



**Policy:** Antisocial Behaviour and Hate Crime  
**Approved by:** Leadership Group  
**Date Approved:** Sept 2024  
**Frequency of Review** Every 3 years

#### **POLICY STATEMENT:**

Broadland Housing recognise that Anti-Social Behaviour (ASB) and hate crime can have a significant and detrimental impact on people's lives and the communities we serve. We are committed to tackling ASB and hate crime experienced by our residents, their neighbours, staff and contractors. This policy outlines our approach as to how we prevent and tackle ASB/hate crimes in our communities.

We have a clear definition of what we consider to be ASB and will manage expectations at the earliest opportunity where the behaviour reported does not satisfy our definition. We will consider risk and harm when deciding how to categorise a case and the priority to attach to it. We believe in empowering and supporting complainants to be part of the solution, where appropriate.

We will adopt a harm centred, balanced approach to tackling Anti-Social Behaviour. In doing so, we will combine the use of support and assistance to address the causes of ASB whilst implementing proportionate enforcement of tenancy conditions where it is necessary and where behaviour does not improve. We will provide clear and realistic guidance about what can be considered ASB and about the action we may be able to take.

Dealing with hate crime is part of our commitment to promote equality and diversity and tackle ASB. Broadland take a zero-tolerance approach to all forms of hate crime and will handle investigation as a matter of priority. Where appropriate, we will work in partnership with other agencies on incidents of hate crime.

***This policy has been developed to ensure BHG complies with current legislation, regulatory expectations and good practice, and will be subject to ongoing review.***

#### **SCOPE:**

This policy will apply to all properties/communal areas that are owned and managed by Broadland Housing Association. Properties that are owned by

Broadland but managed by another organisation, will be subject to those organisations own policies and procedures.

We will endeavour to keep the complainants, victims, and witnesses at the heart of the action that we take. We realise the importance of communication and staff will adhere to the following key communication principles:

- We will listen and take complainants seriously
- Communication will be personalised to the individual based on their needs.
- We will be open honest and realistic about what we can achieve
- Timescales for communication will be decided by the complainant
- Communication will clear, precise, and free from jargon

## **KEY STAFF RESPONSIBILITIES:**

### **Board**

The Board is responsible for ensuring the continued development of this policy

### **Senior management**

The implementation of the ASB Policy will be overseen by the Assistant Housing Director

Local Delivery Managers are responsible for ensuring staff are adequately trained to effectively deliver this policy. Local Delivery Managers need to ensure that all ASB cases in their area are reviewed in accordance with this policy.

The ASB specialist Local Delivery Manager is responsible for ASB performance reporting and gathering feedback on this policy.

### **Staff**

Employees are responsible for ensuring they are fully aware and adhere to the terms set out in the policy. Neighbourhood Officers are responsible for the investigation of ASB complaints in their area. Local Housing Advisors, Customer Services and Sheltered Scheme Managers are responsible for recording any new complaints that are reported directly to them.

## **DEFINITIONS:**

**Antisocial behaviour-** We use the definition of housing related ASB that is contained within Part 1 of the ASB, Crime and Policing Act 2014, namely:

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

In addition, we consider the immoral or illegal use of our properties to be ASB for the purpose of this policy.

**Hate Crime**-A hate crime or hate incident is any incident that is perceived, by the victim or any other person, to be motivated by hostility or prejudice against a person based on their actual or perceived disability, race, religion, sexual orientation, or gender identity. This includes gender-based violence and sex-based hate under gender identity

**Vulnerability** – A victim of ASB is vulnerable if the conduct in question causes an adverse impact on their quality of life. Adverse impact includes the risk of harm, deterioration of their health; mental and or emotional wellbeing; or an inability to carry out normal day-to-day routine through fear and intimidation.

**Risk of Harm:** An adult is at risk of harm if:

- Another person's conduct is causing (or is likely to cause) the adult to be harmed, or;
- The adult is engaging (or is likely to engage) in conduct which causes (or is likely to cause) self-harm

**Harm centred approach:** This encourages organisations to define ASB, and categorise the severity of it, by way of looking at both the behaviour type and the impact that the behaviour is having. It promotes an approach where risk factors are identified, and action is taken accordingly.

RELVANT KEY LEGISLATION AND RELATED DOCUMENTS: (not limited to)	
Legislation	Documents
The Anti-social Behaviour, Crime and Policing Act 2014 Landlord & Tenant Act Housing Act 1988 Equality Act 2010 RSH Consumer Standards Tenant Satisfaction measures General Data Protection Regulation (GDPR) Data Protection Act 2018	Tenancy Agreement Complaints Policy and Procedure Neighbourhood Management Procedure Neighbourhood Management Policy Domestic Abuse Policy Safeguarding Policy Equality Impact Assessment Customer Charter Antisocial Behaviour Procedure Resident Involvement Policy Complaints Policy and Procedure Unreasonable Complaints Policy and Procedure Data Protection Policy Eviction Policy

**EIA – EQUALITY IMPACT ASSESSMENT:**

*This policy has had an Equality Impact Assessment (EIA) that has identified that this policy does not discriminate either directly or indirectly and does not disadvantage any individual or group.*

## IMPORTANT PRINCIPLES:

**Broadland Housing Group** will only share personal data in accordance with the requirements of the GDPR/ Data Protection Act 2018. We will abide by the laws and regulations in relation to the right to confidentiality, data sharing and disclosure rules in the Act and in relation to any Civil and/or Criminal disclosure legal requirements.

**Broadland Housing Group** will inform individuals of the identity of other parties to whom we may disclose, or to whom we may be required to provide, personal data; the circumstances in which this may happen, and when any exceptions to this rule may apply.

Please refer to the Data Protection Policy. This will inform you about BHG's approach to securing your data, the appropriate use of data, how long we store and retain your data, and your rights regarding your data.

Broadland Housing will measure the performance of the ASB service to ensure consistency and fairness when handling ASB; along with the effectiveness of the processes.

The following indicators will be used:

- Number of ASB cases.
- Number of live ASB cases.
- Number of cases per 1000 properties
- Number of hate related incidents
- Number of cases by risk category (High / Medium / Low)
- Number of cases closed 'successfully' (A).
- Number of cases closed 'unresolved' (B).
- Percentage of ASB cases resolved successfully ( $A/(A+B) * 100$ ).
- % of tenants happy with the way BHA have handled their case