

## Hate Crime Policy

November 2025

This policy is implemented by Midlands Rural Housing on behalf of four independent partner associations: Leicestershire Rural Housing Association, Northamptonshire Rural Housing Association, Peak District Rural Housing Association and Warwickshire Rural Housing Association. Midlands Rural Housing provides the full range of housing and management services for these four associations in line with a procedure agreement.

<b>Document title</b>	Hate Crime Policy
<b>Version number</b>	1
<b>Version date</b>	November 2025
<b>Author title &amp; issuing department</b>	Area Housing Manager
<b>Target audience</b>	This policy applies to all colleagues working for MRH whether employed, contracted or on a voluntary basis.
<b>Approved by</b>	Richard Mugglestone
<b>Date approved</b>	28/11/2025
<b>Review date</b>	November 2028 – and 3 yearly thereafter
<b>Links to Regulatory Standards – Economic/ Consumer Standards</b>	<p>The Transparency, Influence and Accountability Standard (“the TIA Standard”)</p> <p>The Safety and Quality Standard (“the SQ Standard”)</p> <p>The Tenancy Standard</p> <p>The Neighbourhood and Community Standard (“the NC Standard”)</p> <p>The Code of Practice (“the Code”)</p>
<b>Outcome for customers</b>	<p>Residents</p> <p>The policy will ensure a clear process and proactive approach for the reporting and dealing with all reports of Hate Crime.</p>
<b>Links to Regulatory Standards – Economic/ Consumer Standards</b>	<p>The Care Act 2014  <a href="https://www.legislation.gov.uk/ukpga/2014/23/contents/enacted">https://www.legislation.gov.uk/ukpga/2014/23/contents/enacted</a></p> <p>The Equality Act 2010  <a href="https://www.legislation.gov.uk/ukpga/2010/15/contents">https://www.legislation.gov.uk/ukpga/2010/15/contents</a></p> <p>Health and Social Care Act 2008  <a href="https://www.legislation.gov.uk/ukpga/2008/14/contents">https://www.legislation.gov.uk/ukpga/2008/14/contents</a></p> <p>Mental Capacity Act 2005  <a href="https://www.legislation.gov.uk/ukpga/2005/9/contents">https://www.legislation.gov.uk/ukpga/2005/9/contents</a></p> <p>Safeguarding Vulnerable Groups Act 2006  <a href="https://www.legislation.gov.uk/ukpga/2006/16/contents/enacted">Safeguarding Vulnerable Groups Act 2006 (legislation.gov.uk)</a></p> <p>Data Protection Act 2018  <a href="https://www.legislation.gov.uk/ukpga/2018/12/contents/enacted">https://www.legislation.gov.uk/ukpga/2018/12/contents/enacted</a></p> <p>Domestic homicide reviews: statutory guidance  <a href="https://www.gov.uk/government/publications/revised-statutory-guidance-for-the-conduct-of-domestic-homicide-reviews">https://www.gov.uk/government/publications/revised-statutory-guidance-for-the-conduct-of-domestic-homicide-reviews</a></p> <p>ASB Crime and Policy Act 2014</p>

## 1. Scope of Policy

This policy sets out the approach to be adopted by the association in relation to dealing with all forms of hate crime.

## 2. Applicability

The Policy applies to all colleagues, contractors and residents of the association. It is not within the scope of this policy to deal with the following:

- General incidents of anti-social behaviour - as these will be dealt with in accordance with the Anti-social Behaviour Policy.
- Harassment and intimidation involving employees - as these will be addressed through the relevant human resources policies.
- Staff suffering from Domestic Abuse – these will be addressed through the relevant human resource policies.

We have a zero-tolerance approach towards harassment of staff – see acceptable behaviour policy.

## 3. Policy statement

The association takes all forms of hate crime seriously and adopts a zero-tolerance approach to these incidents. This policy outlines the core commitments adopted by the association to work to prevent hate crime and to deal effectively with incidents should they occur.

