



Equality Impact Assessment

Anti-Social Behaviour Policy (2024)

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Document details

Title	Anti-Social Behaviour Policy (2024)
Document type	Policy
Version submitted for decision	1.0
New or Existing document	New
If this is an existing document, is this a major or minor change?	N/a
Decision makers	Cabinet
Type of decision	Adoption and Implementation
Date of decision	2 December 2024

Responsible department	Housing Management
Are other departments or partners involved in delivering this strategy, policy, plan, or project? If 'Yes' please provide details.	Dover District Tenants Consultative Group (DDTCG) Housing Services Community Development Legal Department Corporate Services (Equality & Diversity) Accountancy

Contact Officer: Perry DeSouza, Senior Housing Policy Officer

1.0 Purpose of the Equality Impact Assessment

- 1.1 The Equality Act 2010 replaced the previous anti-discrimination laws with a single Act simplifying the law by removing inconsistencies, making it easier to understand and therefore comply with it, and strengthens it to help tackle discrimination and inequality. The Act came into force on 1 October 2010.
- 1.2 The Public Sector Equality Duty (PSED) came into force on 5 April 2011 and is designed to support decision making by ensuring public bodies consider how different people will be affected by their activities. It applies not only to public bodies themselves but also applies to anyone conducting public functions on their behalf, such as contractors. The duty ensures that all public bodies, including the Council:
 - play their part in making society fairer by tackling discrimination and providing equality of opportunity for all; and
 - consider the needs of all individuals in their day-to-day work, in shaping policy, delivering services and in relation to their own employees.
- 1.3 The duty states that public bodies must have due regard to the need to:
 - Eliminate discrimination, harassment, victimisation and any other conduct prohibited by or under the Act.
 - Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not.
 - Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

2.0 Applicable legislation and regulations

- 2.1 The Anti-Social Behaviour Policy (2024) (the Policy) takes account of the following pieces of legislation and regulations, and any others not listed as required:
 - Housing Act 1985
 - Housing Act 1996
 - Crime & Disorder Act 1998
 - Human Rights Act 1998
 - Anti-social Behaviour Act 2003
 - Equality Act 2010
 - Anti-social Behaviour, Crime and Police Act 2014
 - Data Protection Act 2018
 - Neighbourhood and Community Standard (2024)
 - Anti-Social Behaviour Action Plan (updated 2024)
- 2.2 The following Council strategic documents relate to this policy:
 - DDC Corporate Plan 2023-2027
 - DDC Tenancy Agreement
 - Tenancy Management Policy
 - Neighbourhood Management Policy
 - Domestic Abuse Policy (Housing)
 - Managing Unacceptable Behaviour Policy (Housing)
 - Housing Enforcement Policy

- Vulnerable Tenant Policy
- DDC Safeguarding Policy
- DDC Complaints Policy

3.0 Summary

- 3.1 Anti-Social Behaviour (ASB) encompasses a wide range of behaviours that cause nuisance and harm to others and property. The Council, Registered Providers of Social Housing, the Police and other public authorities and support services share responsibility for tackling ASB at a local level.
- 3.2 Section 2.2 of the Neighbourhood and Community Standards sets out the expectations that Registered Providers, including Local Authorities, must do to deter and tackle ASB within their communities.
- 3.3 The Housing Act 1996 (as amended) and Clause 2.2.1 of the Neighbourhood and Community Standard expects the Council, as a social landlord, to publish an anti-social behaviour policy and procedures statement.

4.0 Information

Aim of the decision

- 4.1 The aim of the decision is for the Anti-Social Behaviour Policy (2024) to be approved and adopted to replace the Housing Services Neighbour Nuisance and Anti-Social Behaviour Policy 2020.

Aim of the policy

- 4.2 The aim of the Policy is to set out how the Council manages ASB and hate incidents, and how by working with statutory and non-statutory organisations the Council will deter and tackle incidents in its neighbourhoods.
- 4.3 Paragraph 5.1 of the Policy set out the individual aims.

