

**Arawak Walton Housing Association
Anti-Social Behaviour and Hate Crime Policy**

Approved by	Tenant Experience Committee	
Date of Approval	12/02/26	
Date issued to Staff	16/02/26	
E&D impact Assessed	Yes	
Date of Next Full Review	November 2028	
Policy Ownership	Operations Director	
Policy Author	Head of Tenant Services	
Legal Review	None directly commissioned but advice and guidance available through Community Housing Partnership utilized	
Tenant Consultation	Members of the Tenant Quality Panel were involved in the review of this policy	
Version	1.0	
Corporate Objectives	<ul style="list-style-type: none"> Customers and Communities: Providing excellent services, listening to tenant voices, and ensuring safe homes. 	
Regulatory Standards	<ul style="list-style-type: none"> Consumer Standards: Neighbourhood and Community 	
Strategic Risk	Ref	Risk
	S2	Legal/Regulatory Compliance <i>Risk appetite - Averse</i>
	S4	Social Purpose <i>Risk appetite - Averse</i>

1.0 Policy Purpose

- 1.1 This policy sets out how we deal with reports of anti-social behaviour (ASB), hate incidents and crime and the action we may take against those causing ASB.
- 1.2 This policy applies to all tenants, members of their household, family, visitors and all Arawak Walton staff and contractors.

2.0 Policy Statement

2.1 Arawak Walton recognise:

- All tenants have a right to quiet enjoyment of their homes (see tenancy agreement) without serious disturbance or suffering anti-social acts
- The adverse effect of crime, ASB and hate crime on residents, communities, and assets.
- We are committed to providing a proactive, preventative approach to tackle ASB hate incidents and crime in our communities
- We will use various tools and powers that are available to us to prevent it happening, especially where it is affecting our customers
- We will not tolerate ASB towards staff, contractors or anyone else providing services on our behalf

2.2 Arawak Walton:

- Specialises in meeting the needs of black and minority ethnic communities in cohesive, multi-cultural sustainable communities
- Is committed to combatting racism, harassment and any form of hate crime
- Values diversity and recognise our duty to provide safe homes and sustainable communities and condemn all forms of discrimination

2.3 We are a hate crime reporting centre. Third party reporting centres for hate crime are based within organisations and groups across the City of Manchester, and independent from the City Council or Greater Manchester Police (GMP).

2.4 The reporting centres enable victims of hate crimes to both seek support and you are encouraged to report hate crime and hate incidents in an environment of their choosing where they may feel more confident and comfortable.

3.0 Definitions and Legal Context

3.0 Anti-Social Behaviour

The Anti-social Behaviour, Crime and Policing Act 2014 defines anti-social behaviour as:

- *conduct that has caused, or is likely to cause, harassment, alarm or distress to any person,*
- *conduct capable of causing 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.*

3.1 Anti-social behaviour could include:

- Threatening, harassing or unruly behaviour such as drunkenness and loitering in public spaces
- Drug use - and the mess and disruption that can go with it.
- Vandalism, graffiti, fly-tipping and littering.
- Disruptive neighbours consistently playing loud music or letting their dog bark all night.
- Cuckooing - when criminals take over someone's home to use it as a base for crime e.g. dealing drugs, storing weapons, sex work

3.2 Issue which **might not** be considered as anti-social behaviour include:

- Everyday household noise, such as washing machines or vacuum cleaners
- Infrequent and occasional noise or disturbances e.g. dog barking
- Children playing, unless they are also involved in associated anti-social behaviour
- One-off parties and barbeques
- Minor vehicle repairs
- Noise complaints related to hearing footsteps from a property above
- Actions which amount to people being generally unpleasant to one another, including name-calling and disputes via social media such as Facebook, unless it amounts to harassment or hate incident and crime
- Parking issues

3.3 Staff will exercise professional judgement when assessing whether a report of ASB meets our definition or not. Where the behaviour reported is not ASB, we will provide customers with self-help options where appropriate, including signposting customers to other agencies.

4.0 Hate Crime

4.1 Hate crime is covered by the *Crime and Disorder Act 1998*, section 66 of the *Sentencing Act 2020*, and section 17 of the *Public Order Act (1986)*.

