

Anti-Social Behaviour and Hate Crime Policy

1. Introduction

- 1.1. This policy sets out the approach of Onward Homes Limited (“Onward” “we”, “us”) to handling Anti-Social Behaviour (“ASB”) and Hate Crime.

2. Aims

- 2.1. By this policy, Onward aims to:
 - 2.1.1. Prevent ASB and its reoccurrence by effective, early and appropriate interventions.
 - 2.1.2. Provide a framework for addressing and preventing ASB and Hate Crime within our communities.
 - 2.1.3. Take a victim-centred, risk-based approach to tackling ASB and Hate Crime
 - 2.1.4. Work with partner agencies to tackle ASB and Hate Crime.
 - 2.1.5. Comply with the Anti-Social Behaviour and hate incidents section of the Neighbourhood and Community Standard and any relevant legislation.
 - 2.1.6. Support our residents who are experiencing ASB to feel safe whilst living in their homes.

3. Scope

- 3.1. This policy applies to anyone who lives, works or spends time in or around properties owned and managed by Onward.
- 3.2. Onward also has other policies that work alongside this policy, and we may refer to these for more specific information, for example:
 - 3.2.1. Domestic Abuse Policy.
 - 3.2.2. Safeguarding Children Policy.
 - 3.2.3. Safeguarding Adults Policy.
 - 3.2.4. Vulnerabilities and Reasonable Adjustments Policy.
 - 3.2.5. Neighbourhood Management Policy.
 - 3.2.6. Complaints Policy.

4. Definitions

- 4.1. Onward adopts the definition of ASB as set out in the Anti-social Behaviour, Crime and Policing Act 2014 which states that ASB is:
 - 4.1.1. Conduct that has caused, or is likely to cause, harassment, alarm or distress to any person.

- 4.1.2. Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises.
- 4.1.3. Conduct capable of causing housing-related nuisance or annoyance to any person.
- 4.2. Onward will also consider the terms of the tenancy relating to ASB and nuisance and annoyance, as provided for in Grounds 12 and 14 of Schedule 2 to the Housing Act 1988.
- 4.3. Onward also adopts the National Police Chiefs' Council and Crown Prosecution Service's definition of Hate Crime as "any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice based on a person's race or perceived race; religion or perceived religion; sexual orientation or perceived sexual orientation; disability or perceived disability and any crime motivated by hostility or prejudice against a person who is transgender or perceived to be transgender".

5. Our approach to handling ASB and Hate Crime

- 5.1. Onward will work to prevent ASB and Hate Crime by a range of means, including:
 - 5.1.1. Informing new residents of their rights and responsibilities and reminding existing residents at times. Our tenancy agreements contain clauses relating to ASB.
 - 5.1.2. Residents being held responsible for the behaviour of their household, pets and visitors.
 - 5.1.3. Responding to environmental issues on estates and maintaining and managing communal areas to minimise crime and ASB.
 - 5.1.4. Seeking to forge links and develop positive relationships with partners, including information sharing agreements.
 - 5.1.5. Monitoring and reviewing our performance, including, checking for opportunities to improve and customer satisfaction responses.

6. Initial report and assessment

- 6.1. Residents, representatives, members of the community, our partners, the police and other agencies, can report anti-social behaviour to Onward either by phone, online, or in writing.
- 6.2. Onward's own colleagues may also identify ASB and Hate Crime and can report it internally.
- 6.3. Onward will review all reported incidents and will consider the risk in each case. In cases of crime, we will advise the complainant/reporting party to report the incident to the police.

- 6.4. We will categorise cases of ASB and Hate Crime as direct or personal (high priority – acknowledged within 1 working day); nuisance (medium priority - acknowledged within 5 working days); or environmental (low priority - acknowledged within 5 working days), with response times and actions aligned to risk. Our initial risk assessment will determine priority and inform our investigative and support response.
- 6.4.1. Personal cases involve targeted behaviour, including threats or violence, domestic abuse or hate-related incidents, and attract the highest priority.
- 6.4.2. Nuisance cases involve conduct that disrupts quiet enjoyment or community wellbeing.
- 6.4.3. Environmental cases concern tenancy breaches or environmental impacts not aimed at individuals.

7. Investigating and managing a case

- 7.1. Once Onward has received a report of ASB and/or Hate Crime and initially assessed it, we will investigate proportionately. We will seek to establish the relevant facts, gather evidence, and liaise with partner agencies if and when necessary. This will enable us to decide whether to take further action, and, if so, what action would be appropriate.
- 7.2. If anyone tells us about something that may be a crime, or that suggests they or others are at serious risk of harm, we are likely to need to inform an appropriate agency.

8. Support needs and risk management

- 8.1. Onward deploys a victim-centred response. We will treat those who have been affected by ASB and Hate Crime sympathetically and sensitively.
- 8.2. When we receive and log a report of ASB or Hate Crime we will endeavour to establish whether anyone connected to the case has a vulnerability, support need or circumstance that we need to be aware of, and which may require us to adjust our approach.
- 8.3. Where alleged perpetrators may have vulnerabilities or support needs, we will seek to identify those vulnerabilities and needs and make referrals to specialist agencies where appropriate, to encourage behavioural change alongside proportionate enforcement.