Intended outcomes

- 4.4 The intended outcomes of the Policy would be:
1. The Council handles ASB reports and complaints in a consistent, effective and victim-centred approach.
 2. The Council complies with relevant legislation and regulations when it manages and prevents incidents of ASB.
 3. Where required, the Council collaborates with statutory or non-statutory services to intervene early and where possible, prevent ASB from occurring.

- 4.5 The intended outcomes from the implementation of the Policy are:
1. Staff and residents can take guidance from the Policy on how the Council manages, prevents and acts to reduce ASB occurrences.
 2. The Council has an updated ASB Policy that reflects current legislation and regulations, ensuring that as a social landlord we are compliant with our obligations.

Impact of the decision

- 4.6 The Council has 4,864 properties within its HRA portfolio. The Policy is aimed at all tenants in Council social housing (social & affordable rent) and independent living, their household members and visitors to the property. The number of social housing properties the Council has in its HRA will fluctuate over time as more properties are acquired and developed, and others are lost through Right to Buy.

Internal consultations

- 4.7 The Dover District Tenant Consultative Group (DDTCG) was consulted several times on proposed changes to the Policy. Views and feedback from the Group has been reviewed, and where required changes have been amended to the Policy.
- 4.8 The following teams and departments were consulted or involved during the development of the Policy. Their feedback and expertise were used to inform the final draft:
- Housing Services (Tenancy Support Team)
 - Community Development
 - Legal team
 - Corporate Services (Equality & Diversity)
 - Accounts

5.0 Assessment of the decision

- 5.1 The table below assesses if the decision is likely to be relevant to the three aims of the Equality Duty.
- 5.2 If the decision is relevant to the three aims of the Equality Duty, the Impact and Mitigations table must be completed to show how it is relevant and what the impact(s) will be.

Aim	Relevance Yes/No
Eliminate discrimination, harassment, victimisation.	Yes
Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not.	Yes
Foster good relations between persons who share relevant protected characteristics and persons who do not share it.	Yes

6.0 Impact and Mitigations

Characteristic	Age
Relevance High / Medium / Low	Medium
Impact of the decision Positive / Neutral / Negative	Neutral / Negative
Reasons for impact	<p>The purpose of the Policy is to have a positive impact to the lives of tenants by demonstrating how the Council deters and tackles ASB and hate incidents in its neighbourhoods, and how it works with other organisations to do this and to provide support to tenants affected by ASB and hate incidents.</p> <p>Anyone can cause or be a victim of ASB. Someone’s age is not the reason why the Council may or may not investigate a report of ASB or a hate incident nor is it the reason why we may take enforcement action; we have a duty to deter and tackle all cases reported which are considered to be ASB. The Policy stresses that the Council takes reports of ASB and hate incidents seriously and will do as much as is practicably possible to deter and tackle it.</p> <p>The Policy states that in some circumstances the Council may decide not to progress a case because it may not be considered by the Council as ASB. It is also possible that in some cases the Council may close a case without the resolution expected by the reporter (“complainant”). However, the Council’s decision not to investigate, or to close a case, is in no way determined by the reporter’s age.</p> <p>Some tenants may not be able to access the information relevant to ASB online, nor be able to complete the incident report via our website.</p>
Mitigations	<p>The Policy states that the Council will communicate with the reporter throughout the investigative process and provide updates as when this is appropriate. This also includes informing reporters when we intend to close a case. Reasons for case closures will be provided.</p>

