

<b>Anti-Social Behaviour and Hate Crime Policy</b>	
<b>Document Owner:</b> Director of Housing	<b>Document No:</b> CS-PL-005
<b>Date Approved:</b> December 2025	<b>Review Date:</b> December 2026

## Contents

Introduction	Page 3
Policy objectives, key performance indicators (KPIs) and reporting	Page 3
Definitions	Page 4
Legislative, regulatory and strategic alignment	Page 5
Responsibilities	Page 5
Policy delivery	Page 6
Controls and reporting	Page 9
Consultation	Page 9
Approval	Page 9

<b>Anti-Social Behaviour and Hate Crime Policy</b>	
<b>Document Owner:</b> Director of Housing	<b>Document No:</b> CS-PL-005
<b>Date Approved:</b> December 2025	<b>Review Date:</b> December 2026

## 1.0 Purpose

- 1.1 The Neighbourhood and Community Standard requires registered housing providers to publish an Anti-Social Behaviour (ASB) Policy. This policy outlines Beyond Housing's approach to dealing with nuisance, anti-social behaviour and hate crime within our communities.
- 1.2 A key goal in Beyond Housing's Strategy is to create places where people are proud to live and are part of a community and one of our goals is to work collaboratively with customers and partners to reduce anti-social behaviour and hate crime. To achieve this, we have a dedicated team to action the wide range of reports of anti-social behaviour we find in our communities.
- 1.3 ASB covers a wide range of unacceptable behaviours that affect the quality of life and wellbeing of our customers. Beyond Housing does not tolerate anti-social behaviour and hate crime as we recognise the effect this has on the lives of individuals and the community.
- 1.4 It is our intention to provide a service, which is easy to engage with, and work to prevent and quickly resolve problems. We will work with key partners to tackle anti-social behaviour, hate crime and related issues. We aim to balance enforcement actions with prevention, early intervention and support.
- 1.5 Beyond Housing will be responsible for ensuring all customers, their household members and visitors to their home adhere to the full terms of their tenancy agreement to ensure all residents can enjoy their homes and communities.
- 1.6 This policy applies to customers living in and visiting our general needs, designated, supported, shared ownership and rent to buy properties. We will work with leaseholders to offer and signpost to advice and mediation as appropriate.
- 1.7 Within tenancy agreements, customers have a responsibility for their own behaviour as well as the behaviours of anyone living in their home or visiting them. Where appropriate, we will encourage customers to take some responsibility for resolving personal disputes.

## 2.0 Scope

- 2.1 The objectives of this policy are to:
- clearly define ASB and Hate Crime
  - give clarity to colleagues and stakeholders of Beyond Housing's approach to addressing ASB

<b>Anti-Social Behaviour and Hate Crime Policy</b>	
<b>Document Owner:</b> Director of Housing	<b>Document No:</b> CS-PL-005
<b>Date Approved:</b> December 2025	<b>Review Date:</b> December 2026

- ensure our service is accessible to all customers and residents, ensuring reporting is easy and clear to customers
- support and encourage victims suffering from the impact of ASB to report it
- ensure awareness amongst colleagues and provide training to those dealing with ASB on legislation, range of interventions, non-legal and legal tools and powers available and also the good practice to ensure effective management of ASB cases
- support those reporting ASB and keep them informed of progress.
- support the provision of clear advice and guidance to customers around reasonable levels of tolerance and where the responsibility lies with the customer to resolve
- deliver a risk-based and customer-centred approach to ensure the individual needs and vulnerable circumstances of customers are considered, with actions appropriate for the customer
- collaborate effectively with other agencies and stakeholders to maximise our impact in addressing ASB and supporting communities
- ensure information around crime and ASB is treated responsibly and confidentially.

