



Hate Crime Policy & Procedures

Date Approved
May 2017

Review Due
May 2020

Contents	Page Number
1.0 Policy Statement	3
2.0 Statutory Requirements	3
3.0 Procedures	4
4.0 Review	5
Appendix 1 – Hate Crime Incident Remote Reporting Form	6
Appendix 2 – List of third party reporting centres	7
Appendix 3 – List of Support agencies	9
Appendix 4 – Procedure stages on Capita for logging hate crimes	14

1. Policy Statement

a) No resident should live in fear of hate crime. Elderpark Housing Association is committed to ensuring the safety and security of people and their homes and neighbourhood. As part of a comprehensive fair housing policy the Association has developed procedures to combat hate crime. The Association has developed a multi- agency approach to hate crime and works in conjunction with Police Scotland and Glasgow Community Safety Services. It is part of the “Hate Crime Third Party Reporting Network”.

b) The Association takes a proactive approach to combating hate crime by advertising its role as a third party reporting centre through its website and facebook page.

c) The Scottish Government has agreed that hate crime should be defined as “A Crime motivated by malice or ill will towards a social group”. The social groups that come under the umbrella of hate crime are: Race, sexual orientation, religion/faith, disability and transgender/gender identity.

d) The Association will make every effort to ensure that victims of hate crime are made aware of the Association’s role as a third party reporting centre and the remedies open to them to protect them. As a third party reporting centre victims of hate crime can approach the Association who can then report the crime to the Police on their behalf. This can be done anonymously via the appropriate form (see Appendix 1). Third party reporting centres are community based organisations with trained staff that can assist with the completion of the appropriate form. A list of all Glasgow third party reporting centres is contained in Appendix 2. Victims of hate crime can also report the crime directly at their nearest police station should they wish to do so.

e) As well as the above the Association will provide information on other support agencies that can also provide support and assistance. A list of these agencies is contained in Appendix 3.

f) In consultation with the victim the Association will consider all the evidence and information available and taking account of the wishes of the victim will pursue an appropriate course of action under the Association’s hate crime procedures.

g) Under a Scottish Secure Tenancy hate crime would constitute a serious breach of tenancy where the perpetrator is a tenant of the Association. The Association can pursue legal remedies against the perpetrators of hate crime such as serving a Notice of Proceedings for Recovery of Possession, interdict, an anti-social behavior order and eviction.

2. Statutory Requirements and Good Practice

a) The Equality Act 2010 brings a number of existing laws together into one place to make it easier to use. It replaces all existing equality law such as The Sex Discrimination Act 1975, the Race Relations Act 1976 and The Disability Discrimination Act 1995. It sets out the personal characteristics that are protected by the law and the behaviour that is unlawful. Thus, under the Act people are not allowed to discriminate, harass or victimise another person who comes under one of the aforementioned protected personal characteristics. There is also protection against

discrimination where someone is perceived to have one of the protected characteristics or where they are associated with someone who has a protected characteristic (Indirect discrimination)

b) Section 31 of the Housing (Scotland) Act 2010 set the standards and outcomes that all social landlords should aim to achieve when performing their housing activities. Under charter outcome 1 and 6 “Every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services” and “tenants and other customers live in well maintained neighbourhoods, where they feel safe”. Thus the Association has an obligation to ensure that it is considering the needs and safety of all its residents when carrying out its housing services.

c) The Association will ensure that it takes cognisance of any changes institute or codes of guidance, which would influence this policy.

3. Procedures

a) When a complaint is received Association staff should check whether it would come under the umbrella of a hate crime. If so, staff should inform the complainer that the Association is a third party reporting centre and a report can be submitted to the police on their behalf. This can be done anonymously or not. Complainers should also be advised that they can report the crime directly to their nearest police office. The need for an interpreter and/or female staff should be determined at this point.

If the complainer agrees to third party reporting, staff should complete the appropriate form entitled “Hate Crime Form”. This form can then be completed online via:

<http://www.scotland.police.uk/contact-us/hate-crime-third-party-reporting/>

b) This should be done within five working days. The complainer should be advised that Police Scotland will be in contact if they have supplied their name and address and the Association will visit the perpetrator if they are a tenant of the Association.

c) The complainer should be offered information on supporting agencies that can be contacted for support and advice regardless of whether they wish to submit a report or not. If appropriate, the tenant should be given a monitoring sheet to record any further incidents and be encouraged to contact the Association and the Police if future incidents occur.

d) Following the interview with the complainer all incidents should be recorded on the Association’s Capita estate management module regardless of whether the complaint is being progressed to the Police or not.

e) Inputs to the Capita estate management module can be recorded as “record only” or input as normal for very serious anti-social complaints and the stages progressed.

f) If the perpetrator is a tenant of the Association, staff should attempt to interview the perpetrator within ten working days of receiving the complaint. This would be on the back of consent from the complainer.