	<p>It is possible for reporters to request an ASB case review (formerly known as the ‘community trigger’). The Policy stipulates what criteria must be met for the case review to be triggered, and how reporters can request a case review take place.</p> <p>While tenants are encouraged to report ASB cases using the online form available on the Council’s website, the Policy does state that reports of ASB and hate incidents can be made in person at the Council Offices, or by contacting the number specified. Tenants can also inform us about ASB concerns or hate incidents when they speak to their Housing Officer, for example when there is a tenancy visit or at a community event. In these cases, tenants will be encouraged to complete a form, and the Housing Officer can help with this. Each case will be dealt with equally regardless of the way the report is made or who is making the report.</p> <p>Where additional support is required outside the Council’s remit, we will sign post / make the necessary referrals for reporters and subjects to external organisations who can provide additional support and advice. Where the Council is not the lead investigator, (for example, in a Police matter) we will work closely with the lead investigator and other services to tackle the incident. In general, the Council will work with other services to tackle and deter ASB and hate incidents.</p> <p>The Council can make reasonable adjustments to service provision for tenants if it will enable equal access to our services. Reasonable adjustments can be made on a case-by-case basis and in compliance with the Vulnerable Tenant Policy and other policies as appropriate.</p>
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Characteristic	Disability
Relevance High / Medium / Low	Medium
Impact of the decision Positive / Neutral / Negative	Neutral / Negative
Reasons for impact	The purpose of the Policy is to have a positive impact to the lives of tenants by demonstrating how the Council deters and tackles ASB and hate incidents in its neighbourhoods, and how it works with other organisations to do this and to provide support to tenants affected by ASB and hate incidents.

	<p>Anyone can cause or be a victim of ASB. Someone’s disability is not the reason why the Council may or may not investigate a report of ASB or a hate incident, nor is it the reason why we may take enforcement action; we have a duty to deter and tackle all cases reported which are considered to be ASB. The Policy stresses that the Council takes reports of ASB and hate incidents seriously and will do as much as is practicably possible to deter and tackle it.</p> <p>The Policy states that in some circumstances the Council may decide not to progress a case because it may not be considered by the Council to be ASB. It is also possible that in some cases the Council may close a case without the resolution expected by the reporter (“complainant”). However, the Council’s decision not to investigate, or to close a case, is in no way determined by the reporter’s disability.</p> <p>Some tenants may not be able to access the information relevant to ASB online, nor be able to complete the incident report via our website. Likewise, some tenants with mobility issues may not be able to report an incident in person at the Council Offices or might find it difficult to make the journey.</p>
<p>Mitigations</p>	<p>The Policy states that the Council will communicate with the reporter throughout the investigative process and provide updates as when this is appropriate. This also includes informing reporters when we intend to close a case. Reasons for case closures will be provided.</p> <p>Information pertaining to ASB and hate incidents, and how these can be reported, will be in ‘plain English’ and reviewed to make sure it is easily understandable. Other methods and forms of communication can be considered where this is necessary.</p> <p>It is possible for reporters to request an ASB case review (formerly known as the ‘community trigger’). The Policy stipulates what criteria must be met for the case review to be triggered, and how reporters can request a case review take place.</p> <p>While tenants are encouraged to report ASB cases using the online form available on the Council’s website, or in person at the Council Offices, the Policy does state that they can report ASB and hate incidents via telephone. Tenants can also inform us about ASB concerns or hate incidents when they speak to their Housing Officer, for example when there is a tenancy visit or at a community event. In these cases, tenants will be encouraged to complete a form, and the Housing Officer can help with this. Each case will be dealt with equally regardless of the way the report is made or who is making the report.</p>

	<p>Where additional support is required outside the Council’s remit, we will sign post / make the necessary referrals for reporters and subjects to external organisations who can provide additional support and advice. Where the Council is not the lead investigator, (for example, in a Police matter) we will work closely with the lead investigator and other services to tackle the incident. In general, the Council will work with other services to tackle and deter ASB and hate incidents.</p> <p>The Council can make reasonable adjustments to service provision for tenants if it will enable equal access to our services. Reasonable adjustments can be made on a case-by-case basis and in compliance with the Vulnerable Tenant Policy and other policies as appropriate.</p>
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Characteristic	Gender
Relevance High / Medium / Low	Medium
Impact of the decision Positive / Neutral / Negative	Neutral
Reasons for impact	<p>The purpose of the Policy is to have a positive impact to the lives of tenants by demonstrating how the Council deters and tackles ASB and hate incidents in its neighbourhoods, and how it works with other organisations to do this and to provide support to tenants affected by ASB and hate incidents.</p> <p>Anyone can cause or be a victim of ASB. Someone’s gender is not the reason why the Council may or may not investigate a report of ASB or a hate incident, nor is it the reason why we may take enforcement action; we have a duty to deter and tackle all cases reported which are considered to be ASB. The Policy stresses that the Council takes reports of ASB and hate incidents seriously and will do as much as is practicably possible to deter and tackle it.</p> <p>The Policy states that in some circumstances the Council may decide not to progress case because it may not be considered by the Council as ASB. It is also possible that in some cases the Council may close a case</p>

