

antisocial behaviour policy

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1. Purpose

1.1. believe housing is committed to maintaining thriving, safe communities, and we recognise that antisocial behaviour (ASB) can have a detrimental impact upon individuals and communities.

1.2. This policy sets out our commitment to meeting the Regulator of Social Housing (RSH) Neighbourhood and Community Standard, which states:

‘Registered providers, having taken account of their presence and impact within the areas where they own properties, shall:

- Identify and publish the roles they are able to play within the areas where they have properties
- Cooperate with local partnership arrangements and strategic housing functions of local authorities, where they are able to assist them in achieving their objectives
- Publish a policy on how they work with relevant partners to prevent and tackle antisocial behaviour (ASB) in areas where they own properties.

1.3. In their work to prevent and address ASB, registered providers shall demonstrate:

- Their tenants are made aware of their responsibilities and rights in relation to ASB
- Strong leadership, commitment and accountability on preventing and tackling ASB that reflects a shared understanding of responsibilities with other local agencies
- A strong focus on preventative measures tailored towards the needs of tenants and their families
- Prompt, appropriate and decisive action is taken to deal with ASB before it escalates, which focuses on resolving the problem having regard to the full range of legal powers available
- All tenants and residents can easily report ASB, are kept informed about the status of their case where responsibility rests with us, and are appropriately signposted where it does not
- Provision of support to victims and witnesses.’

2. Scope

2.1. This policy outlines our approach to the prevention, management and enforcement of ASB and hate crime.

2.2. For housing-related ASB, we use the meaning of ASB as set out in the Anti-social Behaviour, Crime and Policing Act 2014.

- 2.3. 'Housing-related' means that it directly, or indirectly, relates to our housing management function.
- 2.4. In the majority of cases, this policy will apply to ASB complaints in relation to our tenants, and anyone else either living in, or visiting, one of our properties. However, in serious cases, we may take action against someone who is not one of our tenants, if their behaviour is capable of causing housing-related nuisance and annoyance.
- 2.5. For other cases involving persons accused of causing ASB who are living in private properties, we will refer the matter to the relevant local authority and/or police for further investigation and appropriate action.
- 2.6. believe housing can take legal action on leaseholders who fail to comply with the terms of their lease.
- 2.7 Domestic abuse is covered by a separate policy.

Antisocial behaviour

- 2.8 The Anti-social Behaviour, Crime and Policing Act 2014 defines ASB as:
- a) conduct that has caused, or is likely to cause, harassment, alarm or distress to any person,
 - b) conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or
 - c) conduct capable of causing housing-related nuisance or annoyance to any person.
- 2.9 ASB can range from nuisance behaviour through to serious or criminal activity. ASB includes, but is not limited to:
- Vehicle nuisance such as car repairs
 - Fly-tipping
 - Garden nuisance
 - Animal nuisance, such as allowing dogs to stray
 - Noise nuisance, such as loud music
 - Using or dealing drugs
 - Harassment
 - Verbal abuse
 - Violence or threats of violence
 - Damaging, or threatening to damage, property
 - Drunken or rowdy behaviour
 - Criminal activity.

Hate crime/hate-related incidents

- 2.10 Hate crime and harassment are also considered as ASB within the framework of this policy.
- 2.11 Organisationally, we pride ourselves on putting our customers and employees at the heart of what we do and want to create an inclusive environment, treating people as individuals and celebrating their diversity. We will not tolerate hate crimes/incidents in any form. We aim to ensure that no one is treated less favourably on the grounds of disability, race or ethnicity, religion or belief, sexual orientation, or transgender identity.
- 2.12 The Association of Chief Police Officers (ACPO) and the Crown Prosecution Service (CPS) have agreed a common definition of hate crime:

'Any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice, based on a person's disability or perceived disability, race or perceived race; or religion or perceived religion; or sexual orientation or perceived sexual orientation; or transgender identity or perceived transgender identity.'
- 2.13 A hate crime can include verbal abuse, intimidation, threats, harassment, assault, bullying, damage to property and the perpetrator can also be a friend, carer or acquaintance who exploits their relationship with the victim for financial gain or another criminal purpose.
- 2.14 Not all hate incidents will amount to criminal offences but those that do will become 'hate crimes.' It is the victim who will decide whether they feel an incident is motivated by hostility or prejudice. If the victim perceives this it will be treated as a hate crime/incident, regardless of whether anyone else perceives it in an alternative way.

