

Antisocial Behaviour and Hate Crime Incident Policy

April 2024

Date	October 2023
Planned Review Date	October 2026
Reactive Review Date & Reason	April 2024 Consumer Standards
Revised Review Date	April 2027
Author (Job Title)	Head of Housing Services
Service Director (Job Title)	Director of Operations
Directorate	Customer Service

Policy Review History

Version number	Changes to Document	Changes Authorised By	Date Approved
1	Change of lead manager from Angela Corner to Chris Marshall	KG	19/1/2021
2	Change of officer responsible for review to Chris Marshall and Andy Elvidge	KG	25/1/2021
3	Review date brought forward to March 2022 instead of 2023 as this is a key customer priority and the policy should be reviewed regularly, and customer feedback sought	KG	25/1/2021
4	Minor amends - change of neighbourhood to customer where that was more relevant	KG	25/1/2021
5	Added section on environmental sustainability and updated contents re 8monitoring and review and responsibility at the end of the document (governance information)	KG	25/1/2021
6	Additional section added re our service standards, levels of ASB and methods used to tackle ASB	KG	25/1/2021

7	Training, information, and feedback added to section re our approach to tackling ASB	KG	25/1/2021
8	Added in section regarding intolerance to abuse to colleagues including where this related to their race, nationality, religion, gender, gender identify, disability, sexual orientation	KG	26/5/2022
9	Amendments made to timescales in relation to ASB that reflects the joint decision making that takes place with customers around action planning.	KG	26/5/2022
10	Title role changed and their remit included within the policy and removal of role specific tasks i.e. role in relation to noise nuisance.	KG	26/5/2022
11	Annual Desktop review – removed staff names and job tiles added. Further review due for Consumer Standards	KG	10/10/2023
12	Policy format and policy reviewed in line with Consumer Standards, policy wording adapted to clearly show how we implement the consumer standards, including the addition of Customer consideration and Transparency	KG	01/11/2023

Equality and Diversity	Assessment completed – January 2024
Customer Involvement and Consultation	Completed – December 2023 – Customers provided feedback on the policy which have been added to the new policy.
Environmental Sustainability	None
Monitoring and Review	The review will be undertaken three yearly or where there is a change in legislation in relation to ASB and Hate Crime, whichever is sooner.
Responsibility	Head of housing Services is overall lead for ASB and responsible for the implementation of the policy. Housing Service Managers are responsible for the operational delivery lead for ASB within housing services and responsible for the associated procedures.

Relevant Regulations

Regulation / Consumer Standard	Code of Practice	Policy section	Supporting Document Section
Regulator of Social Housing Neighbourhood & Community Consumer Standard	Provide prompt and appropriate action in response to ASB, having regard to the full range of tools and legal powers available to them.	Section 3	Section 7
	Take into account the diverse needs of tenants in considering how tenants report	Section 5	Section 2 & 8

	ASB and hate incidents to them and eliminate any barriers to reporting such incidents		
	Tenants are kept informed about the progress of their ASB case	Section 3	Section 9
	To deter and tackle ASB and hate incidents effectively, registered providers must work with appropriate partners, with a common aim of trying to reduce ASB and hate incidents.	Section 3	Section 7, 8.1 & 8.2
	Have effective policies and processes to tackle ASB and hate incidents communicated to tenants. Including approaches to investigating reports of ASB and support available.	Section 3	Section 9
	Approach for how we tackle and deter hate incidents in neighbourhoods	Section 3	Section 8
	Take a victim-centred approach to supporting tenants affected by ASB. As well as how they support vulnerable perpetrators of ASB, to help them to sustain their tenancy	Section 3	Section 9
Regulator of Social Housing Transparency, Influence and Accountability Standard	All tenants deserve to be treated with fairness and respect underpinning all service delivery	Section 2	
	Ensure that communication with and information for tenants is clear, accessible, relevant, timely and appropriate to the diverse needs of tenants	Section 5	
	Where delivering a service directly to a tenant, we should communicate with them from the start through to the completion of that service.	Section 3	Section 4
	Housing and neighbourhood policies must be fair, reasonable, accessible, and transparent. Where relevant, policies should set out decision-making criteria and appeals processes.	Section 5 & 6 Section 3	
	Registered providers must give tenants a wide range of meaningful opportunities to influence and scrutinise their landlord's strategies, policies, and services. This includes in relation to the neighbourhood where applicable.	Section 5	
	Genuine consideration of tenants' views should be at the heart of registered providers' different levels of decision-making about the delivery of landlord services.	Section 5	
	Meet the regulator's requirements in relation to the tenant satisfaction measures set by the regulator as set out in Tenant Satisfaction Measures: Technical requirements and Tenant Satisfaction Measures: Tenant survey requirements.	Section 6	
	Where a registered provider publishes TSM data in more detail as far as possible, they calculate and report the data in accordance with the regulator's TSM requirements. Any significant deviation from these requirements	Section 6	