	<p>without the resolution expected by the reporter (“complainant”). However, the Council’s decision not to investigate, or to close a case, is in no way determined by the reporter’s gender.</p> <p>It is possible that some reports of ASB may be signs that domestic abuse is taking place. Domestic abuse can happen to any person of any gender.</p>
<p>Mitigations</p>	<p>The Policy states that the Council will communicate with the reporter throughout the investigative process and provide updates as when this is appropriate. This also includes informing reporters when we intend to close a case. Reasons for case closures will be provided.</p> <p>Information pertaining to ASB and hate incidents, and how these can be reported, will be in ‘plain English’ and reviewed to make sure it is easily understandable. Other methods and forms of communication can be considered where this is necessary.</p> <p>It is possible for reporters to request an ASB case review (formerly known as the ‘community trigger’). The Policy stipulates what criteria must be met for the case review to be triggered, and how reporters can request a case review take place.</p> <p>Staff investigating incidents of ASB are also aware of what the signs of domestic abuse could be and do receive training on this. Where an Officer has concerns that a report of ASB may in fact be a domestic abuse case they will follow the correct reporting process and comply with the Domestic Abuse Policy (Housing), the Council’s internal safeguarding procedure and the protocols published by the Kent and Medway Safeguarding Adults Board (KMSAB). Cases of suspected domestic abuse will be dealt with empathy and sensitivity.</p> <p>Where additional support is required outside the Council’s remit, we will sign post / make the necessary referrals for reporters and subjects to external organisations who can provide additional support and advice. Where the Council is not the lead investigator, (for example, in a Police matter) we will work closely with the lead investigator and other services to tackle the incident. In general, the Council will work with other services to tackle and deter ASB and hate incidents.</p> <p>The Council can make reasonable adjustments to service provision for tenants if it will enable equal access to our services. Reasonable adjustments can be made on a case-by-case basis and in compliance with the Vulnerable Tenant Policy and other policies as appropriate.</p>

Characteristic	Gender reassignment
Relevance High / Medium / Low	Medium
Impact of the decision Positive / Neutral / Negative	Neutral
Reasons for impact	<p>The purpose of the Policy is to have a positive impact to the lives of tenants by demonstrating how the Council deters and tackles ASB and hate incidents in its neighbourhoods, and how it works with other organisations to do this and to provide support to tenants affected by ASB and hate incidents.</p> <p>Anyone can cause or be a victim of ASB. Someone’s gender reassignment is not the reason why the Council may or may not investigate a report of ASB or a hate incident, nor is it the reason why we may take enforcement action; we have a duty to deter and tackle all cases reported which are considered to be ASB. The Policy stresses that the Council takes reports of ASB and hate incidents seriously and will do as much as is practicably possible to deter and tackle it.</p> <p>The Policy states that in some circumstances the Council may decide not to progress case because it may not be considered by the Council as ASB. It is also possible that in some cases the Council may close a case without the resolution expected by the reporter (“complainant”). However, the Council’s decision not to investigate, or to close a case, is in no way determined by the reporter’s gender reassignment.</p>
Mitigations	<p>The Policy states that the Council will communicate with the reporter throughout the investigative process and provide updates as when this is appropriate. This also includes informing reporters when we intend to close a case. Reasons for case closures will be provided.</p> <p>It is possible for reporters to request an ASB case review (formerly known as the ‘community trigger’). The Policy stipulates what criteria must be met for the case review to be triggered, and how reporters can request a case review take place.</p> <p>Where additional support is required outside the Council’s remit, we will sign post / make the necessary referrals for reporters and subjects to external organisations who can provide additional support and</p>