Reports of hate crime or hate incidents will be dealt with as high-priority cases of ASB.

3. Policy statement and aims

Statement

- 3.1 believe housing is committed to using the tools and powers available to take swift and appropriate action against those who commit ASB or hate crime, whether it is caused by them, their visitors or their family/household members.

- 3.2 We will cooperate with local partnership arrangements, both operationally and strategically, in order to tackle ASB.
- 3.3 We recognise that prevention is better than enforcement; where possible, we will use early intervention to resolve issues before they escalate. We will also work with local schools to educate children on key topics and raise awareness of particular issues.
- 3.4 In seeking to meet the Consumer Standards, we will closely monitor and measure the quality of the service we provide.
- 3.5 We will treat all customers fairly and with respect, and ensure that the individual circumstances and needs of our customers are considered at all times. We will regularly monitor and assess our delivery to ensure that we provide a customer-focused service.

Aims

- 3.6 The aims of this policy are directly linked to the new proposed Consumer Standards and our vision, values and strategic objectives. In particular, our aims are to:
- raise awareness of how to report ASB and what we or other agencies can do to prevent and address it
 - encourage customers to be considerate neighbours and to resolve issues between themselves. Where appropriate we will support them to reach a solution
 - encourage our residents to report ASB issues and to increase confidence by providing feedback on the community safety work that we do
 - put people first by listening to them and understanding the effect ASB has on victims and the risks to them and others
 - manage expectations and keep victims informed about the progression of their case. In addition we will assist customers and signpost them to agencies who can give them appropriate support and assistance (where required)
 - work in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle antisocial behaviour (ASB) in the neighbourhoods where we provide housing, to take a problem-solving approach to each case by using a wide range of tools and powers to resolve problems. Legal action may be necessary in the most serious cases.

4. Roles and responsibilities

- 4.1 The Assistant Director of Neighbourhoods shall be responsible for the implementation and review of this policy. The operational day to day delivery of the policy is the responsibility of the Safer Neighbourhoods Manager.
- 4.2 All believe housing staff are responsible for reading and familiarising themselves with this policy and the associated toolkits and procedures.

5. Legislation and regulation

5.1 This policy incorporates a number of legislative and regulatory guidance. The following is a list of documents and associated policies/publications:

- Housing Act 1996/2004
- Housing Act 1988
- Equality Act 2006/2010
- Human Rights Act 1998
- Crime and Disorder Act 1998
- Landlord and Tenant Act 1985
- RSH Consumer Standards
- Data Protection Act 2018
- Safeguarding Vulnerable Adults Act 2006
- Safeguarding Vulnerable Groups Act 2006
- Mental Capacity Act 2005
- Criminal Justice Act 2003
- ASB Action Plan 2023
- Antisocial Behaviour, Crime and Policing Act 2014
- Anti-Social Behaviour Act 2003
- Protection from Harassment Act 1997
- Domestic Abuse Act 2021
- The charter for social housing residents: social housing white paper
- Social Housing Regulation Act 2023
- National Housing Federation Document Retention Schedule

6. Reporting incidents

6.1 We aim to create sustainable neighbourhoods where people feel safe and confident to come forward and report ASB. We will encourage the reporting of ASB in a number of different ways, including:

- In person to our local staff
- believe housing's app
- telephone
- email
- text
- our website
- a third party, such as a local Councillor.
- An appointed representative or advocate for the customer

When our customers report incidents to us, we encourage them to do so as they occur. Any delay in reporting may limit any action we can take if the report relates to historic events. This will be discussed with the customer as part of the reporting and risk assessment process. Where an advocate or representative of the customer is reporting antisocial behaviour on behalf of the customer, it should be noted that we only accept the appointment of one nominated representative or advocate who we will communicate with in regard to the ASB report. Should at any time during the case the customer wish to change their advocate, this can be facilitated but we must receive this request directly from our customer.

Our response to reports

6.2 Regardless of which way an incident is reported, it will be dealt with promptly and within the specific timescales set out in this policy. We will take a reasonable and proportionate stance to reports, considering the individual circumstances of each case. The majority of ASB reports will not require legal action and will be resolved through early intervention from our staff.