- g) A statement should be taken from the perpetrator on the standard "Alleged Perpetrator Form".
- h) The complaint should then be progressed by Association staff in the usual manner as per the anti-social behaviour complaints procedures for very serious complaints. (See Appendix 4 for stages)
- i) If the perpetrator is not an Association tenant but the victim is, Housing staff will collate evidence and take any appropriate civil action in order to protect our tenant. Housing staff will contact the perpetrator's landlord if appropriate and ensure that the Police are advised through the third party reporting system, where consent has been given. Steps should also be taken to alert Social Services and other appropriate organisations to the incident.
- j) If necessary repairs to remove graffiti will be carried out immediately along with any repairs to make a property secure.
- k) Follow up contact should be made to the tenant within fourteen days of the incident if the tenant has not been in contact with the Association. This is to ascertain if there have been further incidents and to offer support to the tenant.
- l) If the complainer contacts the office for an update, staff can contact the team at Stewart Street, Police station on 0141 532 3079 or 0141 532 3056. They deal with all hate crime for G division.
- m) The Committee will be advised on a regular quarterly basis of any reports the Association has received and what action is being taken.
- n) Throughout all the above procedures the victim should be kept fully informed of what steps are being taken to resolve the matter. If at any point the victim wishes to move to alternative accommodation then the Housing Section should assist them in exploring their housing options, such as transfer within Housing Association; application to other housing providers and referral to the homeless casework team.

4. Review

This policy will be reviewed every three years, the next review being due in May 2020, or sooner if legislative or best practice changes require this.

Appendix 1

<https://www.scotland.police.uk/secureforms/hate-crime/>

Hate Crime Form

This form is to report non-urgent hate crime which has occurred in Scotland.

Police will only receive this form during normal office hours. If you require an immediate response please telephone 101.

In an emergency, please dial 999.

It can be used if you have been the victim of a hate crime, if you have witnessed a hate crime, or if you are reporting a hate crime on behalf of someone else (known as a third party report).

Please fill in this form in as much detail as you feel able to.

1 - Hatred motivation

Based on the definition of a hate crime, what do you consider to be the motivating factor behind this incident? (Why do you think that this happened) **Required Field** Disability

- Race
 Religion or Belief
 Sexual Orientation
 Transgender

2 - Victim, Witness or 3rd Party Report

Are you the victim of or witness to this incident?

If you are an organisation reporting on behalf of someone please select 'Third Party Report'

3 - Victim Details

The Police Service of Scotland will record this incident. If you are happy to be contacted, please complete the boxes below.

If you wish to remain anonymous please leave this section blank however, the Police may not be able to fully investigate the matter if this information isn't given.

If you have any special requirements please visit [Section 7](#) of this form.

Name:

Gender: Male Female Prefer not to disclose

Other Gender Identity:

Date of birth:

Day / Month / Year

Place of birth:

Occupation:

Address:

Postcode:

Daytime telephone number:

Evening telephone number:

Email:

Ethnicity:

4 - Incident Details

Time of incident:

Hour: Minute: Unknown

Day of incident:

Day / Month / Year

Where did this happen?

Include premises, street, town and post code. If the incident occurred in or near a football stadium, please include relevant details, e.g. seat number of involved parties, etc:

Was anyone injured? No Yes Unknown

Did any loss or damage to property result from the incident? No Yes Unknown

Details of incident (what actually happened?) Please tell us in as much detail as possible. Also include victim's details if not already entered:

5 - Witness Details

Were there any witnesses? No Yes Unknown

6 - Offenders Details

How many offenders?

How many males?

How many females?

Could you identify them again? No Yes

Do you know them? No Yes

Description of offender(s) (if known, age, height, build, hair colour and style, distinguishing marks or features)

In your opinion, how would you describe the ethnicity of the offender(s)?

Did the offenders have a vehicle? No Yes Unknown

7 - Special Requirements

Interpreter required? No Yes

Are you happy for the police to telephone you? No Yes

Are you happy for the police to attend in person?

