

	<h2 style="text-align: center;">ANTI-SOCIAL BEHAVIOUR (ASB) Policy</h2>
<p>Policy statement</p>	<p>This policy sets out how Paradigm will seek to prevent Anti-Social Behaviour (referred to as ASB throughout the Policy document), Harassment and Hate Crime. The policy will set out clear time frames and actions of how we will support customers experiencing ASB and neighbourhood disputes.</p> <p>We will adopt a risk-based approach with customers, whether victims or perpetrators, and use safeguarding principles to ensure the welfare and wellbeing of customers.</p> <p>We will seek to resolve instances of ASB using the principles of Prevention, Support, Intervention and Enforcement. ASB is a breach of tenancy and, in some instances, can be criminal in nature.</p> <p>We will take decisive and swift action, engage with customers at each step of the case management process. We will use a multi-agency approach to resolving instances of ASB, ensuring the effective selection of tools from the full suite of remedies available.</p> <p>Paradigm’s approach to managing domestic abuse is set out in the Domestic Abuse Policy.</p>
<p>Objective</p>	<p>We will:</p> <ul style="list-style-type: none"> • Ensure we comply with statutory and regulatory obligations • Reflect any sector led findings and recommendations e.g. Housing Ombudsman spotlight report on noise nuisance • Seek to prevent incidents and reoccurrence of ASB • Investigate all complaints of ASB efficiently and resolve them in an impartial and proactive manner by using the range of interventions available • Use legal action to deal with perpetrators, where there is supporting evidence to do so • Communicate effectively with customers and provide appropriate information, advice and support • Work in partnership with community safety partners and other specialist agencies • Listen to customers who have experienced ASB about how we can improve our approach • Train and equip our staff to effectively manage ASB
<p>Policy</p>	<p>The ASB Crime and Policing Act 2014 defines ASB as:</p> <ul style="list-style-type: none"> • Conduct that has caused or is likely to cause harassment, alarm or distress to any person • Conduct that is capable of causing a nuisance or annoyance to a person in relation to that person’s occupation of residential premises • Conduct capable of causing housing-related nuisance or annoyance to any person

Harassment is defined in the Protection from Harassment Act 1997 as:

“A person must not pursue a course of conduct:

- which amounts to harassment of another; and
- which he/she knows or ought to know, amounts to harassment of the other”

Harassment may include grounds of race, disability, sex, sexual orientation, belief or religion or gender reassignment. Such actions are:

- Physical conduct;
- Verbal conduct; and
- Non-verbal conduct

*this is not an exhaustive list

“Hate Crime” is defined by the Home Office as ‘any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice towards someone based on a personal characteristic.’ There are five centrally monitored strands of hate crime:

- race or ethnicity;
- religion or beliefs;
- sexual orientation;
- disability; and
- transgender identity.

Equality & Diversity

The Equality Act 2010 includes a Public Sector Equality Duty to consider, provide and signpost support and where possession action is proposed.

Where we take enforcement action, we will state that we have assessed and concluded that such action is proportionate under the Act.

ASB

We recognise the detrimental effect that ASB can have on the lives of our customers and wider communities. We will provide clear information to customers explaining when we can intervene and the sanctions available to us.

We will be open and honest about what we can and cannot do. We will not raise expectations that we can take action where we cannot. We will also clarify where primary responsibility and powers lie with other agencies including the police or local authority. ASB is generally acknowledged as being behaviour that is persistent and/or continuous

Paradigm consider the following as examples of behaviour that will be treated as ASB:

- ASB related to drug or alcohol abuse
- Vandalism and damage to property
- Extreme and persistent noise
- Actual violence/threats of violence against people or property
- Verbal abuse, harassment, intimidation or threatening behaviour
- Hate-related incidents whether based on race, ethnicity, nationality, sexual orientation, gender, disability, religion or age

Initial contact/Risk Assessment

All initial reports of alleged ASB will be assessed by an ASB Case Manager using Paradigm’s assessment matrix and the Anti-Social Behaviour Crime and Policing Act 2014 definition of ASB.

Reported and assessed incidents will be designated into the following risk categories that will be dependent on the degree and extent of the issue, we will also consider whether the issue is continuous and/or repeated (these are examples, and are not exhaustive

Neighbourhood nuisance	Medium (ASB)	High (ASB)
Dogs barking/pet nuisance One off incident e.g. A party/BBQs Bonfires DIY (during sociable hours) Noise from domestic appliances Parking disputes Name calling Neglected garden (including rubbish) Smoking within internal, communal areas	Loud music at unsociable hours DIY (unsociable hours) Shouting and domestic arguments Fly tipping Hoarding	Statutory noise nuisance Domestic Abuse Violence / Intimidation Hate crime Criminal behaviour Drug misuse/dealing Malicious or criminal damage Offensive graffiti Abuse of staff/contractors

Once allocated according to risk level, reports will be designated to the appropriate teams for acknowledgment, investigation and resolution.