	<p>advice. Where the Council is not the lead investigator, (for example, in a Police matter) we will work closely with the lead investigator and other services to tackle the incident. In general, the Council will work with other services to tackle and deter ASB and hate incidents.</p> <p>The Council can make reasonable adjustments to service provision for tenants if it will enable equal access to our services. Reasonable adjustments can be made on a case-by-case basis and in compliance with the Vulnerable Tenant Policy and other policies as appropriate.</p>
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Characteristic	Marriage and Civil Partnership
Relevance High / Medium / Low	Medium
Impact of the decision Positive / Neutral / Negative	Neutral
Reasons for impact	<p>The purpose of the Policy is to have a positive impact to the lives of tenants by demonstrating how the Council deters and tackles ASB and hate incidents in its neighbourhoods, and how it works with other organisations to do this and to provide support to tenants affected by ASB and hate incidents.</p> <p>Anyone can cause or be a victim of ASB. Someone’s marriage or civil partnership is not the reason why the Council may or may not investigate a report of ASB or a hate incident, nor is it the reason why we may take enforcement action; we have a duty to deter and tackle all cases reported which are considered to be ASB. The Policy stresses that the Council takes reports of ASB and hate incidents seriously and will do as much as is practicably possible to deter and tackle it.</p> <p>The Policy states that in some circumstances the Council may decide not to progress a case because it may not be considered by the Council as ASB. It is also possible that in some cases the Council may close a case without the resolution expected by the reporter (“complainant”). However, the Council’s decision not to investigate, or to close a case, is in no way determined by the reporter’s marriage or civil partnership.</p> <p>It is possible that some reports of ASB may in fact be signs that domestic abuse is taking place. Domestic abuse can happen to any person of any gender.</p>

Mitigations	<p>The Policy states that the Council will communicate with the reporter throughout the investigative process and provide updates as when this is appropriate. This also includes informing reporters when we intend to close a case. Reasons for case closures will be provided.</p> <p>It is possible for reporters to request an ASB case review (formerly known as the ‘community trigger’). The Policy stipulates what criteria must be met for the case review to be triggered, and how reporters can request a case review take place.</p> <p>Where additional support is required outside the Council’s remit, we will sign post / make the necessary referrals for reporters and subjects to external organisations who can provide additional support and advice. Where the Council is not the lead investigator, (for example, in a Police matter) we will work closely with the lead investigator and other services to tackle the incident. In general, the Council will work with other services to tackle and deter ASB and hate incidents.</p> <p>The Council can make reasonable adjustments to service provision for tenants if it will enable equal access to our services. Reasonable adjustments can be made on a case-by-case basis and in compliance with the Vulnerable Tenant Policy and other policies as appropriate.</p>
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Characteristic	Pregnancy and maternity
Relevance High / Medium / Low	Medium
Impact of the decision Positive / Neutral / Negative	Neutral
Reasons for impact	<p>The purpose of the Policy is to have a positive impact to the lives of tenants by demonstrating how the Council deters and tackles ASB and hate incidents in its neighbourhoods, and how it works with other organisations to do this and to provide support to tenants affected by ASB and hate incidents.</p> <p>Anyone can cause or be a victim of ASB. Someone’s pregnancy or maternity is not the reason why the Council may or may not investigate a report of ASB or a hate incident, nor is it the reason why we may take enforcement action; we have a duty to deter and tackle all cases reported which are considered to be</p>