6.3 We will ensure that complainants are kept up to date with the progress of their case, and any ongoing action or investigations. Officers will agree a specific action plan with each complainant, including timescales for how often they would like to be contacted. We will also carry out a risk assessment of each complainant, in order to assess whether there is any additional support that they need.

- 6.4 In cases of repeat or vulnerable victims we will work with them to ensure that there is a support network to help them manage the situation. It is also important to offer support to perpetrators of ASB to assist them to resolve problems on a longer-term basis; however, in some serious cases, we may proceed immediately with legal action without offering support.
- 6.5 We will deal with all reports of ASB in a sensitive manner. We appreciate that some customers will be concerned about revealing their details when reporting ASB issues; however, in most cases, we will need this in order to take effective action. We will treat all reports as confidential, unless we have permission to share information, if there is an immediate risk to the complainant and/or other residents, or if there are safeguarding concerns.
- 6.6 Anonymity, in some cases, where legal action is required, it may be necessary to reveal the identities of complainants (with prior agreement) as, without first hand evidence, it may not be possible to put forward a strong legal case. We do receive anonymous complaints and will, where we can, investigate these complaints; however, we may be limited in the action that we can take without having a named complainant.
- 6.7 Where a customer chooses to appoint a representative or advocate to support them during their ASB case, this should be noted and respected from the outset. With the customer's consent, we can accept the initial ASB report from the representative or advocate and liaise with them during the early stage of the case to gather relevant information and evidence if this is the customer's preferred approach. While it is preferable for us to carry out the action plan and subsequent risk assessment directly with the customer, if the customer wishes for this information to be provided solely by their representative or advocate, this will be noted within the relevant paperwork. However, if the case progresses to the stage where formal action is being considered against the alleged perpetrator, we will require direct communication with the customer. This ensures that the customer fully understands any proposed action, including any potential risks and implications. The customer may continue to be supported by their representative or advocate during this stage, but their direct input may be required in order to proceed.
- 7. Partnership working and sharing information**
- 7.1 believe housing recognises that dealing with ASB is not the sole responsibility of one agency. Multi-agency working is an important tool in taking a holistic approach to tackling ASB in our communities. Where possible, we will work with other agencies

to combine resources, and take a partnership approach to find a suitable resolution to ASB issues.

7.2 We will regularly review (with partner agencies where relevant) the areas where ASB is reported, in order to identify any trends or ‘hot spots’; plans will then be agreed and will outline what measures will be put in place to tackle the problems.

7.3 Examples of our partner agencies include, but are not limited to:

- Durham Constabulary and other relevant police authorities.
- County Durham & Darlington Fire & Rescue Service and other relevant fire authorities.
- Durham County Council and other relevant Local Authorities (including Neighbourhood Wardens, ASB Officers, Environmental Health, Children and Adult Services, Housing and Education)
- Probation Service
- Harbour and other domestic abuse support services
- Substance misuse support services.

8. Confidentiality, data protection and information sharing

8.1 Data sharing with the police, local authority and other partners is limited by the Data Protection Act 2018, and we will agree data sharing protocols with them.

8.2 While we respect privacy and confidentiality and are mindful of our obligations under the Data Protection Act, tackling ASB requires the ability to exchange information with statutory and non-statutory agencies.

8.3 In addition to sharing information to resolve ASB, we will also share appropriate information with statutory agencies where we have reason to believe that there are safeguarding concerns, or where someone may be at risk.

9. Type and classification of ASB

9.1 The table below identifies the types of ASB that may be reported, and how we classify them.

| | |
|--|--|
| <p>One working day priority – initial contact attempted with complainant to be made within one working day</p> | <ul style="list-style-type: none"> • Hate crime • Domestic abuse • Threats of violence • Intimidation/harassment • Criminal behaviour |
|--|--|

| | |
|--|---|
| | <ul style="list-style-type: none"> • Drugs/alcohol • Verbal abuse* • Dangerous dogs* • Noise* • Serious youth disorder* |
| Five working days' priority – initial contact attempted with complainant to be made within five working days | <ul style="list-style-type: none"> • Vehicle nuisance • Noise* • Verbal abuse* • Minor youth disorder* • Animal nuisance • Litter/fly-tipping • Garden nuisance • Misuse of communal areas • Dangerous dogs* |

9.2 As the tables show, there are many different types of ASB. However, not everything that is reported to us will be classed as ASB, and there are some minor complaints which we will not investigate; for example, noise which would be classed as every day, household noise, such as someone using a washing machine at a reasonable time of the day.

