



HC Anti-social Behaviour and Hate Crime Policy

Reference:	Version 2		
Scope:	Loddon Homes Berry Brook Homes	Author:	Sue Needham
Legislation:	Housing Act 1996 Crime and Disorder Act 1998 Disability Discrimination Act Equality Act 2010 The Anti-social Behaviour Act 2003 Anti-Social Behaviour, Crime and Policing Act 2014 Care Act 2014 Data Protection Act 2018	Approved by:	Holly Messenger
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Regulatory/ Governance	The Regulator of Social Housing Neighbourhood and Communities Standard and Tenancy Standard.		
Related Policies:	Domestic Abuse Policy Safeguarding Adults at Risk policy Safeguarding Children and Young People policy Tenancy Policy Data protection Policy Confidentiality Policy Complaints Policy Pets Policy Allocations policy Unacceptable behaviour policy Author: Sue Needham		

1 Overview

1.1 This policy applies to Loddon Homes and Berry Brook Homes which collectively will be

referred to as the Local Housing Companies (the LHC).

- 1.2 The LHC has delegated responsibility to Wokingham Borough Council (WBC) for ensuring that this policy is implemented and delivered. The relevant procedure and toolkit has been developed and this is being delivered by WBC Tenancy Services.
- 1.3 Although WBC has been delegated responsibility, the LHC will be consulted and to sign off the following proposed actions in delivering this policy:
 - Serving a Notice of Seeking Possession using Ground 7A
 - Obtaining an injunction
 - Applying for a demotion order
- 1.4 This policy highlights the LHC's zero tolerance approach to anti-social behaviour and hate crime in the communities within which they operate.
- 1.5 This policy also outlines the LHC's commitment to using various tools and powers available to prevent and, where possible, put a stop to such acts.
- 1.6 The LHC values diversity and recognises its duty to provide safe homes and communities.
- 1.7 The LHC will ensure all staff are provided with guidance and training on how to deal with complaints of anti-social behaviour and hate crime and will ensure robust systems are in place to monitor the progress of complaints.
- 1.8 The LHC also recognises that staff and contractors have the right to undertake their duties without fear or intimidation. Appropriate action under the Unacceptable Behaviour Policy will be taken to address any complaints of threats, abuse or violence towards staff members or contractors.
- 1.9 The LHC will take any appropriate action against the customer reporting anti-social behaviour under its Unacceptable Behaviour Policy as deemed necessary to effectively manage unreasonable and/or persistent demands or vexatious reports

2 Aims of the Policy

- 2.1 By having due regard to the Neighbourhood and Community Standard published by the regulator of Social Housing, the LHC is committed to creating an environment where anti-social behaviour and hate crime is not tolerated and where residents can live free from violence, disturbance and nuisance.
- 2.2 The LHC is signed up to the principles of the RESPECT Charter and as such comply with the seven core commitments outlined in the charter:
 - Demonstrating leadership and strategic commitment
 - Providing an accessible and accountable service

- Taking swift action to protect communities
- Adopting a supportive approach to working with victims and witnesses
- Encouraging individual and community responsibility
- Having a clear focus on prevention and early intervention
- Ensuring a value for money approach is embedded in the service

2.3 The LHC aims to have Prevent trained staff. Prevent is about safeguarding people and communities from the threat of terrorism. Prevent is 1 of the 4 elements of CONTEST, the Government's counter-terrorism strategy. It aims to stop people becoming terrorists or supporting terrorism.

The Prevent strategy:

- Responds to the ideological challenge we face from terrorism and aspects of extremism, and the threat we face from those who promote these views;
- Provides practical help to prevent people from being drawn into terrorism and ensure they are given appropriate advice and support; and
- Works with a wide range of sectors (including education, criminal justice, faith, charities, online and health) where there are risks of radicalisation that we need to deal with.

Prevent covers all forms of terrorism and extremism and some aspects of non-violent extremism.

The Home Office works with local authorities, a wide range of government departments, and community organisations to deliver the Prevent strategy. The police also play a significant role in Prevent, in much the same way as they do when taking a preventative approach to other crimes.

Prevent uses a range of measures to challenge extremism including:

- Supporting people who are at risk of being drawn into terrorist or extremist activity through the Channel process, see the What is Channel section to find out more about this
- Working with and supporting community groups and social enterprise projects who provide services and support to vulnerable people
- Working with faith groups and institutions to assist them in providing support and guidance to people who may be vulnerable; and
- Supporting local schools, local industry and partner agencies through engagement, advice and training.

