



**ANTI-SOCIAL
BEHAVIOUR &
HATE CRIME
POLICY**

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1. Policy Statement

- 1.1** Eastlight Community Homes (hereafter ‘Eastlight’) recognises the impact that anti-social behaviour (ASB) and hate crimes can have on the lives of residents and the importance of tackling it effectively through a coordinated community response.
- 1.2** Our role is one of stewardship, and we focus on providing a management service that allows residents to enjoy their homes without negatively affecting others or being negatively affected by their neighbours.
- 1.3** Residents have been consulted on the content of this Policy, and it has been approved by our Customer Influence Committee.

2. Think Customer

- 2.1** At Eastlight, we exist to provide the best possible homes and services for our residents.
- 2.2** Our ‘Think Customer’ approach aims to guide and support colleagues whenever they make decisions that affect our residents, directly or indirectly.
- 2.3** ‘Think Customer’ ensures our people fully consider how residents will experience and be impacted by the service we provide. Before acting, our people are required to think about:
 - The short and long-term effects of their actions
 - The residents’ individual needs and preferences
 - Whether their communication is clear, respectful and appropriate
 - If they can draw on any past insights or experiences to help them when making tough decisions
 - Whether they, themselves, would be happy with the service being provided.
- 2.4** The ‘Think Customer’ model is designed to complement and work alongside all Eastlight policies and procedures, including this Anti-Social Behaviour & Hate Crime Policy.

3. Scope

- 3.1** This Policy applies to everyone who holds a tenancy or a lease* with Eastlight.
- 3.2** It includes the use of technology in ASB and hate crime, such as cyberbullying or harassment.
- 3.3** It applies to all properties owned by Eastlight, and it encompasses the management of communal areas in our ownership and associated with our homes.
- 3.4** Tenants and leaseholders are responsible for keeping to the terms of their tenancy agreement or lease. They are also responsible for the conduct and behaviour of the members of their household and visitors to their home, including pets and children.
- 3.5** Tenancy responsibilities extend to behaviour towards Eastlight employees, contractors carrying out work on Eastlight's behalf, conduct at Eastlight's offices and the wider communities in which they live.
- 3.6** For the purposes of this Policy, and for the avoidance of doubt, behaviour extends to all forms of communication.
- 3.7** We cannot take direct action against people that do not hold a tenancy or lease with Eastlight, however, we work with other appropriate agencies and can provide support for victims of ASB or hate crimes who are our tenants or leaseholders.

* Where the lease includes landlord responsibility for tackling nuisance.

4. Statutory & Regulatory Requirements

- The Social Housing Regulation Act 2023
- The Housing Act 1996
- The Anti-Social Behaviour Act 2003
- The Housing Act 2004
- The Anti-Social Behaviour, Crime & Policing Act 2014
- Regulator of Social Housing Neighbourhood & Community Consumer Standard
- Data Protection Act 2018
- The Equality Act 2010

5. Principles

5.1 Our Approach

- 5.1.1 Our approach is grounded in principles of collaboration, community engagement and proactive measures to deter and tackle ASB and hate incidents. We aim to foster strong relationships with tenants and external partners to achieve positive outcomes for our communities.
- 5.1.2 We will take a victim-centred approach and work in partnership with other local services, including the Police, Community Safety Partnerships and the Local Authority, as well as social workers or mental health professionals, to ensure a holistic approach to addressing ASB and hate crimes.
- 5.1.3 We understand the sensitivities surrounding ASB and hate crimes, and we will be appropriately discreet and confidential.
- 5.1.4 We will promote information in a variety of ways, such as online through our website, our regular customer Shine Magazine and in person in our hubs and the community.
- 5.1.5 We commit to early response to ASB and hate crime reports, emphasising prevention, intervention, education and diversion.
- 5.1.6 Our Head Office, Eastlight House, is a registered hate crime reporting centre. We have several hate crime ambassadors trained to deal with hate crime incidents. We have a team of Intervention & Enforcement Coordinators who deal with ASB and hate crimes and are trained to use the latest tools and best practice.

6. Aims & Outcomes

- 6.1** We will ensure that tenants and leaseholders are aware of their rights and responsibilities. We will ensure that tenants can easily report a hate incident or ASB to us and keep them informed about the progress of their case. We will provide prompt and appropriate action in response to each report.
- 6.2** We use a risk-based assessment to determine our approach. As community steward, our role in tackling ASB and hate crimes will vary depending on the type and nature of the problem and what other agencies are involved. However, our focus is always on resolution.
- 6.3** We will set out our role, the action we will take and what is expected of other agencies and residents. We will ensure our agreed approach is accessible and appropriate.
- 6.4** Our people dealing with ASB and hate crime cases will be adequately and appropriately trained.
- 6.5** We profile ASB and hate incidents into three categories of severity; our response reflects this and the needs of residents, and it may include mediation, community engagement and/or education.
- 6.6** We value a partnership approach in tackling ASB and hate crimes, and, where appropriate, we make referrals to support agencies or case conferences. Victims may have the right to a formal multi-agency case review.
- 6.7** ASB and hate crime victims and/or witnesses will be supported by Eastlight, and we will work with other agencies who advocate for perpetrators with support needs.
- 6.8** Action taken against perpetrators will be reasonable and proportionate, and they will involve legal intervention where appropriate. Severe or sustained cases may lead to legal action to end a tenancy.

7. Equality Impact Assessment

- 7.1** An Equality Impact Assessment (EIA) has been carried out. As a result, actions have been put in place to mitigate any negative impacts.
- 7.2** This Policy will be made available in alternative formats that suit residents' needs.

8. Glossary of Terms

Victim-centered	Placing the needs and priorities of victims of ASB and hate crimes at the forefront of any response
Risk Assessment	Identifying hazards and risk factors that have the potential to cause harm, disruption or damage
Community Safety Partnership	Groups of responsible authorities working together to protect local communities from crime and address issues like ASB and hate crimes.

9. Review

- 9.1** This Policy will be reviewed in 3 years or sooner if legislation changes, with further consultation with our Active Residents Network and approval by our Customer Influence Committee, upon its review.

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