- A hate crime a criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice, based on:
- Race
- Religion

- Disability
 - Sexual orientation
 - Transgender identity
- 4.2 Any crime can be prosecuted as a hate crime if the offender has either:
- demonstrated hostility based on race, religion, disability, sexual orientation, or transgender identity, or
 - been motivated by hostility based on race, religion, disability, sexual orientation, or transgender identity.
- 4.3 Hostility” does not have a legal definition, but we use the same everyday definition used by the Crown Prosecution Service, and this includes things like ill-will, spite, contempt, prejudice, unfriendliness, antagonism, resentment, and dislike.
- 4.4 Hate crime can also include something called “mate crime” which is a form of bullying. Mate crime is where someone befriends a person but does things to take advantage of that person, such as asking them for money or getting them to pay for things. Mate crime can happen to anybody, but people with learning difficulties are particularly vulnerable to it.

5.0 Interventions and Actions

- 5.1 Our aim is to tackle ASB and hate crime through the following measures:
- Prevention
 - Tenant involvement
 - Managing tenant expectation
 - Early intervention
 - Partnership working
 - Enforcement
 - Support and rehabilitation

6.0 Prevention and Early Intervention

- 6.1 We are committed to identifying potential problems at the earliest possible stage and making positive intervention to prevent situations becoming more serious
- 6.2 Our approach:
- Provide appropriate training to staff
 - Promote our policy to ensure tenants are aware of and understanding of it
 - We are committed to working with victims to determine our responses in dealing with reported ASB incidents and we will encourage people to report criminal acts to the police
 - Use a people centred approach

- We will carry out a risk assessment to assess the impact the ASB is having on the individual and discuss any support requirements.. We will also use the risk assessment to help us prioritise cases.

7.0 Partnership Working

7.1 No agency can or should work in isolation. We will:

- Adopt a joined-up approach and work in partnership with other relevant forums, agencies and organisations e.g. police, social services, drug and alcohol services, youth offending teams, schools, other registered providers to ensure all required support is provided and ensure the full range of criminal and civil remedies can be utilised
- Consult with local communities/tenant groups to agree local standards where appropriate
- Endeavour to support partnerships, for example police and local authority, by trying to identify and locate hot spots for anti-social activity so that resources can be targeted.
- Agree protocols to share and receive information for the prevention and detection of crime

8.0 Enforcement

8.1 We will take firm action against any person found to be responsible for ASB.

8.2 Consider a full range of legal remedies including Injunctions, Criminal Behaviour Orders, Community Protection Notices, Acceptable Behaviour Contracts, Possession proceedings, Demotion of Tenancies, Mediation, Parenting Orders.

9.0 Tenant Support

9.1 We will:

- Ensure that tenants can easily report ASB to us by phone, email, through our website or face to face in their home or at a mutually convenient location
- Take all reports of ASB and hate crime seriously and respond to them promptly
 - 24 hours for emergency reports
 - 5 working days for other reports
- Complete a risk assessment to identify any risk and support needs and discuss how best to respond to them.

- Take into account tenant needs, circumstances and characteristics when agreeing how to communicate and what reasonable adjustments may be needed
- Keep the needs of victims and witnesses central to any investigation and endeavour to deal with them in a confidential, sensitive, and understanding way
- Keep reporters informed of developments in the matter as much as possible while adhering to our obligations around data protection and any ongoing legal proceedings
- Work with the victim and witness of ASB to agree a plan to tackle the ASB. This will set out the actions the person and YHG will take to resolve or reduce the ASB.
- Provide a named member of staff who will keep tenants informed at regular intervals about the action being taken, including next steps to deal with the ASB
- Agree the frequency of those updates with the customer. Where it is appropriate to do so, we will use mediation to try and resolve the ASB before it escalates
- Provide the appropriate prioritisation to victims or witnesses when rehousing is deemed necessary, in accordance with our Lettings Policy and when required through local authority and homeless legislation
- Endeavour to make victims and witnesses aware of the existence of local support.
- Encourage the reporting of incidents to agencies including third party reporting centres.
- Give victims practical advice on how to minimise risks and how to respond when harassment takes place.

10.0 Rehabilitation

10.1 Arawak Walton recognises that responding effectively to anti-social behaviour (ASB) and hate crime includes not only enforcement action but also providing opportunities for individuals to change their behaviour. Rehabilitation is an important component of creating safe, cohesive, and sustainable communities. Our aim is to support individuals who have demonstrated a willingness to address and modify their behaviour, thereby reducing the likelihood of future incidents and supporting long-term tenancy sustainment.

Our Approach to Rehabilitation

We will adopt a positive, person-centred approach to rehabilitation by:

Identifying underlying causes of ASB or hate-related behaviour, including mental health needs, substance misuse, family or personal difficulties, or safeguarding concerns.

