

ASB and Hate Crime Policy

INFORMATION

Policy Name	Anti- Social Behaviour (ASB)and Hate Crime Policy
Effective Date(s)	February 2022
Approved By	Risk and Compliance, Customer Service Committee
Approval Date	Risk and Compliance Group - 18 January 2022 Customer services Committee – 25 February 2022
Policy Owner/Dept	Head of Housing, Aaron Hammersley
Policy Author	Services Manager – Housing, Kelly Tasker
Review Date	February 2024
Version Number	2.0

Version Control

Version	Date	Changes	Approver

Your Housing Group Strategic Priorities			
Safe	<input checked="" type="checkbox"/>	Viability	<input type="checkbox"/>
Landlord	<input checked="" type="checkbox"/>	Growth	<input type="checkbox"/>
People	<input type="checkbox"/>	Technology	<input type="checkbox"/>

Relevant National Standards or Regulation	Our approach to ASB and hate crime ensures that we meet the regulatory requirements of the Regulator of Social Housing’s Neighbourhood and Community Standard.
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Relevant Legislation	<p>We must operate within the framework created by legislation. This Policy and subsequent Procedure have been written with regard to relevant legislation which includes the following non-exhaustive list:</p> <ul style="list-style-type: none"> Anti-Social Behaviour, Crime and Policing Act 2014 The Care Act 2014 Equality Act 2010 Housing and Regeneration Act 2008 The Children Act 1989 & 2004 Anti-Social Behaviour Act 2003 Human Rights Act 1998 Crime and Disorder Act 1998 Crime and Security Act 2010
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	<p>Criminal Justice Act 2003 Data Protection Act 2018 and subsequent Regulations Housing Act 1996 Housing Act 1988 The Charter for Social Housing Residents</p>
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1.0 Purpose of the Policy

- 1.1 This policy sets out our approach to tackling Anti Social Behaviour (ASB) and hate crime and working with customers who experience either.
- 1.2 Your Housing Group (YHG) recognise the adverse effect of crime, ASB and hate crime on residents, communities, and assets. We are committed to working with our communities to tackle ASB and hate crime. We will use various tools and powers that are available to us to prevent it happening, especially where it is affecting our customers. We value diversity and recognise our duty to provide safe homes and sustainable communities and condemn all forms of discrimination and hate crime.
- 1.3 We recognise that our staff and contractors have a right to undertake their duties without fear of threats or intimidation. We take a zero-tolerance approach towards members of the public engaging in threats and intimidation of staff and contractors. This includes the use of social media and other forms of electronic communication to threaten, abuse, intimidate and harass staff.
- 1.4 We are committed to delivering services that are fair and transparent to our customers.
- 1.5 We will ensure our staff are provided with guidance and training on how to deal with complaints of ASB and hate crime and we will ensure robust systems are in place to monitor the progress of reports of ASB and hate crime.
- 1.6 We will treat complaints of ASB and hate crime seriously and take prompt action to address issues. We will work in partnership with our customers, the Police, Local Authorities and other agencies, where necessary, to ensure that this is achieved.

2.0 Scope of the Policy

- 2.1 This policy applies specifically where the Group provides a service to its customers and any additional service users within its accepted remit.
- 2.2 This policy applies to all paid and voluntary YHG staff and contractors.
- 2.3 Our aim is to tackle ASB and hate crime through the following measures:
 - Prevention
 - Customer expectation and involvement
 - Early intervention
 - Partnership working
 - Enforcement

- Support and rehabilitation

2.4 The Group seeks to have comprehensive policies and procedures in place that are compliant with legislation and best practice yet remain flexible to the needs of the communities it serves. This policy reflects good practice and meets legal and regulatory requirements.

2.5 This policy sets out to ensure that all ASB and hate crime complaints which directly or indirectly affect our housing management functions are dealt with in a non-discriminatory way.

