



City of London Corporation
Department of Community & Children's Services
Housing Service

Hate Incidents Policy

Approved by:	<i>Housing Management & Almshouses Sub-Committee</i>
Approval Date:	
Review Date:	

1. Introduction

The City of London is committed to ensuring that its housing estates are safe and welcoming places for all its residents to live, and for its staff to work, regardless of their personal characteristics. This policy explains our approach to “hate” behaviour and how we will respond when an incident happens.

2. Definitions

Hate incidents and hate crimes occur when someone is harassed, victimised, intimidated or targeted because of who they are, or who someone thinks they are.

Hate incidents occur when the victim, or anyone else, thinks the victim was targeted due to hostility or prejudice based on one of the following personal characteristics:

- disability
- race
- religion
- gender identity
- sexual orientation

A **hate crime** is 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 above personal characteristics.

Hate behaviour can be displayed against individuals or groups. It takes many forms and anti-social or nuisance behaviour can become a hate incident if it is motivated, or aggravated, by hostility against someone’s personal characteristics. People can also be targeted due to their association with someone with one of the above personal characteristics.

Examples of hate behaviour include:

- verbal abuse or ridicule
- physical assault or threats to assault
- intimidating or threatening behaviour
- offensive graffiti
- damaging or interfering with property

3. Aims of this Policy

This policy aims to:

- Raise awareness of hate incidents and how they are defined
- Underline our commitment to supporting residents and staff who become victims of hate incidents

4. Scope

This policy applies to all City of London housing estates managed by the Housing Service. This includes the City of London and Gresham Almshouses, which are managed by the Housing Service on behalf of the respective trusts.

This policy is intended to cover incidents involving our residents, their household members and visitors. It also applies to incidents where our staff, agents and contractors are victims of hate behaviour during their work.

5. Policy Statement

We are committed to reducing or preventing hate behaviour and will take decisive action when it occurs.

We will work in partnership with statutory and voluntary agencies to raise awareness of hate incidents and to safeguard victims. We will also support action against perpetrators or take enforcement action ourselves if we have the power to do so.

We will promote initiatives that raise awareness of hate behaviour and ensure that our staff know how to advise and assist victims to access support.

6. Enforcement Action

Hate behaviour is a serious breach of tenancy or lease and we will take enforcement action in accordance with our *Anti-Social Behaviour Policy* when incidents occur.

Where appropriate, we will consider:

- Enforcing tenancy and lease terms relating to anti-social or nuisance behaviour
- Using tools available under anti-social behaviour legislation (e.g. injunctions)
- Supporting the criminal prosecution of perpetrators where possible

Further information about how we respond to reports of anti-social behaviour can be found in our *Anti-Social Behaviour Policy*.

7. Reporting Hate Incidents

We will accept reports of hate incidents involving our residents or staff from any source. We will accept anonymous reports.

We will treat all reports sensitively. We will encourage the reporter to inform the police of any notifiable incidents, but we will not make this a condition of providing support or assistance to them.

8. Support and Advice for Victims

We will offer appropriate support to victims who report hate incidents to us. This may take the form of a referral to a specialist agency for advice or practical help.

Where victims have housing concerns, we will assist them to seek appropriate advice on their options if we cannot assist them ourselves.

If the victim is a current tenant of the City and they wish to move, their application will be assessed in accordance with the *Housing Allocations Scheme*.

We can also provide or arrange additional security measures for residents who report hate incidents.

For more details on how we will support victims, please see our *Anti-Social Behaviour Policy* (Section 8 – Supporting Complainants and Witnesses).

9. Partnership Working

We will work with the police and other agencies to support victims of hate incidents and to take action against perpetrators of such incidents.

We will participate in local initiatives around hate crime monitoring and prevention, for instance any community safety panel meetings. We will also establish links with agencies assisting victims of crime and hate incidents as appropriate, to ensure that clear referral links are established.

10. Monitoring and Performance

We will monitor our use of this policy and the way in which it is implemented, ensuring that any relevant information is reported at appropriate intervals.

11. Training

We will provide all staff responsible for implementing this policy with comprehensive training as required.

12. Equality and Diversity

This Policy has been subject to a full Equalities Analysis and will be implemented in accordance with our responsibilities and duties under relevant legislation, including the Equalities Act 2010.

13. Accessibility

We will ensure that residents' needs are considered when implementing this Policy to ensure that they are treated fairly. We will make appropriate arrangements to ensure that residents with distinct communication needs are not unreasonably and disproportionately affected. This could involve providing communications in

alternative languages or formats, or providing interpretation or transcription as appropriate.

14. Data Protection and Information Exchange

We will comply with our obligations under relevant data protection legislation and regulations. We will process and store personal information securely. There are some circumstances in which we are required by law to disclose information given to us. Where possible, we will explain this duty to the person providing us with the information before disclosing it.

15. Policy Exceptions

In some circumstances, we may make an exception to this policy. The reasoning for any exceptional decision can be provided in writing to the affected parties on request.

16. Policy Review

We will review this policy at least every three years, or following relevant changes to legislation, regulation or policy.

17. Legislation

- Anti-Social Behaviour, Crime & Policing Act 2014
- Crime and Disorder Act 1998
- Criminal Justice Act 2003
- Housing Act 1985
- Protection from Harassment Act 1997
- Public Order Act 1986

18. Related documents

- Anti-Social Behaviour Policy