

Anti-Social Behaviour and Hate Crime

April 2026

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1. Policy Statement

- 1.1 Railway Housing Association (Railway) is committed to providing an outstanding resident experience and communities that reflect our residents' needs and aspirations. Railway knows that this can only be achieved by working in partnership with residents and other relevant stakeholders in the communities that we work.
- 1.2 Preventing and tackling anti-social behaviour and hate crime is a priority for Railway. Left unchallenged, we recognise that anti-social behaviour can have a significant detrimental impact on our residents' lives.
- 1.3 Railway Housing Association takes a resident-centred approach to managing anti-social behaviour and hate crime. We prioritise understanding the impact on the person reporting the incident and ensure this informs how each case is handled.

2. Policy Aims

- 2.1 Railway Housing Association is committed to delivering an anti-social behaviour and hate crime service that residents can trust, that is responsive, fair and effective and to continuously improving our performance.
- 2.2 We will:
 - Deliver a Resident-Focused anti-social behaviour and hate crime Service:
 - Ensure that residents feel heard, supported and informed throughout their case
 - Provide clear, accessible reporting routes and regular updates for ongoing cases
 - Strive to improve our Tenant Satisfaction Measure performance for anti-social behaviour handling from 70% in 2025 to 80% by 2029
 - Act Promptly, proportionately and effectively:
 - Respond quickly to reports of anti-social behaviour and hate crime and assess risk at the earliest opportunity
 - Use a range of early intervention and enforcement tools available

- Ensure all actions are evidence-based, proportionate and outcome-focused
- Take a Balanced Approach: Enforcement and Support:
 - Use tenancy enforcement powers where necessary
 - At the same time, recognise vulnerability and provide or facilitate appropriate support and safeguarding interventions
 - Work to resolve the root causes of anti-social behaviour and hate crime where possible
- Meet Legal and Regulatory Requirements:
 - Ensure compliance with all relevant legislation, including the Equality Act 2010 and Human Rights Act 1998, ensuring fairness, equality and proportionality in all decisions
 - Deliver services in line with the expectations of the Regulator of Social Housing, including the Neighbourhood and Community Standard
 - Handle complaints in accordance with the Housing Ombudsman Complaint Handling Code
- Work in Partnership to Tackle anti-social behaviour and hate crime:
 - Collaborate with local authorities, police and support agencies to prevent and tackle anti-social behaviour and hate crime and support and safeguard victims, witnesses and perpetrators
 - Share information lawfully and appropriately to protect residents and prevent harm
 - Contribute to multi-agency solutions for complex or high-risk cases
- Prevent anti-social behaviour and hate crime and Build Strong Communities:
 - Promote clear expectations of behaviour through tenancy agreements and resident engagement
 - Use early intervention tools such as mediation and warnings to prevent escalation
 - Support the creation of safe, inclusive and cohesive communities
- Continuously Improve Our Service:
 - Monitor performance, including TSMs and case outcomes, to drive improvement
 - Learn from complaints, feedback and case reviews
 - Regularly review our approach to ensure it reflects best practice and resident expectations
 - Learn from partners, formal case reviews and resident scrutiny activities to ensure our approach delivers the aims of this policy

2.3 We use neutral, person-centred language when managing anti-social behaviour and hate crime cases to ensure fairness and avoid pre-judgement. Terms such as 'reporting resident' and 'alleged perpetrator' will normally be used. Where cases are

proven or involve safeguarding or criminal proceedings, terms such as 'victim' and 'perpetrator' may be used where appropriate.

3. Roles and Responsibilities

- 3.1 The Railway Board have overall responsibility to ensure an effective anti-social behaviour and hate crime Policy that meets all regulatory requirements is in place. The Board will approve the anti-social behaviour and hate crime Policy and ensure a review of the policy is carried out every 3-years, or sooner if there is a significant change that may impact delivery of the service.
- 3.2 The Chief Operating Officer will ensure residents of Railway have the opportunity to influence the anti-social behaviour and hate crime Policy at the point of the 3-year review and throughout delivery of the policy and supporting procedure.
- 3.3 The Resident Committee will monitor the delivery of the anti-social behaviour and hate crime service and implementation of the policy through an annual Safer Communities deep dive.

