

# Anti-Social Behaviour and Hate Crime Policy

## 1. What this policy is about

1.1 This policy outlines our approach to Anti-Social Behaviour (ASB) and Hate Crime. We recognise the impact Anti-Social Behaviour (ASB) and Hate Crime can have on our customers and residents in the wider community. We aim to work with customers and partner agencies to prevent ASB and Hate Crime occurring and challenge it when it does.

1.2 Examples of antisocial behaviour can include:

- Excessive/unreasonable noise
- Verbal abuse/harassment/intimidation/threatening behaviour
- Hate related incidents
- Vandalism or damage to home
- Nuisance from animals
- Physical violence
- Litter/rubbish/fly tipping
- Garden nuisance
- Misuse of public/communal areas
- Dangerous dogs/banned breeds

1.3 Examples of issues which may not be anti-social behaviour include:

- Parking
- Children crying or playing
- People gossiping in the street
- Disputes on social media
- 'Dirty looks' or rude gestures
- General household noise/DIY at reasonable times
- Cooking odours
- Smoking in own homes
- One-off parties
- Barking dogs (for short period of times)
- Dog fouling
- Uncontrolled dogs
- Cats in gardens
- Fly tipping
- General everyday domestic noise
- Lifestyle and personal differences



**This policy applies from July 2024**  
**This policy applies to: Livv Housing Group, Livv Homes, Livv Maintenance**

## Hate Crime

- 1.4 A Hate Crime is any offence committed against a person that is perceived to be motivated by a person's prejudice or hostility to someone because of their: race, religion, gender, sexual orientation, disability, or age.
- 1.5 We recognise that hate crime can leave victims feeling isolated and can significantly impact individuals, families, and communities. We understand that hate incidents can also impact the mental well-being of those affected.
- 1.6 Our approach to Domestic Abuse is detailed in our Domestic Abuse Policy.

## 2. Our approach

- 2.1 As outlined in our tenancy agreements, customers are responsible for their own behaviour, the behaviour of any person residing in or occupying their home and of any visitor to their home. We aim to tackle ASB and Hate Crime as quickly and effectively as possible. In most cases this will be through early intervention. We will only pursue legal action once all other options have been exhausted or when the situation is so serious that legal action is considered the most appropriate response.
- 2.2 We aim to prevent ASB and Hate Crime through effective education and communication, proactive partnership working, diversionary activities and environmental improvements including:
  - Promoting early interventions including warning letters, mediation, acceptable behaviour contracts, partner agency visits and funded diversionary activities for young people to reduce antisocial behaviour in our communities.
  - Working in partnership to deliver a multi-agency approach and develop sustainable solutions to ASB in communities.
  - Empowering customers to take ownership of resolving minor neighbour disputes by providing them with advice and support.
  - Explaining to customers what type of behaviour is expected and potential consequences of ASB to their tenancy.
  - Providing a customer focused approach to customers who are experiencing ASB and offering a range of support for all customers throughout their tenancy via our dedicated teams.
  - Taking swift and effective measures to resolve anti-social behaviour through a range of both non-legal and legal remedies.
  - Supporting people to change and improve their behaviour where it is having an impact on others.
  - Work in partnership to educate people on the effects of antisocial behaviour on themselves and the communities they live in.
  - Making the best use of our homes through our Lettings Policy.
  - Issuing starter tenancies to new customers and completing starter tenancy review visits within their first year of tenancy.
- 2.3 Customers can tell us about ASB and Hate Crime in a variety of ways including face-to-face, phone, email, and webchat. When a customer reports an incident to us, we will respond quickly and sensitively. Customers can talk to us, and we will agree how we communicate with them to keep them safe.



- 2.4 We have a robust and detailed approach to ASB and Hate Crime investigation and resolution. All reports are triaged and a designated advisor will investigate. If required, they will agree an action plan with the customer which will outline the next steps and a clear communication plan. We will offer tailored support to customers throughout to meet their needs.
- 2.5 Any action we take will be proportionate to the situation. We will always aim to treat customers with fairness and take all views into account.
- 2.6 We will always work with our customers to keep them safe in their home. Where there is a concern for a customer's safety, we may consider additional security measures or options for re-housing in conjunction with our partners and in line with our Lettings Policy. We will work with each customer to agree the most appropriate course of action.
- 2.7 We will tell customers about specialist agencies who can also offer them support and advice.
- 2.8 We will meet any access or communication needs that the customer may have to keep them safe, including translation services.
- 2.9 To encourage reporting, we aim to build awareness of ASB and Hate Crime through promoting community cohesion information and advice via a range of media, such as our website and customer magazines.
- 2.10 We also aim to support our customers who perpetrate nuisance and ASB and this may include support from our partners and other agencies. If they are unwilling to co-operate and engage, we may consider that legal action is necessary for the protection of others or as the only resort to stop their behaviour.
- 2.11 We will provide training and support to our employees to ensure they have the skills and confidence to support customers experiencing ASB and Hate Crime.

