



HATE CRIME & INCIDENT POLICY

HOUSING

Date of policy	January 2026
Date for review	2029
Policy author	Tom Harding, Neighbourhood Services Manager
Policy owner	Gill Butler, Chief Officer - Housing
Approved by	Cabinet
Associated documents	Tenancy Strategy Housing Anti-Social Behaviour Policy Housing Domestic Abuse Policy Housing Repairs & Maintenance Policy Items in Communal Areas procedure Equality & Diversity Policy

Revision history			
Version	Date	Revision description	Policy author
1	Jan 2026	New policy	T Harding, NSM

NEW POLICY / POLICY REVIEW	
New policy	Yes
Early review – change in legislation	
Early review – significant changes in practice	
Review due – significant changes	
Review due – cosmetic changes or unchanged	

Other reason	
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Reason for new policy / summary of changes

Under the Regulator of Social Housing's Neighbourhood & Community Standard, the council as a landlord is required to clearly set out its approach to how it deters and tackles hate incidents in neighbourhoods where it provides social housing.

CONSULTATION

List of people/roles who have been consulted	Date
Chief Officer – Housing Tenant Engagement & Independent Living Manager Housing Assets Lead Manager Repairs Manager Assets & Major Works Manager Compliance Manager Independent Living Team Leaders Neighbourhood Services Team Leader Customer Support Team Leader	All – October – December 2025
Independent Living Forum	December 2025
Strategic Tenant Advisory Panel	December 2025
Corporate Leadership Team	December 2025
Tenant Population	n/a

**EQUALITY IMPACT
ASSESSMENT**

Completed	Date
Yes, to stage 1	December 2026

DISSEMINATION

Role	Awareness	Essential
All Housing Operations staff		Yes
All Housing Assets staff		Yes
All Housing Customer Support staff		Yes

TRAINING

Role	Trainer	Date completed
All Housing Operations staff		
All Housing Assets staff		
All Housing Customer Support staff		

MONITORING AND COMPLIANCE		
Method	Responsibility	Frequency
Individual case review	NSM	As required
Internal Audit	East Kent Audit Partnership	As required
Regulator of Social Housing inspection	Chief Officer, Housing	Every required by RSH

1. Purpose of the policy

- 1.1. The policy sets out Folkestone & Hythe District Council's (F&HDC's) principles to our approach to tackling hate crime,

2. Policy objectives and scope

- 2.1. This policy aims to establish a victim-centred approach when responding to cases of hate crime. If the victim feels the incident is motivated by hate it will be treated as a hate crime.
- 2.2. The policy aims to ensure that those who are subjected to hate crime are supported in a sympathetic and sensitive manner, in accordance with their needs. The policy aims to ensure- that our colleagues provide a non-judgemental, focused service.
- 2.3. We acknowledge that hate crime is a form of antisocial behaviour, and we will deal with all hate crime incidents in line with our Antisocial Behaviour policy and procedures.
- 2.4. F&HDC will not tolerate hate crime in any form and will take robust action against perpetrators where possible, whilst recognising and supporting the needs of the victim.
- 2.5. This policy applies to all F&HDC tenants and leaseholders, and to all F&HDC staff engaged in delivering services to tenants or leaseholders.

3. Legal / regulatory framework

- 3.1. Any legal action such as possession action or injunction action will be in accordance with:
 - The Housing Act 1985 (as amended)
 - The Antisocial Behaviour, Crime and Policing Act 2014
 - The Equality Act 2010
- 3.2. Other legislation relevant to the operation of this policy may include:
 - The Racial & Religious Hatred Act 2006
 - The Protection from Harassment Act 1997
 - The Domestic Abuse Act 2021
 - The Data Protection Act 2018 and UK GDPR
- 3.3. The Regulator of Social Housing's Neighbourhood and Community Standard came into effect on 1 April 2024. This requires us to:
 - Clearly set out our approach for how we deter and tackle hate incidents in neighbourhoods where we provide social housing.
 - Enable hate incidents to be reported easily and keep tenants informed about the progress of their case.

- Provide prompt and appropriate action in response to hate incidents, having regard to the full range of tools and legal powers available to us.
- Support tenants who are affected by hate incidents, including by signposting them to agencies who can give them appropriate support and assistance.

4. Definitions

- 4.1. A Hate Crime is defined as any criminal offence which is perceived, by the victim or any other person, to be motivated by hostility or prejudice towards someone based on one of the following personal characteristics:
- race or ethnicity
 - religion
 - sexual orientation
 - disability
 - transgender identity
- 4.2. A Hate Incident is defined as any incident which is perceived, by the victim or any other person, to be motivated by hostility or prejudice towards someone based on one of the same personal characteristics as set out in 4.1 above. Not all hate incidents will amount to criminal offences, but it is equally important that they are reported. This is to ensure that the victim can be supported, and because there may be breach of tenancy conditions.
- 4.3. It is recognised that some people may be subject to hostility or prejudice based on other personal characteristics such as appearance or lifestyle. In these circumstances, the same principles as set out in this policy will apply.

