



Hate Incidents and Hate Crime Policy

1.0 Purpose and scope

This policy sets out our approach to hate incidents and hate crimes. It outlines how we aim to tackle forms of Anti-Social Behaviour that are hate-related.

We recognise that hate incidents and hate crimes can leave victims feeling isolated and can significantly impact individuals, families or communities. We understand that hate incidents and hate crimes can have a detrimental effect on the mental well-being of those affected.

This policy is directed towards resident hate incidents and hate crimes. In the instances where hate incidents and hate crimes directed at staff, this will be dealt with in accordance with the [Unacceptable Behaviour Policy](#).

This policy takes a victim-centred approach, and an incident will be accepted as a hate incident if the victim perceives it to be a hate incident. We will signpost residents to support that is tailored to their individual needs.

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

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

2.0 Definitions

A **hate incident** may or may not constitute a criminal offence. Here we have widened the definition of a hate incident to include an incidence of anti-social behaviour that is perceived by the victim to be motivated by prejudice. This could include, for example, anti-social behaviour targeted at an individual because of their age, gender or employment status.

Hate incidents and hate crimes can range from isolated incidents of hostility to collective acts of aggression. They can include attacks or threats of attack; verbal abuse or insults.

Where the margins between a hate incident and crime are unclear, we treat it as a hate crime until the police advise otherwise

Examples of hate incident:

It is a hate incident if someone shouts abuse at you from their car. It is also a hate incident if someone makes offensive jokes at your expense.

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

The police and the Crown Prosecution Service define a **hate crime** 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'¹

Examples of hate crime from Citizens Advice:

It's a hate crime if someone assaulted you and used homophobic language or threw a brick through your window and wrote racist graffiti on your house.

It's a hate crime if someone made a mistake about your identity. For example, if they attacked you because they thought you were Muslim, but you aren't.²

3.0 Prevention

We aim to ensure residents and staff are aware of what constitutes hate incidents and hate crimes. Effective and inclusive resident involvement, such as community events, can help develop cohesive communities and promote positive relations between different groups.

To encourage reporting, we aim to build awareness of hate-related incidents amongst residents through publicising information and advice 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. 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 incident. If after 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.

We record all hate related incidents. Personal or sensitive data will be processed in line with the Data Protection Act 2018 (as amended) 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

¹ <https://www.cps.gov.uk/hate-crime>

² [Check if you've experienced a hate crime or hate incident - Citizens Advice](#)

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 and their families.

Staff 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 will refer to children services and will act in accordance with our [safeguarding children and young person's 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 [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. The mental health of victims can be affected by hate incidents. The mental ill health of a perpetrator can be the reason why they are targeting the victim. We will ensure that our staff are trained and made aware of the link between mental health and hate incidents.

7.0 Disability and incidents

We are mindful that some residents may experience hate incidents because of their disability. Residents with a disability may be susceptible to incidents where perpetrators may falsely befriend them, to take advantage of them. Examples of taking advantage may include but are not limited to, stealing money, forcing themselves into their home and using their home for illegal activity, i.e. drug use. We will ensure that our staff are aware of these realities and have access to resources to help them identify such cases.

8.0 Security measures

Harassment often centres on a victim's home and as such impacts their daily life. We help protect tenants and licensees through security measures to their home and surrounding area, 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 make safe within 24 hours 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.

9.0 Action against perpetrators

We are aware of the powers of the court to increase sentencing in cases where there is evidence of hostility motivated by prejudice. 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.

Where possible and appropriate, we support perpetrators to engage in restorative justice and behavioural change. If the perpetrator has support needs, we also take this into account and either provide support ourselves or refer the perpetrator to external support agencies such as social services, health services or support agencies.

10.0 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](#).

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.

11.0 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 join and participate in multi-agency forums relating to hate incidents and hate crimes in areas where we hold substantial housing stock. We help develop and participate in local networks of third party reporting centres. We will share information with third party agencies where victims have consent, in accordance with our Data Protection policy.

12.0 When the victim requests that no action is taken

We recognise that hate-related incidents can cause fear among victims and therefore have regard for a 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, some of which need not involve the victim, such as applying for an injunction of affidavit evidence, which does not require the victim to attend court.

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.

13.0 Supporting staff

We understand that staff may find investigating hate-related incidents upsetting and stressful and ensure that staff are properly supported by their managers. We also offer our staff support through our LifeWorks Employee Assistance Programme.

We provide training and guidance to staff 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 staff and will take action against residents, where the staff member provides consent, in accordance with the [Unacceptable Behaviour policy](#).

14.0 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

Document control

Author	Victoria Agyeman-Duah, Policy Officer
Approval date	07.06.2022
Effective date	17.06.2022
Approved by	Policy Group
Policy owner	Regional Head of Housing
Accountable Director	Director of Housing Management

Version Control

Date	Amendment	Version
07.06.2022	New NHG policy	1.0
	Policy Review	2.0