

EASY TO READ

version

POLICIES AT HONEYCOMB GROUP



Policy name:

Anti-social behaviour and hate crime procedure

This policy was created to:

Help Staffs Housing tackle anti-social behaviour (ASB) and hate crime in our communities. Everyone deserves to feel safe and secure in their home, and this policy shows how we support people who are affected by nuisance, harassment, or hate-related incidents.

What this policy covers

- What counts as ASB or hate crime
- How you can report problems
- How we investigate and respond
- Support for victims and witnesses
- When we involve the police or take legal action
- How we work with other organisations
- Help available for those experiencing domestic abuse

Our Goals

- Create safe, peaceful communities
- Take quick and fair action against ASB and hate crime
- Support those who are affected
- Work with local services like the police and local councils
- Take legal action if necessary

Key Terms

- **Anti-Social Behaviour (ASB):** Actions that disturb or upset others—like loud noise, threats, drug use, or vandalism.
- **Hate Crime:** Abuse or harm targeted at someone because of who they are (e.g., race, religion, disability, gender identity).

- **Perpetrator:** The person causing the problem.
- **Complainant:** The person reporting the problem.
- **Starter Tenancy:** A type of tenancy for new tenants with specific rules.
- **Tenancy Breach:** When someone breaks the rules of their housing agreement.

Our Approach

- You can report ASB in several ways: phone, email, online form, in person, or through a third party.
- We log all reports and investigate fairly, taking each case seriously.
- Depending on the issue, we may visit both the complainant and the person causing the problem.
- We might ask you to record evidence (e.g., using the Noise App or a diary).
- We can offer mediation or take legal action if necessary.
- We support victims of domestic abuse and won't penalise them for abuse-related breaches.

Legal Compliance

We follow the Anti-Social Behaviour Act 2014 and the latest government ASB Action Plan. Any legal action we take (like eviction or injunctions) is reviewed carefully to ensure it is fair, necessary, and likely to resolve the issue.

Performance Monitoring

- We aim to resolve ASB cases within 10 weeks if no further problems occur.
- We send satisfaction surveys after closing a case.
- The ASB Specialist monitors results to help improve our service.

Data Protection

We keep all personal information safe and confidential in line with UK data protection laws. We may need to share details with other organisations, but only when necessary and appropriate.

Review

This policy is reviewed every three years or sooner if there are changes in law or regulations.

Date of Policy: June 2024