



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

Hate Incidents Policy

Approved by:	<i>Housing Management & Almshouses Sub-Committee</i>
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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. Further information on sources of support is included in **Appendix 1** to this policy.

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 act 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

<p>Department of Community & Children's Services</p> <p>Housing Service</p>	
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APPENDIX 1 – Sources of help and support

1. Generalist advice, support and information:

Agency	Details of Service	Contact Details
ChildLine	ChildLine deals with any issues which cause distress or concern to children and young people including child abuse, bullying, self-harm, substance misuse, parental separation and pregnancy. The website also provides help, support and advice on a large range of topics which are a concern to children and young people.	0800 1111 http://www.childline.org.uk/
SupportLine	SupportLine provides a confidential telephone helpline offering emotional support to any individual on any issue. The Helpline is primarily a preventative service and aims to support people before they reach the point of crisis. It is particularly aimed at those who are socially isolated, vulnerable, at risk groups and victims of any form of abuse.	Website: www.supportline.org.uk Telephone: 01708 765200 Email: info@supportline.org.uk
True Vision – Report It	Online resource maintained by the National Police Chiefs’ Council. Contains information and advice on hate crime, sources of support for victims and links to other agencies that provide services and support to victims of hate incidents. Has information on specialist agencies. Includes information about online hate crimes and hate material, including how to report this to police.	http://report-it.org.uk/home
Victim Support	A national charity giving free and confidential help to victims of crime, witnesses, their family, friends and anyone else affected. They are not a government agency or part of the police and you don't have to report a crime to the police to get their help. You can call any time after the crime has happened, whether it was yesterday, last week or several years ago.	Website: www.victimsupport.org.uk 0808 16 89 111 - Victim Supportline supportline@victimsupport.org.uk

2. Asylum Seekers and Refugees

The Refugee Council	Charity providing advice and support services to refugees and asylum seekers in the UK	https://www.refugeecouncil.org.uk/
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3. Disability

DIAL UK (Disability Information and Advice Line)	Organisation providing a range of support and advice services to disabled people in the UK. Includes advice on discrimination issues.	https://www.dialuk.info/
Respond	Respond works with children and adults with learning disabilities who have experienced abuse or trauma, as well as those who have abused others, through psychotherapy, advocacy, campaigning and other support	http://www.respond.org.uk/
Scope	National charity offering advice and support for disabled people, their carers or family members and professionals working with disabled people.	https://www.scope.org.uk/ 0808 800 3333

4. Sexual orientation

Stop LGBT Hate Crime	24-hour national helpline offering advice on hate crime affecting lesbian, gay, bisexual and transgender people	0808 801 0661
GALOP	LGBT+ anti-violence charity. Provides advice, support and advocacy services to LGBT+ people affected by hate crimes, violence or discrimination. Has both national and London-specific services.	http://www.galop.org.uk/ 020 7704 2040

5. Transgender

GALOP	<p>LGBT+ anti-violence charity. Provides advice, support and advocacy services to LGBT+ affected by hate crimes, violence or discrimination.</p> <p>Has both national and London-specific services.</p>	<p>http://www.galop.org.uk/</p> <p>020 7704 2040</p>
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6. Religion and Race

True Vision – Report It	<p>Online resource maintained by the National Police Chiefs' Council. Contains information and advice on hate crime, sources of support for victims and links to other agencies that provide services and support to victims of hate incidents. Has information on specialist agencies.</p> <p>Includes information about online hate crimes and hate material, including how to report this to police.</p>	<p>http://report-it.org.uk/home</p>
Tell MAMA	<p>Charity offering advice and support to victims of Islamophobic hate incidents.</p> <p>Contains reporting links.</p>	<p>https://tellmamauk.org/</p>

7. Online hate crimes and abusive material

Stop Hate UK	<p>Website containing information, advice and resources about online hate incidents and hate material.</p> <p>Contains links to support agencies and information on how to report online hate incidents and hateful material.</p>	<p>https://www.stophateuk.org/</p>
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