	should be clearly set out alongside the reported TSM data.		
	Registered providers should take reasonable steps to ensure that all tenants have an equitable opportunity to be involved in influencing and scrutinising strategies, policies, and services, taking into account the diverse needs of tenants	Section 5	
	Tenants having access to reliable and accurate performance information about landlord services helps to ensure transparency and to drive effective tenant scrutiny.	Section 6	
	Registered providers should make tenants aware of the services and standards of service they provide, and the different ways in which tenants can contact their landlord	Section 2 & 3	Section 2 & 11
	Registered providers should regularly assess whether all tenants have fair access to, and equitable outcomes of, housing and landlord services. Providers should take account of the findings of their assessments and should be able to demonstrate actions they have taken as a result	Section 4	
	Registered providers, working with tenants, must regularly consider ways to improve and tailor their approach to delivering landlord services including tenant engagement. They must implement changes as appropriate to ensure services deliver the intended aims.	Section 4	
	Registered providers are expected to have in place and comply with effective policies, procedures, and processes in relation to repairs, maintenance and planned improvements that take into account tenants' views and diverse needs.	Section 3	Section 9

1 REFERENCE MATERIAL

1.1 Anti-social Behaviour, Crime and Policing Act 2014

2 WHY WE NEED THIS POLICY

- 2.1 To operate an efficient and effective business to the benefit of our customers and colleagues and their diverse needs whilst meeting our legal and regulatory requirements.
- 2.2 This policy has been written to help us achieve our visions and strategic objectives.
- 2.3 We strive to ensure that we build strong communities, making sure that our homes and communities are great places to live.
- 2.4 Ensure customers feel safe, happy and their views are considered and valued.
- 2.5 Ensure that our colleagues also feel safe in the carrying out of their duties.

- 2.6 We will tackle ASB and hate crime to strive to ensure our neighbourhoods are safe and sustainable places to live, whilst promoting community cohesion.
- 2.7 We aim to strike a balance between prevention and early intervention, support, and enforcement, by categorising ASB and hate crime to ensure it is appropriately managed and communicated to appropriate agencies.
- 2.8 Empower customers by engaging with them and communicate our actions where appropriate.
- 2.9 Enable preventative and proactive services or activities to reduce or prevent the likelihood of ASB and hate crime.
- 2.10 To ensure customers will be treated with fairness and respect.
- 2.11 Help support tenants to sustain their tenancy and will take into account the diverse needs of tenants to eliminate any barriers to reporting ASB or hate crime incidents.
- 2.12 To be transparent with our customers, providing a clear line of sight and ease of access to information supporting their understanding of ASB and hate crime alongside being clear on our responsibilities as a landlord and the expectations of a tenant, shared owner or leaseholder.
- 2.13 To have the relationship between tenant, shared owner or leaseholder and landlord at the heart of our interactions and processes.