* In cases of noise, youth disorder, verbal abuse, and dangerous dogs, reports will be assessed and allocated a response time depending upon the nature, frequency and severity and risk associated to the nuisance being reported.

9.3 We will consider enforcement action against complainants in cases where investigations lead us to believe that complaints are being made falsely or maliciously to cause upset or distress to others.

10. Support for victims and witnesses

10.1 ASB can have a detrimental effect on people's lives, and we understand the importance of supporting victims or witnesses as investigations are being carried out.

10.2 In addition to making any appropriate referrals to partner agencies for support (with the consent of the victim or witness), we will also aim to provide additional measures to ensure that they feel safe in their home, if required. This may include providing window/door alarms, personal alarms, for example, or perhaps making a referral for additional locks or other security measures.

- 10.3 Where a victim or witness needs to attend court, the investigating officer will fully explain the procedures to them, including what will happen to their evidence and how it will be used.

The officer will also explain what to expect when they attend court and can arrange a separate waiting area if necessary. If appropriate, the officer may be able to arrange a visit to the court prior to the hearing, so that the victim or witness can see where the hearing will take place.

11. Support for perpetrators

- 11.1 Where a report of ASB involves someone under the age of 18, we will work closely with their parents or guardians, and with other appropriate agencies such as police, children's services, youth offending or the relevant school in order to challenge their behaviour and try to prevent any further issues in the future.
- 11.2 In some cases, Acceptable Behaviour Agreements (ABAs) will be offered to young people as a way of challenging their behaviour. These contracts are voluntary and can include prohibitions/restrictions on the young person's behaviour, as well as including positive requirements to help improve poor behaviour.
- 11.3 For adult perpetrators, believe housing seeks to support and sustain tenancies using early intervention methods rather than ending someone's tenancy. We will look to refer perpetrators to support agencies where we believe that this could help to sustain a tenancy at risk and could help to address the perpetrator's behaviour.
- 11.4 We will also consider the use of restorative approaches, where appropriate, to try and address ASB.
- 11.5 However, in serious and persistent cases, where all offers of support have been offered and the perpetrator has either declined or not engaged, we will take enforcement action using the full range of tools and powers available.
- 11.6 In particularly serious cases, we may proceed with enforcement without offering support.

12. Surveillance

- 12.1 Should any complaints be made that the use of a premises is interfering with the reasonable enjoyment of another's property, or affecting their wellbeing, believe housing reserves the right to issue complainants with equipment to record intrusive and

unreasonable noise with a view to providing this information to us so that appropriate action can be taken.

- 12.2 Where noise monitoring equipment or the Noise App is likely to be used, the alleged perpetrator will be advised of this.
- 12.3 We may also consider the use of overt CCTV cameras in order to lift the burden of gathering evidence from the complainant; however, this must be reasonable and, proportionate. Any use of overt CCTV will be in line with believe housing's Data Protection Information Governance Framework and CCTV guidance.

13. Tools and powers

- 13.1 believe housing has a number of options available when dealing with ASB cases, from early intervention through to legal action.
- 13.2 Where it is safe to do so we will encourage and support customers to resolve issues themselves with/without our involvement or using mediation.
- 13.3 Staff will provide realistic advice from the outset about what action we may be able to take, the level of evidence that will be required, and possible timescales. We will take appropriate action where we have sufficient evidence to do so. The tool(s) and/or power(s) used to tackle the issue will be proportionate, taking into account the seriousness, frequency and impact of the ASB as well as the level of risk that it poses.
- 13.4 There may also be some cases reported to us where we are unable to take action. In such cases, the reasons for this will be explained clearly to the complainants involved, and we will always try to signpost customers to other agencies where this may be relevant.
- 13.5 The following is an explanation of some of the tools and powers that will be used, where appropriate, to resolve ASB.

Written or verbal warnings

- 13.6 Early and informal interventions can establish clear standards of behaviour and reinforce the message that antisocial behaviour will not be tolerated. In many cases, the perpetrator may not be aware of the impact that their behaviour is having on others, and the threat of more formal enforcement tools can be a sufficient incentive for an individual to change their behaviour.

