

Anti-social Behaviour (ASB) and Hate Crime Policy

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Policy Author:	Emily Orme - Assistant Director - Customer & Neighbourhoods (Specialist Services)			
Strategic alignment:	This policy is aligned to our Landlord Resident strategy			
Review frequency:	Every 3 years	☒	Other (state period)	
Previous review date:	Settle – September 2025 Paradigm – September 2025			
Date policy approved:	16 April 2026			
Policy approved by:	Executive Board			
Next policy review date:	April 2029			
IMPACT ASSESSMENTS				
Equality Impact Assessment				
Completed? ☒	No	☐	Yes ☒	
	If not required, state reason:			
Resident Impact Assessment				
1) Is this one of the agreed policies requiring resident consultation? Please refer to:	Yes	☒	No ☐	
2) If yes, please confirm resident consultation has taken place	☒	Briefly detail changes arising from resident feedback: All feedback was positive and there were no improvements suggested, therefore no changes were necessary.		
APPROVAL - To show transparency and accountability, specify whether policies have been approved by the Board/Executive/Committee. Clear approval lines strengthen governance, ensuring assurance and accountability.				
Approval journey:	Executive Team	Committee		Board
		Yes	Committee name(s)	
	☒	☐	Add name, otherwise state N/A	☐
Which Regulatory Standard does this Policy support?	Economic			
	Governance & Viability	Rent		Value for Money
	☐	☐		☐
	Consumer			

	Neighbourhood & Community	Safety & Quality	Tenancy	Transparency, Influence & Accountability
	☒	☐	☐	☐
Associated legislation	• Anti-social Behaviour Act 2003 • Crime and Disorder Act 1998 • ASB, Crime and Policing Act 2014 • Data Protection Act 2018 • Environmental Protection Act 1990 • Noise and Statutory Nuisance Act 1993 • Equality Act 2010 • Housing Act 1998 • Human Rights Act 1998 • UK General Data Protection Regulation • Protection from Harassment Act 1997 • Social Housing (Regulation) Act 2003 • The Racial and Religious Hatred Act 2006			
Associated procedures	• Anti-Social Behaviour (ASB) Procedure			
Where is this policy to be published?	Website	Intranet	Both	
	☐	☐	☒	

Anti-Social Behaviour (ASB) and Hate Crime Policy

1. Policy Statement

Everyone has the right to feel safe at home and in their community. This policy explains how we will prevent and respond to anti-social behaviour (ASB) and hate crime/hate incidents. Our priority is to protect the safety, welfare and wellbeing of residents affected by ASB or hate incidents. We have a zero-tolerance approach to ASB and hate crime and will not tolerate discrimination, bullying, harassment, victimisation or other unacceptable behaviour. We will use the tools and powers available to us and work with partner agencies and statutory bodies to tackle ASB and hate crime promptly and effectively to help maintain safe communities.

2. Objectives, desired outcomes and strategic alignment

Objectives

- Prevent and reduce anti-social behaviour and hate crime across our communities.
- Ensure residents feel safe in their homes and neighbourhoods.
- Provide accessible reporting routes that take account of residents' diverse needs.
- Respond to reports proportionately, fairly and in line with our service standards.
- Promote early intervention to prevent escalation and minimise the need for legal action.
- Strengthen partnership working to deliver coordinated responses to ASB and hate crime.
- Use insight, data and resident feedback to drive continuous improvement.

Desired Outcomes

- Residents feel supported, informed and safe when reporting concerns.
- Early intervention is maximised, reducing the need for legal enforcement.
- Community safety events are delivered in identified hotspots to provide reassurance and preventative advice.
- Improved customer satisfaction with ASB and hate crime case handling, communication and outcomes.
- Learning from case reviews and sector incidents results in continuous improvement.

Strategic Alignment

This policy supports our organisational priorities by:

- Protecting residents' safety and wellbeing.
- Delivering a high-quality, responsive customer service.
- Ensuring compliance with legislation and regulatory standards.
- Strengthening multi-agency collaboration to reduce harm.

3. Scope

This policy applies to:

- All residents living in our homes, including tenants, leaseholders and shared owners, as well as individuals affected by ASB and hate crime caused by someone living in one of our properties.
- All colleagues, with particular relevance for the Customer Services Directorate.

This policy does not apply to:

- Domestic abuse, which is covered by our Domestic Abuse Policy.
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- Behaviours that, whilst they may cause irritation from time to time depending on the circumstances, will not be considered ASB. Examples of these include but are not limited to:
 - Footsteps
 - Children playing in their own home or designated play area
 - Babies crying
 - DIY during reasonable hours
 - Noise generated from domestic appliances
 - Cooking smells
 - Parking

We adopt the following definitions as part of this Policy:

The ASB, Crime and Policing Act 2014 defines ASB as:

- Conduct that has caused or is likely to cause harassment, alarm or distress to any person, or

- Conduct that is capable of causing a nuisance or annoyance to a person in relation to that person's occupation of residential premises, or
- Conduct capable of causing housing-related nuisance or annoyance to any person.

