



Hate Crime and Hate Incident Policy

SER-POL-32

Version 4.0

Date approved: 30th November 2023

Approved by: People and Places Committee

1. Introduction

- 1.1 This Policy sets out how the Trust will respond to and safely manage reports of hate crime and hate incidents from our customers and provides a definition of hate crime and hate incidents.
- 1.2 The Policy also outlines the Trust's approach to receiving reports of hate crime and hate incidents; and how we will work in partnership to provide support, guidance and advice to victims of hate crime and hate incidents, to enable them to live safely at home and in our communities.
- 1.3 The Trust recognises that crime which is motivated by hatred or a particular prejudice towards an individual's race, faith, sexual orientation, gender identity, perceived disability or any other characteristic, is particularly corrosive in relation to individual victims and our communities. We will work with other agencies to take action against perpetrators.
- 1.4 The Trust will support resident led activities to promote community cohesion through our Community Investment Strategy and work with resident groups and other agencies to fund activities through our Beautiful South fund and other funding sources.

2. Legal Requirements and Definitions of Hate Crime

Relevant legislation:

- The Crime and Disorder Act 1998,
- The Crime and Security Act 2001
- The Criminal Justice Act 2003.
- Housing Acts 1985, 1988 and 1996
- ASB Act 2003
- Equality Act 2010

ASB Crime and Policing Act 20142.1. The terms used in this policy are defined as follows.

2.1 Hate Crime

A hate crime is any criminal offence which is perceived by the victim, or any other person, to be motivated by hostility, prejudice or hate based on a person's personal characteristics, or perceived characteristic, such as:

- Race
- Religion or belief
- Disability
- Sexual orientation
- Trans gender/identity
- Alternative subculture

2.2 Hate Incident

A hate incident is any non-criminal incident which is perceived by the victim, or any other person, to be motivated by hostility, prejudice or hate based on a person's personal characteristics.

2.3 Harassment

Harassment, as defined in the Equality Act 2010, is unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual.

2.4 Hate crime, hate incidents and harassment can take many forms including:

- Verbal abuse or conduct that ridicules a person because of their personal characteristics, such as mimicking a person's accent, speech or mannerisms.
- Provoking hatred of a racial group.
- Displaying or distributing derogatory materials relating to a personal characteristic.
- Unprovoked assault.
- Damage to property, for example, breaking windows in the home or vandalism to vehicles.
- Arson or attempted arson.
- Offensive graffiti, posters, or other material on or near the home.

- Threatening behaviour, for example, spitting or failing to control dogs.
- Threatening letters or telephone calls.
- Activities intended to deter a person or family from occupying a particular dwelling.

3. The Trust's Approach

- 3.1 We will promote and provide accessible ways to report hate crimes and incidents for customers, colleagues, partner agencies and members of the public, including by phone, email, web forms and face to face at Third Party Reporting centres within our communities.
- 3.2 We will directly provide Third Party Reporting Centres at our offices and in some of our community venues with trained and competent staff providing an effective service and a sensitive response.
- 3.3 Third Party Reporting facilities are currently available at the following venues:
- **Southern Gate** - 729 Princess Road, Didsbury
 - **Westcroft Community Centre** – 26 Westcroft Road, Burnage
 - **Barlow Moor Community Association** – 23 Mersey Bank Avenue, Chorlton
 - **Old Moat Sure Start Children Centre** – Old Moat Lane, Withington
 - **Dahlia House** – Burnage Lane, Burnage
- 3.4 Officers will respect confidentiality and only divulge information with the consent of the person concerned. The exceptions to this are when it is necessary to:
- Safeguard adults and / or children
 - To prevent or detect crime and disorder.

We will respond to reports of Hate Crime and incidents as a priority within

one working day, in line with our ASB Policy.

3.5 Early Intervention and Support

We will take a person-centred approach to identifying support for the parties involved. This may include referrals to specialist agencies, including but not limited to Stop Hate UK.

