

# Anti-Social Behaviour and Hate Crime Policy



**Document Owner:** Rob Mills – Director of Customer Experience

**Author:** Jan Welsh / Kat Wilson – Customer Partnership Managers

**Version:** 1.1

**Audience:** Customers/colleagues/auditors/homeowners

## Version History

**Date Produced:** 7 April 2021

VERSION	APPROVED BY	REVISION DATE	NEXT REVIEW DATE	DESCRIPTION OF CHANGE	AUTHOR
1.0	Claire Stone - EDCeX	16/04/2020	16/04/2021	New Policy	Jan Welsh/Kat Wilson
1.1	CEC 27/04/2021	07/04/2021	07/04/2022	Annual review – no changes	Rob Mills/Kat Wilson/Jan Welsh

**Purpose:** The purpose of this policy is to offer assurance to our customers, colleagues and partners' that we take anti-social behaviour (asb) seriously and that we will act appropriately to resolve.

## Contents

Anti-Social Behaviour and Hate Crime Policy .....	1
1. Introduction .....	3
2. References .....	3
3. Definition.....	3
4. Aims .....	4
5. Commitments .....	4
Design out Crime .....	4
Allocations and Lettings.....	4
Starter Tenancy .....	4
Estate Inspections .....	5
Customer Care Checks.....	5
Training .....	5
Support .....	5
Partnership Working .....	5
Case Investigation .....	5
6. Summary .....	5

## 1. Introduction

Hate crime, harassment and anti-social behaviour can seriously reduce the quality of life for residents and have a detrimental impact not just on the victim(s) but on the whole community.

It can lead to existing residents feeling isolated, frightened or unhappy in their homes and result in properties or areas becoming unpopular and difficult to let. Everyone has the right to their chosen lifestyle, as long as it does not spoil the quality of life for others.

Our customers have a right to feel safe and happy in their homes, we aim to encourage a stable community and residents to have a forever home.

## 2. References

Accent will follow the relevant legislation, including statutory Housing management guidance issued by the Homes & Communities Agency, and the main acts listed below:

The Crime & Disorder Act 1998	Data Protection Act 2018 / GDPR
The Racial and Religious Hatred Act 2006	The Equality Act 2010
Housing Acts 1985, 1988, 1996 & 2004	Public Order Act 1986
Human Rights Act 1998	Environmental Protection Act 1990 & Noise & Statutory Nuisance Act 1993
Homelessness Act 2002	Children Act 1989
Criminal Justice Act 2003	Anti-Social Behaviour Act 2003
Anti-Social Behaviour, Crime and Policing Act 2014	Sex Discrimination Act 1986
Protection from Harassment Act 1997	Care Act 2014
Modern Slavery Act 2015	Safeguarding Vulnerable Groups Act 2006 and the Protection of Freedoms Bill.
Respect Standard 2006	Gender Recognition Act 2004

Please also refer to the Accent [Anti-Social Behaviour and Hate Crime Procedure](#).

## 3. Definition

**'Anti-social behaviour is conduct which is capable of causing nuisance or annoyance to any person (even if no complaint has been received) and which directly or indirectly relates to or affects the landlords management of its housing stock'**

And

**‘Any conduct which consists or involves using or threatening to use housing accommodation owned or managed by the relevant landlord for any unlawful purpose’.**

Accent use the following definition when describing hate crime:

**‘Hate crime is a crime that violates the victim’s civil rights and that is motivated by hostility to the victim’s race, religion, creed, national origin, sexual orientation, or gender.’<sup>1</sup>**

## 4. Aims

This policy aims to:

- Ensure our people have the right skills, training and knowledge to tackle, prevent and overcome anti-social behavior
- Provide guidance on how we will respond to reports of anti-social behaviour and hate crime (Accent and non-Accent residents)

## 5. Commitments

Our approach is to be proactive, we want to tackle the causes of anti-social behavior and hate crime in our local communities.

- Work with our residents and external agencies to prevent anti-social behaviour and hate crime from happening wherever possible.
- Continue to invest in our communities to help prevent causes of asb. (e.g. poor lighting)

**We aim to:**

### Design out Crime

Ensuring Customer Partners are involved at all stages of new development, and that we meet the ‘secured by design’ standard.

### Allocations and Lettings

We consider the sustainability of each letting and the impact on the community. We may consider refusing a housing application if there is strong evidence of anti-social behaviour. Roles and responsibilities in relation to ASB are clearly stated in all tenancy agreements.

### Starter Tenancy

During the first six weeks of the tenancy, more regular contact is made to ensure residents are settling in and to address any initial teething issues.

If there is a breach of tenancy relating to ASB within the first year of a starter tenancy, enforcement action may be considered. This may involve extending the

---

<sup>1</sup> Housing Act 1996, S.153 A (1) and Section 153 B as conduct of anti-social behaviour

starter tenancy period, or looking to gain possession. (Please refer to Starter Tenancy Policy and Procedure).

### Estate Inspections

Regular estate inspections will be completed by the Customer Partner and any supporting agencies to identify any possible causes of antisocial behavior, if anti-social behaviour is witnessed this will be dealt with quickly.

### Customer Care Checks

Customer care checks are carried out each year with every resident. This offers the opportunity to raise any concerns or address any issues.

### Training

We regularly review and provide training and guides to colleagues to ensure they are equipped to deal with incidents effectively.

### Support

We will use the necessary tools available to help with the resolution of anti-social behaviour, this includes supporting the victim and the perpetrator to ensure tenancies are sustained and a resolution is achieved for both.

### Partnership Working

We will work in partnership with residents, local authorities, Police and any other agencies when dealing with anti-social behaviour, thereby signing up to necessary information sharing protocols and adhering to confidentiality. We may publicise successful outcomes with an aim to discourage anti-social behavior and encourage victims to come forward.

### Case Investigation

Please refer to the [Anti-Social Behaviour and Hate Crime Procedure](#).

## 6. Summary

We take all reports of anti-Social behaviour and hate crime seriously, we will do our very best to deliver on our Accent partnership and use all tools available to obtain a positive outcome on each case.