Neighbourhood nuisance will be acknowledged within 3 working days. Medium level assessed ASB will be acknowledged in 2 working days and high level ASB will be acknowledged within 1 working day.

If an alleged report does not meet the above criteria after assessment, the customer will be made aware of this and will be signposted to appropriate agencies for further support and advice. A neighbourhood nuisance that is ‘one off’ situation (as outlined above) does not meet ASB criteria for a fully managed case.

Case Management

All high and medium risk assessed cases will be assigned to an ASB Case Manager within a specialist ASB Team who will investigate the case in accordance with relevant regulatory and legal requirements. They will agree an action plan with the customer which will set out a clear outline of actions required by Paradigm, the customer and any third party agencies. The action plan will also set out a clear timeframe between the customer and investigating Officer.

Neighbourhood nuisance will be managed by the Customer and Neighbourhood Officer (CNO). They will discuss and agree a plan with the customer.

Prevention

Paradigm will seek to prevent ASB by:

- Exercising the right to refuse nominations from applicants who have an unsatisfactory tenancy history, including ASB, when letting our properties
- Using Local Lettings Plans which will meet specific local issues within an area
- Including terms within our agreements which deal with ASB
- Clarifying behavioural responsibilities with prospective customers at viewing and sign-up, as set out in the terms of their agreement
- Using a range of tenancies, including starter tenancies to help us manage issues of ASB
- Linking those involved in ASB to support services, either through Paradigm or other organisations
- Taking safety and security issues into account when developing new housing
- Carrying out estate environment improvements focused on improving resident safety
- Using Good Neighbour Agreements.

Support

Paradigm will provide support to complainants, witnesses and alleged perpetrators by:

- Agreeing an ASB action plan which sets out Paradigm's expectations of both the complainant and alleged perpetrator, and the consequences of not meeting the requirements of the action plan
- Agreeing a method and frequency of communication with all parties to the case and ensuring updates are provided in accordance with the risk assessment
- Identifying any support needs as early as possible and throughout the investigation and working with partners to meet these needs. This will include any advocates identified by, and working with, the complainant or alleged perpetrator.
- Convening and attending case conferences which are focused on resolving the ASB
- Considering alternative means of gathering evidence where complainants/witnesses are reluctant or unable to provide evidence.

Any safeguarding issues that are identified as part of the ASB investigation will be managed in accordance with the Safeguarding Policy.

Intervention

Paradigm recognises the importance of resolving ASB cases swiftly and will do this by:

- Responding to all initial high priority reports of ASB within one working day
- Investigating each case using interviews and gathering relevant evidence
- Using early intervention tools including advisory and warning letters and Acceptable Behaviour Contracts

- Referring to specialist support agencies
- Using an independent mediation service
- Using management moves where this is supported by the case investigation and partner agencies
- Extending a Starter Tenancy (focusing on achieving compliance with the tenant obligations)

Enforcement

The purpose of taking enforcement action is to prevent further breaches of tenancy and to resolve the ASB for the benefit of those affected. All enforcement options available to us will be considered including, but not limited to:

- Civil injunctions, which can be relied upon without notice to the perpetrator in some circumstances.
- Application for committal upon proven breach of a civil injunction
- Possession proceedings including those sought on mandatory grounds

We will also explore, in partnership with statutory agencies, the use of other sanctions including closure orders, noise abatement notices/orders, criminal behaviour orders and community protection notices (CPNs).

At any point during an investigation, a case may be re-designated to a different risk level either higher or lower, dependent on evidence provided and/or further incidents taking place. Should this be necessary the customer will be advised of this in advance and provided with appropriate contact details of any new officer assigned to the case.

Information Sharing

We will treat all information received as part of an ASB investigation in confidence. It is important to recognise that in certain circumstances confidentiality may be subject to a duty to disclose, this will include but is not limited to:

- The prevention of immediate risk
- Safeguard vulnerable adults
- Safeguard children at risk

If it becomes necessary to share information with other organisations / Agencies we will only do so in accordance with the General Data Protection Regulations (GDPR), the Data Protection Act 2018. The Data Protection Policy governs and covers data protection.

We may enter into information sharing protocols with partners to enable information to be shared in line with General Data Protection Regulations (GDPR).