- 13.7 Verbal warnings might be used where staff have reason to believe that ASB has occurred or is likely to occur, and that the individual's behaviour could be considered to be unreasonable. In issuing a verbal warning, officers will explain what type of behaviour is causing the issue, and what effect it is having on the victim or the community; they will also explain the consequences if the perpetrator does not comply with the warning.
- 13.8 Written warnings will also contain specific information about the unacceptable behaviour, and the effect it is having on the victim or the community. They will also include references to particular clauses from the Tenancy Agreement, which the behaviour may be in breach of.
- 13.9 Records will be kept of any written or verbal warnings, so that they can be used as evidence at a later stage, should legal action be required.

Mediation/Restorative Approaches (RA)

- 13.10 Mediation or RA can be effective tools in solving issues by bringing all parties together.
- 13.11 Mediation can be helpful in neighbour disputes, family conflicts and similar situations where it is difficult to identify the victim and the perpetrator; RA is useful where there is an admission of guilt and/or there is a clearly identified perpetrator.
- 13.12 For mediation or RA to be successful, all parties involved must be willing to come together to discuss their issues. To deliver long-term solutions, parties should agree a solution or compromise that everyone is agreeable to.
- 13.13 An independent third party will facilitate the conversation, and also ensure that all parties adhere to a set of ground rules so that everyone gets a chance to speak, and to put their point of view across. They can also draw up a written agreement, if required, that all parties can sign to formalise what has been agreed.
- 13.14 Mediation/RA will only be offered where:
- Both parties agree to the process
 - There is no serious criminality involved
 - There is not an imbalance of power between the parties.

Acceptable Behaviour Agreement (ABAs)

- 13.15 ABAs are a written agreement between the perpetrator of the ASB, and the agency (or agencies) who are working with them. The aim of the agreement is to put boundaries or

rules in place to prevent further ASB, and also to put forward some positive requirements for the perpetrator to work towards.

- 13.16 The terms of the ABA can be discussed with the perpetrator (and their parents or guardians, if the perpetrator is under 18) before it is signed.
- 13.17 ABAs are voluntary, and there is no formal sanction associated with refusing to sign; if an individual does not want to sign, they cannot be made to do so. However, refusal to sign an ABA, if followed by further incidents of ASB, could lead to further enforcement action.

Injunctions

- 13.18 An injunction is a court order that prohibits a particular activity or requires someone to take a particular course of action.
- 13.19 Where appropriate to do so, we will seek injunctions against perpetrators of ASB, and particularly in cases involving harassment, threatening behaviour, or violence.
- 13.20 In addition to prohibiting certain types of behaviour, the injunctions can also include positive requirements that the perpetrator must adhere to; for example, to engage with a particular agency or receive support for a particular issue.

Notice of Seeking Possession (NOSP)

- 13.21 This is a written warning, stating our intention to commence legal proceedings against a perpetrator's tenancy, and our reasons for doing so. A NOSP can be issued on the grounds of ASB alone or can be issued for multiple reasons where appropriate; for example, ASB, rent arrears, or other breaches of the Tenancy Agreement.

Demoted tenancy

- 13.22 A Demotion Order has the effect of ending the existing tenancy and replacing it with a less secure, demoted tenancy. The tenant's Right to Buy is removed, along with their security of tenure, for at least 12 months.
- 13.23 At the end of the Order, if the landlord is satisfied with the tenant's conduct and has not started legal proceedings to end the tenancy, it will revert back to an Assured Tenancy.

Possession Orders/Absolute Ground for Possession

- 13.24 A Possession Order is a civil order which is granted in a County Court, where ASB is serious and persistent and where all appropriate methods of resolution have been tried but have been unsuccessful and there is merit in applying to court for a possession order.
- 13.25 Possession Orders may be outright, meaning that the tenant is given a fixed period of time (usually between 14 and 42 days) to vacate the premises; or suspended or postponed, meaning that the tenant is allowed to remain in the premises provided that they abide by certain conditions and do not continue to breach their tenancy.
- 13.26 The Housing Act 1988 provides mandatory and discretionary grounds for possession.
- 13.27 The Absolute Ground for Possession is intended for the most serious cases of ASB and can be used for possession of Assured Tenancies where ASB or criminality has already been proven in another court.
- 13.28 For an absolute ground to be considered the tenant, a member of the tenant's household, or a person visiting the premises must meet one of the following conditions:
- Convicted of a serious offence (specified in Schedule 2A to the Housing Act 1985)
 - Found by a court to have breached a civil injunction
 - Convicted of breaching a Criminal Behaviour Order
 - Convicted of breaching a Noise Abatement Notice
 - The tenant's property has been closed for more than 48 hours under a Closure Order for ASB.