Prevent is measured locally and nationally to make sure the Prevent programme provides value for money.

2.4 When residents come forward to report incidents of anti-social behaviour, the LHC will ensure they are supported through this process by:

- Responding to incidents of anti-social behaviour in line with procedural response

targets and effectively tackle the nuisance with minimal disruption (see section 15) ensuring the safety of victims at all times.

- Investigating all complaints of anti-social behaviour in a prompt, impartial and professional manner
- Providing support and protection for victims, witnesses and communities affected by anti-social behaviour, in partnership with other agencies.
- Proactively working with local communities and partners to prevent incidents of anti-social behaviour and provide peaceful and secure neighbourhoods
- Supporting the rehabilitation of perpetrators to reduce incidents of anti-social behaviour and/or reoffending
- Developing and delivering a service which meets the needs of the LHC's residents by involving residents and partners in the development and delivery of the anti-social behaviour service
- Preventing homelessness by supporting and sustaining tenancies
- Providing appropriate training and support for all staff to enable them to effectively manage anti-social behaviour
- Regularly reviewing performance in tackling anti-social behaviour with the LHC residents, focusing on continuous improvement.

3 Scope

- 3.1 This Policy sets out how the LHC will approach the prevention, management and tackling of anti-social behaviour (ASB) and criminal activities in the communities in which it operates.
- 3.2 This Policy relates to all of the LHC residents, including tenants, shared owners, other household members and their visitors and members of the community. See 5.0 below.
- 3.3 This policy is for all the LHC staff who are involved in tenancy management and the development and implementation of customer services.
- 3.4 Wokingham Borough Council (WBC) will manage and monitor all incidents of ASB on behalf of the LHC and ensure that this policy is adhered to. It is therefore the responsibility of the relevant housing and localities managers to oversee ASB and feed into reporting mechanisms. Incidents of ASB are reported on a bi-monthly basis to the LHC Boards.
- 3.5 The LHC will promote this policy and its approach with key partners and stakeholders.
- 3.6 The LHC recognises that domestic abuse is a serious issue and that incidents of domestic abuse critically affect many people's lives. In view of this a separate policy exists outlining the LHC commitment to tackling domestic abuse.

4. What is anti-social behaviour and hate crime?

4.1 The Anti-social Behaviour, Crime and Policing Act 2014 defines ASB as:

- conduct that has caused, or is likely to cause, harassment, alarm or distress to any person,

- conduct capable of causing nuisance or annoyance to a person in relation to that person’s occupation of residential premises, or
 - conduct capable of causing housing-related nuisance or annoyance to any person
- 4.2 Hate crime is any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice based on a person's race or perceived race; religion or perceived religion; sexual orientation or perceived sexual orientation; disability or perceived disability and any crime motivated by hostility or prejudice against a person who is transgender or perceived to be transgender
- 4.3 Harassment is any behaviour or discrimination which is deliberately intended to harm or intimidate a person and is usually motivated by prejudice on the grounds of race, ethnic origin, colour, national origin, religion, gender, age, disability or sexual orientation.
- 4.4 Racial harassment is “an incident or series of incidents intended or likely to intimidate, offend or harm an individual or group because of their ethnic origin, colour, race, religion or nationality” Sir William Macpherson’s report on the Stephen Lawrence inquiry (1999)’.
- 4.5 Anti-social behaviour includes a wide range of unacceptable behaviour that affects the quality of life for residents and others living or working in the community. Examples of this can include, but is not exclusive to:
- Noise nuisance
 - Verbal abuse (intentional or unintentional)
 - Harassment
 - Hate related incidents (see 4.4 below)
 - Threatening/abusive/intimidating behaviour
 - Actual violence
 - Playing of loud music
 - Nuisance caused by drug dealing
 - Nuisance caused by substance misuse
 - Using accommodation to sell drugs or for other unlawful purposes
 - Sexualised incidents
 - Nuisance caused by pets
 - Inconsiderate disposal of household rubbish
 - Dumping materials/rubbish within the home or its vicinities or in communal areas
 - Dog fouling in public areas
 - Misuse of communal areas/public spaces
 - Inconsiderate parking and/or use of vehicles and abandoned vehicles in communal areas
 - Damage to property, including graffiti and vandalism
 - Other criminal behaviour.
- 4.6 The LHC will not consider all reports of nuisance as ASB. Examples of this can include but is not limited to:
- One off parties/celebrations/barbeques

- Living activities at reasonable times of the day: mowing lawns, vacuuming, the use of washing machines, the undertaking of DIY
- People walking across a wooden floor whilst wearing shoes
- Children falling out with each other
- Babies crying
- Cooking smells
- Use of bonfires and fireworks
- Noise of a child playing in or near their home, including ball games
- Litter
- Living noises
- Disagreements about parking
- Civil disputes such as boundary issues

The LHC will work to manage residents' expectations in regard to behaviour that is not defined as ASB and will offer advice and guidance where appropriate.

