

Hate Crime and Incident Policy (Summary)

About this policy

- Explains how the Council responds to hate crime and hate incidents
- Applies to tenants and leaseholders
- Supports safe and inclusive communities

Our approach

- Zero tolerance to hate crime
- Commitment to fairness, safety and inclusion
- Victim-centred approach:
 - Incidents are treated as hate-related if the victim believes they are
 - Support is tailored to individual needs
 - Services are respectful and non-judgemental

What is hate crime and a hate incident

- Hate crime:
 - A criminal offence motivated by hostility or prejudice
 - Based on:
 - Race or ethnicity
 - Religion
 - Disability
 - Sexual orientation
 - Transgender identity
- Hate incident:
 - Similar behaviour that may not be a criminal offence
 - Still taken seriously and acted on

How to report

Residents can report incidents:

- Online
- By phone
- In writing
- In person
- Anonymous reports will be considered where there is enough information

What the Council will do

- Investigate reports, often with the Police
- Carry out risk assessments
- Agree safety plans with victims
- Keep victims informed and in regular contact
- Support witnesses
- Work with partner agencies to coordinate support

Possible actions

Where appropriate, the Council may:

- Report incidents to the Police (with consent)
- Remove offensive graffiti or materials quickly
- Take legal action against perpetrators
- Support emergency or permanent rehousing in high-risk cases

Prioritising cases

- Action is based on:
 - Risk level
 - Severity of the incident
- In serious cases:
 - Management transfers may be considered
 - Decisions follow the Allocations Policy

Confidentiality and data protection

- All reports are treated confidentially
- Information is handled in line with data protection laws
- In some cases:
 - The alleged perpetrator may identify the victim
 - This will be discussed with the victim in advance

Staff and support

- Staff receive training to manage hate crime cases
- Staff are supported if they experience abuse
- Employee support services are available

Working with others

- The Council works with:
 - Police

- Support services
- Community organisations
- Aim:
 - Provide coordinated and effective support

Raising awareness

- Awareness is promoted through:
 - Website and communications
 - Community initiatives
 - Partnership working

Equality and diversity

- Supports the Equality Act 2010
- Promotes equal opportunities
- Aims to prevent discrimination
- Provides extra support for vulnerable residents

Monitoring and review

- Reviewed every 3 years, or earlier if needed
- The Council monitors:
 - Hate crime cases
 - Repeat incidents
 - Effectiveness of actions
 - Satisfaction of victims and witnesses
- This information is used to improve services