	<p>ASB. The Policy stresses that the Council takes reports of ASB and hate incidents seriously and will do as much as is practicably possible to deter and tackle it.</p> <p>The Policy states that in some circumstances the Council may decide not to progress a case because it may not be considered by the Council as ASB. It is also possible that in some cases the Council may close a case without the resolution expected by the reporter (“complainant”). However, the Council’s decision not to investigate, or to close a case, is in no way determined by the reporter’s pregnancy or maternity.</p>
Mitigations	<p>The Policy states that the Council will communicate with the reporter throughout the investigative process and provide updates as when this is appropriate. This also includes informing reporters when we intend to close a case. Reasons for case closures will be provided.</p> <p>Where the reporter is not satisfied with the investigation, it is possible for them to request an ASB case review (formerly known as the ‘community trigger’). The Policy stipulates what criteria must be met for the case review to be triggered, and how reporters can request a case review take place.</p> <p>Where additional support is required outside the Council’s remit, we will sign post / make the necessary referrals for reporters and subjects to external organisations who can provide additional support and advice. Where the Council is not the lead investigator, (for example, in a Police matter) we will work closely with the lead investigator and other services to tackle the incident. In general, the Council will work with other services to tackle and deter ASB and hate incidents.</p> <p>The Council can make reasonable adjustments to service provision for tenants if it will enable equal access to our services. Reasonable adjustments can be made on a case-by-case basis and in compliance with the Vulnerable Tenant Policy and other policies as appropriate.</p>

Characteristic	Race
Relevance High / Medium / Low	Medium
Impact of the decision Positive / Neutral / Negative	Neutral

<p>Reasons for impact</p>	<p>The purpose of the Policy is to have a positive impact to the lives of tenants by demonstrating how the Council deters and tackles ASB and hate incidents in its neighbourhoods, and how it works with other organisations to do this and to provide support to tenants affected by ASB and hate incidents.</p> <p>Anyone can cause or be a victim of ASB. Someone’s race is not the reason why the Council may or may not investigate a report of ASB or a hate incident, nor is it the reason why we may take enforcement action; we have a duty to deter and tackle all cases reported which are considered to be ASB. The Policy stresses that the Council takes reports of ASB and hate incidents seriously and will do as much as is practicably possible to deter and tackle it.</p> <p>The Policy states that in some circumstances the Council may decide not to progress a case because it may not be considered by the Council as ASB. It is also possible that in some cases the Council may close a case without the resolution expected by the reporter (“complainant”). However, the Council’s decision not to investigate, or to close a case, is in no way determined by the reporter’s race.</p> <p>For some individuals English may not be their first language and therefore may impact on their understanding of the reporting process.</p>
<p>Mitigations</p>	<p>The Policy states that the Council will communicate with the reporter throughout the investigative process and provide updates as when this is appropriate. This also includes informing reporters when we intend to close a case. Reasons for case closures will be provided.</p> <p>Where the reporter is not satisfied with the investigation, it is possible for them to request an ASB case review (formerly known as the ‘community trigger’). The Policy stipulates what criteria must be met for the case review to be triggered, and how reporters can request a case review take place.</p> <p>Information pertaining to ASB and hate incidents, and how these can be reported, will be in ‘plain English’ and reviewed to make sure it is easily understandable. Other methods and forms of communication can be considered where this is necessary.</p> <p>Where additional support is required outside the Council’s remit, we will sign post / make the necessary referrals for reporters and subjects to external organisations who can provide additional support and advice. Where the Council is not the lead investigator, (for example, in a Police matter) we will work closely</p>