### **Anonymous Reports**

- 2.12 We will accept anonymous reports and investigate to the best of our ability. We will always ask a complainant to provide contact details, as without these, we won't be able to keep them informed of progress or actions.
- 2.13 All complaints are confidential. We won't identify a complainant without their consent, however in some incidents, the detail of the complaint may identify the complainant. We will discuss this with the customer reporting the ASB.
- 2.14 We encourage victims of any potential crime to report this to the Police. Where there is a threat to life or safety, we would report this to the Police.
- 2.15 As part of the Knowsley Community Safety Partnership, we work with partners to deter and tackle ASB and Hate Crime including:
  - Merseyside Police
  - Local Authority Safer Communities Teams



- Health Services
- Merseyside Probation Services
- Merseyside Community Rehabilitation
- Children and Adults Services Teams
- The Police and Crime Commissioner's Office
- The Anthony Walker Foundation

2.16 We have information sharing protocols to ensure data protection and confidentiality. We exchange information with those agencies where it may further the prevention or detection of crime and ASB within the Borough.

2.17 We recognise the Anti-Social Behaviour case review, introduced by s104 ASB Crime and Policing Act 2014, which aims to give victims and communities the right to request a review of their case.

### **Safeguarding of Vulnerable Adults and Children**

2.18 We are committed to safeguarding vulnerable adults and children and where appropriate, we will make referrals to the Multi Agency Safeguarding Hub (MASH) when a concern is raised. All colleagues responsible for addressing antisocial behaviour receive appropriate and regular training and guidance on how to recognise and respond to safeguarding concerns.

### **Protection of Colleagues and Contractors**

2.19 We have adopted a number of procedures to safeguard staff against harm, including the Lone Worker Procedure and Guidance and the Unacceptable Behaviour Procedure.

## **3. Responsibilities**

3.1 All colleagues are responsible for carrying out their work in line with this policy and associated procedures. The Director of Communities is responsible for overall implementation of this policy. Specific responsibilities are set out below:

<b>Role</b>	<b>Responsibility</b>
<b>Executive Director of Customer Insight</b>	Has the responsibility for final sign off on the policy
<b>Community Safety Manager</b>	Has the responsibility for reviewing the policy and amending accordingly so that it supports the associated strategic aims and legal and regulatory requirements
<b>Community Safety Team</b>	Have the responsibility for monitoring success and delivering the approach. Providing support and guidance to colleagues and customers.



## 4. Monitoring and review

- 4.1 We will review this policy every three years, or sooner if our monitoring of the policy identifies that changes are required, for example because of changes to law, regulation or related Livv strategies and policies.
- 4.2 To ensure that the policy is effective the following Key Performance Indicators (KPIs) are in place to monitor the performance of the policy:
  - Number of open (active) ASB cases each month.
  - Number of ASB cases per 1000 homes.
  - Number of legal cases YTD
  - Number of Hate Crime incidents reported.
  - Types of ASB reported.
  - Customer Satisfaction with ASB handling



## Control framework

### Compliance

This policy supports compliance with:

- Housing Act 1996
- Anti-Social Behaviour, Crime and Policing Act 2014
- Consumer Standards 2024
- Tenant Satisfaction Measures 2023

Document control	
Version	1.1
Policy applies from	July 2024
Policy applies to	Livv Housing Group; Livv Homes; Livv Maintenance
Approved by	Version 1.1 Executive Director – Customer Insight Version 1.0 Customer Services Committee
Approved on	Version 1.1 31 May 2024 Version 1.0 July 2022
Updating	ASB Policy 2022-2025 version 1.0
Next review due by	July 2025
Responsible Executive Director	Executive Director – Customer Insight
Policy author	Manager – Community Safety
Equality Analysis	Version 1.1 May 2024 Version 1.0 March 2022
Environmental Impact Assessment	Not required
Circulation	Intranet; Livv Housing Group website

Version control		
Version	Date of Review	Summary of changes made
1.1	June 2024	Updated to reflect Consumer Standards Clearer Hate Crime approach Separate Domestic Abuse Policy in place
1.0	July 2022	Revision of previous ASB policy in line with Group policy framework.