### 3.0 Definitions

- 3.1 **Anti-social behaviour (ASB)** - conduct that is causing or likely to cause harassment, alarm and distress to any person. Conduct capable of causing nuisance or annoyance to a person in relation to the person’s occupation of residential premises. Conduct capable of causing housing related nuisance or annoyance to any person.
- 3.2 **Hate crime** - any hate incident, which constitutes a criminal offence, perceived by the victim or any other person as being motivated by prejudice or hate. This may relate to any of the protected characteristics under the Equalities Act 2010, including sex, race, religion or belief, disability, sexual orientation or gender reassignment.
- 3.3 **Harassment** - unwanted contact related to a relevant protected characteristic (or diversity strand) which has the purpose or effect of violating an individual’s dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual.
- 3.4 **Domestic abuse** - an incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality.
- 3.5 **Vulnerability (Vulnerable Circumstances)** - is something which anyone can experience at any point in their lives and can be transient or permanent. Vulnerability occurs in all communities, and there are numerous life events, circumstances and reasons which may cause this, including the protected

<b>Anti-Social Behaviour and Hate Crime Policy</b>	
<b>Document Owner:</b> Director of Housing	<b>Document No:</b> CS-PL-005
<b>Date Approved:</b> December 2025	<b>Review Date:</b> December 2026

characteristic(s) of that individual. Vulnerable circumstances, such as poor mental health will be considered as a cause of some ASB, and appropriate referrals or support will be made and our response proportionate.

- 3.6 **Risk assessment** - a tool to identify and record the vulnerable circumstances of complainants to determine support requirements and how we will tailor our service to their needs.
- 3.7 **Anti-social Behaviour (ASB) Case Review** - a formal review which gives the victims of persistent anti-social behaviour the right to request a multi-agency case review, through their local authority, where any further actions which could be taken will be identified. A complainant must have reported at least three incidents within a six-month period.

#### 4.0 Legislative and statutory requirements

- 4.1 This policy complies with relevant legislation and regulatory requirements. Including but not limited to:
- Anti-Social Behaviour Act 2003
  - The Crime and Disorder Act 1998, as amended 2002
  - Anti-Social Behaviour, Crime and Policing Act 2014
  - Data Protection Act 2018
  - Domestic Violence Crime and Victims Act 2004
  - Housing Acts 1985, 1988, 1996 and 2004
  - Human Rights Act 1998
  - Consumer Standards
  - Equality Act 2010
  - Tenant Satisfaction Measures

#### 5.0 Responsibilities

- The Director of Housing is responsible for the overall policy
- Housing Operations Managers will assist its implementation, ensuring all colleagues working within the ASB policy are trained in our procedures and adequately skilled to implement them.
- Community Safety Officers will assist with the delivery of the policy and undertake training with Beyond Housing colleagues, sharing good practice and completing quality assurance of cases
- Housing Managers will assist with the delivery of the policy, making sure cases are progressed with in timescales set out in the ASB procedure and address any performance issues.

Housing Officers will be responsible for implementing the ASB procedure

- We will allow customers and colleagues to report ASB cases electronically.

<b>Anti-Social Behaviour and Hate Crime Policy</b>	
<b>Document Owner:</b> Director of Housing	<b>Document No:</b> CS-PL-005
<b>Date Approved:</b> December 2025	<b>Review Date:</b> December 2026

## 6.0 Policy detail

### 6.1 What is classed as anti-social behaviour?

ASB covers a broad scope of unacceptable behaviours, ranging from noise nuisance through to malicious intent and serious criminal activity. This includes but is not limited to:

- Noise nuisance
- Verbal abuse/harassment/intimidation/threatening behaviour towards other residents, visitors, Beyond Housing colleagues or others
- Drugs, substance misuse or drug dealing
- Alcohol related or alcohol abuse
- Criminal behaviour/crime
- Hate-related incidents
- Vandalism and/or damage to property
- Pets and animal nuisance
- Vehicle nuisance
- Domestic abuse
- Misuse of communal areas.

6.1.1 Threatening and intimidating behaviour towards our colleagues or organisations acting on our behalf will not be tolerated and is a serious breach of tenancy, which will be dealt with in accordance with this policy.