Suspension of certain rights in connection with ASB

Mutual exchanges

- 13.29 Assured tenants do not have the statutory right to exchange; however, the Tenancy Agreement includes a provision for this and we follow the same regime as for Secure Tenants. Both tenants wishing to exchange require permission before the process can be completed, and the Housing Act 1988 lists the grounds on which permission may be refused.
- 13.30 In relation to ASB, landlords can refuse a mutual exchange if a relevant injunction or possession order, granted on the grounds of nuisance behaviour, is in force; or court action to obtain such an order, or a demotion order, is pending against the tenant or proposed assignee or a person who resides with them, or if the landlord has served a notice of seeking possession for ASB, which is still in force.

Right to Buy

13.31 The Housing Act 1985 enables the landlord to seek an order suspending the Right to Buy (including Preserved Right to Buy) for a specified period in respect of a tenancy on the grounds of antisocial behaviour.

14. Tools and powers available to the local authority and police

Community Protection Warning (CPW) and Community Protection Notice (CPN)

14.1 The CPN is intended to deal with particular ongoing problems that negatively affect the community's quality of life, by targeting those responsible.

14.2 A CPN can be issued if the relevant agencies are satisfied that the conduct of the individual, business or organisation:

- is having a detrimental impact on the quality of life of those in the locality
- is persistent or continuing in nature, and
- is unreasonable.

14.3 Before issuing a CPN, the issuing body should give a written warning (CPW) to the perpetrator setting out that if the antisocial behaviour persists a CPN will be issued. The CPN will set out particular conditions which the subject must comply with; failure to comply can lead to a Fixed Penalty Notice (FPN) being issued.

Criminal Behaviour Order (CBO)

14.4 A CBO can deal with a wide range of ASB and would follow on from an individual being convicted of a criminal offence; for example, threats or actual violence, or criminal damage.

14.5 A CBO is aimed at tackling the most serious and persistent offenders, where their behaviour has brought them before a criminal court.

Public Spaces Protection Order (PSPO)

14.6 The purpose of the PSPO is to stop individuals or groups committing ASB in a public space. The PSPO may be used to restrict behaviour which has to:

- be having, or likely to have a detrimental effect on the quality of life of those in the locality
- be of a persistent or continuing nature, and
- be unreasonable.

- 14.7 The local authority will be responsible for any new PSPOs following consultation with the police, Police Crime and Victim's Commissioner, and other relevant bodies.

Closure Order including Partial Closure Order

- 14.8 The purpose of a Closure Order/Partial Closure Order is to allow the police or local authority to quickly close premises that are being used, or are likely to be used, to commit nuisance or disorder.
- 14.9 A Closure/Partial Closure Order can prohibit access to the premises at all times, or at specified times only. It may also prohibit access to the premises by everyone (including the tenant), or by specified persons only.
- 14.10 A Closure/Partial Closure Order can be made for a maximum of three months; however, the police or local authority can apply for an extension to this for up to a maximum of six months.

Community remedy

- 14.11 The community remedy gives victims a say in the out-of-court punishment of perpetrators for low level crime and ASB. The type of actions that may be considered could include:
- mediation
 - a written or verbal apology
 - paying an appropriate amount for damage to be repaired or stolen property to be replaced
 - reparation to the community (for example by doing unpaid work for a short period).

15. Closing cases

- 15.1 Cases will be closed when they have been resolved, and when the complainant is happy for us to do so.
- 15.2 However, there may be circumstances when we close a case, even when the complainant does not want us to do so. These may be cases where we feel that we have done everything which is reasonable and proportionate to resolve the complaint and/or where there are no breaches of the Tenancy Agreement.
- 15.3 In general, if there has been no contact made or any further complaints received within a 28-day period, we will look to close the case.