3.0 Definition

3.1 ASB can cover a range of issues from inconsiderate behaviour to criminal behaviour. We define ASB as conduct that:

- causes or is likely to cause a nuisance or annoyance to anyone directly or indirectly as to interfere with the quiet enjoyment of their home or affects our housing management functions; or
- involves using or threatening to use our homes and neighbourhoods for an unlawful purpose.

3.2 We consider the following to be examples of anti-social behaviour, these examples are not exhaustive or exclusive:

- Violence and threats of violence against people and/or property;
- Aggressive and/or threatening behaviour or language(*including causing or committing any act of violence or any form of harassment, intimidation or abuse against any member of our staff or anyone authorised to act on behalf of YHG*);
- Any type of hate behaviour that targets members of identified groups because of their perceived differences;
- Domestic violence or abuse (*incident or pattern of incidents of controlling, coercive, threatening behaviour violence or abuse between those who are, or have been, intimate partners or family members regardless of gender*);
- Intimidation and/or harassment;
- Alcohol related ASB;
- Drug related ASB, illegal substances being used or sold in the area;
- Using a property for illegal or unlawful purposes e.g. the production, storage and/or selling of illegal substances, the storage of stolen goods
- Noise nuisance such as shouting, loud music etc.;
- Problems caused by pets such as persistent dog barking etc.;
- Litter, graffiti or dumping of rubbish i.e. fly tipping;
- Misuse of communal areas;
- Nuisance from vehicles including abandoned vehicles;
- Making false or malicious complaints about another person.

- 3.3 Occasionally customers report certain behaviours as “harassment or behaviour capable of causing a nuisance or annoyance” which may not be a nuisance as far as the law is concerned. YHG expects customers to be tolerant of other people’s lifestyles and therefore cannot accept reports of behaviour that most people accept as a reasonable part of everyday life. We will not generally deal with reports of the following as complaints of ASB:
- Children playing
 - One off incident of loud noise
 - One off incident of a dog barking
 - Noise complaints related to hearing footsteps from a property above
 - Actions which amount to people being generally unpleasant to one another, including name-calling and disputes via social media such as Facebook, unless it amounts to harassment or hate crime
 - Parking issues.
- 3.4 Staff will exercise professional judgement when assessing whether a report of ASB meets our definition or not. Where the behaviour reported is not anti-social, we will provide customers with self-help options where appropriate, including referrals to other agencies.
- 3.5 Hate crimes, as defined by the Equality Act, are any crimes that are perceived to be targeted at a person because of hostility or prejudice towards that person’s:
- Disability
 - Race or ethnicity
 - Religion or belief
 - Sexual orientation
 - Transgender identity
 - Age Discrimination
 - Alternative subculture (*characterised by a strong sense of collective identity and a set of group-specific values and tastes that typically centre on distinctive style/clothing, make-up, body art and music preferences*)
- 3.6 This can be committed against a person or a property, and can be expressed in many forms, and may include: -
- Verbal abuse
 - Assault
 - Vandalism
 - Graffiti or offensive literature
 - Threatening behaviour
 - Disputes via social media
- 3.7 The term Customer relates to residents including tenants, leaseholders and freeholders.

4.0 Consultation

4.1 Consultation on this Policy has taken place with managers and staff within housing, members of the Customer Focus Group, Customer Connect Panel and Solicitors.

5.0 Background and Context

5.1 Under the Neighbourhood and Community Standard, registered providers are required to publish a policy on how they work with relevant partners to prevent and tackle ASB in areas where they own and manage properties.

5.2 To prevent and address ASB, registered providers shall demonstrate:

- that customers are made aware of their responsibilities and rights in relation to ASB;
- they will provide 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 that are tailored towards the needs of customers and their households;
- that 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 tools and legal powers available;
- that all customers and residents can easily report ASB, are kept informed about the status of their case where responsibility rests with the organisation, and are appropriately signposted where it does not;
- the level of support to victims and witnesses.

