

# Hate Crime Policy

**Version: 3.0**

**Document owner: Assistant Director of Housing**

**See also: Anti-Social Behaviour Policy**

**Date last reviewed: 1<sup>st</sup> May 2026**

**Date due for next review: 1<sup>st</sup> May 2029**

This Policy will be applied in a way that will not discriminate on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Version number	Amendment	Amended by	Date
1.0	First version created	Misba Bemath	November 2022
2.0	Review of policy – reviewed following review of ASB policy, following the Spotlight on Noise report for consistency. New case types created	Misba Bemath	May 2023
3.0	Review of policy – added in new case type, adding in legal options in table of possible actions	Annette Morrison	1 <sup>st</sup> May 2026

## 1. Purpose

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To provide guidance to staff on how to manage reports of Hate Crime where Newlon residents are the victim or perpetrator.

Newlon is committed to eliminating discrimination and valuing diversity in the communities where we work and in our own workforce. We recognise that disadvantage and discrimination are more likely to be experienced by particular groups in society because of their age, race, ethnic origin, colour or national origin, disability, sexual orientation, religion, gender, or transgender identity.

As part of our approach to equality and diversity, we are committed to tackling all forms of hate crime and ensuring that our residents can live in their homes and communities safe from abuse and fear regardless of their background.

## 2. Definition

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Hate crime is any criminal offence which is perceived by the victim as having been motivated by prejudice or hate. It can be directed towards an individual or a group of people and is not limited to members of minority groups, or those who are vulnerable.

The Crown Prosecution Service states that there is no legal definition of hostility so we use the everyday understanding of the word which includes ill-will, spite, contempt, prejudice, unfriendliness, antagonism, resentment, and dislike.

The Government's guidance on hate crime should be followed as good practice.

<https://hatecrime.campaign.gov.uk/>

### **Incidents of hate crime can relate to:**

- Disability.
- Sexual orientation.
- Race or ethnicity.
- Religion and belief.
- Gender or gender identity.

### **Hate crime can include but is not restricted to:**

- Abusive or insulting words or behaviour.
- Offensive or other written material.
- Actual or threatened violence.

**A hate incident** is behaviour which is not a crime, but which is perceived by the victim, or anybody else, to be motivated by hostility or prejudice based on the five protected characteristics.

## 3. Policy

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Our hate crime policy applies to all residents and leaseholders of Newlon Housing Trust. We will:

- Treat all reports of hate crime/incidents seriously, emphatically and in confidence.
- Treat all reports of hate crime/incidents as high risk and aim to contact the victim within one working day.
- Conduct thorough investigations of all reports of hate crime/incidents.
- Conduct a risk assessment with the victim, using the Risk Matrix (see Appendix 1), to ascertain level of risk and whether it is safe for the resident to remain in the home.

- Provide advice and information, and signpost victims to support agencies where we are unable to help.
- Work in partnership with other agencies, where this is required.
- Provide a range of options to deal with perpetrators of hate crime – as set out in our Anti-Social Behaviour (ASB) Policy.
- Act against perpetrators if appropriate and there is sufficient evidence.
- Agree an action plan with the victim and keep them regularly updated.
- Take account of the residents' safety when taking action to ensure that Newlon's intervention does not inflame the situation.

## **4. Procedure**

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### **4.1 Initial Report**

If a resident reports a Hate Crime, the officer handling the call/email should advise the person that in the first instance, any such crime is first and foremost a criminal matter and so should be reported by the victim to the Police. It is for the Police and the CPS to decide what, if any, prosecution action should be taken.

### **4.2 Logging the case**

All incidents should be logged as a Tenancy Management Issue, with the ASB box selected, with Cat 1 – Hate Crime; Cat 2 – one of the following options:

- Disability.
- Sexual orientation.
- Race or ethnicity and religion/belief.
- Gender or gender identity.

### **4.3 Management of cases.**

Hate crime/incident cases are managed by our Investigations Team, as part of their monitoring of Anti-Social Behaviour complaints. We monitor and record all complaints of hate crime made to the Trust, and only close cases in line with our procedures and with the knowledge of the victim. We work in partnership with other agencies, such as Safer Neighbourhood or community policing teams, local authorities. In cases of hate crime, the Police will usually be the lead agency, and we will support the Police in any criminal prosecution for hate related crime.