Examples of ASB include (but are not limited to):

- Drug or alcohol misuse
- Vandalism or property damage
- Persistent or extreme noise
- Threats or acts of violence
- Verbal abuse, harassment or intimidation
- Hate-related incidents
- Misuse of communal areas, fly-tipping or graffiti

Hate Crime (Home Office definition):

- Any criminal offence perceived to be motivated by hostility or prejudice relating to race, religion, sexual orientation, disability or transgender identity.

Hate Incident:

- Any incident, not necessarily a crime, perceived by the victim or any other person to be motivated by prejudice relating to the above characteristics.

4. Policy Principles

- We will act in line with relevant legislation and comply with the Regulator of Social Housing's Consumer Standards.
- We will take a fair, proportionate and victim-centred approach to all reports of ASB and hate crime.
- We will adopt an approach of early intervention, seeking to resolve disputes quickly to reduce cases escalating to a more serious level.
- We will act impartially and base decisions on evidence, risk and impact.
- We will set clear expectations of our responsibilities so that residents understand our scope of control in relation to ASB, hate incidents and neighbourhood issues, and where this falls to statutory agencies.
- Safeguarding concerns identified during an ASB investigation will be managed in line with our Safeguarding Policy.

- We will provide clear information on how residents and third parties can report ASB or hate crime.
- Residents can report anti-social behaviour (ASB) and hate crime or hate incidents through a range of accessible channels, including email, telephone, face-to-face contact, the ASB app, or via an advocate. Any accessibility requirements will be taken into account, and residents will be supported throughout the duration of their case
- We will keep residents informed about progress and actions relating to their case.
- We will create a safe environment where victims feel comfortable raising concerns.
- High-risk cases, including hate crime, are prioritised and handled sensitively and confidentially.
- We will provide support tailored to the needs and circumstances of each resident.
- We will focus on early intervention to prevent escalation and minimise reliance on legal action.
- We will utilise a range of interventions, including mediation, restorative justice, CCTV and environmental changes such as increased lighting, to help resolve ASB or hate incidents.
- We will work collaboratively with partner agencies to prevent harm and safeguard residents and develop strong partnership working to tackle issues, including senior representation on joint working groups, and where appropriate, contribute to the strategic action plan in addressing priorities for reducing ASB and hate incidents.
- We will share information with relevant agencies, including the police, in accordance with the Crime and Disorder Act 1998, UK GDPR and the Data Protection Act 2018.
- We will make proportionate use of the tools and powers available to us, including legal remedies, where necessary to protect residents and communities.
- We will operate a zero-tolerance approach to physical or verbal abuse towards staff. Any such behaviour will be treated as an ASB case.
- Colleagues will receive regular training and are kept apprised of legislative changes to support effective investigations that support residents.
- We will use survey feedback from complainants, along with reviews of cases to evaluate the support provided, action taken and identify any areas for improvement.

Desired Outcomes

- Residents feel safe and comfortable living in their homes and surrounding communities.

- We utilise data and trends to help proactively tackle ASB and hate incidents, which includes delivering community safety events, collaborating with partners to provide reassurance, guidance and support.
- Cases are assessed and prioritised based on risk level, considering the evidence presented and the harm being caused to the victim.
- High-risk cases, such as threats of harm or hate crime, are prioritised and responded to within one working day.
- Other ASB reports, including noise and neighbour disputes, receive a response within three working days.
- All colleagues understand their responsibility for recognising and reporting anti-social behaviour and incidents of hate crime.
- We maximise intervention opportunities to ensure legal action is the least likely outcome of the cases we investigate.
- Residents are clear regarding the types of Anti-Social Behaviour and hate incidents we can deal with and how we can support them.
- We apply learning from casework, including high profile cases in the sector, to drive continuous improvement in our handling of cases.
- Community safety events are delivered in identified hotspots utilising data and local knowledge to provide information, advice and reassurance to residents, supported by partner agencies.
- Improved customer satisfaction scores in relation to case management and the support provided.

5. Equality, Diversity & Inclusion

- This policy is designed to promote equality and ensure all individuals are protected and supported, recognising and respecting any protected characteristics.
- SettleParadigm colleagues are expected to treat all residents with fairness and respect, in line with the Equality Act and the regulatory standards set by the Regulator of Social Housing.
- We are committed to doing as much as is practically possible to enable all residents to access and understand our services.

- We will consider the needs of our residents and endeavour to make reasonable adjustments where possible to ensure we meet our duties to equality, diversity and inclusion under the Equality Act. There is no prescribed list of reasonable adjustments; the adjustment will depend on the resident's individual needs and will be discussed with the resident to reach an agreement on what may be reasonable in the circumstances.
- An Equality Impact Assessment has been conducted and the findings considered in developing this policy.

6. Roles and responsibilities

The **Executive Board** are responsible for:

- Reviewing and approving this policy and any amendments.

The **Executive Director of Customer Service** is responsible for:

- Strategic oversight of this policy as the policy owner.
- Ensuring a review is conducted every 3 years, or sooner should there be a material change or if a more frequent review is required.

