland's Performance

Riverside Scotland's Performance – ASB cases resolved within the year



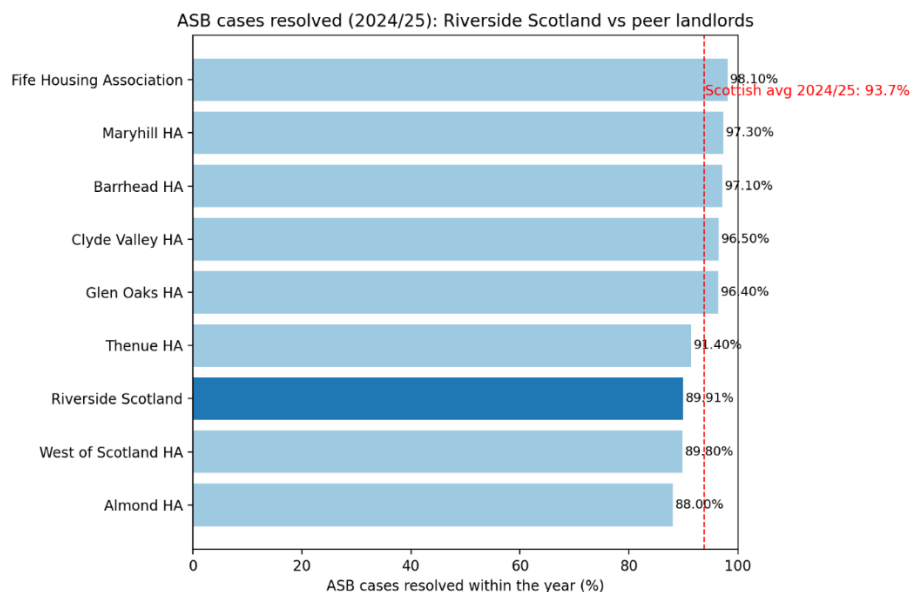
Riverside Scotland has shown strong performance in resolving ASB cases. In 2023/24, the organisation resolved 86.3% of cases within the year, rising to 89.91% in 2024/25. Performance in this area has continued to improve throughout 2025/26, with 93.5% of cases being resolved within Q3. This demonstrates a positive upward trend in performance and effectiveness in case resolution.

Riverside Scotland vs Scottish Average



Despite their strong performance in relation to ASB cases closed within the year, Riverside Scotland's performance falls short of the national average for both years – which was 94% in 2023/24 and 93.7% in 2024/25. Whilst year end performance for 2025/26 isn't available, as of Q3, 93.5% of cases were resolved during Q3.

Riverside Scotland vs Peer Landlords Performance 2024/25



Benchmarking was carried out against eight peer Registered Social Landlords (RSLs): Almond, Barrhead, Clyde Valley, Fife, Glen Oaks, Maryhill, Thenue, and West of Scotland. Riverside Scotland ranks 7th out of the nine, ahead of West of Scotland HA and Almond HA, but behind Thenue, Glen Oaks, Clyde Valley, Barrhead, Maryhill, and Fife HA.

The benchmark results reinforce the finding that, although Riverside Scotland has strong performance in this area, there is still room for improvement

3. Summary of Key Findings

3.1 Overview of ASB Approach and Policy

The SIG were provided with a detailed overview of Riverside Scotland's approach to ASB, referring to the Scottish Housing Charter and ASB-related outcomes.

Riverside Scotland explained the definition of ASB and highlighted the complexities around interpretation, particularly in areas such as noise complaints and tolerance levels.

The SIG recognised the importance of distinguishing between routine neighbourhood issues (e.g., a one-off noise complaint) and persistent or severe ASB, agreeing that it is appropriate for one-off noise incidents to be managed under the Neighbourhood Management Procedure, and repeated issues escalated as ASB.