No Yes

Plainclothes officer preferred No Yes

If you do not wish the police to visit you at your home, please provide details of a suitable meeting place.

If you have any other special requirements, please provide details below.

Appendix 2

Organisation	Address	Contact Number
Ahl Al Bait Society	25 Woodside Place, Glasgow, G3 7QL	0141 427 5586
Academy House Services	Academy House, Unit 1000, Gower Street, Glasgow, G51 1PR	0141 419 0226
Amina	Citywall House, 32 Eastwood Avenue, Glasgow, G41 3NS	0141 212 8420
Ardenglen Housing Association	355 Tormusk Rd, Castlemilk, Glasgow G45 0HF	0141 634 8016
Blochairn Housing Association	1 Blochairn Road, Glasgow, G21 2ED	0141 553 1601
Bridges Programme Suite	G6 Flemington House, 110 Flemington St, Springburn, G21 4BF	0141 5589749
British Deaf Association (Scotland)	1st Floor Central Chambers Suite 58 93 Hope St Glasgow G2 6LD	0141 248 5554
Cairnbrook (Glasgow Housing Association)	1240 Westerhouse Road, Glasgow G34 9JW	0800 479 7979
Cadder Housing Association	66 Skirsa Street, Glasgow, G23 5BA	0141 945 3282
Calvay Housing Association	55 Calvay Road, Glasgow, G33 4RQ	0141 771 7722
Ceartas Advocacy	Suite 5-7, McGregor House, 10 Donaldson Crescent, Kirkintilloch, G66 1XF	0141 775 0433
Compass	Unit 34, Hyde Park Business Centre, 60 Mollinsburn St Glw G21 4SF	0141 6304985
Copperworks Housing	284 Royston Road, Glasgow G21 2JB	0141 5527477
Deaf Connections	100 Norfolk Street, Glasgow, G5 9EJ	0141 274 8315
DRC Generations	102 Kingsway, Glasgow, G14 9YS	0141 5843211
East Dunbartonshire Women's Aid	McGregor House, 10 Donaldson Crescent, Kirkintilloch, G66 1XF	0141 776 0864
Elderpark Housing Association	31 Garmouth Street, Govan, Glasgow, G51 3PR	0141 440 2244
Ethnic Minorities Law Centre	41 St Vincent Place Glasgow G1 2ER	0141 204 2888
Epilepsy Scotland	480 Govan Road Glasgow G51 1JL	0808 800 2200
GHA Tenant Controlled Homes	89 Main Street, Baillieston, Glasgow G69 8AB	0800 479 7979
GHA Tower Homes	381 Gartloch Road, Glasgow, G33 8TQ	0141 274 7979
GHA, Wheatly Group	Wheatley House, 25 Cochrane Street, Glasgow	0141 274 8315
Glasgow Centre For Inclusive Living	117-127 Brook Street, Glasgow, G40 3AP	0141 550 7468
Glasgow Centre for Inclusive Living	117 Brook Street, Glasgow, G40 3AP	0141 550 4455

Glasgow Clyde College	Anniesland Campus, 19 Hatfield Drive Glasgow, G12OYE	0141 272 3639
Glasgow Clyde College	Cardonald Campus, 690 Mossparke Drive, Glasgow G523AY	0141 272 3639
Glasgow Clyde College	Langside Campus, 50 Prospecthill Road, Glasgow G429LB	0141 272 3639
Glasgow Disability Alliance	Unit 301, Templeton Business Centre, Templeton St, Glw G40 1DA	0141 5567103
Glasgow Jewish Representative Council	222 Fenwick Road, Giffnock, Glasgow, G46 6UE	0141 5778200
Glasgow Supported Living	Anniesland Business Park, Unit 23 D/E, Netherton Road, Glasgow G13 1EU	0141 959 2476
Govan Housing Association	35 McKechnie Street, Glasgow, G51 3AQ	0141 440 0308
Govan Youth Information Project	9 Water Row, Govan, Glasgow, G51 3UW	0141 4454505
Govan & Craigton Integration Network	Pearce Institute, 840 Govan Rd, Glasgow	0141 4453718
Greater Pollok Integration Network	Flat 11,70 Kennishead Avenue, Glasgow, G46 8RP	0141 6492000
Hillhead Housing Association 2000	60 Highfield Road, Kirkintilloch, G66 2PS	0141 5780200
Ishara Project	Deaf Connections, 100 Norfolk Street, Glasgow, G5 9EJ	07749 311524