6.0 Policy Detail - Our Approach to tackling ASB and Hate Crime

6.1 In our approach to ASB and hate crime, YHG is committed to identifying potential problems at the earliest possible stage and making positive intervention to prevent situations becoming more serious. We are committed to working with victims to determine our responses in dealing with reported incidents. Where appropriate, a risk assessment will be completed, and any support requirements discussed.

6.2 YHG will work to prevent ASB and hate crime happening in the first instance by challenging the attitudes and behaviours that foster hatred and encourage early intervention to reduce the risk of incidents escalating.

6.3 YHG will proactively deal with reports and will ensure that effective procedures are used to tackle causes and consequence. We will take action against offenders and support victims.

6.4 We may also signpost to other agencies where necessary to help, assist and encourage interventions.

- 6.5 We will provide a range of options for reporting incidents; ensuring that all relevant staff are trained to receive a report of ASB or hate crime and ensure that all the relevant team are trained to address the behaviour
- 6.6 We will support and contribute to partnership initiatives to reduce crime, ASB or hate crime in areas where we have housing stock.
- 6.7 We will, where necessary request, arrange and attend partnership meetings with relevant agencies where a multi-agency approach is required to resolve specific issues of ASB or hate crime.
- 6.8 YHG will work with responsible agencies such as the Local Authority and Police when a Community Trigger multi-agency case review is requested. If the local area threshold is met, a victim of ASB (which may be an individual, a business or a community group) can request a review. The review encourages a problem-solving approach aimed at dealing with some of the most persistent, complex cases of anti-social behaviour. During the review, consideration should be given on how victims can best express the impact that the anti-social behaviour has had on their lives.
- 6.9 Where appropriate we will also consider the use of relevant legal interventions, as provided for in current legislation, including obtaining injunctions against the perpetrators of the ASB, seeking possession of perpetrators' homes, and asking partner agencies to make use of powers available to them, including dispersal orders. The use of Ground 7a of the Anti-Social Behaviour, Crime and Policing Act 2014 for absolute possession will be considered in circumstances where a court has already found a tenant or member of their household guilty of ASB or criminality in the locality of their property.
- 6.10 When considering legal proceedings, we will complete a proportionality exercise based upon all the facts available to us at the time.
- 6.11 YHG will work alongside partner agencies to offer support to perpetrators of ASB and hate crime to create more sustainable tenancies and communities.

7.0 Hate Incidents and Hate Crime

- 7.1 YHG take a zero-tolerance approach to all forms of hate crime and will handle the investigation of incidents robustly.
- 7.2 Where appropriate, we will work in partnership with other agencies on incidents of hate crime.
- 7.3 Dealing with hate incidents and hate crime is part of our commitment to promote equality and diversity and tackle ASB. Hate incidents and hate crimes stem from prejudice against others based on views about people's differences. They are, therefore, contrary to our principle of diversity where differences are respected and valued.

7.4 YHG will investigate all hate incidents and hate crimes. If an incident of ASB is perceived by a customer to be motivated by hate, then it will be investigated as such. The apparent lack of motivation as to the cause of a crime or an incident is not relevant, as it is the perception of the person affected that matters.

7.5 As part of our multi-agency approach in dealing with hate crime and ASB we will, where appropriate, report hate incidents and hate crime to the Police. This could be for recording purposes or action, depending on the customers' wishes.

8.0 Safeguarding

8.1 YHG has a separate Safeguarding Policy that will be followed if any safeguarding concerns are raised when dealing with reports of anti-social behaviour and hate crime.

8.2 The safeguarding of children and vulnerable adults is everyone's responsibility; this includes all staff, Board & committee members, volunteers, placement students and contractors. We recognise therefore that these groups must have an awareness and understanding of safeguarding issues and can report any suspicions or concerns they may have and understand the procedures which must be followed. The Safeguarding Policy sets out how this will take place.