We also are aware that any allegations on the one hand need to be taken seriously, whilst on the other hand, be investigated (indeed, the criminal standard of proof requires it to have occurred 'beyond all reasonable doubt'). If an incident is not prosecuted successfully in the criminal courts, Newlon Housing Trust continues to have the right in the civil courts to take any appropriate action (such as injunctions or possession) – as per our Anti-Social Behaviour Policy.

A Risk assessment should be documented on all cases, and where it is not completed as it is deemed not to be appropriate the reasons why should be documented.

### **4.4 Communication with resident reporting the Hate Crime**

This will be dependent on what the Hate Crime being reported is. It is important to be clear with the person reporting the issue what is within Newlon's powers to do and what we will require to take any action. An important part of managing such an ASB case will be to manage expectations and ensure it is clear how often that the resident reporting the ASB will

be provided with an update. We should in the initial letter/email out to the resident make clear how often they should be updated.

In addition, it should be made clear from the onset what we regard as Hate Crime and what we do not (as outlined in section 2).

**Possible actions & guidance on managing and closing a case.**

Where the case has been logged as a Hate Crime by the Investigations team, any advice provided or action plan must be sent to the complainant clearly outlining what actions (if any) both the complainant and Newlon will be responsible for. Where there are actions, these should have a timescale, which the Investigations Officer is responsible for monitoring.

The officer managing the case is expected to ensure that all correspondence around the case is added to the case records, any inspections and telephone conversations are documented and appropriate notes made. Noise recordings should also be stored on the case.

**Possible Actions for the person reporting ASB:**

- Complete diary sheets, this should include details of any hate incidents, clearly stating the type of incident, the time and date and how long it continued for. Once received they will be reviewed. Where diary sheets are received that do not include this information, they will be acknowledged and advised that they cannot be used as evidence. It is important that diary sheets have the requisite detail and can be relied upon in any legal proceedings, should the need arise later.
- Report incidents to police where it involves criminal activity. Where this has been done the relevant crime reference numbers will be required. This will assist if it is necessary to seek police disclosure.
- Video evidence such as from a ring doorbell.

Possible actions for Newlon – this will vary depending on the nature and severity of each case – the table outlines when these actions are likely to be taken:

ACTION	LEVEL OF ASB
Send letter/contact/visit the alleged perpetrator – the method used will be decided by the team dependant on the nature of the Hate crime reported. This will usually be done within 10 working days.	All cases – where a risk assessment has been conducted and it will not exacerbate the situation.
Request disclosure from police where there has been criminal activity.	Where there has been serious criminal activity e.g. acts or threats of violence.
Provide an update at agreed intervals, (usually fortnightly) – again this will depend on severity and regularity of any ASB.	All cases
Gather evidence to make assessment of case to determine what action can be taken and whether there is sufficient	All cases

ACTION	LEVEL OF ASB
evidence to demonstrate a breach of tenancy.	
Professional Witnesses	These will only be used in exceptional circumstances to gather independent evidence, where there is no other means and the nuisance is assessed as being potentially serious.
CCTV – in some schemes, there are CCTV cameras and these can be checked if there are precise details about the timings of the incident. Again, this will be guided by the severity and impact of the Hate crime reported. In exceptional circumstances Newlon will consider installing additional CCTV for a defined period on condition it is compliant with GDPR principles.	This will be in cases where there has been damage to communal property, incidents of violence.
Contacting neighbours	This will be considered and assessed on a case-by-case basis, depending on the nature of the Hate Crime reported. The impartiality of neighbours will need to be considered as well as the impact it may have on them.
Consider security measures – consider where appropriate additional locks/changing locks/security lighting.	This will be considered and assessed on a case-by-case basis, depending on the nature of the Hate Crime reported
Further action – ABC, Injunction, possession proceedings	This will be considered and assessed on a case-by-case basis, depending on the nature of the Hate Crime reported and evidence obtained.

# Appendix 1 – Risk Assessment Matrix

Name: .....

Address: .....

Incident no: .....

<b>History</b>		
<b>1.</b> Other than this occasion - how often do you have problems?	<b>5</b> <b>3</b> <b>2</b> <b>1</b> <b>0</b>	Daily Most days Most weeks Most months Only occasionally
<b>2.</b> Do you think the current incident is linked to previous incidents? If so, why?	<b>2</b> <b>0</b>	Yes No
<b>3.</b> Do you think that incidents are happening more often and/or are getting worse?	<b>2</b> <b>0</b>	Yes No
<b>4.</b> Do you know the offender/s?	<b>2</b> <b>1</b> <b>0</b>	They know each other well. They are 'known' to each other. They do not know each other
<b>5.</b> Does the perpetrator (or their associates) have a history of or reputation for intimidation or harassment?	<b>6</b> <b>4</b> <b>2</b> <b>0</b>	Perpetrator or their associates are currently harassing the complainant. Perpetrator or their associates have harassed the complainant in the past. Perpetrator or their associates have not harassed the complainant, but have a history or reputation for harassment or violent behaviour Perpetrator or their associates have no history or reputation for harassment or intimidation
<b>6.</b> Have you informed any other agencies about what has happened? If yes, are you happy for us to discuss this problem with them? Details:	<b>0</b> <b>1</b>	Yes No