4. Legislative Framework

Railway Housing Association's anti-social behaviour and hate crime approach is influenced by legislation and guidance, including:

Legislation	Why it is Relevant	Regulatory Link
Anti-social Behaviour, Crime and Policing Act 2014	Provides the primary tools and powers to prevent and tackle anti-social behaviour and hate crime, including injunctions, closure powers and the anti-social behaviour and hate crime Case Review.	Supports the Neighbourhood and Community Standard – requires an effective approach to anti-social behaviour and hate crime and use of appropriate tools.
Housing Act 1988	Provides possession grounds for assured tenancies in anti-social behaviour and hate crime cases.	Supports tenancy enforcement and neighbourhood management expectations.
Housing Act 1996	Provides wider housing management context, including anti-social behaviour and hate crime and allocations considerations.	Links to fair access and tenancy sustainment, supporting consumer standards.
Grounds for Possession (Amendment) Regulations 2014	Introduces the absolute ground for possession in serious anti-social behaviour and hate crime cases.	Demonstrates strong action where necessary, aligned with maintaining safe communities.
Equality Act 2010	Ensures non-discrimination and reasonable adjustments, particularly where vulnerability is present.	Supports the Transparency, Influence and Accountability Standard – fair and equitable service delivery.
Human Rights Act 1998	Requires proportionality and fairness in decision-making, particularly in enforcement and eviction.	Underpins fairness, proportionality and accountability, key regulatory expectations.

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Care Act 2014	Establishes safeguarding duties for adults with care and support needs.	Supports Neighbourhood and Community Standard – recognising vulnerability and providing appropriate support.
Children Act 1989	Provides safeguarding responsibilities for children affected by anti-social behaviour and hate crime.	Reinforces safeguarding and resident wellbeing expectations.
Children Act 2004	Strengthens multi-agency safeguarding responsibilities.	Supports effective partnership working, a key regulatory expectation.
Crime and Disorder Act 1998	Requires partnership working to reduce crime and disorder.	Aligns with expectation to work with local partners to tackle anti-social behaviour and hate crime effectively.
Environmental Protection Act 1990	Covers statutory nuisance such as noise, often linked to anti-social behaviour and hate crime.	Supports joint working and local environmental management responsibilities.
Data Protection Act 2018	Governs how personal data is processed in anti-social behaviour and hate crime cases.	Supports Transparency and Accountability Standard – lawful and responsible data handling.
UK General Data Protection Regulation	Sets principles for lawful information sharing in anti-social behaviour and hate crime casework.	Enables safe, proportionate information sharing, supporting effective service delivery.
Protection from Harassment Act 1997	Provides legal remedies in harassment cases.	Supports protecting residents from harm, a core regulatory expectation.
Domestic Abuse Act 2021	Ensures appropriate response where anti-social behaviour and hate crime involves domestic abuse.	Links to safeguarding, victim support and resident safety expectations.

5. **Definitions**

5.1 For the purposes of this policy, anti-social behaviour is defined in line with the Anti-social Behaviour, Crime and Policing Act 2014 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
- Conduct capable of causing housing-related nuisance or annoyance to any person

This definition provides the legal framework within which we assess and respond to reports of anti-social behaviour and hate crime.

5.2 Railway Housing Association recognises hate crime as a serious offence. For the purposes of this policy, a hate crime is defined as:

"A 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, religion, sexual orientation, disability or transgender identity."

