



Arawak Walton Housing Association

Anti Social Behaviour & Hate Crime Policy

Approved by	Board of Management
Date of Approval	7 th November 2018
Date issued to staff	12 th November 2018
E&D impact Assessed	Yes
Date of Next Review	7 th November 2021
Policy Ownership	Housing Services Manager
Strategic Bridges	Maintain high customer satisfaction Wider role in community Excellent communication and culture
Legal Review	Yes
Version	1.0
Revision details	
Statement of Values	We value people We aim high We rely on Teamwork We are open and accountable

Policy Statement

- 1.1. Arawak Walton Housing Association (AWHA) aims for all new and prospective tenants to have a right to the quiet enjoyment of their homes without serious disturbance or suffering anti-social acts.
- 1.2. We recognise that in order to provide a quality housing service and create communities where people choose to live, we must effectively tackle not only the problems created by anti-social behaviour but also the causes.
- 1.3. We will not tolerate anti-social behavior and will make this absolutely clear to our tenants and to any person who is seeking a tenancy.
- 1.4. AWHA specialises in meeting the housing needs of black and minority ethnic communities in cohesive, multi-cultural sustainable communities, and we are committed to combatting racism, harassment and any form of hate crime.
- 1.5. We are a registered third party reporting centre for HATE crime and are committed to supporting those who suffer this form of anti-social behaviour, particularly where English is not their first language, across all the protected characteristics of the Equality Act 2010.
- 1.6. This Policy applies to tenants and members of their household, their family and visitors. The same principles also apply to members of staff and other people working on our behalf.

2. Aims

2.1. Arawak Walton Housing Association will:

- take steps to prevent anti-social behaviour
- use a people centred approach in dealing with cases of anti-social behaviour
- assess the harm or potential for harm to be caused by anti-social behaviour
- take firm action against any person found to be responsible for anti-social behaviour
- provide appropriate training to staff to ensure they are able to deal effectively with anti-social behaviour cases
- work in partnership with other agencies and support organisations to help provide support for those involved in anti-social behaviour, to ensure the full range of criminal and civil remedies can be utilised and to deliver a joined up approach
- meet all General Data Protection Regulation (GDPR) and confidentiality requirements, except where there is an overriding safeguarding concern or a duty to report criminal activity
- consult with the local community
- promote our Policy, raise awareness and publicise successful cases
- establish monitoring, evaluation and reporting systems and processes

3. Legal Context

- 3.1. The Association adopts the definitions of anti-social behaviour as outlined in the Anti Social Behaviour, Crime and Policing Act 2014;

'anti-social behaviour is considered to be conduct that is capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises or the conduct is capable of causing housing related nuisance or annoyance to any person'.

3.2. A Hate Crime is defined as:

'a criminal offence, perceived by the victim or any other person, as being motivated by prejudice or hate'.

A hate crime or hate incident is based upon any of the following:

- race or ethnicity
- sexual orientation
- religion or belief
- disability
- transgender and gender identity

4. Definition

4.1. Anti-social behaviour can mean different things to different people and may or may not include criminal activity. Anti-social behaviour can be caused by tenants and non-tenants and can affect both.

4.2. Examples of Anti Social Behaviour

4.2.1. Types of behaviour that the Association considers to be anti-social include;

- Hate incidents / Hate crimes
- Use or threatened use of violence
- A single instance of, or repeated abusive language or behaviour
- Harassment
- Damage to property
- Domestic abuse or violence
- Excessive, persistent noise

4.3. The Association is committed to developing and supporting cohesive communities and expects a reasonable level of tolerance between neighbours and others within our communities. We aim to strengthen community capacity to resolve issues via advice and support, for example the use of mediation. Tenants are encouraged, where possible, to try to resolve their disputes themselves without the need for the Association to be involved.

4.4. Officers will seek to make a fair evaluation on whether complaints made are reasonable and are considered to constitute alleged anti-social behaviour. Examples of issues that will not be investigated as anti-social behaviour include:

- Actions that are considered to be normal everyday activities or household noise
- Children playing ball games, unless the children are also engaged in associated anti-social behaviour
- Reports related to people staring with no other associated anti-social behaviour

- Actions which amount to people being unpleasant to each other but are not sufficiently serious considering the likely harm caused to justify our involvement
- Cases of illegal drug use, production or supply when there is no associated anti-social behaviour. Tenants will be advised to report such issues to Greater Manchester Police
- Environmental or other housing issues such as fly tipping, overcrowding and disrepair
- Parking disputes where there is no associated anti-social behaviour

4.5. Officers of the Association will exercise judgement in order to establish an appropriate response to such reports and this may include providing advice and/or signposting to other departments of the Association or to external agencies.

5. Monitoring & Reporting

5.1. The Housing Services Manager is responsible for ensuring that statistics on anti-social behaviour are collated and reported on an annual basis to the Board.

6. Related Policies

- 6.1. Safeguarding Adults & Children Policy
- 6.2. Tenancy Management Policy
- 6.3. Allocations & Lettings Policy
- 6.4. The Equality and Diversity Policy

7. Equality & Diversity

7.1. The reporting of Anti-Social Behaviour will be made available to all people. We will enable people to report by phone, email, through the web site and by visiting people in their homes with or without support. Where appropriate to the case the protected characteristics of the both the perpetrator and the victim will be logged and cases with an element of harassment will be escalated for more serious action.

8. Performance Monitoring

8.1. All formal Anti Social Behaviour reports will be logged and a report will be produced for the Board annually detailing:

- 8.1.1. The number of reports
- 8.1.2. The number of live and closed cases
- 8.1.3. The types of complaints being made
- 8.1.4. The methods used to resolve cases
- 8.1.5. Where appropriate to the case the protected characteristic data