



Anti-Social Behaviour, Harassment and Hate Crime Policy

How we will prevent and stop anti-social behaviour (ASB), harassment and hate crime.

1. Policy Statement

1.1 We are committed to tackling ASB, harassment and hate crime experienced by our customers, their neighbours, staff and contractors. This policy says how we'll prevent and stop ASB in our communities. We will do this by:

- Being clear from the start of the likely outcome of the case.
- Being clear about our expectations of our customers.
- Acting quickly when there is a problem.
- Making sure we see all sides of the story.
- Working with those causing problems to help them see how their behaviour affects others.
- Keeping in regular touch with our customers until problems are sorted.

1.2 Just so you know, we've a separate policy covering Domestic Abuse.

Who is this for?

1.3 It's for all homes owned or managed by Yorkshire Housing (YH). It's for our customers, people who live with them or people visiting. If they cause problems in the surrounding area, it is for that too. It also covers our colleagues and contractors. We're happy to help where our customers are causing problems whoever you are.

2. What is ASB

2.1 It can be anything from someone playing loud music at unsociable hours, harassment and intimidation to incidents involving serious violent or criminal behaviour.

- 2.2 Harassment is any unwanted behaviour that causes someone to feel intimidated, humiliated, threatened or distressed. It also covers harassment due to race, gender, sexuality, disability or religion this is defined as a hate incident. It can take place at the customer's home or around the area where they live. We can take action against our customers, people who live with them and those visiting them.
- 2.3 We can also take action against the people who cause problems for our customers even though they don't live in one of our homes.
- 2.4 Here's some things which **are** ASB:
- Assault.
 - Constant loud music.
 - Name calling, verbal abuse or threats.
 - Late night disturbances.
- 2.5 Here's some things which **are not** ASB:
- Parking.
 - Children playing.
 - Normal household noise at reasonable times.
 - Comments on social media.

Hate Incidents and Hate Crime

- 2.6 Hate incidents are harassment due to race, gender, sexuality, disability or religion.
- 2.7 Hate crime is defined as "any criminal offence which is perceived, by the victim or any other person, to be motivated by hostility or prejudice towards someone based on a personal characteristic". For example, physical assault, (a criminal offense) would be a hate crime if motivated by prejudice.
- 2.8 When you report a hate crime to us we will act on this as an urgent matter and speak to you within 24 hours. We will work with the Police and other agencies, to take joint action where necessary.
- 2.9 We encourage our customers and colleagues to call out and report hateful behaviour as quickly as possible.

Partnership working

- 2.10 We work with lots of partner agencies including the Police, local authority ASB teams, Hate crime partnerships, Social Services and Community Mental Health Teams. We also attend regular meetings such as Multi Agency Risk Assessment Committees (MARACs) and ASB and Vulnerability Panels.

The ASB Case Review (was the Community Trigger)

- 2.11 We recognise that a key element to supporting victims of persistent ASB is the ASB case review. Introduced by the [Anti-Social Behaviour, Crime and Policing Act 2014](#) (2014 act), the case review is an important mechanism which enables victims of persistent ASB to request a multi-agency review of their case from any of the main responsible agencies (such as the council, police and housing providers).
- 2.12 All requests for ASB Case Reviews have to go via your local authority to see if the threshold for a review has been met. We can support you to do this if you need to raise this with your local council.

Our Approach

- 2.13 We encourage customers to try and resolve personal disputes themselves where it's safe and appropriate to do so. We are here to support where needed but we may ask you to speak to other organisations or agencies who might be more suited to help you. We might ask that you take part in mediation or take part in conflict resolution. We do this to enable a positive outcome that works for everyone.
- 2.14 We'll act quickly where there is serious ASB such as an assault or threats of violence made. This includes hate crime. We will aim to make contact within 24 hours then start to gather evidence and find out the facts before we make any decisions on what to do.
- 2.15 Customers are expected to help us gather evidence and work with us to put a stop to what is happening, we might ask you to upload an app, take diary notes or capture footage. We will talk to you about what evidence we need and why.
- 2.16 We'll then consider the next steps; this could be issuing warnings; seeking early resolutions through mediation; issuing formal cautions and taking enforcement action.
- 2.17 We also look at other ways of tackling problems such as using Acceptable Behaviour Contracts or Good Neighbour Agreements when legal action is not necessary.
- 2.18 We'll tell customers experiencing the problem about the action we are taking; we'll say what the likely outcome will be, and we'll explain what we are doing every step of the way including timescales. We'll also be clear if we are unable to take action and why we won't investigate something as ASB.
- 2.19 We can only 'move' customers who are causing a problem with a court order and our focus will always be on resolving the issue rather than moving the problem elsewhere. We would only consider a move if they meet our threshold for a managed move.
- 2.20 Sometimes ASB is caused or made worse due to someone's vulnerabilities or disabilities, we'll always ask for support and guidance from support agencies working with the person to find the best way forward. We take our responsibilities to safeguard vulnerable people really seriously whether they are causing the problems or experiencing them and we'll always refer to partners if we think someone is at risk.
- 2.21 Sometimes we'll need to use legal action – this is usually in a small number of cases. Some of the types of legal action we might take are:
- Civil Injunctions (ASB, Crime and Policing Act 2014).
 - Possession (including mandatory possession) leading to someone losing their home.
- 2.22 We've got other powers we can use too. The Anti-Social Behaviour, Crime and Policing Act 2014 gave YH additional powers which will be used when appropriate:
- Civil Injunctions for persons under 18 years old.
 - Exclusion Orders keeping someone away from an area.