### 6.2 What is not considered to be anti-social behaviour?

6.2.1 Some behaviours may cause annoyance or disturbance to residents, without being anti-social behaviour or even a breach of tenancy. This includes:

- Noise from children when playing
- One off parties or BBQs
- Occasional dog barking
- Family disputes
- Smells from cooking
- Everyday household noise such as washing machines, flushing toilets, closing of doors, mowing lawns at a reasonable time
- Clashes of lifestyles, minor personal differences such as dirty looks, children falling out or a customer being inconsiderate or thoughtless
- Inconsiderate parking
- Boundary disputes
- Social media disputes
- Use of CCTV.

<b>Anti-Social Behaviour and Hate Crime Policy</b>	
<b>Document Owner:</b> Director of Housing	<b>Document No:</b> CS-PL-005
<b>Date Approved:</b> December 2025	<b>Review Date:</b> December 2026

6.2.2 When receiving reports, we will give clear advice as to if the matter will be investigated as anti-social behaviour, addressed as a tenancy management issue or signpost to another agency. In some cases, it may be necessary for the complainants to take their own independent legal advice

6.2.3 Where it is safe and appropriate to do so, we will encourage customers to address issues themselves without our involvement or support. Mediation services, where both parties are willing, are available for customers and leaseholders to help in resolving these types of matters.

6.2.4 Where appropriate, advice and support will be given on steps that could be taken to reduce disputes arising from household noises and lifestyle clashes, such as measures to reduce the transference of noise.

### 6.3 How will we deal with reports of anti-social behaviour?

- Beyond Housing will ensure it is easy to report ASB, either face to face in our offices, by telephone or through our online portal which can be accessed on any device
- Complainants will be advised to report allegations of criminality first hand to the Police, although where appropriate, second-hand intelligence will be submitted by the HO or CSO.
- Initial reports of ASB will be triaged, considering the type, frequency and severity of the behaviour reported. We will take a customer-focused approach and consider the vulnerability of the complaint, in line with our Vulnerable Circumstances Policy. Where appropriate, we will refer to external agencies such as Victim Support Services.
- Triaging the initial reports will determine the timescale and the most appropriate colleague to respond.
- On opening an ASB case, we will complete a risk assessment with the complainant. We will explain how we will investigate the case, what is required from the complainant, such as the completion of diary sheets, how additional evidence can be submitted and agree how and when will contact them during the investigation.
- All reports of ASB will be initially recorded on our Customer Relations Management (CRM) system.
- Investigations of Anti-Social Behaviour will be managed using the Safer Communities system
- All investigations will be fair and impartial, with counter complaints investigated by another Housing Officer who was not involved in the original complaint
- Beyond Housing's approach to tackling ASB is to utilise the most appropriate tools for intervention, including but not limited to mediation, non-legal and legal measures. Action we take will be fair and proportionate, with warnings given before escalation to legal action, should anti-social behaviour continue.

<b>Anti-Social Behaviour and Hate Crime Policy</b>	
<b>Document Owner:</b> Director of Housing	<b>Document No:</b> CS-PL-005
<b>Date Approved:</b> December 2025	<b>Review Date:</b> December 2026

- In extreme cases, where someone is at clear risk of violence, we may proceed immediately to legal action without offering any form of assistance to the perpetrator. Where vulnerable adults and/or children are identified as being at risk, we will make relevant referrals to the appropriate local authority statutory services
- We will advise complainants when cases are to be closed, the reason for this and how further complaints should be reported if issues re-occur.

#### **6.4 Partnership Working**

- We recognise that some perpetrators of ASB may be in vulnerable circumstances, and we will work with them to support them to change their behaviours. We will do this by liaising with agencies that are already engaged with the perpetrator (such as probation, youth offending teams or social care) and, where appropriate, make referrals to agencies such as to alcohol and drug treatment services or mental health support services
- We recognise ASB cannot always be resolved by working in isolation, we will work alongside partner agencies where appropriate, to provide a proactive and multi-agency approach on specific issues such as supporting property closures.
- Beyond Housing are represented on strategic bodies such as Community Safety Partnerships

#### **6.5 Hate crime**

- Hate incidents are all taken seriously and prompt and appropriate action will be taken in conjunction with partners, with advice and support given.