The **Team Managers** are responsible for:

- Representing SettleParadigm at local and regional ASB forums and meetings.
- Reporting on the performance of the service.
- Identifying and delivering improvements to the service
- Supporting the implementation of initiatives that focus on reducing ASB and hate crime / hate incidents.
- Ensuring all cases are managed in accordance with this policy, procedures, associated guidance and good practice.
- Carrying out regular reviews of cases. The purpose of the reviews is to provide case direction and guidance and to look for learning opportunities and implement any changes.
- Authorising legal action in cases where enforcement is necessary.
- Monitoring trends including using data to direct action where required.

The **Community Safety Officers (Case Managers)** are responsible for:

- Investigating and managing reports of ASB and hate crime / hate incidents in line with the relevant policies, procedures and legislative requirements.
- Implementing initiatives that focus on reducing ASB and hate crime / hate incidents.

The **Neighbourhood Officers** are responsible for:

- Managing day to day and community based ASB and hate incidents.
- Referring high risk cases to community safety.

All Case Managers are also responsible for:

- Investigating and managing reports of ASB and hate incidents in line with the relevant policies, procedures and legislative requirements.
- Assessing the case and identifying the best course of action to resolve the issue, from the full range of tools available, for both early intervention and enforcement.
- Keeping in regular contact with the victim throughout the duration of the case so they are kept informed and updated.
- Closing cases in a timely manner, advising all parties of the outcome
- Logging and recording cases accurately in the case management system.
- Closing cases in a timely manner, advising all parties of the outcome

The **Team Co-ordinators** are responsible for:

- Monitoring the number of new ASB and hate cases opened and providing regular updates to the team.
- Providing updates to the team managers to assist with the management and distribution of casework.
- Administrative support for team meetings.
- General support to the team and administrative support for ASB initiatives.
- Providing clear instructions to the legal team in a timely manner.

The **Lettings team** are responsible for:

- Reviewing any risk assessments where the proposed tenant may pose a risk to the local community.
- Ensuring any refusals are recorded correctly and decisions applied consistently in line with policy.

The **Tenancy Sustainment & Support team** are responsible for:

- Actioning referrals for support and providing feedback as required.
- Liaising with the relevant officer with responsibility for investigation of the case and providing appropriate support and advocacy for any resident referred to them (whether victim or perpetrator).

The **Customer Service team** are responsible for:

- Taking initial contacts regarding ASB and hate crime / hate incidents.
- Ensuring ASB and hate crime / hate incidents are referred to the Community Safety team.
- Providing advice and signposting to the ASB toolkit where appropriate.

The **Legal Service team** are responsible for:

- Providing legal advice and support to operational teams in connection with live or contemplated litigation.
- Ensuring SettleParadigm is appropriately represented at any hearings at court, including by instructing external solicitors or counsel where appropriate.
- Obtaining external independent advice and legal services where appropriate and proportionate.
- Ensuring compliance with Civil Procedure Rules, Practice Directions and directions given by a court in proceedings.
- Escalating high risk or concerning cases for senior leadership review where appropriate and proportionate.

7. Compliance/Key Performance Measures

- Regular reviews of this policy will ensure that it remains effective.
- Regular training is delivered to colleagues, ensuring their knowledge is up to date and there is continued raised awareness. This is recorded and monitored by the People team.
- Compliance will be monitored and enforced through regular case reviews, including that response times are met which is tracked in Power BI.

- Legal action cannot be taken without the case being authorised in accordance with the approvals process.
- We closely monitor resident satisfaction through the Tenant Satisfaction Measures and transactional surveys.
- Performance is monitored monthly, to include:
 - The number and types of cases opened
 - The number and types of early intervention action taken
 - The number and types of enforcement action taken
 - The number of ASB and hate crime / hate incident tenancy related failures including evictions
 - Customer insight with the handling and outcome of cases
 - Trend, theme and hotspot data to identify where proactive improvement action could help reduce ASB in future
- An annual report produced for Board relating to the performance of the service.
- An annual self-assessment under the Consumer Standards is carried out to ensure we are meeting the required outcomes. Where outcomes fall below the standard required, action plans for improvement are developed. The Regulator of Social Housing will assess how well landlords are meeting the standards and take action if needed.

8. Related Policies, Procedures and Key Documents

Related Policies

- Complaints Policy
- Domestic Abuse Policy
- Customer Care and Reasonable Adjustments Policy
- Safeguarding Policy

Related Procedures

- Anti-Social Behaviour (ASB) Procedure
- Neighbourhood Management Procedure
- Management Move Procedure
- Safeguarding Adults Procedure
- Safeguarding Children Procedure

Key Documents

- ASB Toolkit
- Safeguarding Toolkit

9. Version Control

Version control			
Date	Version	Approved By	Details of Amendments
April 2026	V1	Executive Board	New integrated group wide policy
July 2026	V1.1	Policy Team	Removed sentence that references 'reports of noise, that do not meet the threshold for ASB, are covered under a separate policy'. ExBo decided against a separate Noise Management Policy and noise issues are covered off later in this policy. General guidance is available on our website as to what we view is likely to constitute anti-social behaviour.