15.4 However, we will not assume that a case has been resolved, or a situation has improved, because we have not heard from the complainant; we will make every effort to contact them by a variety of methods prior to closure.

15.5 On closing each case we will record our reasons for closure and will ask the complainant to complete a customer satisfaction survey about their experiences of using the service.

16. The ASB Case Review

16.1 The ASB Case Review gives victims of persistent antisocial behaviour reported to any of the main responsible agencies (such as the council, police, housing provider) the right to request a multi-agency case review where a local threshold is met.

16.2 In County Durham, for example, the threshold is as follows:

If you have previously reported three (or more) incidents of antisocial behaviour within the last six months and the antisocial behaviour continues, you can request a case review.

If the local threshold is not met, consideration will be given to the persistency of the antisocial behaviour, the harm or potential harm caused, and the adequacy of the response from the agencies involved. If your case is considered high risk, you may also qualify for a case review.

16.3 An independent chair will be appointed to lead a multi-agency case review. The case review will bring together relevant agencies to take a joined-up, problem-solving approach to find a solution.

16.4 This review process cannot be used to report general acts of crime, including hate crime and does not replace the complaints procedures of individual organisations.

16.5 If you have reported ASB and received a service but are unhappy with that service or the action taken you should submit a complaint under that agency's complaints procedures.

17. Performance monitoring and review

Monitoring

17.1 believe housing will collate and monitor performance in relation to ASB and hate crime reports on a monthly basis.

- 17.2 Customer satisfaction testing in relation to the service received will be conducted regularly on a random selection of cases that have been closed.
- 17.3 Feedback and analysis will be used to identify any trends and to continuously improve service delivery.
- 17.4 Annual key performance indicators and local performance targets will be set in relation to the delivery of the service, and these will be reported to Boards and Senior Management Teams as appropriate.

Review

- 17.5 This policy will be reviewed every three years, or due to:
- changes in relevant legislation
 - any issues raised about the policy by an independent organisation (such as an inspection) that then, in the opinion of the group, would require a review of this policy.

18. Training and awareness

- 18.1 Due to the range of skills required to effectively manage complaints of ASB, and identify any vulnerabilities or support needs, all appropriate training will be provided to every member of staff who will be involved in tackling and preventing ASB.
- 18.2 In addition, all staff will be given regular safeguarding training, and will be updated on any changes to policy, procedure or legislation around ASB.
- 18.3 In order for our communities to feel safe and secure, we may look to publicise any success that we have when tackling ASB.
- 18.4 If the action taken is of a serious nature, for example legal action such as injunctions or possession orders, we may look to publicise these. The information we publicise will be about the perpetrator only, and could include their name, age, locality, and any prohibitions that the court has imposed.
- 18.5 Where prohibitions have been imposed, the information would also include details of who to contact if these prohibitions are breached.
- 18.6 Where a perpetrator is under 18 years of age, a decision regarding publicity would be made in accordance with Safe Durham Partnership protocols or that of any other relevant local authority.

19. Links to other policies

19.1 This policy should be read in conjunction with the following associated policies:

- Complaints Policy
- Tenancy Management Policy
- Tenancy Policy
- believe housing's Tenancy Agreements
- Domestic Abuse Policy
- Safeguarding Adults and Children Policy
- Equality and Diversity Framework
- Data Protection Information Governance Framework
- Persons of Interest Policy.

20. Complaints

20.1. If a customer is unhappy about a decision in relation to this policy, they should make their complaint to us in the first instance, or alternatively seek advice from the Housing Ombudsman before doing so.

21. Useful contacts

- believe housing – www.believehousing.co.uk or email hello@believehousing.co.uk
- Police – telephone 101 (non-emergency) or 999 (emergencies only)
- To use the ASB case Review Community Trigger, please refer to the relevant local authority website for more details.
- Durham County Council – telephone 03000 260000
- Sunderland City Council – telephone 0191 520 5550
- Hartlepool Borough Council – telephone 01429 266522
- Stockton on Tees Borough Council – telephone 01642 393939
- Darlington Borough Council – telephone 01325 405333
- Housing Ombudsman – email: info@housing-ombudsman.org.uk or telephone: [0300 111 3000](tel:03001113000).