Engaging early with tenants who may be exhibiting low-level problematic behaviour to encourage constructive change before matters escalate.

Encouraging accountability, supporting individuals to recognise the impact of their behaviour on others and take steps to prevent further harm.

Promoting restorative practices, where appropriate, such as mediation or facilitated conversations to rebuild trust and repair harm within the community.

Working in partnership with statutory and specialist agencies—such as health services, drug and alcohol services, youth offending teams, probation, support providers and voluntary organisations—to provide targeted interventions and holistic support.

Setting clear expectations through behaviour agreements, acceptable behaviour contracts (ABCs), or tenancy support plans to reinforce positive progress.

Support We May Offer

Depending on the circumstances and level of engagement of the individual, Arawak Walton may support rehabilitation through:

Referral to **support or advocacy services**, including mental health, counselling, or substance misuse programmes

Tenancy support, including assistance to understand tenancy conditions and the consequences of continued ASB

Mediation or restorative interventions to resolve conflict and promote mutual understanding

Partnership-led interventions, such as joint work with the police, social care, early help teams, or community groups

Parenting support in cases involving young people whose behaviour is causing nuisance or distress

Signposting to community activities or services that encourage positive engagement and reduce isolation

Expectations of Tenants Engaged in Rehabilitation

Tenants receiving support for behaviour change will be expected to:

- Actively participate in recommended support or intervention programmes

- Adhere to behaviour agreements or conditions set out as part of any formal action
- Maintain regular communication with their designated Housing Officer
- Demonstrate continuous effort to modify behaviour and prevent further harm
- Respect neighbours, staff, contractors, and the wider community
- Where individuals work constructively with us and our partners, we will support them to sustain their tenancy and contribute positively to the community. However, if behaviour does not improve or the tenant disengages from agreed support, Arawak Walton may escalate enforcement action in line with the full range of legal tools available.

10.2 Outcome-Focused Approach

The purpose of rehabilitation is to:

- Reduce repeat ASB and increase long-term community safety
- Support vulnerable individuals who require guidance to manage their behaviour
- Promote fairness, proportionality, and consistency in how ASB is addressed
- Strengthen relationships within our neighbourhoods
- Support tenants to maintain their homes and prevent homelessness

Rehabilitation will always be considered in conjunction with the needs of victims, witnesses, and the wider community. Any support offered will be balanced with the requirement to protect others from harm.

11.0 Tenant Responsibility

11.1 AWhA is committed to developing and supporting cohesive communities and expects a reasonable level of tolerance between neighbours and others within our communities. We aim to strengthen community capacity to resolve issues via advice and support, for example the use of mediation.

11.2 We expect tenants to:

- Take responsibility for their own behaviours and actions
- Try and resolve matter between themselves in situations where there is a dispute or disagreement between neighbours and it is safe and appropriate to do so
- Show consideration to their neighbours
- Report all incidents of ASB and Hate Crime to AWhA
- Respects people's right to their chosen lifestyle and everyday reasonable level of disturbance
- Report all crimes, including threats or acts of violence to the police
- Work with AWhA to resolve ASB

We understand that any decision in relation to reporting crimes to the police is ultimately an individual one which we will respect however, an unwillingness or

failure to do so may reduce the ability of Arawak Walton to properly investigate and address some or all issues raised.

12.0 ASB Case Review (formerly Community Trigger)

12.1 The Anti-social Behaviour, Crime and Policing Act 2014 introduced specific measures designed to give victims and communities a say in the way that complaints of antisocial behaviour are dealt with.

This includes the anti-social behaviour case review, formerly known as the community trigger, which gives victims of persistent antisocial behaviour reported to any of the main responsible agencies (such as the council, police, housing provider) the right to request a multi-agency case review where a local threshold is met.

12.2 Agencies, including local authorities, the police, local health teams and registered providers of social housing have a duty to carry out a case review when someone requests one and their case meets a locally defined threshold.

12,3 This includes the anti-social behaviour case review, formerly known as the community trigger, which gives victims of persistent antisocial behaviour reported to any of the main responsible agencies (such as the council, police, housing provider) the right to request a multi-agency case review where a local threshold is met.

12.3 Agencies, including local authorities, the police, local health teams and registered providers of social housing have a duty to carry out a case review when someone requests one and their case meets a locally defined threshold.

12.4 How a case review is carried out is set locally. All relevant agencies should agree a procedure that suits the needs of victims and communities in their area.

12.5 Applications may either come directly from the victims of antisocial behaviour or from a third party (with the victim's consent), such as a family member, friend or local elected representative (a councillor or MP). The victim may be an individual, a business or a community group.