The association will not tolerate behaviour that harms others, particularly when any individual or group suffers abuse based on their:

- Race, colour, ethnic origin, nationality or national origin
- Religion
- Gender identify
- Sexual orientation
- Marital or civil partnership status
- Disability

The association will work with our partners and residents to prevent hate crime, harassment and ASB and to support victims / survivors. We recognise that hate crime and harassment and ASB can seriously reduce the quality of life for residents and have a detrimental impact not just on the victim(s) but on the whole community. It can lead to existing residents feeling isolated, frightened or unhappy in their homes and result in properties or areas becoming unpopular and difficult to let. We recognise that everyone has the right to their chosen lifestyle, as long as it does not spoil the quality of life for others.

We recognise that this must involve close partnership working with our customers and other organisations in the communities in which we work, and will ensure that effective links are

developed to achieve this. We will meet all legal and regulatory requirements and work to ensure that our approach reflects best practice.

The association is committed to working with all partners to prevent hate crime and to provide all victims with a sensitive, appropriate service. We will use all available powers and resources to deal effectively with perpetrators of hate crime or harassment, as well as to provide support to victims of hate crime.

#### **4. Context**

This Policy is set within the context of relevant legislation such as the Equality Act 2010 and ASB Crime and Policy Act 2014. The Government defines hate crime as ‘crime committed against someone because of their disability, transgender identity, race, religion, belief, or sexual orientation.’

The Regulatory Framework for Social Housing in England (Neighbourhood and Community Standard) requires registered providers to work in partnership with other agencies to prevent and tackle anti-social behaviour in the neighbourhoods where they own homes. Regulatory action may be taken where failure to meet the standard has caused, or could have caused, serious harm to tenants.

It is a condition of the association tenancy agreements that residents must not: ‘commit any harassment or threat of harassment that may interfere with the peace and comfort of, or cause offence to, other people in the neighbourhood, or to any of our tenants, employees, contractors or agents. Harassment includes but is not limited to harassment on the grounds of race, colour, religion, sex, age, sexual orientation, health or disability.’

#### **5. Aims and objectives**

The aim of this policy is to ensure that the association (including customers, contractors and staff) work effectively to deal with hate crime and, in particular ensure that employees are made aware and trained to identify the needs of victims and witnesses of harassment, so that they can provide a responsive and effective service whilst respecting the need for sensitivity and confidentiality.

- Staff dealing with hate crime cases will provide a consistent, sensitive, empathetic, supportive, non-judgemental and effective response to victims/ survivors of hate crime and harassment.
- We will share information only with relevant agencies in accordance with relevant legal duties where there are safeguarding concerns.
- We will publicise and promote our policies and procedures, ensuring that the reporting of hate crime is accessible, with clear contact details for reporting incidents, and will offering appropriate support, whether this be solely or in collaboration with appropriate external agencies.
- We will ensure that all information is written as far as possible in plain English, and will provide information to customers in other formats and languages where required. We will offer support to victims where they are required to give evidence. We will monitor cases of hate crime and maintain accurate records.

## 6. Policy outline

We will take the following actions to assist in the prevention of hate crime within the community:

- Communicate with residents about their rights and responsibilities, emphasising the importance of allowing people to live peacefully in their homes and neighbourhoods and being a considerate neighbour.
- Support community development, community safety and regeneration initiatives, in partnership with local agencies, that will support and strengthen local communities.
- Ensure that resident involvement arrangements are inclusive and contribute to the effective tackling of all forms of harassment and hate crime.
- Take positive steps to support those groups who may be especially vulnerable to harassment and hate crime as outlined above.
- We will aim to build confidence around reporting of hate crime;
- Encourage and support victims to report incidents of hate crime.
- Challenge any attitudes and behaviours that foster hatred and prejudice, and encourage early intervention to reduce the risk of any incidents escalating.
- We will take a proactive approach to estate management by;
- Ensuring that housing management staff are involved in the new development process
- Through the Allocation Policy, we will consider the sustainability of each letting and the impact on the community. We may consider excluding an applicant from housing if there is strong evidence to suggest that he or she will perpetrate hate crime and harassment or ASB.
- All new tenants will have a home visit interview to identify any vulnerabilities and a 6 week settling in visit at the start of the tenancy to ensure that there is adequate support and to increase the likelihood of tenancy sustainment.
- All new tenants will be given a copy of our handbook at sign-up and the policy will be explained in detail, clearly setting out their responsibilities and our approach.
- Regular scheme inspections together with partner agencies and local residents will identify possible causes of and solutions to hate crime and harassment. We employ garden and scheme maintenance contractors on most of our schemes who will report any environmental issues so that these can be promptly dealt with and resolved.
- We will have a targeted approach towards training and publicity;
- Where permitted we will publicise successful actions against perpetrators on social media to discourage hate crime and harassment and ASB and encourage victims of such behaviour to come forward.
- We provide staff training and awareness sessions to ensure that incidents are identified and dealt with effectively. All incidents of hate crime are dealt with in line with the overarching ASB procedures.
- We encourage a wide range of mechanisms available for reporting incidents of hate crime and harassment and ASB. This includes online reporting by the customer service portal and website.

