

# Anti-Social Behaviour and Hate Crime Policy

## 1.0 Introduction

This policy outlines One Manchester's approach to tackling Anti-Social Behaviour and Hate Crime and the way we intend to work in partnership with local residents and organisations to deal with it.

## 2.0 Purpose

To ensure we deal firmly and fairly with Anti-Social Behaviour and Hate Crime. To contribute towards sustainable communities and improve the quality of life for those people who live and work in, and visit, the area.

## 3.0 Scope

Anti-Social Behaviour is any conduct that is capable of causing nuisance or annoyance to a person where it directly or indirectly relates to or affects our housing management function, or any conduct that consists of or involves using or threatening to use housing accommodation owned or managed by us for an unlawful purpose.

Hate Crime is defined as any criminal offence which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a personal characteristic.

## 4.0 The Policy

The guiding principles in our approach to tackling Anti-Social Behaviour and Hate Crime:

**A) No one should have to put up with Anti-Social Behaviour or Hate Crime and we will encourage people to report it by:**

- Making it easy to report incidents providing a variety of ways for reports to be made
- Responding to each reported incident
- Supporting those who report incidents
- Publicising and promoting services to combat Anti-Social Behaviour and Hate Crime and the action we have taken
- Work in partnership to establish Hate Crime Reporting centres

**B) Reported incidents will be treated seriously and dealt with professionally by:**

- Assessing and reassessing the issue reported and the risk to those experiencing it
- Treating all reports as confidential, sharing information only with other organisations that can help with the problem whilst observing data protection laws and information sharing principles
- Ensuring that criminal Anti-Social Behaviour and Hate Crime is reported quickly to the relevant authorities
- Recording and managing each case efficiently, effectively and appropriately
- Fully investigating all reports
- Promptly referring cases to other agencies for action or support as required
- Review the case and discuss with the reporter the outcome of the case prior to it being closed

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### C) Anti-Social Behaviour and Hate Crime will be dealt with firmly, fairly and proportionately by investigating and taking any necessary action to protect people and property by:

- Always seeking ways to resolve issues at the lowest level of intervention only taking formal action when incidents are serious or persistent or when it threatens people's safety or health
- Using any tools or powers available, according to our best professional judgment
- Offering support to those involved with Anti-Social Behaviour and Hate Crime and encouraging them to accept the support offered

### D) We will provide a high quality service which is effective, value for money and meets people's needs by:

- Incorporating where appropriate frameworks and guidance produced by the Government and regulatory bodies
- Aligning services with wider Government and Local Authority initiatives
- Ensuring all staff dealing with Anti-Social Behaviour and Hate Crime are appropriately trained
- Monitoring performance and using feedback from customers to review how we deliver our services

## 5.0 Equality

The Equality Act 2010 provides people with a protected characteristic protection from direct or indirect discrimination; harassment and victimisation. We recognise that anti-social behaviour and hate crime can disproportionately impact people with protected characteristics. We will take additional steps in the application of this policy and make reasonable adjustments to ensure compliance with the Act.

An Equality Impact Assessment has been carried out on this policy.

## 6.0 Method and approach

This policy should be read in conjunction with all process guidance notes and complementary policies in order to meet its aims.

## 7.0 Responsibility

The Board and Chief Executive are responsible for ensuring that this policy complies with legislative requirements.

Managers and other staff involved in responding to reports of Anti-social Behaviour and Hate Crime are responsible for implementing this policy.

## 8.0 Monitoring, review and evaluation

Operations Committee will monitor performance relating to Anti-Social Behaviour and Hate Crime management.

## Anti-Social Behaviour and Hate Crime Policy

This policy will be reviewed in line with any legislative changes annually, with a full review taking place every three years.

### 9.0 Legislation

This policy and any subsequent procedures have been written in accordance with relevant guidance, legislation and associated definitions, which includes but isn't prescribed to:

- Manchester City Council's Community Safety Partnership Strategy 2018-21
- Housing Act 1988
- Housing Act 1996 (as amended by the Anti Social Behaviour Act 2003)
- Protection from Eviction Act 1997
- Data Protection Act 2018
- General Data Protection Regulations 2016
- Human Rights Act 1998
- Equality Act 2010
- Localism Act 2011
- Anti Social Behaviour, Crime and Policing Act 2014
- Mental Capacity Act 2005
- Mental Health Act 2007
- Neighbourhood and Community Standard

### 10.0 Associated Policies

- Safeguarding Children Policy
- Safeguarding Adults Policy
- Adults at Risk of Harm Policy
- Domestic Abuse Policy
- Tenancy Policy
- Allocations Policy
- Starter Tenancy Policy
- Neighbourhood Management Policy
- Equality, Diversity and Inclusion Policy
- Unacceptable Actions and Behaviour Policy
- Leaseholder Management Policy