



NORTHAMPTONSHIRE
PARTNERSHIP HOMES

Anti-Social Behaviour Policy

July 2024

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DOCUMENT MANAGEMENT*Approved by: Nicky McKenzie*

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Contact Officer: (Duty Holder)
 Ryan Surridge – Tenancy Compliance Manager

Contact: (Responsible Person)
 Ryan Surridge – Tenancy Compliance Manager

THIS DOCUMENT IS TO BE READ IN CONJUNCTION WITH:

1. Tenancy Sustainment Strategy
2. Neighbourhood Management Policy
3. Hate Incident Policy
4. Domestic Abuse Policy

REVISION HISTORY

Revision date	Previous revision date	Summary of Changes	Changes marked	Version
July 2024	n/a	Desktop review.	No	2

1. Purpose and Context

1.1 Northamptonshire Partnership Homes (NPH) manage more than eleven thousand properties on behalf of West Northamptonshire Council (WNC).

1.2 This Policy links into NPH's corporate objectives.

Vision:

NPH provides homes which enable people to live happy and healthy lives in enriched communities.

Mission:

We improve lives by sharing a common purpose.

We improve and maintain the quality of our homes.

We provide services which endeavour to meet the needs and aspirations of all tenants and residents.

We will provide the opportunity for people to influence the immediate and long-term futures for themselves and their communities.

Values:

Open and strong

Listen and respond

Achieving more with others

Aim high and deliver

1.3 NPH are committed to both preventing and tackling Anti-Social behaviour (ASB), and we recognise that it can have a devastating and significant impact on both individuals and communities.

1.4 Our policy ensures legal compliance under the Housing Act 1996 but also demonstrates NPH's commitment to addressing ASB, on the estates we manage.

1.5 ASB can take many forms and be wide ranging. The effects for those that experience such unacceptable behaviour can be long lasting and negatively impact on an individual's quality of life.

1.6 NPH take the issue seriously and have a dedicated team of specialist Tenancy Compliance Officers that deal with cases of ASB in addition to a team of Housing Support Officers who work with those that are vulnerable or require support.

1.7 We are committed to keep abreast of best practice and having highly skilled staff that can deal with instances of ASB efficiently and effectively.

1.8 ASB of any kind is unacceptable and will not be tolerated by NPH.

1.9 This Policy sets out our approach to the following:

- Preventing, identifying the causes of, and tackling ASB
- Supporting victims and witnesses
- Tenancy sustainment
- Partnership working
- The use of publicity

2. Policy Statement

2.1 NPH seek to create sustainable and thriving neighbourhoods and communities that allow people from diverse backgrounds and cultures to co-exist in an environment of cooperation and respect.

2.2 We will not tolerate nuisance or Anti-Social behaviour directed towards tenants, leaseholders, their visitors, or any others engaged in a lawful activity in the locality of our homes, including our colleagues, contractors and others acting on our behalf.

2.3 We are committed to partnership and collaborative working to prevent, identify, and tackle the causes of ASB.

2.4 We are committed to delivering service of the highest standard, demonstrated through the ASB service being externally audited and formally accredited by Resolve, with NPH meeting the Resolve Standard.

3. Definition of ASB

3.1 We use the same definition of ASB as set out within the ASB, Crime and Policing Act 2014.

3.2 ASB is defined 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

3.3 ASB can include but is not limited to:

- Alcohol related

- Domestic abuse
- Drugs / dealing / misuse
- Garden nuisance
- Hate related incidents
- Litter / fly-tipping / rubbish
- Other criminal behaviour to include prostitution
- Pet and animal nuisance
- Physical violence
- Vandalism
- Vehicle nuisance
- Verbal abuse / harassment / intimidation
- Noise nuisance

3.4 Definition of Hate Related Crime / Incidents

The police and the Crown Prosecution Service have agreed the following definition for identifying and flagging hate crimes:

"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."

A hate incident is any incident which the victim, or anyone else, thinks is based on someone's prejudice towards them because of their race, religion, sexual, orientation, disability or because they are transgender

The five monitored strands are:

- Race
- Religion/faith
- Sexual orientation
- Disability
- Transgender-identity

Crimes based on hostility to **age, gender, or appearance** can also be hate incidents/crimes, although they are not part of the five monitored strands.

