

Hate Crime and Hate Incidents Policy

1.0 Purpose and scope

This policy sets out our approach to hate crimes and hate incidents. It outlines how we aim to tackle forms of Anti-Social Behaviour that are hate-related. This policy outlines our approach to resident hate incidents and hate crimes directed at and committed by our residents within their homes and on our estates. This can include online abuse, where this impacts our residents ability to live comfortably and safely in their home.

In the instances where hate incidents and hate crimes directed at staff, this will be dealt with in accordance with the [Unacceptable actions by residents policy](#). Where hate crime is committed by someone personally connected to one of our residents, we may also refer to our [Domestic abuse policy](#).

We are committed to combatting hate-related incidents and promoting safe and cohesive communities.

We recognise that hate incidents and hate crimes can leave victims feeling isolated and can significantly impact individuals, families and communities and can have a detrimental effect on the mental well-being of those affected. Therefore, this policy takes a victim-centred approach, and an incident will be investigated as a hate incident if the victim perceives it to be a hate incident.

We are aware of the complex needs that may surround perpetrators and we will work to support them where applicable.

2.0 Definitions

Local officer is the staff member responsible for managing properties and the associated tenancy or leasehold agreement, such as a housing officer or property manager.

A **hate incident** is an incident which is perceived to be motivated by prejudice towards people with a particular characteristic but does not constitute a crime. This could include ASB directed at an individual because of protected and non-protected characteristics such as immigration status, employment status or gender.

Examples of hate incident:

It is a hate incident if someone makes offensive jokes at your expense, related to your characteristics.

It is a hate incident someone directs abusive gestures at you.

A gathering of people intended to intimidate a certain group can be a hate incident.

Hate crime is defined by law 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 disability or perceived disability; race or perceived race; or religion or perceived religion; or sexual orientation or perceived sexual orientation or transgender identity or perceived transgender identity'

Examples of hate crime include but are not limited to:

- Graffiti with prejudiced language
- Verbal abuse such as threats or name calling
- Incitement of hatred, such as posting things online or displaying signs in or outside your home or estate calling for violence against people with certain characteristics

Hate incidents and hate crimes can be isolated incidents of hostility or multiple acts of aggression.

3.0 Prevention

We recognise that effective and inclusive resident involvement can help develop cohesive communities and promote positive relations between different groups. As this can often act as the best protection against hate crime occurring, we make an active effort to regularly run community events in the estates and areas we work in.

We recognise some residents may find it disempowering to ask us for help and may prefer to manage incidents independently. Therefore, to encourage reporting, we aim to build awareness of hate-related incidents amongst residents through publicising information, advice and external support agencies via a range of media, such as our website and resident newsletters.

4.0 Responding to reports

We respond to all reports of hate-related incidents within one working day. Where we are unclear if something reported to us is a hate incident or hate crime, we will treat it as a hate crime until the police advise otherwise.

We encourage victims of a potential hate crime to report this to the police. Where there is a threat to their life or safety, if they have not already done so, then we report this to the police.

We take a victim-centred approach and all reports are recorded as a hate incidents, if the victim feels the incident was motivated by prejudice. If after we have investigated, there is no evidence of targeted harassment, we continue to deal with the matter in line with our ASB procedure and aim to defuse tensions between the victim and the perpetrator, for example, through mediation.

Personal or sensitive data will be processed in line with the [Data \(use and access\)](#)

[Act 2025](#) and NHG's [Privacy policy](#).

We provide support with translation. We do not expect friends or relatives to interpret for victims, but will accept translations from them where the victims requests this. We never rely on children who are under 18 to translate or provide reports.

5.0 Supporting victims and witnesses

We understand that the first report of a hate-related incident may be made weeks or months after persistent harassment. We do not limit our focus to isolated reported incidents, but consider the continuity of incidents over a period, which together can damage the physical and emotional health of victims, families and communities.

Local officers are sensitive to the particular impact that these types of cases can have on the victim, a family and a community. We may provide support or make a referral to an external agency, including social services, health services and victim support. Where a child is involved we refer to children services and act in accordance with our [safeguarding children policy](#). Where there are adult safeguarding concerns, we may provide support or make a referral to an external agency, including adult social services and will act in accordance with our [adult safeguarding policy](#).

