



Our commitment

We want you to feel safe in your home and community and work with you and our partners to create safe and peaceful neighbourhoods.

Every time you contact us, we will be:

- 1 **Understanding.** We listen, take concerns seriously and treat you with dignity and respect.
- 2 **Person centred.** We focus on the impact the behaviour is having on you.
- 3 **Clear and honest.** We explain what we can and can't do and why.
- 4 **Collaborative.** We work with you and partner organisations to resolve issues.
- 5 **Proportionate and fair.** We take action that is appropriate to the circumstances and evidence.



What we mean by anti social behaviour and hate crime

Anti social behaviour

- ✓ Anti social behaviour is conduct that causes, or is likely to cause, nuisance, annoyance, harassment, alarm or distress to others, or affects our ability to manage our homes.
- ✓ Examples include (this list is not exhaustive):
 - Violence or threats of violence.
 - Aggressive or intimidating behaviour.
 - Persistent noise nuisance.
 - Harassment or intimidation.
 - Persistent alcohol or drug related behaviour.
 - Using a home for unlawful purposes.



Everyday activities, such as normal household noise, lifestyle differences, one off events or minor neighbour disputes, are not usually considered ASB.



What we mean by anti social behaviour and hate crime

Hate incidents and hate crime

- ✓ We treat hate incidents and hate crime as high risk and high priority.
- ✓ Hate behaviour is when ASB or a criminal act is felt or thought to be motivated by hostility or prejudice based on someone's personal characteristics, including (but not limited to):
 - Disability.
 - Race or nationality.
 - Religion or belief.
 - Sexual orientation.
 - Gender or gender identity.
 - Age.
 - Vulnerability.



Hate behaviour can include verbal abuse, harassment, threats, property damage or violence and may be targeted at a person or their home.

How to report anti social behaviour or hate crime

You can report ASB or hate behaviour in the way that works best for you:

- 📞 **By phone:** (if it's an emergency you can reach us 24-hours a day, 7-days a week).
- 👤 **In person.**
- 📄 **Via the Irwell Valley Homes customer portal.**
- ✉️ **By email to contact@irwellvalley.co.uk**
or by post to Irwell Valley, PO Box 7074, Manchester, M28 8JW.
- 💬 **Live chat on our website www.irwellvalley.co.uk**
- 🏠 **Through another agency** (such as the police or local authority).



If you are in immediate danger, always contact the police or emergency services.



Our response times

We take a harm centred approach and prioritise cases based on risk and impact.

- ✓ **High risk cases** (including hate incidents and hate crime):
 - Initial response within one working day.
- ✓ **Medium and low risk cases:**
 - Initial response within five working days.


Response times
may change if
the risk level
increases.

How we manage your case

When you report ASB or hate behaviour, we will:

- ✓ Carry out an initial assessment and risk assessment.
- ✓ Agree next steps with you where appropriate.
- ✓ Keep you informed about what's happening with your case.
- ✓ Review risk levels throughout the case.
- ✓ Offer a full explanation when a case is closed and ensure you know who to approach if issues return.

Depending on the circumstances, we may use:

- ✓ Advice and early intervention.
- ✓ Mediation* (*where safe and appropriate*).
- ✓ Tenancy warnings or behaviour agreements.
- ✓ Partnership working with police and other agencies.
- ✓ Legal or enforcement action, where necessary and proportionate.

*Mediation is a voluntary process where a neutral person helps those involved in a dispute find a solution together.

How we can work together to meet this standard

To help us manage ASB effectively, we may ask you to:

- ✓ Report incidents promptly and accurately.
- ✓ Keep records of ongoing issues when requested.
- ✓ Engage with agreed actions, including mediation or court processes (*if appropriate*). We will only ask you to take steps yourself when it is safe and appropriate.
- ✓ Tell us if circumstances change or if behaviour gets worse.



Tailoring our service to you

We want to provide homes and services that meet your needs.

If you need us to communicate with you in a particular way or offer extra support when delivering services, please contact our **Customer Service Team** to let us know.

We will:

- ✓ Prioritise cases where behaviour is driven by racism or discrimination.
- ✓ Respect confidentiality and anonymity where possible.*

**though we might be restricted into what action we can take if you remain anonymous.*

If we don't meet this standard

If you feel we have not met the commitments set out in this standard, you can:

- ✓ Contact our **Housing Manager** through our **Customer Service Team**.
- ✓ Request an **ASB Case Review** – a review of the case by different agencies.
- ✓ Make a complaint – find out what to expect from our **Complaints Service** [here](#).

How we check we're meeting this standard

- ✓ **We monitor and review** performance data including number and type of ASB cases and response and resolution.
- ✓ **We use feedback** from surveys, compliments, complaints and general comments to improve our service, acting on specific concerns and identifying trends.
- ✓ **We support** the Resident Scrutiny Panel and other customer involvement groups with any reviews they carry out and explore and implement actions they recommend.
- ✓ **We review** these standards in line with the policies which sit behind them. We will also update them based on customer feedback and best practice.

