

## Hate Crime Policy

### 1.0 Introduction

Hate crime is any offence committed against a person or property, which is motivated by the offender's hatred of people because they are seen to have different characteristics. Hate Crime is a criminal offence and will not be tolerated by Coastline.

There are nine Protected Characteristics under the Equality Act 2010:

- Age
- Sex
- Race
- Sexual orientation
- Marriage/ civil partnerships
- Disability
- Gender reassignment
- Religion
- Pregnancy/maternity

Examples of such offences could include, but is not limited to, incidents of:

- Verbal abuse
- Harassment or threats
- Physical assault of any kind
- Damage to home or property
- Bullying
- Graffiti and vandalism

Many people for various reasons are reluctant to report crime directly to the Police and because of this Coastline will act as a third party reporting agency to make it easier and more accessible for local residents to report Hate Crime.

Through consultation with the Neighbourhood and Communities Sounding Board and in conjunction with a customer Action Team, CHL has developed this policy and procedure to tackle Hate Crime.

### 2.0 The Equality Act 2010

This replaced all previous legislation that dealt with anti-discrimination. Coastline will ensure that we deliver a service which will eliminate discrimination, harassment, victimisation and any other conduct that is prohibited under this Act; (Section 149 of the Equality Act 2010 Public sector equality duty).

### 3.0 True Vision

True Vision is a Police website which gives information about Hate Crime or incidents. It enables users who do not wish to report incidents in person to report incidents online at [www.report-it.org.uk](http://www.report-it.org.uk)

### 4.0 Dealing with Hate Crime

We will:

- Adopt a victim centred approach and agree an Action Plan
- Arrange for interviews to be held at a convenient location for the complainant
- Record all incidents of Hate Crime on our ASB recording system
- Treat cases of Hate crime as a priority, within 1 working day of receiving a complaint
- Remove offensive graffiti within one working day
- Repair any damage to your property within one working day
- Provide advice and assistance on extra security if there is a risk of further abuse
- Provide on-going support with the help of partner agencies if appropriate
- Work with the Police, Cornwall Crime and Disorder Reduction Team and other agencies to make you and witnesses feel safe
- Invite other relevant agencies such as the Police or other Housing Providers to attend interviews with perpetrators
- Take appropriate action against perpetrator(s) and work with other agencies to assist them change their manner
- Encourage you to report abuse to us quickly
- Monitor customer satisfaction to ensure there is no discrimination within our service
- Benchmark our performance against national organisations

Action taken against those responsible will be proportionate to the seriousness of the activity in which they are engaged and appropriate to the circumstances. Intervention action will be selected, based on what is most likely to produce an effective solution. In very serious or persistent cases of Hate Crime, rapid enforcement action will be taken to resolve the problem. This may include court action where appropriate.

Coastline recognises the tools and powers available to us. Legal enforcement powers will be used as necessary, appropriate and proportionate.

### 5.0 Respect – ASB Charter for Housing

Coastline has signed up to and is committed to the new Respect – ASB Charter for Housing which aims to be outcome-focused so that we can provide a high quality ASB service. The Charter consists of seven core commitments.

We are committed to:

- demonstrating leadership and strategic commitment
- providing an accessible and accountable service
- taking swift action to protect communities
- adopting a supportive approach to working with victims and witnesses
- encouraging individual and community responsibility
- having a clear focus on prevention and early intervention
- ensuring that a value for money approach is embedded in our service

## **6.0 Tenancy agreements**

Our tenancy agreements contain clauses relating to anti-social behaviour, which includes Hate Crime. By signing the tenancy agreement or lease our tenants agree not to commit acts of anti-social behaviour and to be responsible for the behaviour of their household and visitors.

Not all tenancy agreements are exactly the same, but the principle that the lives of other residents should not be adversely affected by another's behaviour is a constant throughout.

