ANTI-SOCIAL BEHAVIOUR (ASB) POLICY

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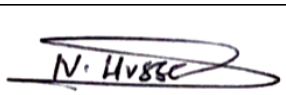

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1. POLICY STATEMENT

Paragon Supported Housing CIC is committed to providing safe, supportive, and inclusive living environments for all residents. As a supported housing provider, we understand that our residents may face a range of personal and social challenges, and we are committed to working compassionately and proactively to manage behaviour that could negatively affect others.

Anti-social behaviour (ASB) undermines individual wellbeing, disrupts the stability of housing schemes, and can lead to harm if not addressed promptly and appropriately. This policy outlines how Paragon Supported Housing CIC defines, prevents, responds to, and manages incidents of ASB within our housing services, with a focus on fairness, risk reduction, and early intervention.

We aim to balance the need for a safe and peaceful living environment with our commitment to supporting individuals with complex needs, including those experiencing mental ill-health, trauma, substance use, or other vulnerabilities.

2. PURPOSE

The purpose of this policy is to provide a clear and consistent approach to addressing anti-social behaviour across all Paragon Supported Housing CIC services. Specifically, the policy aims to:

- Define what constitutes anti-social behaviour in a supported housing context.
- Set out the expectations for resident conduct.
- Explain how ASB will be managed, including reporting, investigation, and response.
- Promote early intervention, de-escalation, and restorative approaches where appropriate.
- Ensure the safety and wellbeing of all residents and staff.
- Support staff to respond to ASB in line with legal, contractual, and safeguarding responsibilities.

3. SCOPE

This policy applies to all residents of Paragon Supported Housing CIC supported housing, including those in shared accommodation, dispersed units, and temporary placements. It also applies to behaviour by residents, visitors, or others that affects the peace and safety of those living or working in our services.

All staff, including support workers, housing officers, managers, and volunteers, are responsible for upholding this policy in their day-to-day practice. External partners, contractors, and visitors are also expected to respect the values and standards of our services.

4. DEFINITION OF ANTI-SOCIAL BEHAVIOUR

For the purposes of this policy, anti-social behaviour is defined as any conduct that causes, or is likely to cause, alarm, harassment, distress, or nuisance to others. In a supported housing context, this includes behaviour that:

- Harms or threatens the physical or emotional wellbeing of residents or staff.
- Damages property or the environment of the service.
- Disrupts the peaceful enjoyment of accommodation by others.
- Undermines the safety, stability, or operation of the housing service.

Examples of anti-social behaviour may include (but are not limited to):

- Verbal abuse, intimidation, or threats.
- Physical violence or aggressive behaviour.
- Harassment, bullying, or discriminatory remarks.
- Loud or disruptive behaviour, especially at night.
- Drug or alcohol-related disturbances.
- Criminal activity on the premises.
- Vandalism, graffiti, or property damage.
- Misuse of communal areas or facilities.
- Persistent refusal to comply with house rules or tenancy/licence agreements.

It is important to note that some behaviours may arise from mental ill-health, trauma, neurodivergence, or substance dependency. While this may inform how we respond, it does not excuse behaviour that puts others at risk or causes harm.

5. EXPECTATIONS OF RESIDENTS

All residents are expected to behave in a way that respects the rights, safety, and dignity of others. This includes:

- Treating fellow residents, staff, and visitors with courtesy and respect.
- Refraining from behaviour that is threatening, abusive, or disruptive.
- Keeping noise levels reasonable, especially at night.
- Using communal spaces appropriately and hygienically.
- Not engaging in illegal activities or substance misuse in shared areas.
- Complying with the terms of their licence or tenancy agreement and any specific house rules.

Residents will be made aware of these expectations during their induction and support planning process, and they will be reminded of their responsibilities if concerns arise.

6. PREVENTING ANTI-SOCIAL BEHAVIOUR

Paragon Supported Housing CIC takes a proactive approach to preventing ASB by:

- Conducting robust assessments during referral and allocation to ensure compatibility.
- Clearly explaining house rules and behavioural expectations at move-in.
- Building positive relationships through regular keywork sessions.
- Providing support around emotional regulation, substance use, or other underlying causes of behaviour.
- Encouraging resident involvement in house meetings and peer engagement to foster a sense of community and ownership.
- Training staff in conflict resolution, trauma-informed practice, and de-escalation techniques.