3.5 Definition of Domestic Abuse

Domestic abuse involves any single incident or pattern of conduct where someone's behaviour towards another is abusive, and where the people involved are aged 16 or over and are, or have been,

“personally connected” to each other regardless of gender or sexuality.

The abuse can involve, but is not limited to:

- Psychological
- Physical
- Sexual
- Financial
- Emotional
- Violent
- Threatening
- Controlling
- Coercive behaviour

“Personally connected” means the individuals concerned:

- are due to be, are currently, or have been, married or civil partners to each other
- are, or have been, in an intimate personal relationship with each other
- are, or have been, parents (or had a parental relationship) to the same child
- are relatives (the 2021 Domestic Abuse Act gives further definitions of ‘relatives’)

3.6 There are also examples of incidents that we will not consider to be ASB, and these include but are not limited to:

- Baby crying
- DIY at reasonable times and volumes
- Domestic appliances
- Normal household noise
- Children playing

4. Policy

4.1 This Policy has been written to take account of our responsibilities contained within relevant legislation and strategies to include:

- Housing Acts 1985 and 1996
- Equality Act 2010
- ASB, Crime and Policing Act 2014
- Tenancy Sustainability Strategy
- Safeguarding Policy

- 4.2 NPH is a partner of the Community Safety Partnership (CSP) and actively supports a range of measures, actions and activities aimed at detecting and preventing ASB. This includes things such as supporting Days of Action and Community Clean Ups.
- 4.3 We will signpost to diversionary activities available in local neighbourhoods to ensure youths are actively engaged and deterred from committing ASB or crime.
- 4.4 We will go into local communities and listen to residents and deploy our NPH Community Bus, to specific hotspots and undertake targeted campaigns and awareness sessions.
- 4.5 We will investigate and deal with reports of ASB where the subject of the report is an NPH tenant.
- 4.6 NPH will not deal with ASB reports under this policy concerning non-NPH tenants, such as other social landlord owned, leasehold, privately rented or owner-occupied dwellings. We will explain the reason for this and signpost the reporter to the most appropriate team, organisation or partner.
- 4.7 We accept reports of ASB from anonymous sources and will investigate them accordingly. Anonymous reports may limit what action can be taken by NPH.
- 4.8 Reports of ASB can be made in a variety of ways to include:
 - In writing
 - Online
 - In person
 - By telephone (both office hours and outside of office hours)
 - By email
 - By a Councillor or MP
 - By a third party
 - Anonymous
- 4.9 We aim to promote a spirit of tolerance, respect and being a good neighbour.
- 4.10 We will encourage reporters of ASB to consider self-help options in the first instance which means that if it is safe and appropriate to do so then you will be expected to talk to the subject of report in the first instance. Sometimes it is possible that matters can be “nipped in the bud” without our involvement.
- 4.11 We require all new tenants to sign a tenancy agreement which contains a robust clause about the expectations we have of tenants and what constitutes ASB. We also encourage all new tenants to sign a Good Neighbour Agreement which sets out a range of positive behaviours we and

their neighbours should expect of them and vice versa.

- 4.12 We will reinforce our expectations at the 2 weeks settling in phone call from when the tenancy commenced.
- 4.13 All new tenants will be granted an Introductory Tenancy which we will extend by a further 6 months if it is appropriate to do so.
- 4.14 Tenants who commit ASB may be impacted regarding access to future housing with NPH or rights granted under their current tenancy, as outlined in WNC's Allocations Policy.
- 4.15 We expect tenants to act responsibly and to show tolerance and respect to their neighbours and their neighbourhood. We also expect them to be responsible for the behaviour of other members of their household, guests, and visitors to their property.
- 4.16 NPH takes a zero-tolerance approach to fire safety in communal areas, as outlined in the Fire safety policy.
- 4.17 We treat all reported incidents of ASB seriously and take a victim centred approach to ensure that support is available and offered. The support will be tailor made for the person's needs.
- 4.18 Reports of ASB are graded and response times therefore vary according to the grade.
- 4.19 We categorise ASB by one of the following:
 - Personal
 - Community
 - Environmental
- 4.20 Once an ASB Case has been logged, we will contact the reporter in accordance with the timescales set out in our published service standards.
 - 1 working day for Personal ASB
 - 3 working days for Community ASB.
 - 5 working days for Environmental ASB.
- 4.21 For all reports of ASB we will undertake a risk assessment with the reporter upon the first report of ASB and this will be reviewed depending upon the level of risk or if there is a significant change in circumstances.
- 4.22 We will complete an action plan with the reporter which will be reviewed by the Tenancy Compliance Officer with the reporter every 3 months, with a minimum of fortnightly contact.
- 4.23 We will agree the type and frequency of contact the reporter wants

from the person investigating their report of ASB.