Greater Glasgow

Organisation	Address	Contact number
Kelvinbank Resource Centre	Kilsyth Road, Kirkintilloch, G66 1RP	0141 7773017
LGBT Youth Scotland	3/2, 30 Bell Street, Glasgow, G1 1LG	0141 552 7425
Maryhill Housing Association	45 Garrioch Road, Maryhill Glasgow, G20 8RG	0141 948 1137
Maryhill Integration Network	35 Avenuepark St, Glasgow G20 8TS	0141 946 9106
National Autistic Society	109 Hope Street, Glasgow, G2 8TS	0141 221 8090
NG Homes (Ned Donaldson House)	50 Reidhouse Street, Glasgow G21 4LS	0141 5606000
Pineview Housing Association	252 Saracen Street, Glasgow G22 5LF	0141 944 3891
Positive Action In Housing	98 West George Street, Glasgow, G2 1PJ	0141 353 2220
Quarriers	Chryston Business Centre, Cloverhill Place, Chryston G69 9DQ	0141 779 5040
Quarriers, North West Carers Centre	308-310 Maryhill Road, Glasgow G20 7YE	0141 331 9420
Queens Cross Housing	45 Firhill Road, Glasgow, G20 7BE	0141 5897424
Red Road Family Centre	94 Red Road, Glasgow G21	0141 5575571
Reidvale Housing	13 Whitevale Street, Glasgow, G31	0141 5542406

	1QW	
Royston Corridor Homes	Unit 18 143 Charles Street, Glasgow	0141 2747124
Scottish Ethnic Private Hire Welfare Association	71-73 Kingston Street, Glasgow, G5 8BJ	07859 995637
Shawlands Social and Cultural Centre (SSACC)	3 Eastwood Avenue, Glasgow, G41 3NS	0141 632 8778
Show Racism the Red Card	Suite 311, The Pentagon Centre, Washington Street, Glasgow G38AZ	0141 222 2058
Southside Housing Association	135 Fifty Pitches Road, G51 4EB	0141 4221112
Terrence Higgins Trust Scotland	Third floor, Breckenridge House, 274 Sauchiehall Street, Glasgow, G2 3EH	0141 332 3838
The Advocacy Project	Cumbrae House, Carlton Court, Glasgow G59JP	0141 420 0961
The Maryhill Hub	186 Wyndford Road, Glasgow	0141 945 3855
The Well Multicultural Advice Centre	42-44 Albert Road, Glasgow, G42 8DN	0141 4244523
Unity Homes Housing Association	217 Wallacewell Road, Glasgow G21 3PR	0141 274 7124
Victim Support East Renfrewshire	7 Bank Street, Barrhead G782RA	0141 881 3221
Victim Support Scotland	Abbey House, 2nd Floor, 10 Bothwell Street, Glasgow, G2 6LU	0141 553 2415
Virginia Gallery	45 Virginia Street, Glasgow, G1 1TS	0141 552 5699
Viva Africa	72 Hydepark Street, Glasgow, G3 8BW	0141 221 7477
Waverley Care African Health Project	12 Queen's Crescent, Glasgow, G4 9AS	0141 332 2520
We Step Together	Drumchapel Community Centre, 320 Kinfauns Dr, Glasgow G15	07826 255 944
West of Scotland Housing	Camlachie House, 40 Barrowfield Drive, Glasgow G40 3QH	0141 550 5605
West of Scotland Housing	Cowlairs Office, 252 Keppochhill Road, Glasgow G21 1HG	0141 630 4010
West of Scotland Regional Equality Council (WSREC)	39 Napiershall St, Glasgow G20 6EZ	0141 337 6626
William Quarrier Scottish Epilepsy Centre	20 St Kenneth Drive, Glasgow G51 4QD	0141 445 7750
Youth Community Support Agency (YCSA)	48 Darnley Street, Glasgow, G41 2SE	0141 420 6600

Appendix 3

List of Support Organisations

Victim Support

Victim Support Scotland is the lead voluntary organisation in Scotland helping people affected by crime. It provides emotional support, practical help and essential information to victims, witnesses and others affected by crime. The service is free, confidential and is provided by volunteers through a network of community based victim and youth justice services and court based witness services.

The community based Victim Service exists in all local authority areas in Scotland.

Trained volunteers and staff deliver services to victims of crime, working to national standards for these services. As well as confidential emotional support, victims and witnesses are also helped with practical assistance and information about the criminal justice system.