Case Closure

ASB cases will not remain open indefinitely and will be closed when one or more of the following occurs:

- The ASB has been resolved
- The reported behaviours have stopped
- There is no evidence to support the allegations of ASB
- The reporting customer has disengaged from contact with Paradigm
- There is no other supporting or ongoing evidence available to enable the investigation to proceed.

	<ul style="list-style-type: none"> • When either the customer or alleged perpetrator moves from the property and the ASB has stopped or is resolved as a result • A case has reached a conclusion through legal remedies e.g. civil injunction or enforcement. <p>Where a case has been closed, it will only be reopened if further evidence and reports are received from the same customer and within 8 weeks of a case closure.</p> <p>A new case will be assessed and opened if the behaviours vary or there is no connection to previous reports.</p> <p>Working in Partnership We recognise that partner agencies have a range of different powers to address ASB and we will work with them to resolve issues as swiftly as possible, including when a Community Trigger has been requested. The community trigger is a mechanism overseen by the Local Government or a Police Authority. More information can be found via this link: Community Trigger (Anti-social behaviour case review) - GOV.UK (www.gov.uk).</p> <p>We will monitor ASB data to identify clusters and reoccurrence of ASB and to initiate projects which prevent crime and to support wider environmental and neighbourhood improvements.</p> <p>Health and Safety We will protect and promote the health and safety of our staff and customers when we are dealing with any form of ASB. Any form of verbal or physical abuse occurs towards staff will be fully investigated.</p> <p>Training and Development We will ensure staff have the confidence and knowledge to identify, respond to, investigate, and resolve reports of ASB. This will include:</p> <ul style="list-style-type: none"> • Providing ongoing training in dealing with ASB • Developing excellent customer relationship skills • Ensuring staff have the communication skills for dealing with difficult situations • The interventions that both Paradigm and its customers can take to resolve ASB • The skills and knowledge to progress cases through court where relevant legal and enforcement measures are used
Scope	<p>The term customer in this policy applies to tenants, shared owners, leaseholders, licensees, and anyone who reports an ASB incident to Paradigm.</p> <p>We also accept anonymous reports of ASB to help us identify any potential emerging issues, but we will not open a formal ASB case in this instance.</p> <p>Where an anonymous customer makes a report over the telephone, we will make this clear and explain that this may affect our ability to effectively resolve their issue.</p>

Roles and Responsibility	<p>The Executive Director of Customer has overall responsibility for:</p> <ul style="list-style-type: none"> • This policy and the authorisation of all warrant applications in respect of ASB breaches <p>The Assistant Director – Customer and Neighbourhoods has responsibility for:</p> <ul style="list-style-type: none"> • Operational implementation of the policy • Promotion of the policy • Authorising the service of notices in respect of ASB on mandatory grounds • Authorising applications for possession in respect of ASB <p>The ASB Services Manager (ASBM) has responsibility for:</p> <ul style="list-style-type: none"> • Ensuring the ASB Policy is followed • Ensuring that all cases are managed in accordance with associated guidance and good practice • Producing a monthly ASB performance report, analysing performance, and identifying improvement plans where required • Reviewing cases to ensure that the correct intervention tool is being used in each case • Authorising the service of notices in respect of ASB on discretionary grounds and injunctive action • Ensure a training programme is in place for frontline staff regarding ASB including intervention tools and managing customer expectations • Ensure any incident of ASB involving a member of staff is reported as a Health and Safety incident • Developing and maintaining partnerships with community safety partners • Monitoring trends including using data to direct action where required • Identifying and implementing ASB initiatives which focus on reducing ASB • Developing and delivering the ASB communication plan • Carrying out monthly ASB health checks on a sample of cases to ensure adherence to case management principles • Sign-off on Closure Order consultation documents <p>The ASB Case Managers are responsible for:</p> <ul style="list-style-type: none"> • Identifying and providing the initial assessment to all reports of ASB • Investigating and managing ASB cases in accordance with case management principles • Identifying the course of action, from the full range of tools both for early intervention and enforcement, which will best resolve the ASB case • Closing ASB cases in a timely manner, advising all parties of the outcome • Representing Paradigm at Community Safety Panels and with other specialist agency meetings as required • Making referrals for mediation and specialist support • Arranging professional witnesses as required <p>The Senior Customer Neighbourhood Managers are responsible for:</p> <ul style="list-style-type: none"> • Ensuring Customer Neighbourhood Officers are agreeing an action plan with the customer which sets out a clear outline of actions and timeline for investigating neighbourhood nuisance. • Supporting the neighbourhood dispute management activities • Attending cross-team liaison meetings to represent Customer and Neighbourhood teams • Supporting the development and implementation of ASB initiatives
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	<p>The Letting and Allocations Manager is responsible for:</p> <ul style="list-style-type: none"> • Reviewing any risk assessments where the proposed tenant may pose a risk to the local community • Ensuring any refusals by the Lettings and Allocations Officers are recorded correctly and decisions applied consistently in line with the policy <p>The Tenancy Sustainment Advisors are responsible for:</p> <ul style="list-style-type: none"> • Actioning referrals for support and providing feedback as required <p>The Customer and Neighbourhood Officers are responsible for:</p> <ul style="list-style-type: none"> • Ensuring ASB issues are referred to ASB Case Managers • Managing Neighbourhood disputes • Supporting the ASB Case Manager including processing requests for management moves <p>The Customer Service Advisors are responsible for:</p> <ul style="list-style-type: none"> • Taking calls regarding ASB • Opening an ASB case on the system • Allocating new cases to the correct ASB Case Manager or Customer Neighbourhood Officer for a neighbourhood dispute.
<p>Monitoring / Reporting and Assurance Controls</p>	<p>Monitoring All incidents are recorded, and case managed via the housing management system.</p> <p>We obtain regular customer insight and customer data to enable us to provide an excellent customer focused ASB service. This will be from feedback mechanisms such as complaints, surveys, research, analysis and from sector good practice.</p> <p>All open cases are reviewed by the ASB Manager or Senior Customer Neighbourhood Managers to ensure the policy and procedural guidance is adhered to.</p> <p>Case health checks will be carried out on a monthly basis, on a sample of recently opened and closed cases. Outcomes will be recorded and reported and will be used to manage performance.</p> <p>The ASB Manager will produce a monthly report which includes the following performance information:</p> <ul style="list-style-type: none"> • The number and types of cases opened in the month • The number and type of early intervention action taken • The number and type of enforcement action taken • Referrals for support, both internal and via a third-party agency • The outcome of ASB health checks • The number of ASB tenancy related failures including evictions • Customer insight with the handling and outcome of the ASB cases <p>Controls</p> <ul style="list-style-type: none"> • A register of training for the ASB team is kept • A monthly ASB report will be available • An annual report is produced for Board or Committee relating to the performance of the ASB service