	<p>with the lead investigator and other services to tackle the incident. In general, the Council will work with other services to tackle and deter ASB and hate incidents.</p> <p>The Council can make reasonable adjustments to service provision for tenants if it will enable equal access to our services. Reasonable adjustments can be made on a case-by-case basis and in compliance with the Vulnerable Tenant Policy and other policies as appropriate.</p>
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Characteristic	Religion, Belief or Lack of Belief
Relevance High / Medium / Low	Medium
Impact of the decision Positive / Neutral / Negative	Neutral
Reasons for impact	<p>The purpose of the Policy is to have a positive impact to the lives of tenants by demonstrating how the Council deters and tackles ASB and hate incidents in its neighbourhoods, and how it works with other organisations to do this and to provide support to tenants affected by ASB and hate incidents.</p> <p>Anyone can cause or be a victim of ASB. Someone’s religion, belief or lack of belief is not the reason why the Council may or may not investigate a report of ASB or a hate incident, nor is it the reason why we may take enforcement action; we have a duty to deter and tackle all cases reported which are considered to be ASB. The Policy stresses that the Council takes reports of ASB and hate incidents seriously and will do as much as is practicably possible to deter and tackle it.</p> <p>The Policy states that in some circumstances the Council may decide not to progress a case because it may not be considered by the Council as ASB. It is also possible that in some cases the Council may close a case without the resolution expected by the reporter (“complainant”). However, the Council’s decision not to investigate, or to close a case, is in no way determined by the reporter’s religion, belief or lack of belief.</p>
Mitigations	The Policy states that the Council will communicate with the reporter throughout the investigative process and provide updates as when this is appropriate. This also includes informing reporters when we intend to close a case. Reasons for case closures will be provided.

	<p>Where the reporter is not satisfied with the investigation, it is possible for them to request an ASB case review (formerly known as the ‘community trigger’). The Policy stipulates what criteria must be met for the case review to be triggered, and how reporters can request a case review take place.</p> <p>Where additional support is required outside the Council’s remit, we will sign post / make the necessary referrals for reporters and subjects to external organisations who can provide additional support and advice. Where the Council is not the lead investigator, (for example, in a Police matter) we will work closely with the lead investigator and other services to tackle the incident. In general, the Council will work with other services to tackle and deter ASB and hate incidents.</p> <p>The Council can make reasonable adjustments to service provision for tenants if it will enable equal access to our services. Reasonable adjustments can be made on a case-by-case basis and in compliance with the Vulnerable Tenant Policy and other policies as appropriate.</p>
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Characteristic	Sexual orientation
Relevance High / Medium / Low	Medium
Impact of the decision Positive / Neutral / Negative	Neutral
Reasons for impact	<p>The purpose of the Policy is to have a positive impact to the lives of tenants by demonstrating how the Council deters and tackles ASB and hate incidents in its neighbourhoods, and how it works with other organisations to do this and to provide support to tenants affected by ASB and hate incidents.</p> <p>Anyone can cause or be a victim of ASB. Someone’s sexual orientation is not the reason why the Council may or may not investigate a report of ASB or a hate incident, nor is it the reason why we may take enforcement action; we have a duty to deter and tackle all cases reported which are considered to be ASB. The Policy stresses that the Council takes reports of ASB and hate incidents seriously and will do as much as is practicably possible to deter and tackle it.</p>

	<p>The Policy states that in some circumstances the Council may decide not to progress case because it may not be considered by the Council as ASB. It is also possible that in some cases the Council may close a case without the resolution expected by the reporter (“complainant”). However, the Council’s decision not to investigate, or to close a case, is in no way determined by the reporter’s sexual orientation.</p>
<p>Mitigations</p>	<p>The Policy states that the Council will communicate with the reporter throughout the investigative process and provide updates as when this is appropriate. This also includes informing reporters when we intend to close a case. Reasons for case closures will be provided.</p> <p>Where the reporter is not satisfied with the investigation, it is possible for them to request an ASB case review (formerly known as the ‘community trigger’). The Policy stipulates what criteria must be met for the case review to be triggered, and how reporters can request a case review take place.</p> <p>Where additional support is required outside the Council’s remit, we will sign post / make the necessary referrals for reporters and subjects to external organisations who can provide additional support and advice. Where the Council is not the lead investigator, (for example, in a Police matter) we will work closely with the lead investigator and other services to tackle the incident. In general, the Council will work with other services to tackle and deter ASB and hate incidents.</p> <p>The Council can make reasonable adjustments to service provision for tenants if it will enable equal access to our services. Reasonable adjustments can be made on a case-by-case basis and in compliance with the Vulnerable Tenant Policy and other policies as appropriate.</p>