During office hours call the freephone number on 0800 085 6087 (calls are free from landlines, not from mobiles).

Scottish National Helpline: The Victim Support Scotland National Helpline - 0845 603 9213.
Victim Information and Advice Service (VIA)

Over 47,000 victims and vulnerable witnesses throughout the whole of Scotland have been assisted by the Victim Information and Advice Service (VIA) which is part of the Crown Office and Procurator Fiscal Service.

VIA teams have been set up throughout the country providing an invaluable service to victims and witnesses.

Every Procurator Fiscal can refer victims of serious crime, bereaved relatives and vulnerable witnesses to their local VIA team in order to provide them with a 'way through' the criminal justice process.

VIA staff, who are all specially trained and they understand the concerns and needs of people affected by crime. They can:

- provide information and advice about how the criminal justice system works and what a victim/witness should expect
- keep the victim/witness updated on the progress of their case
- arrange a court visit, to allow the victim/witness to familiarise themselves with the surroundings before a trial
- put victims/witnesses in touch with other useful services and organisations specific to individual needs and requirements.

VIA have three main functions:

- provide information to certain victims, witnesses and bereaved next of kin about the criminal justice process in general;
- keep victims, witnesses and bereaved next of kin informed about the progress of the case that affects them in particular;
- Advise on and facilitate referral to other agencies for specialist support and counselling as required.

VIA provides information on cases reported to the Procurator Fiscal from the time of first reporting to the conclusion of the case. This information includes outcomes of key stages and key decisions. For example decisions to grant/allow bail with special conditions are communicated to the victim within 24 hours.

VIA works closely with other statutory agencies including the police, Scottish Courts Service and also with voluntary organisations such as the Witness Service, Women's Aid and Victim Support.

Capability Scotland

Capability provides a range of services to over 1000 disabled people with an acknowledged expertise in working with people who have the most complex needs. Capability has a nationally recognised expertise in Cerebral palsy.

Residential Care; Support for independent Living; Education, Early Years and Childcare and Allied Health Services

The vision is to be a major ally in supporting disabled people to achieve full equality and to have choice and control of their lives by 2020. The Mission is to transform people's expectations of what is possible and to ensure that disabled people achieve equality.

Head Office, Westerlea
11 Ellersly Road
Edinburgh
EH12 6HY

Telephone: 0131 337 9876

Textphone: 0131 346 2529

Facsimile: 0131 346 7864

Lesbian and Gay Switchboard

Strathclyde Lesbian and Gay Switchboard provides confidential information and support for lesbians, gay men, bisexuals, transgender people, cross-dressers and their families and friends - in fact, anyone who is considering issues around sexuality. They offer [telephone support](#) on a range of issues including sexuality, relationships, sexual wellbeing and coming out. They can give you advice on safer sex and information on social organisations, support groups, housing, legal issues, employment and the local gay "scene". If they can't give you the information they can

recommend [other organisations](#) which may be able to help you. They also run [Icebreakers](#), a monthly social event on the first Sunday of every month.

All of the volunteers identify as lesbian, gay or bisexual, so you know that the person answering the telephone will have an understanding of your situation. They won't judge you or tell you what to do: they provide support, offer appropriate information and discuss relevant options. Switchboard provides person-centred support and is an Organisational Member of the British Association of Counselling and Psychotherapy. They can be contacted on the details below:

Main Switchboard Number

0141 847 0447

Open 7-10pm every night of the year

Lesbian Line

0141 847 0547

Open 7-10pm on Wednesdays

Homophobic Crime Reporting Line

0141 847 0647

Email: info@sgls.co.uk

Scottish Interfaith Council

The aim of the Scottish Inter Faith Council (SIFC) is to:

Promote mutual understanding and build good relations and co-operation between persons of different religious faiths. Raise awareness of the teachings, traditions and practices of the different faith communities in Scotland. Offer a religiously neutral forum where representatives of faith communities can meet on a basis of equality and engage in dialogue about matters of religious and civic importance

SIFC achieves its aims through:

Promoting inter-religious dialogue.

Hosting annual events to allow local inter faith groups, women and young people to meet together, promote inter faith initiatives and explore best practice.

Launching and promoting Scottish Inter Faith Week to enable dialogue, understanding and co-operation between Scotland's diverse religious communities and the wider community.