9. Taking Action

- 9.1. Onward will identify what action is most proportionate for us to take, based on all the relevant factors.
- 9.2. We have a range of tools and powers available to tackle ASB, both legal and non-legal, including:

- 9.2.1. Offering support and advice.
 - 9.2.2. Providing a written warning.
 - 9.2.3. Offering a party or parties the opportunity to attend mediation.
 - 9.2.4. Requesting that a party sign an acceptable behaviour contract.
 - 9.2.5. Applying for an Injunction.
 - 9.2.6. Instituting possession proceedings.
 - 9.2.7. Other court enforcement action.
- 9.3. Our action will be reasonable and proportionate, and we may move straight to using a legal tool as an early response if we assess the behaviour as serious enough to warrant it. We may use a combination of tools to support and enforce at the same time. Not all tools will be available to use or appropriate in all situations. We may publicise successful enforcement outcomes to increase public confidence and reporting, where proportionate and lawful.

10. Case closure

- 10.1. We will contact parties on closure and confirm actions taken in writing.
- 10.2. Cases may be closed where: resolution is achieved, all proportionate actions are exhausted, there is insufficient evidence or lack of engagement, or responsibility has transferred to another agency.

11. Complaints and Case Review

- 11.1. If a reporting party is unhappy with the assessment or handling of an ASB and Hate Crime report, they can make a complaint to us. Such complaint will be dealt with in line with the Complaints Policy. If the customer remains unhappy after exhausting our complaint process, they are entitled to make a complaint to the Housing Ombudsman Service.
- 11.2. Residents also have a statutory right, under the Anti-social Behaviour, Crime and Policing Act 2014, to request an ASB and Hate Crime case review from the local authority within which they live. Each local authority will have their own threshold for acceptance and contact details can be found on their website. We will participate in all such reviews.

12. Equality, Diversity and Inclusion

- 12.1. Onward provides accessible services and makes reasonable adjustments for those with protected characteristics or additional needs. We treat customers fairly and with respect regardless of gender, race, age, disability, religion, sexual orientation and marital status, publish information in accessible formats, and collect equalities data to inform monitoring and review.

13. Communication

- 13.1. Onward will publish this policy on the Onward website along with linked policies.

14. Data Protection and Information Sharing

- 14.1. Onward treats all information received in confidence, consistent with our legal responsibilities as a Data Controller to comply with relevant data protection legislation and to ensure compliance with Onwards data protection related policies and procedures.
- 14.2. In certain circumstances Onward may be required to share personal data with other statutory agencies. Where practical, we will consult with relevant individuals prior to the information being shared, however there will be instances where Onward has a statutory duty to share information without the individual's consent e.g. if there is any reason to suspect children are at risk or for the prevention and detection of crime. An assessment will be made in each case to decide which information is necessary to be shared, referring to our data protection specialists for further guidance as required.

15. Legislation and Regulation

- 15.1. Key legislation includes the following:
- 15.1.1. Anti-Social Behaviour, Crime and Policing Act 2014
 - 15.1.2. Anti-Social Behaviour Act 2003
 - 15.1.3. Crime and Disorder Act 1998
 - 15.1.4. Data Protection Act 2000
 - 15.1.5. Environmental Protection Act 1990
 - 15.1.6. Equality Act 2010
 - 15.1.7. General Data Protection Regulation 2018
 - 15.1.8. Housing Act 1985
 - 15.1.9. Housing Act 1996
 - 15.1.10. Mental Capacity Act 2005
 - 15.1.11. Misuse of Drugs Act 1971
 - 15.1.12. Noise Act 1996
 - 15.1.13. Protection from Harassment Act 1997
- 15.2. Onward will comply with the Regulator of Social Housing's Neighbourhood and Community Standard, including partnership working to keep neighbourhoods safe and clean.
- 15.3. We will endeavour to comply with any new legislation in respect of ASB and Hate Crime that is introduced whilst this policy is in effect.

16. Responsibility and monitoring

- 16.1. We will undertake surveys, and/or audits to assess the effectiveness of this policy.
- 16.2. Onward's Director of Neighbourhoods is responsible for overall adherence to this policy. Onward's Head of Housing Services is responsible for operational implementation of this policy.
- 16.3. Onward's Senior Leadership Team will receive periodic reports on performance in relation ASB including Hate Crime.
- 16.4. Onward reserves the right to review and amend this policy prior to the next review date. This could include circumstances such as legislative change and/or an operational change within Onward.

Linked documents:	Domestic Abuse Policy Safeguarding Children Policy Safeguarding Adults Policy Vulnerabilities and Reasonable Adjustments Policy Neighbourhood Management Policy Complaints Policy
-------------------	--

Date implemented:	May 2026
Policy lead:	Joanne Danaher, Director of Neighbourhoods
Approved by:	Executive Team
Approved on:	19 May 2026
Next review date:	May 2029

Reference number:	ASB03
Version:	V3
Document replaces:	ASB and Hate Crime Policy v2