	<ul style="list-style-type: none"> • The ASB Manager will investigate and respond (with findings and resolution where appropriate) to all complaints about the ASB Service in accordance with the Complaints Policy. • The Assistant Director of Customer and Neighbourhoods will receive an overview of the type and outcome of complaints relating to the ASB service monthly • The ASB Manager will review all open cases monthly to ensure adherence to the policy and procedural guidance. Where case management principles are not being followed, the ASB Case Manager will be advised of the remedial action that must be taken, this will be monitored. • A proportionality assessment is undertaken, which ensures that the relevant facts and circumstances of the case are assessed prior to possession proceedings being taken • Legal action cannot be taken without the case being authorised by a senior manager (set out above) 												
Cross References	<table border="0"> <tr> <td>Domestic Abuse Policy</td> <td>Tenancy Management Policy</td> </tr> <tr> <td>Eviction Policy</td> <td>Safeguarding Policy</td> </tr> <tr> <td>Lettings Policy</td> <td>Complaints Policy</td> </tr> <tr> <td>Equality, Diversity & Inclusion Policy</td> <td>Data Protection Policy</td> </tr> <tr> <td>Unacceptable Customer Behaviour Policy</td> <td></td> </tr> <tr> <td>Health and Safety Policy Risk Assessment matrix</td> <td></td> </tr> </table>	Domestic Abuse Policy	Tenancy Management Policy	Eviction Policy	Safeguarding Policy	Lettings Policy	Complaints Policy	Equality, Diversity & Inclusion Policy	Data Protection Policy	Unacceptable Customer Behaviour Policy		Health and Safety Policy Risk Assessment matrix	
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Policy Owner	Executive Director – Customer
Prepared by	Anti-Social Behaviour Services Manager
Approved by	Executive Board
Date of approval	February 2023
Effective date	March 2023
Review date	March 2025
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Record of Amendments			
Date	Version	Approved By	Details of Amendments
July 2015	V1	Board	
April 2018	V2	Board	Amended April 2018 to take into account revised Data protection Policy, updated to be in line with the revised "Data Protection Policy", which itself has been updated for GDPR compliance:
March 2021	V3	MT	ASB team review and to take into account specialist ASB team. Approved by MT as per delegated authority.
March 2023	V4	Executive Board	Amendments to take into account neighbourhood dispute activity, revision to communication timescales, revisions to team names and titles