12.6 Each local area sets a threshold which must be met for the trigger to be used. The threshold must include:

- The frequency of complaints
- Effectiveness of the response
- Potential harm to the victim or victims making the complaint

The threshold is about the incidents reported, not whether the agency responded

13.0 Monitoring, Review and Reporting

13.1 This policy will be reviewed every three years or more often if necessary.

The Regulator of Social Housing requires housing association to report on a range of Tenant Satisfaction Measures. We will conduct an annual survey of residents to understand their views in a number of areas, including satisfaction with their landlord's approach to handling anti-social behaviour and we will publish the results.

We will publish an annual report in which we share information about our performance, such as the type and number of anti-social behaviour cases opened, actions taken to resolve and any resulting service improvements.

13.2 All formal reports of anti-social behaviour and hate crime will be logged and relevant reports produced for Board, Tenant Experience Committee and tenants including:

- Quarterly key performance indicator reporting
- Annual Tenant Satisfaction Measures Results and Action Plan
- Annual Complaint and Service Improvement Report
- Arawak Walton Annual Report

13.3 Performance monitoring will include:

- Number of ASB cases opened per 1000 homes (TSM)
- Number of Hate Crime cases reported per 1000 homes (TSM)
- Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour (TSM)
- Number and type of cases reported
- Number and type of cases closed
- Complaints acknowledged within 1 working day
- Category A victims interviewed within 1 working day
- Category B victims interviewed within 5 working days
- Category B perpetrators interviewed within 5 working days
- Average time taken to resolve a complaint
- Actions taken to resolve ASB
- Cost per resolved case
- % tenants satisfied with the way their ASB case was handled
- % tenants satisfied with the outcome of their ASB complaint

14.0 Consultation and Engagement

14.1 The policy has been developed in partnership with:

- The Community Housing Partnership (CHP)
- Tenant Quality Panel (TQP)
- Tenant Experience Committee (TEC)

15.0 Equality and Diversity

15.1 Arawak Walton has a long-standing commitment to the principles of equality, diversity & inclusion and a zero-tolerance approach on all forms of discrimination, harassment and victimisation. As a Black and Minority Ethnic (BME) housing

association, Arawak Walton's ethos is already committed to equality, diversity & inclusion for all.

15.2 A full Equality Impact Assessment (Stage 2) was completed for the ASB & Hate Crime Policy to ensure compliance with the Equality Act 2010 and the Public Sector Equality Duty. The assessment identified both positive impacts and potential risks across all protected characteristics, with recommended mitigations incorporated into policy and practice.

- The policy has **significant potential to advance equality**, particularly for groups disproportionately impacted by ASB, harassment, and hate crime.
- No residual negative equality impacts remain **provided recommended actions are implemented and monitored**.

16.0 Related Policies and Guidance

- 16.1
- Unacceptable Behaviour Guidance
 - Tenancy Management Policy
 - Estate Management Policy
 - Vulnerabilities Management Policy
 - Safeguarding Adults and Young People Policies
 - Domestic Abuse Policy
 - Allocations and Lettings Policy
 - ED&I Strategy and Policy Pledges
 - Tenancy Agreement
 - Customer Services Charter
 - Access Policy

16.2 External Documents:

- The Regulator for Social Housing Regulatory Framework
- Landlord and Tenant Act 1985/The Housing Act 1985
- The Environmental Protection Act 1990
- The Housing Act 2004

16.3 Data Protection

In implementing this policy, all staff and contractors must adhere to Arawak Walton's Data Protection Policy and the General Data Protection Regulation. The nature of the policy means that Arawak Walton will process personal data relating to residents, and this may sometimes include sensitive personal data. In respect of this policy, this has a number of specific implications

- We will only collect personal data where we have a lawful basis for doing so
- We will keep personal data about residents up to date as far as reasonably possible
- We will only use data for the purposes we collected it
- We will store personal data securely
- We will only share personal data in line with our data sharing policies

16.4 In implementing this policy, all staff and contractors must adhere to Arawak Walton's Data Protection Policy and the General Data Protection Regulation.

16.5 The nature of the policy means that Arawak Walton will process personal data relating to residents, and this may sometimes include sensitive personal data. In respect of this policy, this has a number of specific implications

- We will only collect personal data where we have a lawful basis for doing so
- We will keep personal data about residents up to date as far as reasonably possible
- We will only use data for the purposes we collected it
- We will store personal data securely

We will only share personal data in line with our data sharing policies