- 4.24 If a report relates to a dispute, where appropriate we will make an offer of mediation to both parties.
- 4.25 If it is deemed that either the reporter or subject of report is vulnerable and requires support, with their consent we will in the first instance make the offer for a referral to our own Support team.
- 4.26 If you are allocated a Housing Support Officer, they will complete a support plan with you, and this will be reviewed with you on a quarterly basis.
- 4.27 We utilise the Noise App and our in-house noise monitoring equipment to allow reporters to evidence noise nuisance. We have created a Noise Nuisance Procedure in conjunction with the West Northants Environmental Protection Team to ensure partnership working and streamline the process when they support in resolving a case.
- 4.28 We use Closed Circuit Television (CCTV), as NPH recognises its responsibility to provide an environment where, as far as possible, its residents can benefit from quiet enjoyment of their properties. CCTV may be erected to prevent or detect ASB or Crime.
- 4.29 We work in partnership with the victim support organisation, VOICE. If you are the victim of crime, serious or ongoing ASB, with your consent we will make a referral to them to offer you support.
- 4.30 We will support witnesses and victims of ASB through the legal process by offering a tour of the Court, explaining the trial process and if appropriate meeting our solicitor in advance of a trial.
- 4.31 We are committed to the prevention of homelessness and therefore will wherever possible seek to keep victims living in their homes safely whilst at the same time attempt to change the subject of reports behaviour, where it is appropriate and possible to do so.
- 4.32 We will offer low level target hardening which means we can agree to the installation of additional security measures such as letter box jammers, window alarms and extra locks to the home.
- 4.33 We will in exceptional circumstances offer temporary accommodation or a management transfer to the victim of serious ASB. This will normally mean where there is a credible threat to life or serious health and safety risk.
- 4.34 We provide an out of office ASB reporting line which allows a person to report ASB outside of normal office hours. This means the Tenancy

Compliance team receives daily updates each morning before the business day commences.

- 4.35 We will thoroughly investigate reports of ASB and discuss with you the potential available options and choose the most effective one. We will in the first instance look at informal measures, however in the most serious incidents we will pursue the most appropriate and effective legal remedy.
- 4.36 We will always try to manage your expectations which may on occasion mean we tell you that your desired action by us is not appropriate. In determining any action we propose to take we will always consider whether it is justifiable, reasonable, and proportionate to the allegation of ASB made.
- 4.37 In determining the most appropriate course of action we will have due regard to the Equalities Act 2010 and Human Rights Act 1998.
- 4.38 The actions and powers that we will consider and can utilise in house include, but are not limited to:
 - Good Neighbour Agreements
 - Tenancy Sustainment Contracts
 - Acceptable Behaviour Contracts
 - Injunctions
 - Notice of Extension
 - Demotion
 - Notice of Possession Proceedings
 - Notice of Seeking Possession
 - Possession Orders
 - Eviction
- 4.39 Eviction will always be the last resort, however in the most serious cases we will pursue this course of action if it is deemed to be both proportionate and reasonable to do so.
- 4.40 The actions and powers that we will consider and support partner agencies obtaining where appropriate, such as the police and local authority include, but are not limited to:
 - Community Protection Warnings
 - Community Protection Notices
 - Criminal Behaviour Orders
 - Public Space Protection Orders (PSPOs)
 - Closure Orders
- 4.41 We will work in partnership with others where it is appropriate to do so for the purpose of prevention, detection and effectively managing ASB, crime and disorder. The partners that we will work with include, but are not limited to:

- Police
 - West Northamptonshire Council, to include Neighbourhood Wardens and Environmental Health
 - Adult and Child Services
 - Education
 - Mental Health Services
 - Third sector
 - Community Safety Partnership
 - Multi-Agency Public Protection Arrangements
 - Multi-Agency Risk Assessment Conference
 - Range of support providers
 - Community Interest Company -Happy to Help
- 4.42 We will work with other agencies and specialist organisations to ensure that we employ methods of best practice and excellence to our service.
- 4.43 We hold Data Sharing Agreements with a range of partners and information will only be shared in accordance with them.
- 4.44 We will support subjects of report to modify or change their behaviour and comply with any positive requirements of a legal remedy such as an Injunction.
- 4.45 In supporting a subject of report, we will aim to ensure that the reporters needs are not overlooked or compromised.
- 4.46 When a subject of report is deemed to be vulnerable and in need of support, we will review our approach if they fail to engage with the support service or show no signs of potential improvement. In doing so we will ensure that any potential next steps or action taken is both reasonable and proportionate.
- 4.47 During an investigation there may be several reasons why we cannot take action. These could include:
- All informal measures to resolve have been exhausted and it would not be reasonable or proportionate to take legal action.
 - Evidence is obtained that the incident did not happen.
 - Insufficient evidence to prove the matter to the required standard of proof.
 - The reported incidents are not deemed to be ASB.
 - Unable to fully investigate due to a lack of cooperation from the reporter or witness.
 - The ASB has stopped.
 - Where the subject of report has a defence covered by the Equality Act

2010.

- The reporter and/or witnesses are not willing to attend court or provide witness statements.

- 4.48 We will close cases in a timely manner and ensure that they are not open longer than is reasonable.
- 4.49 We will confirm to you in writing when we are closing a case and seek your agreement beforehand, however if you disagree, we will record your reasons.
- 4.50 We will ensure that any items of risk to a child, young person or adult are raised as a safeguarding concern.
- 4.51 We will utilise NPH's case management system to identify repeat victims of ASB and consider holding a multi-agency meeting when someone has been a reporter of ASB 3 times or more in a 12-month period.
- 4.52 We will deliver our service in line with published service standards.
- 4.53 We will ensure that our service is accessible and inclusive for our diverse tenant base.
- 4.54 Where appropriate we will record and monitor diversity data to ensure the service is meeting the needs of the communities it serves.
- 4.55 We will ensure that any data held is managed in accordance with the principles of the Data Protection Act 1998 and the UK General Data Protection Regulation.
- 4.56 All information will be securely stored and for legitimate purposes only.
- 4.57 We will seek permission from the subject to share information when it is appropriate to do so, however we will not be able to preserve a subject's identity if the matter relates to when a crime has occurred or where they are a risk to themselves and others.
- 4.58 We will only share information where there is a legitimate obligation to do so.
- 4.59 We will make use of publicity when obtaining legal outcomes when it is deemed appropriate to do so and in the public's interest.
- 4.60 We will map and monitor reports of ASB to identify any trends or hotspots and target our resources accordingly.
- 4.61 When undertaking major improvement works to the estates and properties that we manage we will have due regard to ensure that we

attempt to design out crime and create safe homes and neighbourhoods.

- 4.62 We are committed to delivering an excellent customer service and looking at introducing service improvements when it is practical and feasible to do so.
- 4.63 All our Tenancy Compliance Officers have an individual training plan.
- 4.64 We will seek the views of service users by undertaking satisfaction surveys when a case is closed. We will also use customer feedback and complaints to review our service, make improvements and determine lessons to be learnt.
- 4.65 We will look to positively engage with residents of Northampton, to aid service improvements and will use a range of mediums to seek views and engagement.
- 4.66 We will strive to offer the highest level of service but if a reporter does not feel this has been met, we will respond to all complaints in line with the NPH Complaints and Feedback Policy.
- 4.67 We will notify reporters rights regarding the ASB Case Review if they feel their reports of ASB have not been handled adequately by NPH or partnership agencies and they meet the relevant criteria.

5. Policy Arrangements

- 5.1 A Community Impact Assessment has been completed and it was determined that the Policy did not discriminate against any disadvantaged or vulnerable people.
- 5.2 This Policy is to be held on the NPH website and available for internal consumption.
- 5.3 Key staff will receive refresher awareness of the Policy.
- 5.4 The Policy has been shared with key stakeholders and partners.
- 5.5 Compliance regarding the Policy and procedure will be monitored through regular 1-1's with officers and regular case checks.

6. Review Date

- 6.1 This Policy is to be reviewed bi-annually by the Area Manager and signed off by the Executive Management Team.

- 6.2 The next review date will be July 2026. A review of the policy will take place before this date if legislation or working practices change.
- 6.3 The Policy is available on the NPH website and the internal strategy and policy bookcase.

Appendices

A – Community Impact Assessment