Supporting local inter faith groups and helping in the establishment of new groups where appropriate and creating inter-faith and faith awareness resources

The Scottish Inter Faith Council

523 Shields Road

Glasgow

G41 2RF

Tel: 0141 420 6982 Email: enquiries@scottishinterfaithcouncil.org

Scottish Refugee Council

[Scottish Refugee Council](#) is an independent charity dedicated to providing [advice and information](#) to people seeking asylum and refugees living in Scotland.

Since 1985 they have been [campaigning](#) for fair treatment of refugees and people seeking asylum, raising awareness of refugee issues through the [media](#), [arts](#) and [local communities](#) and working hard to influence [policy](#) in both Scotland and the UK.

For general enquiries contact:

5 Cadogan Square

(170 Blythswood Court) Glasgow

G2 7PH

Telephone: 0141 248 9799

Fax: 0141 243 2499

Email: info@scottishrefugeecouncil.org.uk

Black and Ethnic Minority Infrastructure Scotland (BEMIS)

BEMIS is the national Ethnic Minorities led umbrella body supporting the development of the Ethnic Minorities Voluntary Sector in Scotland. BEMIS was established in 2002 to promote the interest of minority ethnic voluntary organisations, develop capacity and support inclusion and integration of ethnic minorities communities. It is a member-led and managed organisation with an elected board of directors.

The major aims and objectives of BEMIS are to represent and support the development of the ethnic minority voluntary sector across Scotland, and to support the diverse communities and individuals that this sector represents, especially those who are under- represented and disadvantaged. BEMIS aims to address inequalities by empowering communities, working towards an inclusive society by establishing structures, which recognise diversity and empowers ethnic minorities, and ensuring that they are fully recognised and supported as a valued part of the Scottish multicultural civic society.

Glasgow Office

The Centrum Building

Third Floor, 38 Queen Street

Glasgow G1 3DX

Tel: 0141 548 8047

Fax: 0141 548 8284

Appendix 4

Main Code - Anti-Social Behaviour Very Serious Complaints

Serious Damage to Property, Drug Abuse, Harassment, Housebreaking, Hate Crime, Assaults & Threats

Stage 1 Generate Acknowledgement Letter – Target 1 Working Day

Task General Acknowledgement Letter – Trigger – Document sent *ACK1*
Diary entry for estates

Stage 2 Action Plan – Target 2 Working Days

Task Hate Crime Form Trigger – Document sent *HTFORM*

Stage 3 Investigate Cat A – Target 10 Working Days

Task Letter to residents Trigger – Document sent *RESLETT*
Task Interview alleged perp Trigger – Document sent *INTPERP*
Task Obtain Written Statement Trigger – Document sent *STATEPERP*
Task Close Case Warning Letter Trigger – Document sent *WARNING*
Trigger – Document sent *SURVYAB*
Task Case Closed Trigger – Document sent *CLOSELETTER*
Trigger – Document sent *SURVYAB*
Task Progress to next stage Trigger – Document sent *UPLET*

Stage 4 Management Action Non Legal – Target 25 Working Days

Task 2nd Warning letter Trigger – Document sent *2NDWARN*
Task Acceptable Behaviour Contract Trigger – Document sent *ABCADULT*
Task Unacceptable Behaviour Contract Trigger – Document sent *UBCET*
Trigger – Document sent *UBCFOR*
Task Mediation Trigger – Document sent *MEDLET*
Trigger – Document sent *MEDLETCOMP*
Trigger – Document sent *MEDLETPERP*
Trigger – Document sent *MEDREF*
Task Close Case Trigger – Document sent *CLOSELET*
Trigger – Document sent *SURVYAB*
Task Progress case to next level Trigger – Document sent *UPLET*

Stage 5 Legal Action – Target 180 Working Days

Task Serve Notice Trigger – Documents sent *NOPLETS*
Task Court Applied for Trigger – Document sent *COURTAPP*
Task Court Date Received Trigger – Document sent *COURTD*
Task Anti-social Behaviour Order Trigger – Document sent *COURTASBO*
Task Interdict Trigger – Document sent *COURTINTER*

Stage 6 Monitor Court Decision – Target 365 Working Days

Task Monitor situation 365 days
Task Court Applied for 180 days – Document Generate an ADHOC letter
Task Court Date 180 days - Document Generate an ADHOC letter

Stage 7 Eviction – Target 56 Working Days

Trigger – Document *EVIDECEST*

Trigger – Document *EVIDATEEST*

- **Please note that all Stage, Tasks and Triggers are the same for each category**
- **Please note that an ABC Child Letter should be sent if child under 16 found in ADHOC**