

Introducing Paragon Housing Association's Draft ASB Policy

This leaflet sets out the background to and key principals of the draft Anti-Social Behaviour (ASB) Policy that we are currently consulting on.

Guiding Principals of an ASB Policy

Aim: Reduce ASB and promote a safe, inclusive environment.

Definition: ASB under Antisocial Behaviour etc. (Scotland) Act 2004.

Scope: Covers noise, harassment, vandalism, drug misuse, criminal behaviour.

What is Anti-Social Behaviour?

Section 143 of the Antisocial Behaviour etc (Scotland) Act 2004:

Acting in a manner that causes or is likely to cause alarm or distress; or

Pursuing a course of conduct that causes or is likely to cause alarm or distress to at least one person who is not of the same household.

“Conduct” includes speech and a course of conduct must involve conduct on at least two occasions.

In a housing context:

Conduct capable of causing nuisance or annoyance to a person in relation to that person’s occupation of residential premises.

Or

Conduct capable of causing housing-related nuisance or annoyance to any person

The Legal Framework

Key Laws: Antisocial
Behaviour etc.
(Scotland) Act 2004,
Housing (Scotland) Act
2001.

Human Rights:
Complies with ECHR,
especially right to
private and family life.

Lots of other legislation and guidance in the background, and we will list in the final draft of the policy.

Preventative Measures

Community Engagement:
Resident meetings, focus groups.



Early Intervention: Mediation,
support services.



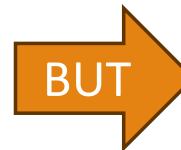
Education: Raise awareness of
ASB and prevention.

How to Report ASB

How to Report:
Phone, email,
online, in
person.

Anonymous
Reporting:
Understand
this reduces
fear of
retaliation.

Confidentiality:
All reports
handled
discreetly.



What about
feedback
and
support?

The Investigation Process



**INITIAL
ASSESSMENT:**
DETERMINE SEVERITY
AND URGENCY.



PROCEDURES:
INTERVIEWS, EVIDENCE
GATHERING, AGENCY
LIAISON.



TIMEFRAMES:
PROMPT
ACKNOWLEDGEMENT
AND INVESTIGATION.

Response & Resolution

Support for
Victims:
Counselling, legal
advice, referrals.

Actions: Warnings,
mediation, tenancy
review, legal
action.

Sanctions:
Escalation to
eviction if
necessary.

Partnership Working

Collaborations: Police, social services, councils, third-sector.

Multi-agency Approach: Holistic response to complex ASB.

Monitoring & Review



Trend Monitoring:
Identify hotspots and patterns.



Annual Review:
Ensure policy remains effective.



Feedback: Resident
input on ASB
handling.

Equality & Diversity

Non-Discrimination: Fair application across all groups.

Cultural Sensitivity: Staff trained to handle diverse needs.



Communication & Awareness



TENANT INFORMATION:

LEAFLETS, WEBSITE,
EVENTS.



STAFF TRAINING:

DE-ESCALATION AND
COMPLEX CASE HANDLING.