In addition to the legal responsibilities set out in their tenancy or lease agreement, we will expect all residents to:

- i. Treat all other residents with respect, consideration and tolerance.
- ii. Take responsibility for minor personal disputes with their neighbours and to try to resolve any such problems themselves in a reasonable manner.
- iii. Where appropriate, talk to their neighbour first to try to resolve any pet or noise-related problems.
- iv. Report incidents of ASB.
- v. Report crimes, including threats or acts of violence, to the Police.
- vi. Report noise nuisance to the Local Authority Environmental Health Department as well as to the LHC.
- viii. Respect other peoples' right to their chosen lifestyle and be tolerant of everyday, reasonable level of disturbance; examples may include cooking smells, babies crying or religious practices.
- xiii. Work and cooperate with us fully to resolve disputes/issues, for example by providing us with updates of incidents in the requested format, attending mediation, providing witness statements, attending court etc.

When a resident fails to engage with us during a case investigation and this impedes our ability to address the issues being raised, we will consider closing the case.

- 4.7 The LHC takes a zero tolerance approach to all forms of hate crime and will handle the investigation of incidents fairly and with sensitivity
- 4.8 Where appropriate we will work in partnership with other agencies on incidents of hate crime. All staff will receive training to assist them to recognise hate crime and understand how to respond to it.
- 4.9 Action in dealing with anti-social behaviour will be monitored by senior staff, including the delivery of strategic objectives and achievement of targets. Performance will also be monitored by the Service Improvement Team.

5 Who can The LHC take action against?

- Any customer irrespective of tenure i.e. tenants, shared owners
- Owner occupiers
- Private tenants
- Tenants of other registered social landlords
- Any individual causing distress and/or disturbance to residents of the Borough.

The LHC can take enforcement action against any of its residents. It will also work with other agencies, including the Police and Wokingham Borough Council who can take action under devolved powers to assist in resolving ASB incidents that affect the community.

6 Reporting Anti-social Behaviour

- 6.1 The LHC provide a range of ASB reporting services, to encourage incident reporting. These can be found at Appendix 1 'How to report' of this report.
- 6.2 The LHC will handle anti-social behaviour complaints consistently, fairly and in line with policy and procedures. All cases of ASB and hate crime will be recorded on the appropriate system and will be responded to in accordance with our priority listing as defined in The LHC 'Anti-Social Behaviour Procedure'.
- 6.3 The LHC will investigate reports of ASB and hate crime and support complainants in gathering evidence. Evidence examples include:
- Diary sheets
 - Statements (from complainants and/or other witnesses)
 - Photographs
 - Disclosed information from the Police
 - Noise App
 - CCTV & video recordings
- 6.4 The evidence collected will determine whether the person causing the nuisance has a case to answer; if so action will be taken. In very serious cases such as those where a customer is in danger, the LHC may take legal action immediately in partnership with the Police and/or other appropriate agencies. In other instances the LHC will adopt a 'step by step' approach to encourage the person/persons involved to change their behaviour. The action taken will depend on the severity of the anti- social behaviour
- 6.5 The LHC will co-produce action plans with complainants with specified timelines for actions; preferred methods of communication and case reviews. Complainants are required to sign the action plans, showing their agreement to actions outlined in the plan. Action will only be taken with written consent. In some instances victims can remain anonymous.

7 Types of remedies/legal actions that can be taken in partnership with other agencies by the LHC

7.1 The Anti-social Behaviour, Crime and Policing Act 2014, aims to put victims at the heart of ASB and gives organisations like the LHC more flexibility to protect its communities and tackle ASB.

7.2 Remedies/legal actions that can be taken by the LHC in partnership with other agencies include:

- **Injunctions to prevent nuisance or annoyance (IPNAs):** This injunction is used to deal with anti-social individuals over the age of 10. When on the balance of probabilities (i.e. the civil standard of proof), that:
 - a person has engaged, or threatens to engage, in anti-social behaviour, and
 - it is just and convenient to grant the injunction for the purpose of preventing that person from engaging in antisocial behaviour.