- 5.3 Hate crime can take many forms, including assault, harassment, threats, or damage to property, where the behaviour is linked to hostility towards a protected characteristic. The perception of the victim or any other person is sufficient for an incident to be treated as a hate crime.
- 5.4 All reports of hate crime will be taken seriously and investigated thoroughly. Railway Housing Association will work with other agencies where necessary, including the police and community partners, to ensure appropriate action is taken and residents are supported.
- 5.5 We recognise that anti-social behaviour and hate crime can cover a wide range of behaviours and not all reports will meet the legal threshold for formal action. Our approach is to assess each case fairly, consistently and based on evidence.
- 5.6 Examples of anti-social behaviour and hate crime can include:
- Regular loud noise, such as regular parties or playing music at a high volume, especially late at night
 - Being abusive or threatening, including shouting, intimidation or harassment
 - Damaging property, such as vandalism to homes or shared areas
 - Drug-related activity, including using, dealing or producing drugs, or other substance misuse
 - Alcohol-related behaviour that causes problems for others
 - Violence or threats of violence towards other people
 - Dumping rubbish or unwanted items (fly-tipping)
 - Misusing shared spaces, like stairwells, gardens or car parks
 - Using your home for illegal or inappropriate activities
 - Other criminal behaviour, such as setting fires (arson)
- 5.7 The following are generally not treated as anti-social behaviour and hate crime, however we may offer advice or support where appropriate:
- Normal household noise, such as footsteps, washing machines or cooking smells
 - Children playing, including ball games
 - One-off or occasional noise, like a single party or event
 - Minor disagreements with neighbours or differences in lifestyle
 - Parking disputes (unless part of ongoing harassment or anti-social behaviour and hate crime)
 - Gardening or DIY activities that are part of normal home maintenance
 - Personal disputes that do not affect the wider community
- 5.8 For the purposes of this policy, the terms tenant, leaseholder and shared owner are collectively referred to as a resident of Railway Housing Association. This includes anyone who has signed a legal tenancy or lease agreement to occupy a home.

6. Our Standards of Service

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- 6.1 Reports of anti-social behaviour can be made to Railway Housing Association through any contact method that is most convenient and appropriate to the resident's preferences and needs.
- 6.2 We will acknowledge assess all new reports of anti-social behaviour and hate crime within 1 working day. A new report is one that does not relate to an open case.
- 6.3 This assessment will result in one of the following two initial courses of action:
 - If the report falls into the most serious category (if it involves domestic abuse, hate crime or a serious issue of safety) we will respond within 2 working days.
 - If the report does not fall into the most serious category, we will respond within 5 working days.
- 6.4 When a report of anti-social behaviour is received, a case will be opened and an action plan agreed with the reporting resident. The action plan will set out:
 - The steps that will be taken to address the anti-social behaviour and hate crime
 - Expected timescales for those actions
 - How further reports relating to the case will be managed until it is closed
- 6.5 While the case remains open, the reporting resident will be contacted within 10 working days (unless an alternative arrangement is agreed) to provide updates and receive feedback. Contact may be automated (for example text message, email or phone call) where appropriate.
- 6.6 Any additional reports relating to the open case will be handled in line with the agreed action plan. Where anti-social behaviour and hate crime escalates to a higher severity or risk category, the action plan will be reviewed and updated to ensure an appropriate and proportionate response.
- 6.7 All reports and records of anti-social behaviour and hate crime will be treated as confidential. We will seek the resident's consent before sharing any information with third parties, except where disclosure is necessary to protect someone from harm.
- 6.8 Where there are safeguarding concerns, or we believe someone may be at risk, we will share information in line with data protection requirements and relevant safeguarding principles, ensuring that any action taken is lawful, proportionate and in the best interests of those involved.
- 6.9 A vulnerability assessment will be carried out for all newly reported anti-social behaviour and hate crime incidents, as well as for any new residents affected by ongoing anti-social behaviour or hate crime cases. This ensures that residents' diverse needs are identified, considered, and addressed as part of our response.
- 6.10 We will seek the consent of the resident(s) affected by anti-social behaviour and hate crime before closing a case.

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- 6.11 Where Railway Housing Association colleagues or contractors are subjected to anti-social behaviour and hate crime in carrying out their role we will take a zero-tolerance approach and where appropriate tenancy enforcement action will be taken.

7. **Categorising anti-social behaviour and hate crime**

- 7.1 Railway will categorise anti-social behaviour and hate crime into:

Category	Description	Examples
Priority Concern	anti-social behaviour and hate crime that is serious, persistent, or escalating, causing significant disruption, distress, or posing a risk to safety, wellbeing, or property.	Violence or threats of violence Hate crime or domestic abuse Abusive, threatening or intimidating behaviour Harassment Cultivation, production, or supply of drugs Using your home for illegal or immoral purposes Serious criminal activity
Concern	anti-social behaviour and hate crime that is less severe, isolated, or manageable, but still affects residents' comfort or quality of life.	Noise nuisance (e.g., occasional loud music or parties) Damage to property (minor or isolated incidents) Fly tipping or littering Misuse of shared or communal spaces (e.g., stairwells, gardens, car parks) Alcohol-related nuisance (non-violent or one-off incidents)