- Power of Arrest so the Police can immediately take someone away for breaking the injunction order.
- Mandatory Possession following conviction of serious crimes, breaches of civil injunctions or Closure Orders.

2.23 We explain these and any other action clearly to people affected.

2.24 Any action we decide to take against a perpetrator of ASB has to be reasonable and proportionate, this means that we must consider the individual's circumstances; choose the least restrictive options first to deal with problems; and ensure that we make reasoned decisions, including why we consider our actions are justifiable. There must also be a 'fair balance' between the individual's rights and the interests and rights of others. This meets our responsibilities under the Equality Act 2010.

Victim centred and trauma Informed support

2.25 Victims and witnesses play a vital role in addressing anti-social behaviour (ASB). Their experiences can range from sleep disruption due to loud music, to being subjected to abusive or threatening language, witnessing criminal acts, or even suffering violence or hate crimes. These experiences can leave individuals feeling vulnerable, powerless, and deeply distressed.

2.26 We will carry out a risk assessment when we speak to customers about the problems experienced to identify what support is needed.

2.27 We will offer support in the following ways:

- Prompt interviews and regular updates.
- Mediation / conflict coaching.
- Use of CCTV and to gather evidence.
- Issue of personal alarms/ body cameras.
- Use of security lights or fire guards, what we call 'target hardening'.
- Court support for witnesses.
- Professional witnessing.

2.28 We'll consider each customers individual circumstances and make sure we tailor our approach to meet these. We'll have a range of different ways to report problems including by phone, via an app or in person. We'll also talk to customers before we close a case so they understand why the case is being closed and how they can report any further problems should they arise.

2.29 We will ensure all victims of ASB are treated with empathy, dignity and respect. We will train our colleagues in trauma-informed approaches to understand the emotional impact of ASB and respond appropriately. We will prioritise making victims feel, safe, believed and supported throughout the process.

2.30 We will create an action plan with victims so that we are clear on what we will do next, what we expect from them and how we will work together. This might include contacting other agencies, how to keep a diary, or download an app to record ASB.

2.31 After a case is closed, we will offer follow-up contact with victims to check on their wellbeing, ensure the issue has not resurfaced, and gather feedback on their experience. This helps us continuously improve our service and maintain trust.

Tackling the biggest problems

- 2.32 Noise issues are consistently our highest reporting case type of ASB. However not all noise can be categorised as ASB. Every day noise is to be expected and that is okay but when there is an impact on customers wellbeing and quality of life we will intervene.
- 2.33 To be considered a statutory nuisance the noise must be persistent and ongoing, not a one-off event, and involve factors like volume, frequency and time of day.
- 2.34 If the behaviour carries on, and its loud, frequent and excessive or happen at unreasonable times and we can show that it's ASB we'll investigate this in line with this policy.

Taking a community-based approach

- 2.35 A few of our neighbourhoods suffer a disproportionate number of ASB problems. We will, with our customers living there, develop effective and co-ordinated responses to these complex problems covering lettings, community togetherness, Police partnerships and delivering a local visible presence. We will ensure customers are kept involved and informed of all that we are doing and the impact we make.

How we look after your information

- 2.36 We comply with the Data Protection Act 2018 that sets out requirements for ensuring data about individuals is properly protected and only shared in a lawful way. Any information shared:
- Will be necessary, relevant and not excessive.
 - Will be shared fairly and transparently.
 - Will be accurate and up to date.
 - Won't be kept any longer than is necessary.
 - Will be kept secure.
- 2.37 Colleagues will always be vigilant to ensure that they maintain confidentiality and do not give details of cases they are working in or aware of to any person inappropriately.
- 2.38 We will be sensitive to the effect that disclosure of identity to a perpetrator or any other party could have on any complainant. We will only disclose the complainant's identity to the perpetrator and any other parties including doctors and teachers with their explicit and recorded permission.

3. Diversity and Inclusion Implications

- 3.1 Making sure that our policies are inclusive and ensure fair treatment for all is important to us. The policy ensures fair treatment for anyone who may raise a concern under this policy or is part of an investigation, regardless of race, ethnic origin, nationality, gender, disability, religion, marital status, maternity, sexuality or sexual orientation, or age.

- 3.2 We will ensure our ASB services are accessible to all customers, including those with disabilities, language barriers, or limited digital access. This includes:
- Translation and interpretation services.
 - Easy-read formats and alternative communication methods.
 - Offline reporting options and home visits where needed.
 - Reasonable adjustments tailored to individual needs.

4. Reporting and Monitoring

- 4.1 This policy will be reviewed regularly to reflect current legislation and good practice.

Date approved	July 2023
Approved by	Homes and Places Committee
Recommended / scrutinised by	Place Teams Customer Insight and Engagement Team Customer Voice and Review Committee (CVRC)
Summary of changes	Previously the ASB and Harassment Policy this has been reviewed and renamed the ASB, Harassment and Hate Crime Policy. It has been reviewed in line with the Victims' Commissioner's report, <i>"Still living a nightmare: Understanding the experiences of victims of antisocial behaviour."</i> Renters Rights Bill and The Housing Ombudsman's spotlight on noise .
Frequency of review	Every four years
Next review date	July 2027
Policy Amended	30 September 2025
Policy owner	Gavin Hoban, Director of Place and Customer engagement
Policy author	Angela Havens, Head of Communities
Associated policies or guidelines	Domestic Abuse Policy Safeguarding Policy Neighbourhood Management Policy CCTV and Surveillance Policy Managed move process
Associated procedure	ASB Procedure