The IPNA can offer fast and effective protection for victims and communities and set a clear standard of behaviour for perpetrators, stopping the person's behaviour from escalating.

- **Criminal Behaviour Order:** The order will give agencies and communities what they need to deal with persistently anti-social individuals who are also engage in criminal activity. The court may make a criminal behaviour order against the offender if two conditions are met: (i) the person has engaged in behaviour that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as the offender; and (ii) the court considers that making the order will help in preventing the offender from engaging in such behaviour
- **Dispersal Powers:** Allows Police constables to direct people to leave a public place and not return for a specified time
- **Community Protection Notices and Orders:** Designed to deal with particular, on-going instances of environmental anti-social behaviour and can be used against individuals or organisations
- **Public Spaces Protection Order:** Dealing with a particular nuisance or problem in a particular public area. The order applies to everyone
- **Closure of Premises:** Prohibits access to premises because use of said premises has resulted in anti-social behaviour

8.0 In addition, the 2014 Act also provides landlords with new tools they can directly use to prevent and manage anti-social behaviour, these include:

8.1 **Absolute ground for possession for ASB:** The purpose of the absolute ground for possession is to speed up the possession process in cases where ASB related criminality has already been proven by another court. The aim of this new power is to provide swifter relief for victims, witnesses and communities

9.0 Early and informal interventions: Early and informal interventions can establish clear standards of behaviour and reinforce the message that ASB will not be tolerated. Informal enforcement tools can be a sufficient incentive for an individual to change their behaviour. Early and informal interventions include:

- Action plans
- Risk assessments
- Verbal warnings
- Written warnings
- Community resolution
- Mediation
- Acceptable behaviour agreements
- Parenting contracts
- Support and counselling
- Referrals to partner agencies

10.0 Enforcement action

Enforcement action will only be used where proportionate or where intervention tools have not successfully tackled the ASB.

The LHC will use the full range of enforcement action available, including

10.1 Civil injunction: this will prevent the perpetrator from engaging in further ASB or to impose positive requirements.

10.2 Demoting a tenancy: the LHC will apply to the county court to demote an assured or fixed term tenancy in order to manage lower level ASB. If incidents of ASB continue after the demotion, then HS will consider bringing the demoted tenancy to an end by serving a S21 notice (mandatory possession).

10.3 Possession proceedings: A Notice Seeking Possession [for assured and fixed term tenants] or a S21 [starter tenants] will be served if possession action is proportionate in view of the incidents of ASB.

11.0 To enable local involvement and accountability, the 2014 Act also includes the following two community measures:

- **Community Trigger:** The trigger gives complainants and communities the right to request a review of their case and bring agencies together to take a joined up, problem-solving approach to find a solution. This is led by the local authority's Community Safety Team

- **Community Remedies:** This will give victims a say in how perpetrators are punished for their behaviour

7.5 The LHC will use the powers and tools available to them, in partnership with relevant agencies, to tackle ASB and build peaceful and safe communities.

12.0 Prevention of anti-social behaviour

12.1 The LHC is committed to preventing and deterring ASB. There are a range of measures available, these include but are not limited to:

- **Good Neighbour Agreements:** All new tenants are asked to sign a good neighbour agreement declaring that they understand what is considered anti-social behaviour and accepting their role in prevention
- **Starter Tenancies:** The LHC operates a Tenancy policy where new residents are given a Starter tenancy (assured shorthold), usually for a probationary period of 12 months. During this period housing officers will monitor the conduct of the tenancy and if is not conducted in a satisfactory manner then the LHC may extend the starter tenancy by 6 months or seek possession of the property. If the LHC decides to end a starter tenancy the customer is given the opportunity to appeal the decision
- **Community Engagement:** The housing teams work closely with the local community to address the causes of ASB and promote inclusion. Where a 'hotspot' area has been identified the LHC will work with residents and key partners to consider diversionary activities with the aim of preventing the reoccurrence of nuisance behaviour
- **Restorative approaches:** The LHC may suggest a restorative meeting between parties where both parties agree to this approach. This approach brings those harmed by conflict and those responsible into managed communication and enables everyone affected by an incident to have a part in finding a positive way forward. Cases will be referred in some instances to the LHC independent mediation service. In most cases referrals will be made by the investigating officer at the action planning stage or early stages of a complaint investigation
- **Working in partnership:** The LHC works closely with a number of agencies to address issues of racial harassment and ASB. This may include sharing information; supporting victims; multi agency meetings; e.g. High Demand & Chaotic lifestyles Panel, joint resolution as to how to deal with persistent and high level cases of ASB; promoting tolerance

13.0 Supporting Victims & Witnesses

13.1 All complainants and witnesses will be treated sympathetically and sensitively

13.2 Investigating officers will carry out a risk assessment to establish if a complainant or

witness is considered vulnerable and where appropriate will offer additional measures of support for those considered high risk Safeguarding referrals will be made in high risk cases.

