

Hate Crime policy

1. Introduction

- 1.1 This policy sets out the principles to our approach to tackling hate crime, through early intervention, prevention, enforcement, and support.
- 1.2 This policy aims to establish a victim-centred approach when responding to cases of hate crime. If the victim feels the incident is motivated by hate it will be treated as a hate crime.
- 1.3 The policy aims to ensure that those who are subjected to hate crime are supported with in a sympathetic and sensitive manner, in accordance with their needs. The policy aims to ensure that our colleagues provide a non-judgemental, focused service.
- 1.4 We acknowledge that hate crime is a form of antisocial behaviour, and we will deal with all hate crime incidents in line with our Antisocial Behaviour policy and procedures.
- 1.5 Peabody will not tolerate hate crime in any form and will take robust action against perpetrators, whilst recognising and supporting the needs of the victim.
- 1.6 This policy has links to some of our other policies, and we've thought about these links when reviewing the policy. This policy should be read in conjunction with the following policies:
 - Lettings policy
 - Rehousing policy
 - CCTV policy
 - Domestic Abuse and VAWG policy
 - Antisocial Behaviour policy
 - Complaints policy
 - Responsive Repairs policy
 - Unreasonable Communication policy
 - Equality, Diversity and Inclusion policy

2. Scope

- 2.1 This policy applies to all Peabody Group customers including leaseholders, freeholders and shared owners, visitors to Peabody estates and users of Peabody community centres. It covers all subsidiaries except for Town and Country Housing.
- 2.2 We aim to ensure that all customers experiencing or witnessing hate crime feel confident and able to approach Peabody knowing that staff will be understanding and offer them support sensitively.
- 2.3 We aim to ensure all customers are aware that hate crime is a criminal offence and a breach of the terms of their occupancy agreement.
- 2.4 Third parties such as managing agents and contractors working on our behalf are also required to meet our policy commitments.

3. Key terms and definitions

- 3.1 **Hate Crime** is any criminal offence which is perceived by the victim or any other person, to be motivated by hostility, prejudice based on a person's race or perceived race; religion or

Hate Crime Policy

perceived religion; sexual orientation or perceived sexual orientation; disability or perceived disability and any crime motivated by hostility or prejudice against a person who is transgender or perceived to be transgender.

3.2 A **hate incident** is any incident which the victim, or anyone else, thinks is based on someone's prejudice towards them based on their race, religion, sexual orientation, disability or because they are transgender. Not all hate incidents will amount to criminal offences, but it is equally important that they are reported.

4. Our approach

- 4.1 Peabody is committed to ensuring its neighbourhoods are safe, welcoming and inclusive of all customers. We understand that hate crime can have a serious and devastating impact on an individual's sense of security, health and wellbeing and also has a negative impact on the neighbourhoods and communities where these incidents occur. Our approach to addressing hate crimes and hate incidents will be the same as we will treat both equally.
- 4.2 We will enable customers to report incidents of hate crime to us in different ways including in person, in writing, over the phone, by email and on our website. We offer anonymous reporting to witnesses of hate crimes and facilitate the reporting of hate crimes by non-residents. We will where appropriate, investigate all reports of hate crime received in conjunction with the police.
- 4.3 We will where appropriate carry out a risk assessment and provide support for the victim and their household members. The risk assessment will inform a tailored approach, which will be used to respond to the affected individuals.
- 4.4 We will, where appropriate agree an action and safety plan with the victim, monitor the situation, and review at a frequency agreed with the victim. We will keep in regular contact with the victim and ensure that they are kept informed of the actions that we are taking.
- 4.5 We will support witnesses throughout the investigation and any further action which may arise where appropriate
- 4.6 We will work with partner agencies, community groups, partner and statutory organisations, where appropriate, to ensure co-ordinated services to prioritise the safety of victims and their children.
- 4.7 We will refer cases to multi-agency panel meetings with the agreement of the victim where appropriate, to ensure that support is received from all relevant agencies including if temporary accommodation is required and any safety measures for the victim or witnesses.
- 4.8 We will report hate crimes to the Police on behalf of victims or support victims in doing so if we have their consent
- 4.9 Following a report of hate crime, we will raise emergency repairs) to remove offensive graffiti, posters or visible materials and/or secure the property of the victim or witness within two working days. We will also work with partner agencies to make them aware of reoccurring offensive graffiti.
- 4.10 We will prioritise any action taken based on the severity of the incident and in accordance with the completed risk assessment. If the initial risk assessment or developments during the casework, identify that a victim or witness is at a high or immediate risk of harm and cannot remain safely in their present home, we will advise the victim or witness of their options for rehousing including moving via mutual exchange or using our internal transfer system (if it is available in your location). We may also consider a management transfer for those assessed as at high or immediate risk, in line with our Rehousing policy.

