

Hate & Mate Crime Policy Review

You Said, We Did

The final policy has been informed by tenant feedback. We have considered over 60 responses from all surveys completed in the past 12 months during investigations into Anti-Social Behaviour complaints and the 10 responses to the recent policy review questionnaire.

All policy review respondents agree the policy was clear but tenants have told us we need to focus on the following:

- Improving communication when there is an ongoing case
- Improving the time to respond when a report is made
- Error in the sentence " Caredig will take a zero approach to hate incidents" has been amended to " Caredig will take a zero-tolerance approach to hate incidents"

The policy has been amended to focus on these key areas and procedures created to support staff to take the right steps.

Some other feedback received that isn't covered by this policy:

- A survey respondent has queried why age is not defined by the policy, Hate crime is defined in law by legislation. Any concerns or allegations against elder abuse would be covered by the Caredig Safeguarding policy. We have clear and robust training which includes identifying when potential abuse against older persons is occurring.