## Vulnerability

<p><b>7.</b> Which of the following do you think that this incident deliberately targeted? Specify:</p>	<p><b>4</b> <b>3</b> <b>1</b> <b>0</b></p>	<p>You Your family Your community None</p>
<p><b>8.</b> Do you feel that this incident is associated with your faith, nationality, ethnicity, sexuality, gender, or disability? Details:</p>	<p><b>3</b> <b>0</b></p>	<p>Yes No</p>
<p><b>9.</b> In addition to what has happened, do you feel that there is anything that is increasing you or your household's personal risk (e.g. because of personal circumstances). Details:</p>	<p><b>3</b> <b>0</b></p>	<p>Yes No</p>
<p><b>10.</b> How affected do you feel by what has happened? Details:</p>	<p><b>0</b> <b>1</b> <b>2</b> <b>3</b> <b>5</b></p>	<p>Not at all Affected a little Moderately affected Affected a lot. Extremely affected</p>

## Support

<p><b>11.</b> Has yours or anyone's health been affected because of this and any previous incidents? Details:</p>	<p><b>3</b> <b>3</b></p>	<p>Physical health Mental health</p>
<p><b>12.</b> Do you have a social worker, health visitor, or any other type of professional support? Can we speak to them about this? Details:</p>	<p><b>0</b> <b>1</b></p>	<p>No Yes</p>
<p><b>13.</b> Do you have any friends and family to support you?</p>	<p><b>3</b> <b>3</b> <b>1</b> <b>0</b></p>	<p>Complainant lives alone and is isolated. The complainant is isolated from people who can offer support. The complainant has a few people to draw on for support The complainant has a close network of people to draw on for support</p>
<p><b>14.</b> Apart from any effect on you, do you think anyone else has been affected by what has happened? Details:</p>	<p><b>3</b> <b>2</b> <b>1</b></p>	<p>Your family Local community Other</p>
<p><b>TOTAL SCORE:</b></p>		

34 32 28 26 24 22 20 18 16 8 4 0	HIGH	<b>POLICE</b>
		<b>HOUSING TEAM / ASB TEAM</b> Evaluate need for protective intervention (e.g. emergency injunction) and pursue if appropriate. Provide/install appropriate security measures (alarms, CCTV, mobile phones, and patrols) Refer to Neighbourhood Policing Team/multi agency team and arrange strategy meeting.
		<b>NEIGHBOURHOOD WARDENS</b>
		<b>VICTIM SUPPORT / VICTIM WITNESS CHAMPION / OTHER SUPPORT SERVICES</b> Referral to victim support
22 20 18 16 8 4 0	MEDIUM	<b>POLICE</b> Instigate and record regular neighbourhood policing team visits. Refer to partner agencies.
		<b>HOUSING TEAM / ASB TEAM</b> Provide/install appropriate security measures (alarms, CCTV, mobile phones, and patrols) Maintain communication and visit in accordance with case management action plan. Refer to relevant supportive agencies.
		<b>NEIGHBOURHOOD WARDENS</b>
		<b>VICTIM SUPPORT / VICTIM WITNESS CHAMPION / OTHER SUPPORT SERVICES</b> Referral to victim support
8 4 0	LOW	<b>POLICE</b> Follow up CSO visit. Referral to victim support
		<b>HOUSING TEAM / ASB TEAM</b> Maintain communication and visit in accordance with case management action plan. Refer to relevant supportive agencies.
		<b>NEIGHBOURHOOD WARDENS</b>
		<b>VICTIM SUPPORT / VICTIM WITNESS CHAMPION / OTHER SUPPORT SERVICES</b>

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# CONSENT TO INFORMATION SHARING

I consent to agencies obtaining and sharing information as part of the multi-agency work to help and secure my safety and that of my family.

If there are safeguarding concerns, information will be shared regardless of whether this form is signed.

Signature: ..... Date: .....

PRINT NAME: .....