6.5.1 Our offices are hate crime reporting centres and we have colleagues that are hate crime champions who have received training on how to give appropriate sign posting to relevant services.

#### **6.6 Domestic abuse**

6.6.1 We recognise domestic abuse can affect people of any age, from any culture or religion, in heterosexual or same sex relationships, outside a relationship and living with or apart from their abuser. We will listen to victims and will take firm action against any customer or household member who perpetrates domestic abuse, in partnership with the police. We will refer victims into specialist support agencies. We are committed to working with key partners to address the causes and incidences of domestic abuse through attendance at MARAC and MATAAC groups

6.6.2 We will take a victim centred approach to incidences of cuckooing and financial abuse of vulnerable customers working with key partners and safeguarding where appropriate.

#### **6.7 Training**

Anti-Social Behaviour and Hate Crime Policy	
<b>Document Owner:</b> Director of Housing	<b>Document No:</b> CS-PL-005
<b>Date Approved:</b> December 2025	<b>Review Date:</b> December 2026

- 6.7.1 Colleagues responsible for receiving initial reports of ASB receive training on how to recognise the different types of behaviour and how to triage cases, taking into consideration any vulnerable circumstances relating to the complainant.
- 6.7.2 Housing Officers and Community Safety Officers are trained to identify what is ASB, what is the most appropriate tool to use to address it, and what is a proportionate and fair response.
- 6.7.3 All colleagues are supported by the ASB procedure which gives details on how cases should be addressed. Good practice and lessons learned are shared between colleagues in team meetings and Housing Managers meet with the company's legal representatives for advice and guidance every quarter

### Key Performance Indicators

Key Performance Indicator	Owner (job role)	Policy objective alignment
Anti-social behaviour cases relative to the size of the landlord - hate crime (NM01)	Director of Housing	Create places where people are proud to live and are part of a community
Satisfaction with the landlord's approach to handling anti-social behaviour (TP12) *		Working Collaboratively with customers and partners to reduce anti-social behaviour

### 7.0 Underpinning procedures

- Anti-social behaviour Procedure
- Vulnerable Circumstances Policy
- Domestic Abuse Policy
- Tenancy Management Policy

### 8.0 Controls and reporting

Control	Line of defence 1st, 2nd or 3rd)	Responsible (Job role)	Reported to:
Quarterly reporting of ASB cases opened and closed and related risks/mitigations	1 <sup>st</sup>	Director of Housing	Executive Health and Safety Forum

Anti-Social Behaviour and Hate Crime Policy	
<b>Document Owner:</b> Director of Housing	<b>Document No:</b> CS-PL-005
<b>Date Approved:</b> December 2025	<b>Review Date:</b> December 2026

Control	Line of defence 1st, 2nd or 3rd)	Responsible (Job role)	Reported to:
Monthly quality assurance check of 20% of ASB case management	1st	Community Safety Officer	Housing Operations Manager
Monthly quality assurance check of all cases open over 41 days	1st	Community Safety Officer	Housing Operations Manager
Monthly quality assurance check of 10% of closed cases	1st	Community Safety Officer	Housing Operations Manager
Transactional Surveys	2nd	Customer Insight	Housing Operations Manager

## 9.0 Consultation

9.1 Customer groups, key partners and relevant Beyond Housing colleagues have been consulted in the development of this policy.

## 10.0 Approval and revision

10.1 This procedure will be subject to a review every three years or in response to a change in legislation or best practice, whichever happens first.

<b>Accountable:</b>	Executive Director of Housing and Property Services
<b>Responsible:</b>	Director of Housing
<b>Approval body:</b>	Executive team

Version	Date	Information
2	September 2022	In line with review period

<b>Anti-Social Behaviour and Hate Crime Policy</b>	
<b>Document Owner:</b> Director of Housing	<b>Document No:</b> CS-PL-005
<b>Date Approved:</b> December 2025	<b>Review Date:</b> December 2026

3	December 2025	Back stop policy review