3 HOW WE ACHIEVE THIS

- 3.1 We take prompt, appropriate, and decisive action to deal with ASB and hate crime before it escalates.
- 3.2 We investigate and intervene early where there are incidences of ASB and hate crime.
- 3.3 We also instigate preventative and proactive services or activities where they are needed.
- 3.4 We have effective support mechanisms tailored to the customer reporting the ASB and hate crime, the person the alleged concern relates to and where appropriate seek to take a whole family approach.
- 3.5 We take prompt, appropriate, and proportionate action using a range of methods, including legal action, where necessary to deter, tackle and resolve ASB and hate crime.
- 3.6 Thirteen always take a victim centered approach to support customers affected by ASB and hate crime incidents, supporting them by making referrals to external support agencies or taking into consideration the wishes of the customer affected by ASB and/or hate crime when determining the action that we will take.

- 3.7 Our partnership approach enables Thirteen alongside partners to have a common aim to reduce ASB and hate crime incidents. How we do this is further set out in our supporting documentation.
- 3.8 We promote an effective relationship between us and our tenants through communication, contact and service standards. Our standard of service and contact methods can be found within supporting documents.
- 3.9 We communicate with customers to acknowledge their report of ASB and/or hate crime as well as keeping them informed of the progress of their ASB and/or hate crime case as set out within our Standards of Service found in the supporting documentation.
- 3.10 We have effective processes in place as set out in our complaints procedure if customers want to dispute ASB or hate crime judgments or feel that their ASB or hate crime complaint has not been handled correctly.

WHAT ARE CUSTOMERS' RESPONSIBILITIES?

- 3.11 We have a number of statutory and contractual obligations detailed within our tenancy agreement that tenants agree to when starting a tenancy with Thirteen.
- 3.12 We have a number of statutory and contractual obligations as detailed within our lease agreements which shared owners and leaseholders sign when they move into their new home.
- 3.13 Please see section 3 of the supporting document for a list of common themes addressed within our tenancy agreement and leases.

4 HOW WE MEASURE THE EXPECTATIONS AND OUTCOMES OF THIS POLICY

- 4.1 Our success will be measured in terms of the action we take, and how safe and secure our neighbourhoods feel as a result including:
 - 4.2 Monitor the number of reports received and the understanding it provides.
 - 4.3 Monitor our response to complaints and the impact.
 - 4.4 Provide timely updates to customers affected by ASB and/or hate crime to build confidence and manage expectations.
 - 4.5 Monitor the uptake of support and advice to customers affected by ASB or hate crime and by the person the alleged concern relates to and where appropriate seek to take a whole family approach.
 - 4.6 Use customer feedback to inform change.
 - 4.7 Monitor and report on service standards where appropriate.

5 CONSIDERATIONS OF OUR CUSTOMERS

- 5.1 We use lessons learnt within tenancy management to inform us and better improve our services to customers.
- 5.2 We have considered safeguarding and vulnerability factors to ensure we protect and support our customers appropriately, both for customers affected by ASB and/or hate crime and the person the alleged concern relates to.
- 5.3 We will consider the expectations of the consumer standards at the heart how we communicate, especially customers' diverse needs and how we inform them in an appropriate way that is clear, accessible, relevant, and timely manner.
- 5.4 Thirteen will take into account the diverse needs of customers in considering how tenants report ASB and hate incidents and ensure that we minimise any barriers to reporting ASB or hate crime.
- 5.5 To further consider customers' diverse needs we have made it accessible for customers to contact and engage with us, methods of communication can be seen in the supporting documents.
- 5.6 We ensure that all customers wanting to influence and scrutinise our strategies, policies and services have equitable opportunities to do this, using a range of different methods and contact styles, to support our customer and their diverse needs.
- 5.7 We will use our involved customers to consider this policy from a customer's perspective to judge if our policies are fair, reasonable, transparent, and understandable and use their constructive feedback to inform us.
- 5.8 We listen and learn from our customers, through feedback and complaints to help inform further service improvements.
- 5.9 We have shared this policy with the customer committee to see if this meets our requirements and service standards whiles demonstrating effective management.