## **7.0 Prevention**

To prevent anti-social behaviour from occurring Coastline employs a variety of actions and initiatives. These include but are not limited to:

- A robust pre-tenancy interview, which includes a full risk assessment, to ascertain the suitability of the applicant and that appropriate support is in place before the tenancy commences
- Actively participating in community initiatives aimed at addressing issues relating to the causes and effects of anti-social behaviour. This involves working with local schools, the police, community agencies and other external agencies
- Actively involving communities in the management of their neighbourhood, encouraging the formation of resident groups and promoting minimal tolerance of anti-social behaviour
- Developing Local Lettings Strategies which can respond to the needs of communities where anti-social behaviour has been problematic
- Developing Local Offers and Coastline Offers with our customers
- Encourage reporting of ASB by ensuring that our Policy and Procedures are clear, accessible and pro-active
- Following a clearly defined process, including a relevant action plan agreed with to the person(s) experiencing the anti-social behaviour
- Taking prompt, appropriate and decisive action to deal with ASB before it escalates. In doing so, we adopt a problem solving approach and have regard to the full range of tools and legal powers available
- Support victims and witnesses of anti-social behaviour.

## 8.0 Training

To ensure that officers are equipped with the key skills to deliver this Policy and our Procedures effectively we will:

- Incorporate anti-social behaviour as a specific subject area in the induction programme of new staff members
- Facilitate regular One-to-Ones, Team Meetings and Appraisals for staff.
- Provide frequent training courses for all staff involved in dealing with incidents of anti-social behaviour to ensure that officers are aware of the available range of anti-social behaviour remedies and are trained in their use.

## 9.0 What we will do when we receive complaints of Hate Crime

We will:

- Record all reports of Hate Crime within 24 hours and appoint a named officer to each case
- Respond to the complainant within one working day of receiving a complaint
- Remove graffiti within one working day
- Develop an action plan with the victim/witness to deal with the particular circumstances of the complaint.
- Keep the complainant informed of the progress of the action plan and notify and explain our decisions
- Work with the Police and Cornwall Council Community Safety Team (Anti-social behaviour)
- Review and close each case if there have been no further complaints for 28 days
- We will close off cases as soon as they have been resolved with the complainant's agreement

## 10.0 Providing support to those involved

We will:

- Agree an action plan with the complainant and tailor the plan to their individual circumstances and case.
- Work with our partners to provide assistance and support to suit the needs of the complainant/victim/witness
- We will have regard to what assistance and support may be available to perpetrators to encourage them to change their behaviour to prevent re-offending
- Maintain contact throughout the course of the investigation and keep those involved informed of progress (subject to duties of confidentiality) from the date the first complaint is received, throughout the investigation process and/or any legal action
- Use measures to prevent and reduce anti-social behaviour, and use appropriate legal and non-legal solutions to tackle it.
- Ensure that a Disability Assessment Form (Justification Prior to Legal Action Equality Act 2010) is completed before Notices are served.
- We will provide feedback and reports to residents relating to our performance.

## **11.0 Monitoring and reporting**

We will:

- record the number of incidents of Hate Crime reported to us
- record the number of Notice Seeking Possessions served
- monitor the number of Hate Crime cases resolved through early intervention
- monitor the number of tenancies brought to an end through legal proceedings for Hate Crime
- monitor and report customer satisfaction

## **12.00 Complaints**

Where Hate Crime complainants feel that we have not carried out our duties under this Policy they have the right to make a complaint under our Complaints Policy.

## **13.0 Equality and Diversity**

Throughout the operation of our Policy on Hate Crime and through our dealings with those involved in cases we will have regard to our diversity policies at all times.

All customers (and their advocates) will have access to this document upon request or from our websites.

This document and accompanying leaflets can be translated or provided in alternative formats (e.g. Braille, large print, and audio) upon request.

## **14.0 Associated Documents**

The following legislation, guidance, policies and documents are associated with this Policy:

- Respect – ASB Charter for Housing
- Lettings Policy
- Probationary Policy
- ASB Policy
- Domestic Abuse Policy
- Equality & Diversity Policy
- Mutual Exchange Policy
- Safeguarding Adults and Children policies
- Complaints Policy
- Tenancy Agreements
- Equality Act 2010
- Housing Act 1996
- Housing Act 1988
- Criminal Justice Act 2003
- Anti-social Behaviour Act Crime and Policing Act 2014