Where risk of ASB is identified early, targeted support will be put in place to prevent escalation.

7. REPORTING AND RESPONDING TO ASB

Any resident, staff member, or visitor can report anti-social behaviour. Reports can be made verbally, in writing, or anonymously where appropriate. All reports will be taken seriously and responded to promptly.

The process for responding to ASB includes:

1. **Initial Response** – Staff will assess the nature and urgency of the report. In high-risk situations (e.g. violence or serious threats), immediate action may be taken to ensure safety, including police or emergency service involvement.
2. **Investigation** – Staff will speak with all relevant parties to establish the facts. This may include the individual allegedly responsible, witnesses, and affected residents. Notes and statements will be recorded confidentially.
3. **Support and Risk Assessment** – Where applicable, staff will review the individual's support needs and risks. We aim to understand the root cause of behaviour and offer support or signposting to address it.
4. **Outcome and Action Plan** – Depending on the severity and nature of the behaviour, responses may include:

- Verbal or written warnings.
- Restorative conversations or mediation.
- Additional support or behavioural agreements.
- Licence or tenancy conditions or amendments.
- Involvement of external agencies (e.g. police, mental health teams).
- Temporary exclusions or relocations (in serious or repeated cases).
- Eviction or licence termination as a last resort.

All outcomes and actions will be documented and, where appropriate, shared with the resident and referring agency.

8. RESTORATIVE AND SUPPORTIVE APPROACHES

Paragon Supported Housing CIC is committed to taking a supportive and restorative approach to ASB wherever possible. This means working with individuals to reflect on their behaviour, understand its impact, and take steps to repair harm or rebuild relationships. This may involve:

- Mediation between residents with staff support.
- Behaviour contracts or agreements with specific goals.
- Reflective work in keywork sessions or with external agencies.
- Support around substance misuse, anger management, or mental health.

However, where ASB presents a serious or ongoing threat to safety, restorative approaches may be set aside in favour of more protective measures

9. MULTI-AGENCY WORKING

We recognise that ASB often involves complex needs that cannot be managed in isolation. Paragon Supported Housing CIC works in partnership with a range of agencies including:

- Police and community safety teams.
- Probation services.
- Mental health and substance misuse services.
- Safeguarding teams (adults and children).
- Local authority housing and enforcement teams.

Where necessary, multi-agency risk management meetings (e.g. MARAC, MAPPA) will be convened to develop a coordinated response to ASB, particularly in high-risk or persistent cases.

10. SAFEGUARDING CONSIDERATIONS

In some cases, ASB may be a symptom or result of abuse, trauma, coercion, or unmet need. Where there is a concern that a resident's behaviour places themselves or others at risk of significant harm, staff must follow the Paragon Supported Housing CIC Safeguarding Policy and make appropriate referrals to adult or child safeguarding teams.

11. RESPONDING TO FALSE OR MALICIOUS COMPLAINTS

Paragon Supported Housing CIC takes all reports seriously but also recognises that in shared accommodation, tensions or conflicts may lead to false or exaggerated reports. Where it is found that a complaint has been made maliciously, this may itself be treated as a form of anti-social behaviour and responded to accordingly.

12. APPEALS AND COMPLAINTS

Residents have the right to appeal any formal action taken against them, including warnings, behaviour contracts, or evictions. Appeals must be made in writing within 10 working days and will be reviewed by a manager not involved in the original decision.

Residents or others who feel that an ASB report has been mishandled may also make a formal complaint via the Paragon Supported Housing CIC Complaints Policy.

13. MONITORING AND REVIEW

Incidents of anti-social behaviour will be recorded and monitored to identify trends, assess service-level risk, and evaluate the effectiveness of interventions. Regular reports will be reviewed by senior managers and shared with commissioners where required.

This policy and associated procedures will be reviewed every two years or sooner if there are changes in legislation, best practice, or organisational priorities.

14. EQUALITY AND INCLUSION

Paragon Supported Housing CIC is committed to ensuring that responses to ASB are fair, proportionate, and free from discrimination. We will consider any disability, mental health condition, or support need when responding to behaviour, and we will make reasonable adjustments where required.

We are also committed to tackling hate crime and harassment based on any protected characteristic. Discriminatory behaviour, whether verbal or physical, will not be tolerated and will be dealt with as a serious breach of conduct.