8. **Partnership Approach**

- 8.1 We aim to focus on addressing the underlying causes of anti-social behaviour rather than just the symptoms. These can include factors such as intergenerational or family-related issues, lack of community facilities, low community engagement or ownership, fear of crime, estate design and appearance, allocation challenges in mixed-tenure communities, hate incidents or crimes, malicious complaints and resident vulnerability, including mental health or substance misuse.
- 8.2 While Railway Housing Association will take all reasonable steps to resolve anti-social behaviour and hate crime, we will also work proactively with other agencies, including local authorities, the police, and community organisations, to address issues effectively. By combining our resources and expertise, we can tackle the causes of anti-social behaviour and hate crime and support residents more effectively. This approach aligns with the Shared Spaces expectations of the Regulator of Social Housing, helping to create safe, well-managed, and inclusive neighbourhoods.

9. **Preventing, Detering, Tackling and Resolving anti-social behaviour and hate crime**

- 9.1 Railway Housing Association is committed to prompt, appropriate and proportionate action to deter and tackle anti-social behaviour and hate crime. Our approach combines prevention, intervention, support and enforcement to protect residents and maintain safe, well-managed communities.

Our Approach:

- Relationships: Each area is supported by a dedicated Community Housing Coordinator responsible for a small patch. This enables coordinators to build strong relationships with residents, identify early signs of anti-social behaviour and hate crime or hate crime, and take proactive steps to resolve issues.
- Case Management: Tailored to the needs of residents affected and the severity of risk posed by the person the concern relates to.
- Prevention and Early Intervention: Action begins as soon as an incident is reported or concerns arise about resident wellbeing.
- Information and Awareness: Residents are provided with guidance on responsibilities, neighbourly behaviour and the role of other agencies.
- Campaigns: Awareness initiatives on being a good neighbour, diversity, inclusion, and seasonal or topical issues.
- Safeguarding and Vulnerability: Considered from the outset, with support and partnership working to meet residents' diverse needs.
- Support: Offered to both residents affected and, where appropriate, those involved in the concern.
- Ease of Access: Reports can be made via multiple channels, including phone, website, email, and in-person.
- Enforcement: Applied in serious cases, alone or alongside support.
- Partnership Working: Collaboration with police, local authorities, and community organisations to deter and tackle anti-social behaviour and hate crime proactively.
- Training and Resources: Colleagues receive regular training and resources are allocated to ensure effective case management.
- Feedback: Resident input is used to continually improve services.

Through this multi-faceted approach, Railway Housing Association seeks to reduce anti-social behaviour and hate crime, protect residents and maintain safe and inclusive neighbourhoods, while ensuring compliance with regulatory requirements and best practice standards.

10. Enforcement and Legal Remedies

- 10.1 Railway Housing Association uses a range of tools, including noise apps, to investigate and address anti-social behaviour and hate crime. These tools are used only for legitimate purposes, including the prevention, detection and investigation of anti-social behaviour and hate crime, supporting other agencies and safeguarding the public, colleagues and contractors.
- 10.2 Where other measures have not resolved the issue, we may consider legal action. This is always used as a last resort or, in rare cases, as early intervention where the severity of the situation demands. All legal action will be appropriate, proportionate, and effective, following pre-court protocols.

10.3 Available Legal Remedies:

- Notice of Seeking Possession (NOSP): Informs a resident that we intend to seek possession of their home due to a tenancy breach.
- Injunctions (Anti-social Behaviour, Crime and Policing Act): Court orders that prohibit or require certain actions. May include arrest powers and are often used as immediate measures.
- Possession Proceedings: The ultimate sanction for tenancy breaches, used only when anti-social behaviour and hate crime or hate crime justifies termination of tenancy.
- Parenting Orders: Courts may order parents of children up to 17 years to take steps to prevent further anti-social behaviour and hate crime or hate crime.
- Other Remedies: Includes addressing criminal behaviour or specific issues such as abandoned properties.

10.4 This approach ensures that all tools and legal measures are used responsibly, proportionately and in line with best practice.