3.2 Case Handling and Processes

The SIG heard clarifications on:

- How ASB cases are reopened if incidents recur within six months of closure.
- How mixed-tenure cases are managed collaboratively with the local council.
- Use of legal tools such as the SSST (Short Scottish Secure Tenancy) to manage ongoing ASB, including the twelve-month monitoring period and potential conversion back to SST (Scottish Secure Tenancy).
- Tenant responsibility for the behaviour of household members and visitors.

The group also reviewed real case studies presented by Tenant Partners Patricia Milligan and Annmarie Murray, which provided practical insight into recent cases, actions taken, and outcomes.

3.3 Review of ASB Letters and Communication

Copies of Riverside Scotland's ASB letters, that are sent to both the victim and perpetrator, from initial contact, were shared with the SIG (for example, verbal warning, first written warning, final warning, NOP). The SIG were asked to review these and provide their feedback.

The SIG identified several concerns:

- Letters sometimes appeared cold or overly formal, creating unnecessary anxiety for recipients.
- Tenancy conditions were referenced too early in the process, before facts had been established.
- Wording such as asking for a customer's "version of events" may unintentionally imply pre-judgment.

The SIG welcomed Riverside Scotland's commitment to rewrite the letters and return them for review ahead of implementation.

3.4 Website and Published Information

The SIG reviewed the information available on Riverside Scotland's website regarding ASB. Members agreed it was clear, accessible, and comprehensive.

When comparing it with the WOSHA website, they felt Riverside's approach was clearer and less overwhelming for customers.

3.5 ASB Customer Satisfaction Data

The group reviewed customer satisfaction data from the past year. Riverside Scotland acknowledged that satisfaction levels could be improved, noting that dissatisfaction can still occur even if the case was handled well, due to disagreement with the outcome.

4. SIG Recommendations

Based on the insights shared and discussions during the meeting, the Service Improvement Group makes the following recommendations:

4.1 Improvements to Written Communications

- Redesign ASB letters to use clearer, more empathetic language.
Letters should reassure tenants that investigations are ongoing and avoid implying blame before full facts are established.
- Avoid referencing tenancy breaches at the earliest stage.
Tenancy conditions should be referenced only once sufficient investigation has taken place.
- Offer appointments as a default in early letters.
The SIG recommends that early-stage communication include an invitation to discuss concerns with the alleged perpetrator, ensuring fairness and clarity.

4.2 ASB Process and Policy Enhancements

- Continue to treat one-off noise complaints, fly-tipping, untidy gardens, dog nuisance and misuse of communal areas under the Neighbourhood Management Policy, only escalating persistent issues as ASB. This helps ensure resources remain focused on genuine ASB cases.
- Provide clearer guidance on ASB definitions, especially around subjective areas such as noise and tolerance levels.

- Explore opportunities to communicate Riverside Scotland’s partnership approach with local councils and partner landlords, particularly in mixed-tenure situations.
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4.3 Customer Engagement and Learning

- Share anonymised case studies periodically to help tenants understand how ASB is managed in practice and what outcomes look like.
 - Undertake deeper analysis of customer satisfaction feedback, particularly cases where dissatisfaction relates to outcomes rather than handling. This may help identify communication gaps or opportunities to manage expectations.
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4.4 Continuous Improvement & Collaboration

- Continue active involvement in the G8 landlord group to identify trends, share best practice, and collaborate on consistent responses to ASB across Scotland. The SIG strongly supports this approach.
 - Present updated letters and processes back to the SIG before implementation, ensuring customer voice continues to shape improvements.
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5. Conclusion

The SIG welcomed the comprehensive overview provided by Riverside Scotland and appreciated the opportunity to influence improvements to ASB processes and communication. Members were satisfied with the clarity and accessibility of current online information and praised Riverside Scotland’s collaborative approach with partner organisations.

The SIG looks forward to reviewing the revised ASB letters and continuing its involvement in shaping responsive, customer-focused improvements.

The SIG would like to thank all staff who assisted our members to carry out this scrutiny exercise through providing information and presentations and arranging case studies, staff discussions and customer feedback. This has been invaluable to the SIG, and staff are to be commended for their commitment to the process.

6. Contact

If you would like to discuss anything in this report, please contact:

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