

## ASB, Hate Crime and Hate Incidents

### What is anti-social behaviour (ASB)?

Anti-social behaviour (ASB) includes a range of nuisance and criminal behaviours that cause distress to others. Whether someone's actions can be classed as ASB depends on the nature, frequency, and intensity of the behaviour involved, and the impact this has on individuals and the community.

Our response and the actions we can take will depend on the impact the offending behaviour is having on individuals and the community. We aim to work with all affected parties to reduce the impact and enable everyone to have the ability to appreciate the quiet enjoyment of their home and neighbourhood.

Noise related ASB complaints can be common but are not always classed as ASB. The following types of noises are generally not considered to be ASB; general living sounds; footsteps; noise from children or babies; DIY noise; one-off events or parties; audible music; neighbours shouting or arguing or groups making noise in communal areas. You may still be able to have these incidents investigated by the Council's Regulatory Services team as a statutory noise complaint rather than ASB.

### What is a hate crime?

A hate crime is defined as 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 actual, or perceived, characteristics, including disability, age, race, religion, sexual orientation, gender, or transgender identity. There is no legal definition of the word 'hostility' but it can cover actions driven by ill-will, spite, contempt, prejudice, unfriendliness, antagonism, resentment, and dislike.

A hate incident is any act which the victim, or anyone else, thinks is based on someone's prejudice towards them because of their disability, age, race, religion, sexual orientation, gender, or transgender identity, but do not constitute criminal offences (i.e. no law is broken).

### How to report ASB, a hate crime or incident?

These can be reported to us in person at one of our offices (detailed below), by speaking to a member of staff over the telephone, by emailing us at [customerfirst@lewes-eastbourne.gov.uk](mailto:customerfirst@lewes-eastbourne.gov.uk), by letter, or by making a report through the Councils website at [www.lewes-eastbourne.gov.uk](http://www.lewes-eastbourne.gov.uk). In an emergency, you should always call 999. An emergency is when yourself, or someone close by is injured, being threatened, or in danger, or when a crime is in progress, or someone suspected of a crime is nearby.

If you have witnessed a crime that is not an emergency, then you should report it to the Police on their non-emergency number 101.

**How will we support you as a victim of ASB, a hate crime or incident?**

Our goal is to work with all those involved to reduce the impact of any incidents that affect the quiet enjoyment of tenants' homes and neighbourhoods. The actions that can be taken are determined through assessing; the impact the incidents are causing; the evidence that is available to verify incidents, and an ability to identify perpetrators. We will work with you, and other affected parties and witnesses to record incidents and gather evidence. We work closely with local police and, if appropriate, will share information with them to support the investigation of related incidents that may constitute crimes.

Our approach will consider your personal circumstances and establish if you have any protected characteristics or support needs that may require reasonable adjustments to be made to aid investigations. We will look to identify any other agencies who can support you and check whether you are happy for them to be involved. This may include agencies that can provide both mediation and conflict resolution services.

We will complete any necessary safeguarding referrals based on the issues at hand. If you feel that a safeguarding referral is necessary, and we have not discussed this with you already, please speak to us for further advice.

**How will we work with others to manage ASB, hate crime or incidents?**

We work closely with other agencies to address any identified support needs relating to either victims or perpetrators, and where appropriate, a multi-agency meeting will be organised to discuss the case and agree what level of support to be offered. Where support is rejected by either the victim or the perpetrator, the ASB case will be reviewed to assess whether the case should continue, or whether alternative action is required.

**How will we keep you updated during an investigation?**

We will agree with you a plan around how we contact you (telephone, email, in person) and the frequency that we will keep in touch throughout the case.

**How will we support you as a perpetrator of ASB, a hate crime or incident?**

We will work with you to make you aware of the allegations against you and offer support to stop incidents re-occurring. Action will not be taken until allegations have been formally investigated and evidenced. Our approach will consider your personal circumstances and establish if you have any protected characteristics or support needs that may require reasonable adjustments to be made to aid investigations. This may include agencies that can provide both mediation and conflict resolution services.

We will complete any necessary safeguarding referrals based on the issues at hand. If you feel a safeguarding referral is necessary, and we have not discussed this with you already, please speak to us for further support and advice.

**Lewes District Council**

6 High Street  
Lewes  
BN7 2AD

Tel: 01273-471600

**Eastbourne Borough Council**

Town Hall  
Grove Road  
Eastbourne, BN21 4UG

Tel: 01323-410000

[www.lewes-eastbourne.gov.uk](http://www.lewes-eastbourne.gov.uk)

**How long is my case kept open?**

We will keep your case open whilst we are actively trying to resolve the incidents concerned and your case will only be closed when we have resolved the issues at hand, or when the incidents cease to have an impact. You will be contacted before your case is closed.

**How can I make a complaint?**

If you are unhappy about how your reported incidents have been handled, then you are entitled to make a formal complaint using the Council's complaints procedure.

Details can be found on our website, along with an online reporting form at

[Customer complaints - Lewes and Eastbourne Councils](#).

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