6 TRANSPARENCY ARRANGEMENTS ASSOCIATED WITH THIS POLICY

- 6.1 We will ensure transparency in relation to this policy by:
- 6.2 Publication of this policy and supporting documentation in all relevant forums and accessible formats
- 6.3 Publishing relevant performance information including those defined in how we measure.
- 6.4 By responding to any enquires in an appropriate and timely fashion.
- 6.5 Publication and sharing of the tenancy satisfaction measures (TSMs).

- 6.6 We will let customers have access to reliable and accurate information about our performance as a landlord which can be found in our annual reports [\(Click Here for Annual report for customers\)](#).
- 6.7 For a copy of this policy in an alternative format, such as large print or a translation, please contact us.

7 Supporting Documentation for the ASB and Hate Crime Policy

Contents of supporting documentation	
1.	Definitions
2.	Standard of Service
3.	Customer Responsibilities
4.	Categorising ASB
5.	Causes of ASB
6.	Methods used to monitor ASB
7.	Partnership Working
8.	Detering, Tackling and Resolving ASB <ul style="list-style-type: none"> - 8.1 Prevention and Early Intervention - 8.2 Enforcement and Legal Remedies
9.	Customer Considerations <ul style="list-style-type: none"> - 9.1 Safeguarding vulnerable customers
10.	Useful Links: Annual reports TSM Service Standards Anti-Social Behaviour
11.	How Customers can contact us
12.	Policies Related to this Policy

1. Glossary of Terms

- There is no commonly agreed definition of Anti-Social Behaviour (ASB), therefore this section draws on the definition in the Anti-social Behaviour, Crime and Policing Act 2014 which 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.
- Hate crime, as defined by the Crown Prosecution Service, is a term that can be used to describe a range of criminal behaviour where the perpetrator is motivated by hostility or demonstrated hostility towards the victim's disability, race, religion, sexual orientation, or gender identity, including lesbian, gay, bisexual, transgender, and any other gender identity.
- A hate crime can include verbal abuse, intimidation, threats, harassment, assault, bullying, damage to property and the person the alleged concern relates to can also be a friend, carer or acquaintance who exploits their relationship with the victim for financial gain or another criminal purpose.
- For the purpose of this policy, the definitions of tenant, shared owner and leaseholder are referred to as a customer of Thirteen that has signed a legal tenancy or lease agreement to occupy a home.
- For the purpose of this policy a victim is referred to as a customer affected by ASB and a perpetrator is referred to as the person the alleged complaint relates to following feedback from customers.
- Mate crime is where someone "makes friends" with a person and goes on to abuse or exploit that relationship.
- Cuckooing is a term used to describe an individual or group that takes over the home of an adult and/or their family for the purposes of using it or illegal activity.

2. Our Standards of Service

We will acknowledge all incidents of ASB reported to Thirteen within 1 working day, for all new reporters of ASB.

We will respond to the most serious cases of anti-social behaviour first, with domestic abuse, hate crimes and serious issues of safety within 1 working day and all other ASB incidents within 3 working days.

Where we are currently supporting a customer with ASB, we will provide guidance and an agreed plan of action, including timescales to respond to ongoing incidents.

All reporters will be contacted every 10 working days when an ASB or hate crime case is open, through either an automated contact or manual contact in consultation with customers, to ensure that cases are well managed and feedback from customers received.

ASB and/or hate crime cases can be received by any Thirteen Touchpoint.

We keep all reports of anti-social behaviour and hate crime confidential and will seek customers' authority to disclose prior to any information being shared with a third party.

Where we have safeguarding concerns, these will be reported to the relevant agency through our safeguarding protocols.

A vulnerability assessment will be completed for all new reported ASB incidents and for any new customers affected by ASB and/or hate crime to ongoing cases to ensure that customers diverse needs are taken into consideration and acted upon.

We will always seek the consent of the customer affected by ASB and/or hate crime before closing a case.