- 13.3 Consideration will be taken to ensure the support provided to complainants and witnesses is tailored to individual needs. Support will be provided through all stages of an ASB investigation and will include close working with key partners, prioritising the safety and well-being of complainants and witnesses
- 13.4 In order to minimise the impact of ASB the investigating officer will provide an action plan which will outline the support and protection which may include (but is not limited to):
- Additional security to doors and windows of the property
 - Fitting a fireproof letterbox
 - CCTV
 - Telecare systems
- 13.5 In all cases, residents will be treated with dignity and respect, with individual vulnerabilities and safeguarding needs identified and provided for.

14.0 Action Against Perpetrators

- 14.1 In the majority of cases the LHC will resolve incidents by using non-legal tools and powers to tackle anti-social behaviour as outlined in section 7.
- 14.2 Where prevention is unsuccessful, the investigating officer may use legal powers to tackle and manage ASB, in conjunction with key partnering agencies, using the current legislation. The types of legal actions available are outlined in section 7 of this policy.
- 14.3 The action taken will depend on a number of influencing factors, including but not limited to:
- The type of behaviour and its impact on others
 - Any vulnerability or disability of the perpetrator
 - Whether the perpetrator is a resident or non-resident of The LHC
 - Whether the perpetrator is willing to engage in identified programmes of support offered
 - The evidence available to support the case
 - The frequency of the behaviour
 - Actions previously taken
- 14.4 All criminal cases will be referred to the Police and the LHC will cooperate with and support all criminal investigations.

15.0 Rehabilitation of Perpetrators

- 15.1 Where possible the LHC will ensure that perpetrators are given the opportunity to change their behaviour and successfully integrate within the community.
- 15.2 Perpetrators will be treated with dignity and respect, with individual vulnerabilities and safeguarding needs identified and provided for.
- 15.3 Perpetrators' individual needs will be assessed to identify any support needs which may be contributing towards their behaviour.
- 15.4 In order to support the rehabilitation of perpetrators, the LHC will use a range of approaches including:
- Working with local partners including the Police; Social Services; Substance misuse support agencies; the Community Mental Health Team; Probation and Youth Offending services; advocacy services; any other agencies that will support the rehabilitation of perpetrators.
 - The LHC will provide positive feedback when Acceptable Behaviour Agreements are followed successfully and incorporate positive requirements into injunction applications.
 - The LHC will also encourage participation in community activities to help build positive relationships between neighbours.

16.0 Confidentiality

- 16.1 The LHC will treat all information received from residents in relation to this policy in confidence and will seek residents' consent before sharing any information
- 16.2 There may be some instances where the LHC will be obliged to share information with a third party due to legal requirements, such as where there are safeguarding concerns.
- 16.3 The LHC may also share information regarding ASB with other partners as part of their commitment to Community Safety partnerships. Section 17 of the Crime and Disorder Act (1998) requires information to be shared where it has the purpose of preventing ASB.

12.4 Under the Data Protection Act 2018 and the Human Rights Act 1998, all personal and sensitive organisational information, however received, is treated as confidential. This includes:

- anything of a personal nature that is not a matter of public record about a resident, client, applicant, staff or board member
- sensitive organisational information.

12.5 The LHC's employees will ensure that they only involve other agencies and share information where there is a legal basis for processing the information.

17.0 Data Protection and Information Exchange

17.1 The LHC may enter into formal data sharing agreements with Local Authority partners or Police authorities, which are data protection compliant and in line with the Data Protection Act 2018. This enables organisations to share/ obtain relevant information, such as details of criminal convictions and warnings in connection with the prevention/detection of crime and anti- social behaviour

17.2 The LHC is required to comply with the Human Rights Act (1998) in the performance of their functions. Article 8 of the Convention, which gives everyone the right to respect for their private and personal life, including home and correspondence, is especially relevant to sharing personal information. Article 8 is not an absolute right as the Convention grants public authorities the permission to interfere if it is proportionate and lawful to do so.

