

Hate Crime and Non-Crime Hate Incidents Policy	
Approved by Executive Leadership Team	Issue number 1
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	Executive Sponsor Executive Director of Housing
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1.	Aims and Objectives Hightown has a zero-tolerance approach to hate crime, hate-motivated anti-social behaviour, harassment and intimidation. We will respond to reports in a victim-centred, trauma-informed, risk-based and evidence-led way. We will balance support, prevention and enforcement. We will work with customers and partners to resolve issues early. Where there is risk of harm, repeat victimisation or serious misconduct, we will take robust action, including tenancy enforcement and referrals to statutory agencies. This policy sets out how we will prevent, identify and respond to hate crime and non-crime hate incidents affecting our customers and communities. It supports our commitment to providing safe, inclusive homes and communities where people can live free from harassment, intimidation, hostility and abuse. The policy aims to ensure that reports of hate crime and non-crime hate incidents are taken seriously, assessed promptly, and managed in a way that protects people from harm while respecting legal rights, privacy and equality duties.
2.	Definitions and Scope Hate Crime is any criminal offence perceived by the victim or any other person to be motivated by hostility or prejudice. The Crime and Disorder Act 1998 recognises five types of hate crime on the basis of: • Race • Religion • Disability • Sexual Orientation

	• Transgender Identity Any crime can be prosecuted as a hate crime if the offender has either: • demonstrated hostility based on race, religion, disability, sexual orientation or transgender identity • been motivated by hostility based on race, religion, disability, sexual orientation or transgender identity A Non-Crime Hate Incident (NCHI) is an incident or alleged incident which involves or is alleged to involve an act by a person which is perceived by a person other than the subject to be motivated - wholly or partly - by hostility or prejudice towards persons with a particular characteristic. Examples of Hate Crime and/or NCHI <i>This list is not exhaustive. Some incidents may be treated as either hate crime or NCHI depending on whether a criminal offence has occurred and the circumstances of the case.</i> Examples that may amount to hate crime include: • Verbal abuse, slurs, threats, intimidation or harassment where a criminal offence may have occurred. • Graffiti, damage to property, offensive symbols or targeted vandalism. • Online abuse, messages, images or social media posts that may constitute a criminal offence. Examples that may amount to NCHI include: • Repeated complaints, nuisance behaviour or exclusionary conduct motivated by hostility or prejudice, where no criminal offence is identified. • Behaviour targeting cultural identity, disability aids, mobility equipment or adaptations, where no criminal offence is identified. This policy applies to incidents that occur in, around or affect our customers' homes, communal areas, neighbourhoods, or services we manage or deliver. It applies whether the incident is committed by a customer, their household members or visitors.
3.	Reporting Hate Crime or Non-Crime Hate Incidents (NCHIs) Reports can be made by the person affected, a witness, a representative, a colleague, contractor, partner agency or any other person. Reports may be made through any contact route, including telephone, email, online forms, in person or written correspondence. Where there is immediate danger, threat to life, violence, serious crime or urgent safeguarding risk, the person reporting should be encouraged to contact emergency services if they have not already done so. Hightown will also make emergency referrals where we identify immediate risk. We will provide reasonable adjustments and accessible reporting options, including interpretation, translation, large print, accessible digital formats and support from advocates where applicable.