9.0 ASB towards Staff

9.1 We have a responsibility to all our staff, contractors and volunteers which allows them to work in an environment that is safe, secure and free from fear of violence and threats of violence or abuse.

9.2 When identifying a person or property that may present a risk, we endeavour to ensure the appropriate steps are taken to help us manage potentially sensitive or dangerous issues.

9.3 Any reported concerns in relation to staff protection will be considered by our team in line with this policy.

10.0 Reporting and Categorising ASB and Hate Crime

10.1 We encourage our customers and people living, visiting and working in our neighbourhoods to report ASB and hate crime to YHG. We provide a range of ways to report these activities:

- Website via Incident page
- Email
- Webchat
- In writing
- Telephone – Your Response and Out of Hours

10.2 All reports of ASB and hate crime are logged onto our Risk management system and allocated a Red, Amber or Green status based on information provided at the time of notification.

11.0 Responsibilities under this Policy

- 11.1 Responsibility for the execution of this policy rests with all staff and contractors working on behalf of YHG, whether that work is paid or voluntary. Responsibilities include the reporting of and/or the management of any incidents.
- 11.2 If any member of staff has any concerns about the safety or wellbeing of a child and/or adult at risk, they must immediately follow the YHG Safeguarding Procedure.
- 11.3 **Failure to comply** with these obligations **may result in disciplinary action** in accordance with the Your Housing Group Disciplinary Procedure.
- 11.4 As new policies are formulated it will be the responsibility of the Safeguarding Operational Group / Equality, Diversity and Inclusion Group to ensure any necessary updates to this policy are made in a timely manner.

12.0 Risk Management

- 12.1 ASB and hate crime is a key responsibility for housing, care and support providers. YHG will seek to mitigate business risk through this policy.
- 12.2 The risk here is not just risk to the business – the first and most crucial risk is to customers. Where it is practicably possible YHG will always try and safeguard children and adults at risk who live in our properties or receive our services.
- 12.3 Staff reporting incidents of ASB or hate crime must follow the Incident, Accident and Near Miss procedure.
- 12.4 We will ensure YHG is compliant with the standards for tackling ASB and hate crime in line with legislative requirements.

13.0 Data Protection, Record Storage and Retention

- 13.1 YHG recognises that confidentiality is important to customers and will treat all information relevant to each customer in the strictest confidence, as will all contractors, under the Data Protection Act 2018, including the GDPR provisions. YHG's Data Protection Policy will also be adhered to in following this policy.

14.0 Equality and Diversity

- 14.1 YHG recognises that all children and adults at risk, without exception, have the right to protection from abuse.
- 14.2 This policy complies with the Equalities Act 2010 to ensure equality of treatment for all customers without discrimination or prejudice.
- 14.3 YHG will ensure that the maximum information in relation to the customer and the property is available and is used by both its employees and contractors to enable the

service to be delivered sensitively to YHG customers. All protected characteristics (as defined within the Equality Act 2010) will be considered.

14.4 An Equality Impact Assessment has been undertaken on this Policy.

14.5 On request, YHG will provide translations of all its documents, policies and procedures in various languages and other formats such as large print, Braille etc, and these can be arranged by contacting Your Response.

15.0 Communication

15.1 All relevant staff will be required to read this policy under the mandatory reads section of Youggle.

16.0 Learning and Development

16.1 YHG is committed to putting arrangements in place that ensure effective training of all staff.

16.2 YHG expects all their staff to be trained in children and adult safeguarding at level 1. Further levels of training will be determined by the responsibilities set out in role profiles and functions and described within the YHG Safeguarding Training Strategy. The Strategy has been based on statutory and national guidance.