6.0 Mental health and incidents

We are aware of the complexities surrounding mental health and hate incidents and crimes. We will ensure that we adhere to our [Equality, Diversity and Inclusion](#) policy and the [Equality Act 2010](#) when investigating hate incidents. Both perpetrators and victims can suffer from mental ill health.

We recognise that hate crime and hate incidents can have a significant impact on the mental health of victims. Equally, the mental ill health of a perpetrator can be the reason why they are targeting the victim.

7.0 Security measures

Harassment often centres on a victim's home and consequentially impacts their daily life. We help protect tenants and licensees through adding security measures to their home and surrounding area, such as lock changes and CCTV, as appropriate and in partnership with other agencies such as the police.

All repairs relating to security of or damage to a property as the result of violence or offensive graffiti are dealt with as an emergency, which means we aim to remove it within one working day of it being reported.



We assist homeowners by approving appropriate security improvements, in accordance with lease agreements. Where applicable we will implement security measures in communal areas. Witnesses at risk of intimidation or reprisals are eligible for the same types of support and protection.

8.0 Action against perpetrators

In the first instance we will encourage victims to make a report to the police. We will support victims by signposting them to agencies who will work with victims to take action against perpetrators. Where a crime has been committed, we will consider using the full range of civil and legal remedies against perpetrators, including: injunctions and possession proceedings and the use of mandatory grounds where applicable.

If the perpetrator has support needs, we also take this into account and refer the perpetrator to external support agencies such as social services, health services or support agencies.

9.0 Alternative accommodation

We acknowledge that moving home for a victim, particularly those with a family, can be disruptive, unsettling and can be viewed as a victory for the perpetrator. Residents should not be pushed out of their homes because of experiences of hate-related incident. However, if a victim is unable to remain safely in their home due to harassment, we can advise them of their options for re-housing and support them in finding alternative accommodation in accordance with our [Lettings and Allocations Policy](#) and our [Relocation policy](#).

In the case of homeowners, we can assist them in selling their home in accordance with their lease agreement.

We continue to pursue action against the perpetrator after the victim has moved home, where we have enough evidence to do so.

10.0 Working in partnership

We cannot prevent and tackle hate-related incidents alone, particularly given the effect that these incidents can have on the wider community. An effective response requires us to work closely with other agencies, looking beyond the individual reported incidents that relate to the home. We work closely with the police to collect evidence, such as CCTV.

We engage with and participate in multi-agency forums relating to tackling hate incidents and hate crimes in areas where we hold substantial housing stock. Local officers can act as third party reporters of hate crime for our residents and will share information with the police if this is appropriate and the victim consents to this. We

will share information in accordance with our [Data Protection policy](#).

11.0 When the victim requests no action is taken

We recognise that hate-related incidents can cause fear among victims and we respect victim's wishes if they insist that no action is taken. However, if we have safeguarding concerns we will take further action in accordance with our safeguarding policies, for [adults](#) and [children](#).

We always explain what actions can be taken against perpetrators, if the victim does not want to attend court, we will signpost them to resources.

In cases where there are numerous complaints amongst the community and one victim has withdrawn their report, we judge, on a case-by-case basis, the safest way to manage the complaint.

12.0 Supporting local officers

We understand that local officers may find investigating hate-related incidents upsetting and stressful. We ensure that local officers are properly supported by their managers, who should assist them in creating an action plan and create space for local officers to discuss incidents and the impact of these if they wish to.

We also offer our staff support through our Help@Hand programme. We provide guidance to local officers on how to record incidents and make them aware of local support agencies for victims of hate incidents and hate crimes. All staff are trained on equality and diversity as part of their induction.

We promote a safe and diverse working environment for staff and contractors. We do not tolerate abusive behaviour towards local officers and will take action against residents, where the victim member provides consent, in accordance with the [Unacceptable actions by residents policy](#).

13.0 Our approach

In writing this policy we have carried out assessments to ensure that we are considering Equality, diversity and inclusion. To request a copy of these assessments, please contact us at policy@nhg.org.uk

14.0 Reference

Further legislations that underpin our practices and development of this policy are as follows:

- [Equality Act 2010](#)
- [Crime and Disorder Act 1998](#)
- [Criminal Justice Act 2003](#)

- [Public Order act 1986](#)
- [Sentencing Act 2020](#)

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