	Initial response and risk assessment All reports of Hate Crime or Non-Crime Hate Incidents (NCHIs) will be prioritised due to their serious impact on our customers and communities. These cases are categorised as Type 2 - High Level and will be investigated in line with the Anti Social behaviour procedure timescales. Hate Crime and NCHI cases will be managed by the Anti-Social Behaviour Officer and Housing/Home Ownership Officers who have knowledge of Hate Crime legislation, cultural sensitivity, and victim support pathways. Officers will ensure that victims feel safe and supported throughout the investigation. We will acknowledge reports promptly. All reports will be risk assessed to identify any immediate safeguarding concerns, repeat victimisation, or escalating behaviour. The risk assessment will be completed at the earliest opportunity and reviewed throughout the case. High-risk cases will be escalated without delay to relevant partner agencies. Where the report appears to involve a criminal offence, we will encourage and support the customer to report it to the police, if they have not already done so. With consent, and where lawful and necessary, we may share information with the police or other appropriate external partners. Where consent is not provided, we may still share information if there is a safeguarding concern, serious risk of harm, or other lawful basis to do so. Case Management Each case will be managed by an appropriate officer who will agree an action plan with the person affected wherever possible. The action plan will set out immediate safety measures, contact and case review arrangements, evidence required, partner referrals, support needs and communication preferences. We will keep the customer updated at agreed intervals and explain what action we can and cannot take. We will consider the cumulative impact of repeated incidents, micro-aggressions, intimidation and community tension. We will record reports accurately, distinguishing between hate crime and non-crime hate incidents where possible. Where there is a report of hate crime and non-crime hate incidents as part of an ongoing ASB case, this will be recorded as a new case but managed as part of the ongoing case. Victim Support We will offer support tailored to the customer's circumstances. This may include safety planning, target hardening, repairs to damage, referrals to external support services, safeguarding referrals, and help to report to the police.
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	Where customers do not wish to report an incident directly to the police, Hightown can support by completing an online report on their behalf through the True Vision reporting centre. We will consider the needs of the customer, any witnesses and wider affect on the neighbourhood and community, including reassurance, communication, neighbourhood presence, community engagement and multi-agency meetings. Victims and affected households will be given support and will be kept informed of progress by regular updates ensuring they understand the actions being taken, expected timescales, and available support services. If the customer is thought to be at risk of violence or threat of violence we will take reasonable steps to ensure their safety. This may include a referral to the relevant Local Authority regarding housing. Hightown will support victims through any legal action taken; this may include supporting the customer through the court process, and referrals to victim support and/or other agencies. Safeguarding Hate crime and NCHIs may indicate safeguarding risks. Colleagues must follow safeguarding procedures where there is concern about a child, adult at risk or any person facing significant harm. This includes immediate action to make the customer safe, and referring immediately to Hightown's Safeguarding procedures. Partnership Working We will work with partners including the police, local authorities, community safety partnerships, safeguarding boards and victim support agencies. Partnership working may include joint action plans, case conferences, ASB case reviews, community safety meetings and coordinated enforcement. Information will be shared with partner agencies lawfully, fairly and securely. We will consider consent wherever possible, but may share without consent where necessary to prevent or detect crime, protect vital interests, safeguard, or comply with legal obligations. We will support customers to report Hate Crime to the Police and will share relevant information with partners under our information sharing protocols. We will take part in partnership initiatives and pilot projects, where appropriate, to tackle Hate Crime. We will actively participate in local Hate Crime panels or community safety meetings and will contribute to joint action plans. Where patterns or repeat incidents emerge, these will be escalated to community safety partners for coordinated problem-solving.
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Action Against Alleged Perpetrators

We will respond fairly and proportionately to alleged perpetrators, however we will not tolerate behaviour that causes harassment, alarm, distress, intimidation, discrimination or breach of tenancy. We will explain concerns, gather evidence, consider vulnerabilities and support needs, and make reasonable adjustments where required.

Where Hate Crime or NCHIs are substantiated, we will take proportionate and robust tenancy/lease enforcement action under the tenancy or lease terms and conditions. Actions taken may include warnings, acceptable behaviour agreements, mediation (only where safe and appropriate), referrals for support, injunctions and possession action. Without Notice (ex parte) injunction applications will be made where appropriate.

Where it is identified that an alleged perpetrator has support needs, Hightown will make referrals to support agencies as appropriate, where consent to do so is obtained, and encourage the alleged perpetrator to engage in support to amend their behaviour.

Repairs, estates and environmental response

We will prioritise the removal of offensive graffiti, symbols, posters or damage where they are connected to hate crime or NCHIs. We will preserve evidence where safe and appropriate before removal, including photographs, location details and witness information. Emergency repairs and security measures will be considered where there is risk to safety or repeat targeting.

Prevention and Awareness

We will promote awareness of Hate Crime, encouraging customers to report incidents early and raising understanding of how Hate Crime affects communities. We will work with partners to support local campaigns and community cohesion initiatives that foster respect and inclusion.