We will assess the risk using a Risk Assessment Matrix to ensure that victims can live safely in their own home. Officers will provide safety planning and target hardening to enable this where needed.

We will investigate cases thoroughly in line with the timescales set out in our ASB Policy. All actions will be recorded on the Housing Management system. Cases will be reviewed by the Community Safety Manager on a monthly basis.

The Community Safety Team will be responsible for facilitating effective liaison with partner agencies including, but not limited to, Local Authorities and the Police.

3.6 Legal Action

In line with the Trust's Anti-Social Behaviour policy, we will use a range of pre-legal tools and legal action to challenge unacceptable behaviour, decided on a case-by-case basis in consultation with the victims and other agencies. We will undertake action that is reasonable and proportionate. We may take legal action in cases where:

- Early intervention techniques have not been successful, and the harmful behaviour is continuing.
- Victims need protection to prevent further incidents from occurring.
- Victims cannot live safely at home.
- The perpetrator is not engaging with the Trust or other agencies.

Where a Hate Crime is identified, we will work in partnership with the police, who will be the lead agency.

4. Staff Training and Continuous Improvement

4.1 We will provide training to staff who receive reports as part of our Third-Party Reporting Centre status. We will provide training for staff on responding to reports. Training will include understanding the impact of hate behaviour on individuals and communities and the support available. We will also ensure that staff undergo EDI (Equality, Diversity, and Inclusion) training.

The Trust will have a Hate Crime and Hate Incident Procedure which will state which staff members have responsibility for:

- Receiving and responding to reports
- Case management – enforcement and taking action against perpetrators.
- Case management – providing support.

4.2 Cases and incidents will be reviewed and monitored on a regular basis. We will collate feedback from customers and use this to improve our service and response to hate crimes and incidents.

4.3 We will participate in local steering groups and adopt good practice, keeping up with legislative changes.

4.4 A report on Hate Crime will be included in the ASB annual report to the People of Places Committee.

5. Equality and Diversity

5.1 An Equality Impact Assessment has been completed to ensure that all appropriate actions are put in place to support customers who have protected characteristics.

5.2 In responding to disclosures, the Trust aims to deliver support and services that are inclusive and diverse. We will take steps to address discrimination and inequality in access to support and services by identifying and working in partnership with culturally specific and specialist services.

5.3 The Trust wants to hear the voices of and actively integrate all minoritised groups in our communities. In delivering our services we aim to actively involve service users, consult experts, and make cultural and other adaptations to service delivery, promoting and advocating for transformation change, where we recognise discrimination and inequality.

- 5.4 The Trust will apply this policy consistently and fairly and will not discriminate against anyone based on any relevant characteristics, including those set out in the Equalities Act 2010.
- 5.5 The Trust will make this policy available in other languages and formats on request.

6. Related Documents

- Regulator of Social Housing Consumer Standards
- Hate Crime Procedure
- Anti-Social Behaviour Policy and Procedure
- Domestic Abuse Policy and Procedure
- Southway Equality Scheme
- Manchester Allocation Scheme
- Southway Tenancy Agreement

7. Policy Review

- 7.1 The policy will be reviewed every three years or earlier if a change in legislation means this is required.

POLICY REVIEW HISTORY	
<i>To be completed during each review</i>	
Previous versions (version number – approved by – approval date – title if different) v1 – Board – 21/01/2014 V2 – People and Places Committee January 2016. V3 – People and Places Committee 4 February 2020.	
Date of last EIA:	October 2023
Review lead by:	Claire Davies / Jeremy Duncan

Main points or amendments made and reasons.

- Improve language and layout, reduce formality.
- Provides clearer definitions and examples of Hate crime/incidents.
- Having a more victim focussed approach to Hate Crime and being clearer on our role in dealing with this and the support we will provide.
- Includes Equality & Diversity objectives.

Next review due:

Q3 2026/27

Approval Level:

People and Places Committee