

Hate Crime & Hate Incidents Policy

May 2025

CONTENTS

- 3** Our Policy
- 4** Related Documents
- 5** Compliance
- 6** Definitions of a Hate Crime or Hate Incident
- 8** Recording Incidents & Case Management
- 10** Monitor, Review & Data Protection

Our Policy

This document outlines The Pioneer groups policy for dealing with Hate Crime and hate incidents.

We will not tolerate Hate crime or Hate incidents directed towards our customers, their visitors or any others engaged in a lawful activity in the locality of our homes, including our colleagues, contractors and others acting on our behalf.

We take all reports of Hate Crime very seriously and treat reports as a priority, taking a victim centred approach. We always support the Police in their actions against perpetrators.

The policy aims to ensure we:

- Define Hate crimes and Hate incidents so that everyone is clear.
- Safeguard our staff, tenants and customers from Hate crime and Hate incidents.
- Ensure we are recording and measuring hate crime and hate incidents accurately.
- Co-operate across our communities to prevent Hate incidents, taking a multi-agency approach where appropriate

This policy covers reports of hate crime or hate incidents from or affecting our customers, their visitors or any others engaged in a lawful activity in the locality of our homes, including our colleagues, contractors and others acting on our behalf.

Related Documents

This overarching policy is supported by other policies, procedures and legislation :

- Anti-Social Behaviour Policy
- Domestic Abuse Policy
- Tenancy Agreements
- Complaints Policy
- Safeguarding Policies
- Estate Management Policy
- Personal Safety Policy

Related Legislation:

- Race Relations Act 1965 -2000
- Crime and Disorder Act 1998
- Anti-terrorism, Crime and Security Act 2001
- Criminal Justice Act 2003
- Racial and religious Hatred Act 2006
- Criminal Justice and Immigration Act 2008
- Equality Act 2010
- Data Protection Act 2018
- Safeguarding Vulnerable Adults Act 2006
- Mental Capacity Act 2005
- Antisocial Behaviour, Crime and Policing Act 2014
- Anti-Social Behaviour Act 2003
- Protection from Harassment Act 1997
- Domestic Abuse Act 2021
- Social Housing Regulation Act 2023
- Housing Act 1996/2004
- Housing Act 1988
- Human Rights Act 1998
- Landlord and Tenant Act 1985

Compliance

The Policy Complies With:

Regulator of Social Housing's Regulatory Consumer Standards – Neighbourhood and community standard.

Antisocial Behaviour and Hate Incidents

Registered providers must work in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle anti-social behaviour and hate incidents in the neighbourhoods where they provide social housing.

- Registered providers must clearly set out their approach for how they deter and tackle hate incidents in neighbourhoods where they provide social housing.
- Registered providers must enable ASB and hate incidents to be reported easily and keep tenants informed about the progress of their case.
- Registered providers must provide prompt and appropriate action in response to ASB and hate incidents, having regard to the full range of tools and legal powers available to them.
- Registered providers must support tenants who are affected by ASB and hate incidents, including by signposting them to agencies who can give them appropriate support and assistance

Definitions of a Hate Crime or Hate Incident

The Association of Chief Police Officers (ACPO) and the Crown Prosecution Service (CPS) have agreed a common definition of hate crime:

‘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.’

Hatred is a term we consider goes beyond causing offence or hostility.

Hate Crime

Any criminal offence committed against a person or person’s property that is motivated by an offender’s hatred of someone because protected characteristics:

Race/ethnicity and nationality, Gender or gender identity, Disability, Religion, faith or belief, Sexual orientation, Age, Marriage and civil partnership, Pregnancy and maternity, Appearance/lifestyle

Examples hate crimes are listed below:

Verbal abuse

Threatening or abusive behaviour

Harassment

Damage or threats of damage to property

Writing threatening, abusive, or insulting messages by letter, graffiti or on social media

Distributing and or displaying racist leaflets, posters, or notifications and posts on social media

Physical assault

Malicious phone calls or text messages

Bullying

Definitions of a Hate Crime or Hate Incident - Continued

Hate Incident

A hate incident is where a person causes distress to another motivated by prejudice because of a protected characteristic or lifestyle choice, but they do not commit a crime. These incidents can be very distressing for victims and can link to or escalate into crimes, and the line between a hate crime and a hate incident can be fine.

It is important to distinguish complaints of hate from other complaints about nuisance, anti-social behaviour, and domestic abuse.

The difference between hate and neighbour disputes is:

- Hate is usually motivated by prejudice and suffered by groups who are discriminated against.
- Hate is pre-meditated and intentional

Recording Incidents & Case Management

We will:

- Raise awareness of how to report Hate and what we or other agencies can do to prevent and address it
- Put people first by listening to them and understanding the effect of Hate on victims and the risks to them and others
- Manage expectations and keep victims informed about the progression of their case.
- Assist customers and signpost them to agencies who can give them appropriate support and assistance (where required)
- Work in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle Hate in neighbourhoods where we provide housing
- Take a problem-solving approach to each case by using a wide range of tools and powers to resolve problems, including legal action in the most serious cases
- Respond to and investigate all reports of hate crime and take all possible steps to stop the behaviour, prevent re occurrence and achieve effective long-lasting solutions.
- Contact all victims of hate crime and incidents as soon as possible and agree an action plan and keep the complainant informed of progress of the case.
- Report all Hate incidents to our Safeguarding, Domestic Abuse and Hate Forum which meets every 2 months, to monitor, review and learn from all cases.

Recording Incidents & Case Management Continued

On receiving a report of a Hate Crime or Incident we will arrange for a community housing officer to take the detail of the case, either the same day or within one working day.

We will take the information in a way that best suits the person reporting the incident, either in person, over the phone or any other appropriate method. Where the report of hate is received from a professional, third party such as a police officer, we will establish what support has been offered and in place, and what is required from us.

In all cases, we will conduct a risk assessment and develop a live action plan which may include referrals to support agencies, or escalation of support and intervention if the victim is at immediate risk.

This case will be monitored and recorded in accordance with our case management.

Monitor, Review & Data Protection

We will:

- Keep all records of reported cases securely.
- Monitor our performance and implement learning and best practice.
- Periodically undertake our own internal compliance audits to ensure that our practice reflects our policy and operational procedure.
- We will implement any recommendations to ensure continued compliance and train colleagues where appropriate to their role.
- Undertake regular case reviews to ensure we are consistent and effective with our approach.

Data Protection Statement

We encourage anyone experiencing abuse to allow sharing of information with other agencies (including the police, local authority departments and specialist domestic abuse support services) to ensure that the full range of civil and criminal remedies can be pursued and help to recover provided.

All information provided will be treated with the utmost confidence, only passed to external agencies with the person's prior informed consent.

Information may be shared without the person's consent if a child may be at risk or there is an elevated risk of serious harm to any other person in the situation described. In these circumstances we have a duty to report concerns. The DPO will approve any disclosure without the person's consent. Staff will at all times, work within Pioneers Data Protection, Confidentiality and Safeguarding Policies

We manage data referred to in this policy in accordance with the Data Protection Act 2018. For more information on how Pioneer Group handles information please see our privacy statement:

www.pioneergroup.org.uk/privacy-policy



The Pioneer Group

pioneergroup.org.uk