5. Our Approach

- 5.1. F&HDC is committed to ensuring its neighbourhoods are safe, welcoming, and inclusive of all customers. We understand that hate crime can have a serious and devastating impact on an individual's sense of security, health and wellbeing and has a negative impact on the neighbourhoods and communities where these incidents occur. Our approach to addressing hate crimes and hate incidents will be the same.
- 5.2. We will enable customers to report incidents of hate crime to us in different ways including in person, in writing, over the phone, by email and on our website.
- 5.3. We will respond to anonymous reports of hate crime or incident, where we have enough information to do so.

- 5.4. We will respond to reports of hate crime or incident from tenants and leaseholders, or anyone else where a tenant or leaseholder is involved.
- 5.5. We will where appropriate, investigate all reports of hate crime received in conjunction with the police.
- 5.6. We will where appropriate conduct a risk assessment and provide support for the victim and their household members. The risk assessment will inform a tailored approach to our services to the victim.
- 5.7. We will, where appropriate agree an action and safety plan with the victim, monitor the situation, and review at a frequency agreed with the victim. We will keep in regular contact with the victim and ensure that they are kept informed of the actions that we are taking.
- 5.8. We will support third party witnesses throughout any investigation and any further action which may arise.
- 5.9. We will collaborate with partner agencies, community groups, partner and statutory organisations, where appropriate, to ensure co-ordinated services to prioritise the safety of victims and their children.
- 5.10. We will refer cases to multi-agency meetings with the agreement of the victim, to ensure that support is received from all relevant agencies.
- 5.11. We will report hate crimes to the Police on behalf of victims or support victims in doing so if we have their consent.
- 5.12. Where necessary we will raise priority repairs to remove offensive graffiti, posters or visible materials and/or secure the property of a victim or witness. We will collaborate with partner teams and agencies to make them aware of any reoccurring offensive graffiti.
- 5.13. We will prioritise any action taken based on the severity of the incident and on the completed risk assessment. If the initial risk assessment (or any subsequent developments) identify that a victim or witness is at a high or immediate risk of harm and cannot remain safely in their present home, we will advise the victim or witness of their options for emergency or permanent rehousing. We may also consider a management transfer for those assessed as at high or immediate risk, in line with the council's Allocations Policy.
- 5.14. We will take early, firm and effective action, where it is available, against perpetrators of hate crime, including those who fail to engage with any support offered. This is likely to include working with partner agencies.

6. Confidentiality and Data Protection

- 6.1. We will process personal data and information in accordance with the Data Protection Act 2018, UK General Data Protection Regulation and our Data Protection policy and procedures.
- 6.2. All reports of hate crime or incident will be treated as confidential. It is acknowledged however that our investigation of any incident may result in the alleged perpetrator becoming aware of (or assuming) the identity of the victim. We will always discuss our proposed actions with the victim and act with their agreement.

7. Staff & Contractors

- 7.1. We will provide staff with role appropriate training so that they understand their roles and responsibilities in dealing with hate crime.
- 7.2. Any unreasonable behaviour towards our colleagues will be dealt with in line with our unreasonable communications and ASB policies. If any of our colleagues are victims of a hate crime F&HDC will support them to report this to the Police.
- 7.3. We recognise the emotional impact on colleagues who may be subject to hate crime whilst carrying out their job. Support will be available through line managers and in line with our Employee Assistance Programme (EAP).

8. Information and Awareness

- 8.1. We will raise awareness of hate crime and related issues across our housing stock through information, advice and community initiatives. We will publicise our approach to hate crime via a range of media including our website, noticeboards, newsletters and social media.

9. Equality and diversity

- 9.1. F&HDC is committed to promoting equality of opportunity and to eliminating unlawful discrimination on the grounds of any protected characteristic or any other difference that could lead to discrimination or unfair treatment considering the principles of the Equality Act 2010.
- 9.2. The provisions set out within this policy aim to make a positive impact to all vulnerable tenants, including those who have one or more protected characteristics.

10. Monitoring and review

- 10.1. This policy will be reviewed every three years, unless changes in legislation, business sector developments, or wider council strategies and policies mean an earlier review is required. This is to ensure that the policy continues to meet its objectives and takes account of good practice.
- 10.2. We will monitor hate crime cases across our stock, allowing us to identify persistent perpetrators, to monitor the success of our actions, and the satisfaction levels of both victims and witnesses. We will use this information to improve the services we offer to all our tenants and leaseholders.