11. Adapting Services to Achieve Equitable Outcomes

11.1 Railway Housing Association is committed to delivering anti-social behaviour services in a way that achieves equitable outcomes for all residents. We recognise that individuals experience anti-social behaviour differently and may face barriers to accessing services or engaging with processes. Equity means providing the right level of support, in the right way, at the right time, so that all residents have a fair opportunity to feel safe and have their concerns addressed. We will adapt our anti-social behaviour service to meet the diverse needs of residents, ensuring that no one is disadvantaged due to their circumstances.

11.2 Our Approach:

- Understanding Individual Needs – we will take reasonable steps to identify vulnerabilities, support needs and personal circumstances at the earliest opportunity, including those related to disability, health, language, culture, digital access or financial hardship.
- Flexible Communication – residents can engage with us in a way that suits them, including telephone, face-to-face, digital or through an advocate. We will provide information in accessible formats (e.g. large print, translation, easy read) where required.
- Tailored Case Management – our response will be proportionate and adapted to reflect the needs of those involved. This may include adjusting timescales, methods of evidence gathering or the way we carry out visits and interviews.
- Supporting Victims and those causing ASB – we will take a victim-centred approach, recognising the impact of anti-social behaviour on individuals, while also considering whether those responsible for anti-social behaviour have underlying support needs. Where appropriate, we will work with partner agencies to provide support alongside enforcement.
- Removing Barriers – we will proactively reduce barriers that may prevent residents from reporting anti-social behaviour or engaging with us, including

offering support to complete forms, providing reassurance around confidentiality and ensuring our processes are clear and transparent.

- Partners – we will collaborate with relevant local agencies to ensure residents receive holistic support tailored to their needs.

12. Equality, Diversity and Inclusion

12.1 Railway Housing Association is committed to promoting equality, diversity, equity, and inclusion (EEDI) in all aspects of our work, including the prevention, management, and resolution of anti-social behaviour and hate crime. We recognise that residents have diverse needs, backgrounds and experiences, and we strive to ensure everyone is treated fairly, respectfully and without discrimination.

12.2 Our Approach:

- **Equitable Access:** We recognise that providing the same service to everyone does not always achieve fairness. Residents may require different methods of support or reporting to have equal access to our services. For example, we provide translation services, advocacy support, alternative communication channels or tailored approaches to ensure everyone can report anti-social behaviour or hate crime effectively.
- **Fair Treatment:** All reports and interventions are handled consistently and impartially, regardless of age, gender, ethnicity, religion, sexual orientation, disability, or other protected characteristics.
- **Inclusive Policies:** Our ASB policies, procedures, and communications are designed to be clear, accessible, and inclusive, reflecting the diverse needs of our communities.
- **Colleague Training:** All colleagues receive regular training on equality, diversity, and inclusion, as well as the impacts of discrimination and hate crime, to ensure awareness and competency in responding appropriately.
- **Monitoring and Learning:** We collect and analyse data on anti-social behaviour and hate crime to identify trends, monitor outcomes, and ensure equitable responses. Resident feedback is used to improve services and remove barriers to reporting.

12.3 By embedding equality, diversity, equity, and inclusion principles with a focus on equity, Railway Housing Association ensures that all residents have genuine access to support, feel safe and respected, and can fully engage with services to report and resolve ASB or hate crime.

13. Complaints and Appeals

13.1 If a resident is not satisfied with how their anti-social behaviour and hate crime report has been handled, they can raise the matter through Railway Housing Association's complaints process. All complaints will be treated seriously, investigated promptly and responded to in line with our published complaints procedure.

13.2 Our approach follows the Housing Ombudsman Complaint Handling Code, ensuring that:

- Complaints are handled fairly, consistently, and transparently

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- Residents are kept informed of progress and outcomes
 - Appropriate remedies or actions are offered where required
- 13.3 Residents can submit a complaint using any of our usual contact methods, including telephone, email, website or in person. If a resident remains dissatisfied after our internal process, they have the right to refer the matter to the Housing Ombudsman, who can independently review the case.
- 13.4 This ensures that all residents have access to a fair, transparent, and accountable process if they are unhappy with the way anti-social behaviour and hate crime or hate crime concerns are addressed.