

## Anti-Social Behaviour, Hate Crime and Harassment Policy

### 1.0 Introduction

1.1 The Wrekin Housing Group (The 'Group') is committed to addressing all forms of anti-social behaviour, hate crime and harassment. The Group recognises that everyone has the right to a decent quality of life and to feel safe; both at home and in their neighbourhoods and no one should live with the fear or anxiety that these types of behaviour can cause.

### 2.0 Policy Statement

2.1 The Group is committed to working with tenants, leaseholders, employees, contractors and external partners in order to resolve issues of all types of anti-social behaviour. We will utilise all appropriate measures of both support and intervention, taking enforcement action where relevant.

### 3.0 Policy Scope

3.1 This Policy applies to tenants, leaseholders, employees, contractors and external partners.

### 4.0 Anti-Social Behaviour (ASB)

4.1 The Group will treat any conduct capable of causing a nuisance or annoyance, fear or anxiety to any of our tenants as anti-social behaviour.

4.2 Examples of anti-social behaviour include but are not limited to:

- Noise nuisance and domestic noise. For example - music, shouting, vehicles, pets;
- Intimidation and harassment;
- Aggressive, abusive and threatening language and behaviour;
- Hate behaviour that targets those with protected characteristics as defined by the 2010 Equalities Act;
- Using homes for unlawful purposes - e.g., selling, growing, and cultivating drugs, prostitution, theft of gas, abstraction of electricity;
- Vandalism and damage to property;
- Violence against people and property or land.

## 5.0 Roles and Responsibilities

5.1 The Group Chief Executive is responsible for:

- Ensuring sufficient resources are provided for those working directly with the Group's customers and tenants;
- Ensuring the policy is applied consistently and aligns with the Group's vision and values;
- Creating the sufficient structure with delegated organisational responsibilities for the implementation of this policy.

5.2 The Executive Director is responsible for:

- Ensuring the necessary level of focus and sufficient allocation of resources are available to deliver the service.

5.3 The Head of Housing and Tenant Services Manager are responsible for:

- Ensuring the sufficient allocation of resources are available to deliver all the necessary activities;
- Ensuring suitable monitoring and reporting mechanisms are in place to measure activity, performance and satisfaction with the service.

5.4 The Neighbourhood Manager / ASB Co-ordinator will be responsible for:

- Ensuring the policy is up to date and relevant in terms of best practice, both within and outside of the sector, with a particular focus on new, and changes in, legislation;
- Ensuring that there is appropriate training, guidance and support available to allow for the policy to be delivered on a day to day basis.

5.5 The Housing, Retirement Living, ShireLiving and Care Teams are responsible for:

- The day to day case management in accordance with the policy;
- Ensuring that the best practice promoted in the policy is delivered on a daily basis;
- Ensuring there is the necessary focus on communication in all cases with all affected parties.

## 6.0 Policy Approach

6.1 The Group's approach to dealing with anti-social behaviour is based on the principles contained within the Anti-Social Behaviour, Crime and Policing Act 2014. It is also based on other relevant legislation in force, together with the terms and conditions of our tenancy agreements and the relevant Home Office's definitions.

6.2 The Group will record all issues / complaints made of anti-social behaviour involving one or more of our tenants or leaseholders, where the tenant or leaseholder is either the perpetrator or the victim.

- 6.3 The Group will respond appropriately to any reports of anti-social behaviour. This can be offering advice or taking the relevant, proportionate and agreed action, whilst taking a victim centred approach in all cases.
- 6.4 The Group will, when relevant, work with tenants, leaseholders, residents and partners to resolve issues of anti-social behaviour.
- 6.5 The Group will, when relevant, look for long-term solutions to address all issues of anti-social behaviour involving or affecting tenants and leaseholders.
- 6.6 The Group, where relevant, will take appropriate supportive action when employees are subject to anti-social behaviour.

## 7.0 Multi Agency Partnerships

- 7.1 The Group recognises that tackling the complex issue of anti-social behaviour is not always the sole responsibility of the housing provider and we may engage with other agencies if required. This can take many forms including those where a Community Trigger has been activated. **For more detail on the process of the Community Trigger in your area please visit : <https://asbhelp.co.uk/ct-directory/> or via the Group's website.**
- 7.2 The Group therefore works with other agencies in the local Community Safety Partnership (CSP).
- 7.3 The Group actively participates with partners to take a holistic view of preventing and tackling anti-social behaviour in our local communities.
- 7.4 The Group will play an active role in working with partners to ensure the effective use of the tools and powers introduced by the Anti-Social Behaviour, Crime and Policing Act 2014 and will fulfil its consultation requirements.
- 7.5 Detailed information on how we will work to achieve the aims of this policy can be found in the ASB, Hate Crime and Harassment procedure.

<b>The Wrekin</b> Housing Group	<b>Policy control sheet</b> <b>Anti-Social Behaviour, Hate Crime and Harassment Policy</b> <b>Policy reference number - 2022/007</b>
<b>Policy Author</b>	Jenny Jackson Anti-Social Behaviour Co-Ordinator
<b>Direct Lead</b>	Nick Grubb Head of Housing
<b>Version</b>	1.0 – July 2022
<b>Target audience</b>	Tenants, Leaseholders, Employees, Contractors and External Partners.
<b>Consultation</b>	Tenants Panel Housing Team / HR Team / Retirement Living Team / Supported Housing Team Partners
<b>Date of Equality Impact Assessment</b>	16 <sup>th</sup> March 2022
<b>Date of Data Privacy Impact Assessment</b>	Not required
<b>Approving Body</b>	Executive Management Group
<b>Date of final approval</b>	14 <sup>th</sup> July 2022
<b>Implementation date</b>	July 2022
<b>Review date</b>	January 2025
<b>Expiry date</b>	July 2025
<b>Review cycle</b>	Three year review cycle
<b>Policy category</b>	Customer Care
<b>Associated policies and procedures</b>	Allocations and Lettings Policy Domestic Abuse Policy Equality, Diversity and Inclusion Strategy Health and Safety Policy Intervention Procedures Modern Slavery Statement Safeguarding Policy Tenancy Debt and Income Management Tenancy and Estate Management Policy
<b>Policy location</b>	Intranet The Wrekin Housing Group website

**Policy Feedback – if you have any feedback on this policy, please contact Emma Wells:**  
[Emma.Wells@wrekin.com](mailto:Emma.Wells@wrekin.com) / 01952 217108

### Summary of changes table

Revision history			
Author	Summary of changes	Version	Authorised by & date
Jenny Jackson	Policy reviewed in line with review date	1.0 – July 2022	Executive Management Group – 14 <sup>th</sup> July 2022