Cases will be assessed and categorised by severity, with the Housing Services Coordinator investigating and handling low level cases and an ASB Resolution Lead who will be responsible for high level cases and problem solving in a wider neighbourhood context.

Where Thirteen colleagues are subjected to ASB or hate crime in carrying out their role we will take a zero-tolerance approach and follow our employee protection procedure to protect colleagues and where appropriate tenancy enforcement action will be taken.

Our approach to ASB and hate crime is consistent for any Thirteen customer experiencing anti-social behaviour or hate crime, including rented customers, shared owners, leaseholders, bespoke customers and customers in student accommodation and is also consistent where the ASB and/or hate crime is being caused from a Thirteen property, but the person reporting is not a Thirteen customer.

3. Customer Responsibility

Within our Tenancy Agreements there are a number of statutory and contractual obligations. The clauses within your tenancy agreements contain clear statements and responsibilities for both Thirteen and our Customers. These include:

- Use of property
- Nuisance
- Violence towards staff
- Harassment
- Domestic Violence
- Damage to property
- Pets
- Care of the property
- Vehicle maintenance

4. Categorising ASB

ASB can be categorised into High and Lower Level, and customers can expect an appropriate response based on the categorisations below.

High Level ASB (Serious Incidents)	Lower Level ASB
Any hate crime/incident including all protected characteristics, including race, disability, gender or gender identity.	Noise nuisance
Criminal activities e.g. drug dealing	Youth nuisance
Physical assaults	Missile throwing (stones/snowballs)
Threats of violence	Quad and motorbike nuisance
Damage to property owned by Thirteen	Communal area nuisance
Violence towards Thirteen colleagues	Cannabis use (when not linked to dealing)
Domestic Abuse	Animal nuisance
Grooming	
Gang nuisance	
Illegal Money Lending	

5. Causes of ASB or Hate Crime

We aim to concentrate on dealing with the cause of ASB, which can often include:

- Troubled families and intergenerational ASB
- Lack of facilities, particularly for youths
- Lack of community spirit and ownership
- Fear of crime and misperceptions
- Estate design and appearance
- Allocation issues and managing mixed tenure communities.
- Hate incidents/crimes.
- Malicious complaints
- Vulnerability issues, including mental health, alcohol/drug dependency.
- Lack of effective partnerships in local areas and communities

6. Methods used to monitor ASB

We monitor ASB complaints through regular case management audits to ensure compliance with the ASB and Hate Crime Policy, including service promise timeframes.

We also monitor customer satisfaction and feedback around case handling through customer satisfaction surveys and complaints.

We will review ASB trends and response rates, to help to deter and prevent ASB and Hate crime incidents.

We monitor the number of customers receiving support through Thirteen and signposted to other agencies.

7. Partnership Working

Partnership working is paramount in reducing ASB and/or hate crime and increasing feelings of safety and security. We will continue to work closely within existing partnerships, such as the Police, Local Authorities, and all members of Community Safety Partnerships where we operate while looking to develop relationships with other organisations where it will add value.

We attend Community Safety Partnerships, to ensure that all partners are working together to deter and tackle ASB and hate crime incidents.

Joint initiatives help to deter incidents, such as (but not exclusively) installing security measures, conducting environmental improvements, and providing diversionary activities etc.

Our community resilience strategy alongside our locality plans help to set out our strategic approach to partnership working to increase community resilience and make a difference in areas such as ASB and hate crime.

8. Detering, Tackling and Resolving ASB

To deter or tackle ASB and hate crime we will take prompt, appropriate and proportionate action, including legal action, where necessary

Our Approach to Tackling ASB and hate crime will be a combination of:

- **Case Management** - we will customise our approach to case management to suit the needs of the customer affected by ASB and the severity of risk posed by the person the alleged concern relates to.
- **Prevention and Early Intervention** - will start from the moment we are made aware of an incident occurring or have concerns about the welfare and safety of individuals.
- **Information** – we will provide a range of advice and information on ASB on our website, via social media and at the start of the tenancy to ensure that all customers are aware of their responsibilities to not cause annoyance or nuisance which will impact on other customers and residents' quiet enjoyment of their home. We will also provide information that abuse and aggression towards our colleagues will not be tolerated. Once an ASB or Hate incident is reported we will provide information to the customer which will include the roles of other relevant agencies.
- **Campaigns** – Thirteen will periodically run awareness raising campaigns around being a good neighbour, as well as specific targeted campaigns around themes such as Illegal Money Lending, diversity and inclusion, as well as targeted points during the year, such as bonfire night.
- **Safeguarding and Vulnerability** - these are factors which will be considered and acted upon from the outset of our involvement with a household and we will work in

partnership with a range of agencies to safeguard vulnerable customers and ensure that Thirteen take into account the diverse needs of tenants.

- **Support** - will be provided throughout to both customers affected by ASB and/or hate crime and the person the alleged concern relates to where required.
- **Ease of access** – we will ensure that ASB or hate crime can be reported easily, through a variety of different Touchpoints, including telephone, customer facing outlets, website and email.
- **Enforcement** - will mainly occur in the most serious of cases either in isolation or in conjunction with support.
- **Partnership Working** - working continuously with others to reduce ASB and hate crime within our neighbourhoods and providing the appropriate resources. We will notify the police of any criminal activity and act upon and follow all data protection principles, including any ongoing legal proceedings. Through attendance at community safety partnership meetings, we aim to work with partners to deter and tackle ASB and Hate Crime, through a preventative and proactive approach.
- **Training** – Colleagues will receive regular ASB and hate crime training and safeguarding training, keeping up with legislative changes to ensure that all measures are taken to enable the best outcome for customers and the wider neighbourhood.
- **Resources** – we will ensure that we have sufficient resources to enable Thirteen to effectively manage ASB reports.
- **Feedback** – we will seek customer feedback on our ASB service, ensuring that we are constantly improving our customer offer.

8.1 Prevention and Early Intervention

- Our preventative approach has clear objectives, to reduce opportunities for criminality and ASB and/or hate crime, reduce risk factors, which foster such behaviour and encourage customers to fulfil their responsibilities to the wider community.
- Potential customers are assessed for eligibility when initially seeking to secure housing either through our nomination protocols or directly via MyThirteen and our lettings policy is clear around our approach.
- Starter Tenancies – We offer a 12 month ‘starter period’ to all new tenants and we may end that tenancy if there are incidences of ASB and/or hate crime. New customers are informed by staff during their sign-up what their responsibilities will be in ensuring they can sustain their tenancy successfully.
- Thirteen encourages early intervention methods and these are seen as an essential part of our policy in reducing incidents of ASB and hate crime in our neighbourhoods. There are a range of initiatives and preventative measures Thirteen undertakes, including:
 - Mediation – This is a process involving an impartial third party (the Mediator) to help people in dispute reach a resolution.
 - Acceptable Behaviour Agreements (ABA) – This is an intervention designed to engage the offending individual in recognising the effects their behaviour is having on others. It outlines what the offender must refrain from doing but can also include positive actions.

8.2 Enforcement and Legal Remedies

Thirteen will utilise a range of different CCTV systems, including fixed and mobile and covert (hidden) and overt (in plain sight) cameras and noise monitoring equipment, including the noise APP, for the purpose of investigating causes of ASB and hate crime. CCTV and noise monitoring equipment will only be used in circumstances such as the prevention, investigation, and detection of ASB and hate crime, the apprehension and prosecution of offenders (including use of images as evidence in criminal proceedings), and public and employee safety.

As a last resort, where all other measures and attempts to resolve the problem have failed, we can take legal action. There will be rare occasions when the severity of the situation may dictate that we need to take some form of early legal action. We will only seek to take legal action, which is appropriate, proportionate and effective given each individual case. We will ensure that we follow all pre-court protocols when considering undertaking any possession action.