## 7. Dealing with incidents of hate crime

Incidents believed to be motivated by hatred or prejudice directed against any person or group of people based on any of the identifying factors will be classified as a high risk for

investigation purposes, irrespective of the nature of the actual behaviour reported. Although the following is not an exhaustive list, incidents of hate crime may comprise, for example, one or more of the following:

- Physical attacks on people or property
- Intimidation
- Graffiti
- Arson or attempted arson
- Abusive or threatening language or behaviour
- Deliberate and targeted acts intended to deter residents from living in their home or to force them to leave
- We will ensure that we offer a consistent, effective approach to dealing with reports of hate crime and specifically will do the following:
- Investigate thoroughly every case of harassment and hate crime reported where the alleged perpetrator and/or victim is a tenant or leaseholder, or receives a service from the association.
- When an incident is reported, we will aim to contact the person reporting it within one working day to take details of the incident.
- Remove any offensive graffiti within 24 hours of it being reported, if it is on our land. We will also do any related emergency repairs needed within 24 hours, if the customer lives in one of our properties.
- We will risk assess each case and agree a plan of action which will be logged as a high risk case managed by the housing officer for that area.
- Provide a range of options to help support victims of hate crime. In cases where the safety and wellbeing of the victim(s) is at risk, the association will sign post to relevant agencies to offer further support in their current home.
- We will consider appropriate legal action against the perpetrator if there is supporting evidence.

Hate crimes can feel like crimes to those who suffer them and can often escalate to tension in a community. The police therefore encourage people to report hate incidents to them (online via [www.report-it.org.uk](http://www.report-it.org.uk) or by other means).

## **8. Monitoring and review**

This policy will be reviewed every three years or on the introduction of new legislation or best practice guidelines, whichever is the sooner. We will;

- Undertake regular case audits to review high risk cases including reviewing best practice and as a learning tool.
- We will monitor performance on dealing with all incidents of hate crime, and will report this via relevant co-regulation arrangements, ensuring that all data is anonymous and that we comply at all times with the policy and procedure on data protection.
- We will provide regular updates to Board.

## 9. Equality and Diversity

We are committed to fairness and equality for all regardless of their colour, race, ethnicity, nationality, gender, sexual orientation, marital status, disability, age, religion or belief, family circumstances or offending history, as referred to in our relevant policies. Our aim is to ensure that our policies and procedures do not create an unfair disadvantage for anyone, either directly or indirectly.

When applying this policy we will:

- Act with respect and consider the diverse needs of individual and communities.
- Take positive action to reduce the discrimination and harassment in local communities.

## 10. Associated documents/policies

- HCA Regulatory Framework for Social Housing in England from April 2015
- Anti-Social Behaviour Policy and Procedure
- emh Group Data Protection Policy
- Human Rights Act 1998
- ASB Crime and Policing Act 2014
- Equality Act 2010
- Allocations Policy

## 11. Complaints

If you're dissatisfied with the service you have received you can raise a complaint by accessing the relevant association's link below:

[Warwickshire Rural Housing Association](#)

[Peak District Rural Housing Association](#)

[Leicestershire Rural Housing Association](#)

[Northamptonshire Rural Housing Association](#)