**Policy:** **Antisocial Behaviour and Hate Crime**
**Approved by:** Leadership Group

**Date Approved:** **May 2026**

**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 those affected 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.***

***Failure to comply with approved policies and procedures may result in disciplinary action.***

**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 those who report ASB, as well as victims and witnesses, at the heart of the action we take. We realise the importance of communication and staff will adhere to the following key communication principles:

- We will listen and take reports of ASB 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 person experiencing the ASB.
- 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 responsible for Local Delivery Management.

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.

Local Delivery Managers are 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 reports of ASB in their area. Local Housing Advisors, Customer Services and Sheltered Scheme Managers are responsible for recording any new incidents of ASB 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<br>Landlord & Tenant Act<br>Housing Act 1988<br>Equality Act 2010<br>RSH Consumer Standards<br>Tenant Satisfaction measures<br>General Data Protection Regulation (GDPR)<br>Data Protection Act 2018 | Tenancy Agreement<br>Complaints Policy and Procedure<br>Neighbourhood Management Procedure<br>Neighbourhood Management Policy<br>Domestic Abuse Policy<br>Safeguarding Policy<br>Equality Impact Assessment<br>Customer Charter<br>Antisocial Behaviour Procedure<br>Resident Involvement Policy<br>Complaints Policy and Procedure<br>Data Protection Policy<br>Eviction Policy |

**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.*

**DATA PROTECTION**

Privacy Impact Assessment should be completed for all new policies or policy revisions which include any use of personal data (this will be the majority). The PIA form can be found in the Data Protection bucket of the Forms and Information Centre on SharePoint - https://broadlandgroup.sharepoint.com/Forms/SitePages/Home.aspx

This policy (and associated procedures) requires a Privacy Impact Assessment (PIA) and one was completed on 28/08/2024 and appropriate risk mitigations implemented.

Please refer to the Tenant and Employee Privacy Notices, and the Data Protection Policy and Procedures, for details on Broadland's use, security, sharing and retention of personal data.

**IMPORTANT PRINCIPLES:**

When ASB is identified, we will develop an action plan with the person who reported the issues. This plan will provide a realistic overview of the steps we can take and the tools available to help resolve the issue effectively

We will work in partnership with relevant statutory, non-statutory and support providers as appropriate to the specific case to cater for the needs of the both the perpetrator and those affected by the behaviour.

ASB cases will be reviewed after being open for one month and then every two months until they are closed.

We will recognise the difference between ASB and domestic abuse.

When dealing with reports of ASB where there are counter allegations between neighbours, or the situation has arisen due to the relationship between neighbours breaking down and there is no evidence to support the allegations, Broadland will offer mediation to both parties as the appropriate way to resolve the situation and will be clear that this is the only outcome for the case.

Where Broadland has investigated a report, concluded that there is no ASB, and receives repeated unsupported allegations from the same person, we may use our discretion not to inform the alleged perpetrator, as this could be considered harassment. We will be open and transparent when taking this approach.

We are committed to learning from complaints about our ASB service and will implement the lessons identified through them.

We will monitor performance and gather feedback on satisfaction levels. Additionally, we will report our performance to the board monthly and submit a detailed performance paper every six months.