

EASY TO READ

version

POLICIES AT HONEYCOMB GROUP



Policy name:

ASB, Hate Crime & Hate Incidents Policy

This policy was created to:

This policy was created to explain how Honeycomb Group responds to anti-social behaviour (ASB), hate crime and hate incidents. It sets out how customers can report concerns, how we assess risk and vulnerability, what action we may take, and how we support victims.

It applies to customers of Staffs Housing, Concrete and Glow, as well as visitors and anyone whose behaviour affects our neighbourhoods, including behaviour towards staff and contractors.

What this policy covers

This policy covers:

- Anti-social behaviour (ASB)
- Hate crime
- Hate incidents
- Domestic abuse (alongside our separate Domestic Abuse policy)

The policy explains how reports are received, how cases are assessed, the types of action we may take, how we work with partners, and when cases may be closed. Normal day-to-day living noise and minor neighbour disagreements that are not excessive or unreasonable are not considered ASB.

Key Terms

- **Anti-Social Behaviour (ASB):** Behaviour that causes, or is likely to cause, harassment, alarm, distress, nuisance or annoyance. Examples include excessive noise, graffiti, drug misuse, dangerous vehicle use, property damage and threatening behaviour.

- **Hate Crime:** A criminal offence motivated by prejudice or hate relating to disability, race, religion, sexual orientation or gender reassignment. Hate crime carries stronger legal consequences if proven.
- **Hate Incident:** An incident perceived by the victim or another person to be motivated by prejudice or hate. Not all hate incidents are criminal offences.
- **Domestic Abuse (DA):** Abusive behaviour between people who are personally connected. We handle DA sensitively and in line with our Domestic Abuse policy.
- **Community Trigger (ASB Case Review):** A process that allows victims of persistent ASB to request a multi-agency review of their case.

Our Goals

We aim to:

- Create safe, respectful communities
- Take a victim-centred approach
- Respond quickly and proportionately
- Ensure customers can enjoy their homes peacefully
- Encourage reasonable tolerance between neighbours
- Provide support to victims and witnesses
- Work with partners to prevent and reduce ASB
- Ensure perpetrators are dealt with appropriately
- Protect domestic abuse victim-survivors from further harm

We are committed to fair, transparent and accessible services for all customers.

Our Approach

We will:

- Make it easy and safe to report ASB (email, phone, letter, website or in person)
- Acknowledge reports within set timescales
 - Level 1: within 24 hours
 - Level 2: within 5 days
 - Level 3: within 7 days
- Carry out risk assessments to understand harm and vulnerability
- Consider the needs of all parties involved
- Keep customers informed and agree update frequency
- Encourage early resolution where safe and appropriate
- Use mediation where suitable
- Take proportionate action based on severity, impact and evidence
- Use preventative, non-legal and legal measures where required

Serious incidents involving immediate danger should be reported to the police (999).

Legal Compliance

This policy complies with:

- Housing Act 1996
- Anti-social Behaviour, Crime and Policing Act 2014
- Equality Act 2010
- Domestic Abuse Act 2021
- Crime and Disorder Act 1998
- Data Protection Act 2018
- General Data Protection Regulation

We also have regard to the Regulator of Social Housing's Neighbourhood and Community Standard.

We will act fairly, lawfully and in line with our tenancy, lease and licence agreements.

Performance monitoring

We will:

- Monitor ASB case progress regularly
- Track domestic abuse cases to ensure effective responses
- Conduct satisfaction surveys when cases close
- Analyse feedback and data to identify learning
- Provide regular training for staff, including domestic abuse training

We use this information to improve our services and strengthen our response.

Data Protection

We handle all personal data in line with data protection legislation.

Information will only be shared where appropriate and lawful, including with police or local authorities where required.

All information sharing follows GDPR requirements and agreed information-sharing protocols.

Review

This policy will be reviewed every three years.

It may be reviewed earlier if there are legislative, regulatory or significant operational changes.

Date of Policy: February 2026