Evaluation & Effectiveness

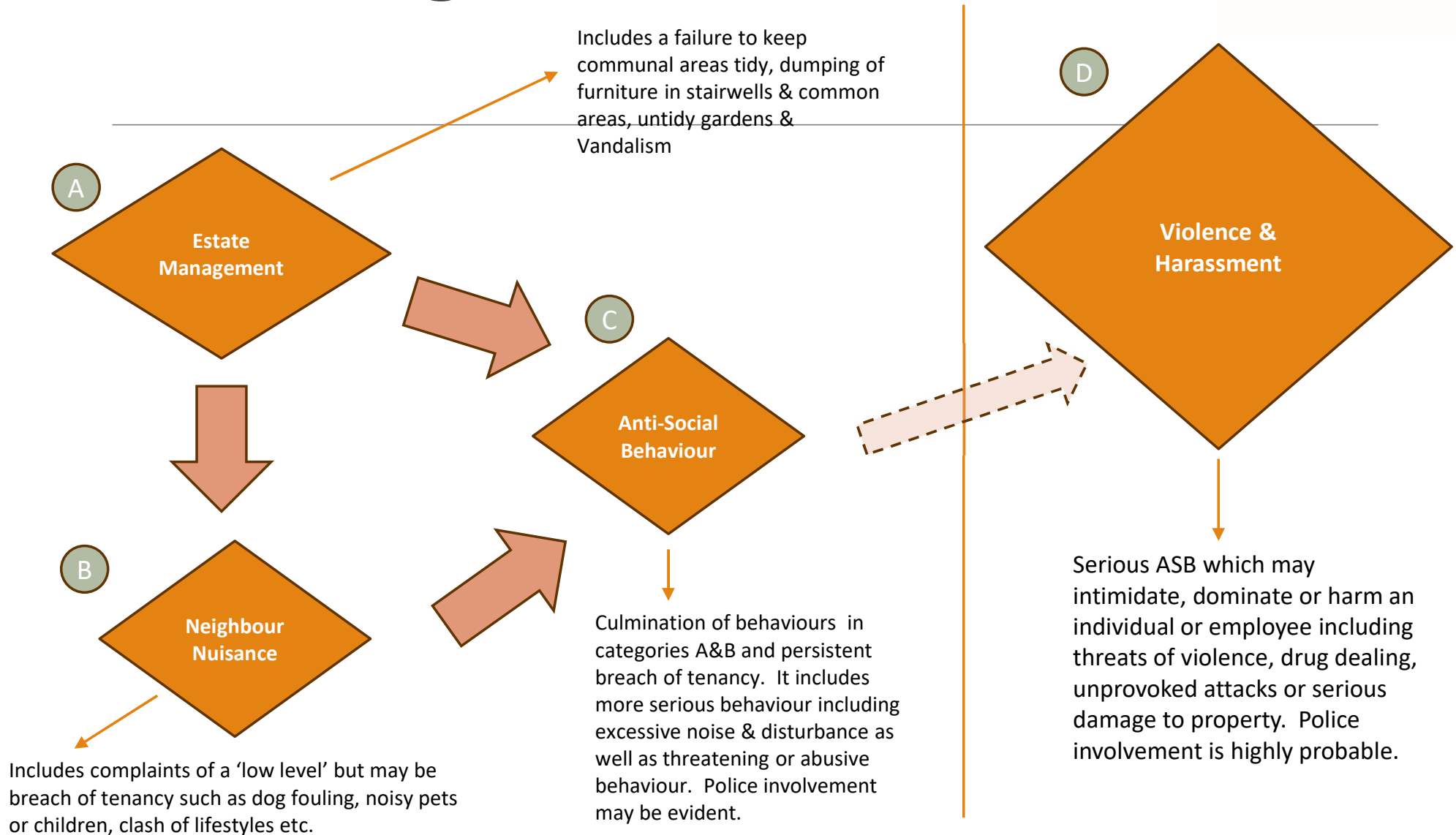


KPIs: Track incidents, resolution rates, satisfaction.



Continuous Improvement: Learn from all interventions.

ASB Categorisation



RISK ASSESSMENT

Used for Category C & D, or vulnerable complainants.



Criteria: Severity, vulnerability, history, behaviour, escalation.

Informs response plan and safeguarding

Risk Assessment Matrix		Vulnerability Level				
		Very High	High	Moderate	Low	Very Low
Level & Type of ASB	Very High	Very High	Very High	High	High	Moderate
	High	Very High	High	Moderate	Moderate	Low
	Moderate	High	Moderate	Moderate	Moderate	Low
	Low	High	Moderate	Moderate	Low	Very Low
	Very Low	Moderate	Low	Low	Very Low	Very Low

Very High Risk | High Risk | Moderate Risk | Low Risk | Very Low Risk

ACTS Model



ASSESS: UNDERSTAND
SITUATION, IMPACT,
URGENCY.



COMMUNICATE:
ENGAGE ALL PARTIES
CLEARLY.



TAKE ACTION:
PROPORTIONATE AND
TIMELY INTERVENTION.



SUPPORT/SUSTAIN:
HELP BOTH SIDES MOVE
FORWARD.

Thank you for taking time to read this leaflet on our Draft ASB Policy. We would love it if you would now take five minutes to complete the survey.

If you have any questions or want to discuss the policy in more detail please let us know.

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Email: enquiries@paragonha.org.uk

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