The range of available legal remedies include but are not limited to:

- Notice of Seeking Possession (NOSP) – A NOSP is a notification informing the tenant(s) that Thirteen intend to seek possession of their property due to a breach of their Tenancy Agreement. We must service this notice before making an application to court.
- Injunction (ASB, Crime and Policing Act) – A court may grant an injunction to a person aged 10 or over if certain conditions are met. If an injunction is granted it can prohibit the respondent from doing anything described in the order. An injunction can also require the respondent to do anything described, including positive requirements. The power of arrest may be attached to an injunction. Usually, the injunction is granted as a temporary measure to stop something from happening and is useful as an immediate action.
- Possession Proceedings – The ultimate sanction for a breach of the tenancy agreement and always is used as a last resort. This may only be carried out at the judgement of the Court where the ASB and/or hate crime is a ground for termination of the tenancy.
- Use of Starter Tenancies – We offer a 12 month ‘starter period’ to all new tenants and we may end that tenancy at the end of the period of there are incidences of ASB and/or hate crime utilising a Section 21 notice.
- Demotion Orders – We can apply to ‘demote’ a tenancy from an assured tenancy to a demoted assured shorthold tenancy where that tenant (or a member of their household or visitor) has been involved in ASB and/or hate crime. This will result in the tenant losing key rights for a set period, for example the Preserved Right to Buy or Right to Acquire.
- Parenting Orders – We can apply to the magistrate’s court for a Parenting Order for children up to 17 years of age to prevent further repetition of ASB and/or hate crime.
- Other Remedies – For example where there is criminal behaviour or to tackle specific incidences such as abandoned properties.

9. Customer Considerations

9.1 Safeguarding and Vulnerable customers

- Thirteen aims to provide the highest level of service and care to its vulnerable tenants and service users. We are committed to developing and providing high quality homes and services that meet the needs of vulnerable people, whilst ensuring that they can live independent and full lives wherever possible.
- Vulnerability can include drug and alcohol dependency; learning disabilities; physical disabilities; physical or mental illness; change in life circumstances (e.g. relationship breakdown); debt problems; illegal money lending; hoarding; bereavement.
- Thirteen will refer vulnerable customers to the in-house Tenancy Support service alongside signposting to other agencies who can provide appropriate support and assistance to help sustain a tenancy.
- Alongside tenancy support to safeguard our customers we will carry out repairs and improvements to help customers feel safe in their home, such as the installation of security lights, ensuring communal doors are lockable or repaired in a timely manner to prevent the person the alleged concern relates to accessing communal areas in our buildings.
- Thirteen regards the safety and protection of vulnerable adults and children as paramount within all of our activities whether this involves direct or indirect contact and adhere to our safeguarding protocols recognising that we have a duty of care where there is a suspicion or concern that a customer is vulnerable and where there is a suspicion, concern or allegation of abuse such as mate crime or cuckooing.
- Support available could include making a referral to an external support agency or taking into consideration the wishes of the customer affected by ASB and/or hate crime when determining the action that Thirteen will take. Thirteen aims to help support tenants to sustain their tenancy and will take into account the diverse needs of tenants to eliminate any barriers to reporting ASB or hate crime incidents such as use of translation services, advocacy services etc.

10. Useful Links

[Annual report for customers - Thirteen \(thirteengroup.co.uk\)](https://www.thirteengroup.co.uk)

[Tenant Satisfaction Measures - Thirteen \(thirteengroup.co.uk\)](https://www.thirteengroup.co.uk)

[Service standards - Thirteen \(thirteengroup.co.uk\)](https://www.thirteengroup.co.uk)

[Anti-social behaviour - Thirteen \(thirteengroup.co.uk\)](https://www.thirteengroup.co.uk)

11. How Customers can contact us.

[Contact Us - Thirteen \(thirteengroup.co.uk\)](https://www.thirteengroup.co.uk)

12. Related Policies

Estates Management Policy
Complaints, Compliments and Feedback Policy
Repairs and Maintenance Policy
Safeguarding children, young people & Adults Policy
Equality, Diversity, and Inclusion Policy
Tenancy Policy