Hate Crime Policy

- 4.11 We will raise awareness of hate crime and related issues in our neighbourhoods and communities through information, advice and community initiatives. We will publicise our approach to hate crime via a range of media including our website, noticeboards, community centres and social media. Peabody recognise and support national awareness campaigns throughout the year, including National Hate Crime Week.
- 4.12 We will not seek to disperse or displace incidents of hate crime to another area but will work with community partners in a multi-agency approach to address the incidents and determine the best prevention and/or enforcement measures.
- 4.13 Where appropriate we will provide support to perpetrators and make referrals to appropriate partner agencies where we identify support needs. We will also signpost customers to the appropriate internal teams for support.
- 4.14 We will take early, firm and effective action, where it is available, against perpetrators of hate crime, including those who fail to engage with the support offered. This may include working with partner agencies, where we will keep these agencies updated of any action taken.
- 4.15 We will monitor hate crime cases across our stock, allowing us to identify persistent perpetrators, to monitor the success of our actions, and the satisfaction levels of both victims and witnesses. We will use this information to improve the services we offer.
- 4.16 We are committed to ensuring the safety and wellbeing of our colleagues. We will provide colleagues with role appropriate training so that they understand their roles and responsibilities in dealing with hate crime. Any unreasonable behaviour towards our colleagues will be dealt with in line with our unreasonable communications and ASB policies. If any of our colleagues are victims of a hate crime Peabody will support them to report this to the Police.
- 4.17 We recognise the emotional impact on colleagues who may be subject to hate crime whilst carrying out their job. Support will be available through line managers and in line with our Employee Assistance Programme (EAP).
- 4.18 We will investigate any allegations or suspected hate crime by Peabody colleagues through our internal disciplinary procedures and formal statutory investigative procedures where appropriate.
- 4.19 We will process personal data and information in accordance with the Data Protection Act 2018, UK General Data Protection Regulation and our Data Protection policy and procedures.

5. Equality, Diversity and Inclusion

- 5.1 We actively promote equality diversity and inclusion, ensuring that people are treated with dignity, fairness and respect. This ensures that no person is discriminated against on the grounds of their protected characteristics.
- 5.2 We will endeavour to ensure that our services are delivered fairly and equally to all and to the highest possible standard. We provide all customers, prospective customers and other stakeholders with the information they require, in a format to meet their individual needs, using clear language which is easy to understand.
- 5.3 This policy may have an impact on our most vulnerable customers, many who will have protected characteristics under the Equality Act 2010. Therefore, we have completed an Equality Impact Assessment to ensure that any action we take does not discriminate, is the least restrictive and enables the person as much choice and control over decisions as is possible.

Hate Crime Policy

6. Legislation and Regulation

- Antisocial Behaviour, Crime and Policing Act 2014
- Domestic Abuse Act 2021
- Anti-terrorism Crime and Security Act 2001
- The Crime and Disorder Act 1998
- Environmental Protection Act 1990
- Racial and Religious Hatred Act 2006
- Protection from Harassment Act 1997
- The Housing Act 1996
- The Equality Act 2010
- The Data Protection Act 2018 and UK General Data Protection Regulation

7. Responsibilities

7.1 The Managing Director (North Counties) has overall responsibility for delivery and compliance with the policy.

7.2 Further responsibilities to be outlined in locality model.

Approval

Version number	1.1
Effective from	20 April 2023
Policy owner	Managing Director North Counties