18.0 Publicity

18.1 The LHC recognises that publicity is an essential part of the strategy to tackle ASB in terms of reassuring complainants and the wider community that action is being taken to tackle anti-social behaviour

18.2 Where permitted, publicising individual cases can also have a positive effect on the community. Such publicity can support agencies with the monitoring of orders or contracts entered into, whereby breaches can be notified to the relevant agency

18.3 In circumstances where a court has not imposed reporting restrictions the LHC may issue publicity to existing residents via a local press release, newsletters, or the website.

19.0 Service Standards

19.1 The service standards for responding to incidents of anti-social behaviour and hate crime are detailed in the LHC ASB procedure. A summary can be found at Appendix 2 of this report- 'ASB service standards'.

19.2 The effectiveness of this policy will be monitored by Tenancy Services. Individuals' performance will be monitored by the Localities Manager and the Senior Specialist Housing Manager. This will be achieved via the following means:

- Complaints of ASB and hate crime will be captured on the managing agent's case recording system
- Cases will be regularly reviewed by managers
- Tenancy Services will contact residents upon case closure to complete service

satisfaction questionnaires. Feedback from the surveys will be fed into improving service delivery

- Reporting tools and key performance indicators will be utilised to progress cases and monitor adherence to the relevant procedure
- Case numbers and details of actions taken will be reported to the associated boards on a quarterly basis.

20.0 Complaints and Appeals

- 20.1 Any complaints about failures to follow this policy and or associated procedures or about the way in which a customer has been treated in relation to this policy will be dealt with through the LHC's Complaints Policy. The policy can be used by anyone who receives a service from the LHC is affected by a decision or action taken by the organisation, or anyone on their behalf
- 20.2 The ASB, Crime and Policing Act 2014 introduced the 'Community' trigger (see section 7.4) granting complainants and communities the right to request a review of their case
- 20.3 All complaints relating to case handling will be dealt with fairly and in line with Data Protection legislation
- 20.4 The use of this policy and associated procedures will be audited internally and externally on a regular basis to promote best practice and consistency in relation to the handling of anti-social behaviour cases
- 20.5 Staff will be inducted and adequately trained to follow the procedures where gaps in knowledge are identified, and regular supervision will be undertaken to ensure appropriate support and guidance is available.

21.0 Equal Opportunities

17.1 The LHC recognises the needs of a diverse population and always acts within the scope of its own Equality and Diversity Policy, the Human Rights Act 1998, and Equalities Act 2010. HS works closely with its partners to ensure it has a clear understanding of its resident community with clear regularly updated service user profiles. HS will record, analyse and monitor information on ethnicity, vulnerability and disability.

22.0 Review

- 22.1 This policy will be reviewed on a three yearly basis or in response to changes in legislation, regulatory guidance, good practice or changes in other relevant LHC policies.

23.0 Appendices

Appendix 1: How to report ASB & Hate Crime

Appendix 2: ASB service standards

Anti- Social Behaviour and Hate Crime Policy

Appendix 1- How to report

Method	Contact details
Telephone	Anti-Social Behaviour Team Tel: (0118) 974 3798 If you are a tenant then please contact your Housing Association or WBC Tenant Services: Tel: 0118 974 6000
Email	asbhotline@wokingham.gov.uk wokinghamdirect@wokingham.gov.uk
By post	Wokingham Borough Council Shute End Wokingham RG40 1BN
Out of Hours	

If a customer feels threatened or that their safety or wellbeing is at risk the LHC recommends calling the police on 999 before reporting it to the LHC as a matter of urgency.

Anti-Social Behaviour and Hate Crime Policy

Appendix 2 – ASB Service Standards

- The LHC will respond to reports depending upon the category of ASB being reported. Instances of hate crime will be responded to within 24 working hours of the initial contact being received.
- Officers will agree an action plan with the person making the report. This will usually be within 5-10 working days (depending upon the category of ASB) of the first meeting with the complainant.
- In cases where there has been a use or a threat of violence, a report about hate crime or domestic violence the LHC will contact the complainant and agree an action plan within 1 working day, this would be an appointment to complete an action plan and a clear way forward with the complainant on how the matter will be dealt with. The complainant would still receive a telephone call within 24 hours.
- Racist or offensive graffiti will be removed within 1 working day on receipt of the report.
- Regular contact will be maintained with the complainant as agreed in the action plan.
- Signed consent will be required before actions can be taken by the investigating officer.