Connect housing

Addressing conflict, anti-social behaviour, hate crime and hate related incidents in neighbourhoods

At Connect, our vision for your neighbourhood is that it's a place where you can live a happy, healthy life.

Sometimes problems crop up, and a small minority of people can spoil things for others through noisy, disruptive, anti-social or criminal behaviour. There can also be conflict between neighbours, and all these things can make it difficult for you to live comfortably in your own home or neighbourhood.

If you experience any of this, we have two policies that set out how we will respond and what our approach will be depending on the circumstances.

Conflict Resolution Policy

Connect's Conflict Resolution Policy sets out how we will work with customers when there is conflict between neighbours. We know from experience that when there is conflict, the most successful solution is one where the people involved work together to resolve the issue themselves. We recognise that this can be a difficult step to take, but assistance is available from Connect to help you understand how best the conflict can be approached.

ASB, Hate Crime and Hate Related Incidents Policy

We also know that where there is anti-social behaviour (ASB), hate crime or hate related incidents, Connect needs to act quickly, which is why we have an ASB, Hate Crime and Hate Related Incidents Policy that sets out our approach for dealing with these cases.

We want to make sure you are well informed about the steps we will take and know what you can expect from Connect. Here is an overview of the process that we will follow.

Report Stage

If you have a concern, the first thing to do is get in touch with us.

You will need to provide as much detail as you can on:

- What it is that you're experiencing.
- How often it's happening.
- Over what period it's been happening.
- Times it is happening.
- The impact on you.

Once you've shared this information with us, we will allocate your case to your Community Housing Officer (CHO).

Investigation Stage

Within five working days of receiving your report, or one working day if it is a hate crime/hate related incident, your CHO will contact you to discuss the details.

Your CHO will ask questions to assess the situation, such as what is happening, how often, the impact on you and if we need to refer you elsewhere, e.g. mediation services, local authority noise team, police or a specialised support service.

The questions we ask help us to determine under which policy the case will be dealt with (conflict resolution or anti-social behaviour (ASB), hate crime or hate related incident) and help us to form an

initial action plan with you, so please answer as honestly and fully as possible.

Before the discussion with your CHO, we ask that you think about what a good solution might look like to you.

We may need to obtain information from and/or share information with other organisations as part of any investigation. This is so we can get a full picture of what is happening and make evidence-based decisions.

Please note that information may be shared without consent in circumstances where there is a need to protect someone's health, safety, or wellbeing.

Within 10 working days, your CHO will investigate your case as agreed in the action plan you will have made with them.

Decision on Action

Your CHO will talk to you about the outcome of the investigation within five days of its completion and will provide you with an update on the initial action plan we made with you.

Further actions may be required (for example involving mediation, conflict coaching, involving partner agencies, taking witness statements or more formal tenancy action), so an update of the action plan may be discussed with you.

There may also be actions taken by Connect, or our partners, that we are unable to share with you due to our confidentiality and data protection policies.

Monitor Stage

Once the agreed actions have been implemented, we will agree a monitoring period with you. The aim of the monitoring period is to establish if the behaviour has stopped, continued,or worsened.

A revised action plan may be needed if the behaviour continues, and this will be discussed with you.

Closure Stage

After the monitoring period, your CHO will have a conversation with you to establish if the behaviour has stopped and if it has, the case will be closed. This will be discussed with you beforehand.

Satisfaction Survey

As part of our commitment to continuous improvement, once we have closed a case, we will ask you to complete a satisfaction survey.

The feedback you give is important to us; it helps us to understand which aspects of our service are working well and where we may need to improve. By listening to the experiences of those affected, we can identify strengths in our approach, address any gaps, and ensure our responses remain effective, fair, and supportive.

Contact us

To make a report to Connect, you can write, email, fill out a form on our website or give us a call using the details below. You can also use them if you have any questions about the process.

0300 5000 600

hello@connecthousing.org.uk

connecthousing.org.uk

21 Bond Street, Dewsbury,
WF13 1AX

There are many other support networks available, some of which are listed below.

- **westyorkshire.police.uk**
- **crimestoppers-uk.org** allows people to anonymously report criminal activity to the police.
- **victimsupport.org.uk** provides free, confidential and specialist help to victims and witnesses of crime.
- **mysupportspace.org.uk** free, confidential online resource from victim support.
- **stophateuk.org** (see separate Connect leaflet for further support available when facing hate related crime or incidents) 24/7 helpline to support victims of hate crime and incidents.
- **asbhelp.co.uk** provides advice and support for victims of anti-social behaviour.
- **supportline.org.uk** a confidential helpline for emotional and practical support.
- **ourwatch.org.uk** neighbourhood watch supports individuals and groups to create safer, stronger and active communities.
- **citizensadvice.org.uk** provides advice to people on a variety of issues.
- **gov.uk/resolvingneighbourdisputes** provides some practical advice on resolving a neighbour dispute.
- **mind.org.uk** a mental health charity that provides advice and support.
- **samaritans.org** provides a listening and support service for people who are struggling to cope.

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