17.0 Performance Management of this Policy

17.1 We will use the following non-exhaustive list to measure and monitor our performance:

- The volume of cases opened and closed and types of cases;
- The length of time it takes us to resolve a case;
- Number of cases resolved and unresolved;
- Number of complaints relating to anti-social behaviour, relative to the size of the landlord ;
- Response times in cases having regard to the seriousness of the ASB;
- Satisfaction with how we have handled the case and improving the service that is provided by continuously reviewing feedback.
- Identify and consider any emerging trends

18.0 Review of this Policy

18.1 YHG will review this policy every 2 years, or earlier if required by statutory, regulatory, legislative or best practice requirements or the need to update this policy following reviews of other Group wide policies or improvements identified by service reviews, scrutiny or feedback from customers.

18.2 This Policy will be reviewed by the Service Manager – Housing Operations.

Related Documents

Document Type	Name
Connected Policies and Procedures	Safeguarding Policy Domestic Abuse Policy Access to Housing Policy Equality and Diversity Policy Hoarding Policy Confidentiality Policy Incidents, Accidents and Near Miss Policy Whistleblowing Policy Tenancy Policy CCTV Policy Neighbourhood Management Policy
Forms and Letters	Risk Assessment
Leaflets/Publicity Material	Service Standards: Anti-Social Behaviour (ASB)
Training Materials Available	Via Helix for colleagues
Intranet/ Website Page	YHG Website Youggle

Checklist

(To be completed by the Research and Policy Manager)

Policy Name: ASB and Hate Crime Policy	
Version No: 2.0	Effective Date: Feb 2022
Status: Full Review	
Previous Policy Name (where appropriate) n/a	
Brief Summary of Changes from Previous Version: <p>The main proposed changes to the policy following the last review are detailed in section 6 and 17 and support the recommendations made in The Charter for Social Housing (White Paper), specifically Chapter 6.</p>	
Internal Consultation Group: <p>Full Equality Impact Assessment carried out by members of the Equality Impact Assessors Group.</p>	Customer Consultation: <input checked="" type="checkbox"/>
	Date of Customer Consultation: See below
	Schedule for customer consultation: <p>09/11/21 - Tenancy Management, Neighbourhood Management and ASB Policy Focus Group</p> <p>22/11/21 – Customer Connect Panel Special Policy Meeting – Housing Management</p> <p>25/02/2022 – Customer Services Committee</p>
Link to Consultation Document(s): -	
Date Initial Equality Impact Assessment Undertaken: n/a	Equality Impact Assessors: <p>Vicki Maguire Cate Hargreaves Carly-Anne Greenall</p>
Reason for Decision: New policy	
Date Full Equality Impact Assessment Undertaken: 07/06/2021	
Brief Outline of any Changes Recommended from EIA: <p>No changes recommended.</p>	
Data Protection/ GDPR Implications: <input checked="" type="checkbox"/>	
Brief Outline of Data Protection/GDPR Implications: YHG recognises that confidentiality is important to customers and will treat all information relevant to each customer in the strictest confidence, as will all contractors, under the Data Protection Act 2018, including	

the GDPR provisions. YHG's Data Protection Policy will also be adhered to in following this policy				
Legal Implications: <input type="checkbox"/>		Legal Panel Consulted: <input type="checkbox"/>		Date:
Risk Implications: <input type="checkbox"/>		Risk Logged on Datix: <input type="checkbox"/>		Date:
Resource Implications	People: <input type="checkbox"/>	Finance: <input type="checkbox"/>	Asset: <input type="checkbox"/>	Other: <input type="checkbox"/>
Brief Summary of how Resource Implications have been addressed:				
How will communication on this Policy take place: Intranet/ YHG Website				
Policy Owner: (Department) Housing			Policy Author: Service Manager – Housing Operations, Kelly Tasker	
Policy Signed Off by: (service manager or sponsor): Head of Housing, Aaron Hammersley				Date: 02/07/21
Policy Quality Checked by Research and Policy Manager: Vicki Maguire				Date: 02/07/21 16/11/21
Policy Approved by Risk and Compliance Group:				Date: 18/01/22
Policy Approved by Customer Services Committee:				Date: 25/02/22