



CARE HOUSING ASSOCIATION MANAGING HATE INCIDENTS POLICY

Implementation Date	29/01/2024
Created By	Rachael Kaminski (Operations Manager)
Last Committee Review Date	29/01/2024
Review Due	January 2027

1. Policy Objective

Care Housing Association (Care) aims to promote a safe and secure environment for our residents. We do not tolerate any form of hate behaviour and will do all we can to prevent and respond to hate incidents effectively. We will treat people fairly and equally, ensuring that any action is reasonable and proportionate. We will work in partnership with key stakeholders to deliver these commitments and meet our responsibilities and corporate objectives.

2. Key Legal and Regulatory Requirements

Care will provide its services as a Registered Provider and its responsibility to deal with hate incidents involving its customers with due regard to the relevant provision of the following:

- Antisocial Behaviour Act 2003
- Antisocial Behaviour, Crime and Policing Act 2014
- The Crime and Disorder Act 1998
- The Human Rights Act 1998
- The General Data Protection Regulations and Data Protection Act 2018
- The Equality Act 2010
- The Crime and Disorder Act 1998
- The Housing Act 2004
- The Social Housing (Regulation Act) 2023

This policy applies to tenants involved in hate behaviour (victims and perpetrators) as well as Care's staff and contractors. It should be read in conjunction with Care's Antisocial Behaviour Policy and Procedure, Incident Policy and Procedure and Safeguarding Policy and Procedure.

3. Definitions

Hate incidents are defined as any incident, which may or may not constitute a criminal offence ('hate crime'), which is perceived by the victim or any other person, as being motivated by prejudice. This may be due to the victim's:

- Race, colour, ethnic origin nationality or national origin;
- Religion or faith;

- Gender or gender identity;
- Sexual orientation; or
- Disability.

We will also investigate any other prejudice that is perceived to be driven by any of the other protected characteristics.

A victim of a hate crime doesn't have to be a member of a minority group or someone who is considered to be vulnerable. Hatred is a strong term that goes beyond simply causing offence or hostility. Hate crime and harassment can take many forms including:

- Physical attacks – such as assault, damage to property, offensive graffiti, verbal abuse and arson.
- Threat of attack – including offensive letters, abusive or obscene telephone calls, texts, emails or via social media, groups hanging around to intimidate and unfounded malicious complaints.
- Verbal abuse or insults – offensive leaflets and posters, abusive gestures.

Victims of hate incidents are at the heart of Care's response – we will treat incidents as victims perceive them.

4. Principles

- Any reports of hate incidents will be taken seriously and responded to within one working day.
- Care will work closely with other agencies to tackle hate crime, such as the police, other landlords, local authorities and mental health teams.
- Where the police are investigating a hate crime incident, they will be the lead agency and Care will work with them to ensure appropriate and timely responses to requests for support and action.
- Care will utilise all of the tools available to manage hate incidents affecting tenants, including prevention and supporting tenant victims. These are detailed in our Antisocial Behaviour Policy and Procedure.
- We will always take a victim-centred approach. The victim's wishes and beliefs will be considered before action is taken.
- Any Care HA staff found to have engaged in hate behaviour will be subject to disciplinary procedures.
- Any contractors found to have engaged in hate behaviour will be removed from work, individual perpetrators will not be allowed to work at Care's properties again.
- Non-tenant victims of hate crime will be signposted to relevant agencies.
- This policy will be shared with relevant staff members.
- Any hate incidents will be reported to Board.
- If someone reporting an incident is unhappy following a decision made in relation to any of our policies, the matter will be processed in line with Care's Complaints Policy.

5. Equality and Diversity

Care is committed to respecting diversity in all aspects of our work and we will not tolerate any form of discrimination.

We recognise that there is the potential for impact across the characteristics of Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation.

Where we are made aware of or identify customers with specific needs, we will be proactive in targeting our communication and support appropriately and consider any specific needs individually.

6. Responsibility, Commitment and Review

The designated officer responsible for implementation and monitoring of this policy will be the Chief Executive. Care will formally review this policy every three years or as necessary dependant on best practice guidelines and legislative changes.