Colleagues, contractors and service delivery

Abuse or hostility directed at our colleagues, contractors or representatives will not be tolerated. We will support affected colleagues and contractors, record incidents, consider service restrictions where proportionate, involve police where appropriate, and take enforcement action where behaviour breaches obligations or creates risk.

Complaints, reviews and escalation

If a customer is dissatisfied with how their report has been handled, they may raise a complaint under our formal complaints process. We will also advise customers of relevant external routes, such as the Housing Ombudsman service and local authority ASB case reviews.

	Training and awareness Relevant colleagues will receive training on recognising hate crime and NCHIs, trauma-informed practice, risk assessment, safeguarding, evidence gathering, equality duties, partnership working and enforcement options. We will promote awareness with customers and communities so that people know how to report concerns and what support is available. Monitoring, assurance and learning We will monitor reports, outcomes, response times, satisfaction, repeat victimisation, safeguarding referrals, legal action, complaints, learning and demographic trends where data is available. We will use this information to improve services, identify barriers to reporting, strengthen partnership working and support safer communities. Hate Crime/Non Hate Crime case volumes are monitored by the Senior Leadership Team and Executive Leadership Team through monthly KPIs The Operations Committee receive quarterly reports on Hate Crime which includes: • Updates on the volume, categories and outcomes of Hate Crime reports • Reviews of issues and trends arising from Hate Crime reports. In order to tackle and deter hate crime, data will also be monitored through the Tenant Satisfaction Measures. The Customer Experience Panel and ASB focus group will play a key role in scrutinising performance, reviewing trends, and challenging areas of underperformance.
4.	Legal/Regulatory Background Equality Act 2010 Human Rights Act 1998 Data Protection Act 2018 and UK GDPR Anti-social Behaviour Crime and Policing Act 2014, 2026 Crime and Disorder Act 1998 Housing Act 1988 Protection from Harassment Act 1997 Criminal Justice Act 2003 Police, Crime, Sentencing and Courts Act 2022 Care Act 2014, Children Act 1989 and 2004 Mental Capacity Act 2005 Social Housing Regulation Act 2023 Regulator of Social Housing's Consumer Standards

5.	Other considerations: Resident Involvement Hightown is committed to ensuring that the service is informed by customer insight and continuous feedback. Tenant Satisfaction Measures (TSMs), customer surveys, and wider engagement feedback will be used to monitor the effectiveness of the service and identify areas for improvement. This policy has been co-produced with involved customers, ensuring their experiences and expectations shape our approach. Learning from scrutiny activity, customer feedback, and outcome reviews will inform future policy development and service improvements. Equality Impact (see Equality Impact Assessment Procedure) An EQIA has been completed by the Head of Housing. Financial Implications There are no significant direct financial implications arising from this policy. Any costs associated with responding to hate crime or non-crime hate incidents, such as emergency repairs, security measures, legal action, interpretation/translation or victim support, will be managed within existing operational budgets. Cases requiring exceptional expenditure will be considered through the appropriate approval routes. Risk Failure to respond effectively to hate crime and non-crime hate incidents may increase the risk of harm to customers, repeat victimisation, increase tension in the community, reputational damage, complaints, regulatory scrutiny and legal challenge. This policy mitigates those risks by setting out a clear, victim-centred, risk-based and partnership approach to reporting, case management, support, enforcement, monitoring and learning.
6.	Role and Responsibilities/Authority Anti-Social Behaviour Officer, Housing/Home Ownership/C&SH Officers, Support Workers will manage all casework. Casework is discussed at monthly team meetings to share best practice and lessons learned in case management. Housing/Home Ownership/C&SH Managers will ensure that customer-facing colleagues are kept up to date on legislation changes and best practice relating to hate crime or NCHIs case management. Head of Housing/Head of C&SH will ensure Hate Crime and Non-Crime Hate Incident case volumes, trends and outcomes are monitored through monthly KPIs and reported quarterly to the Operations Committee.

7.	Policy/document References: Anti-Social Behaviour Policy Anti-Social Behaviour Procedure Safeguarding Policy Domestic Abuse Policy Equality, Diversity and Inclusion Policy Data Protection Policy Complaints Policy
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