

What is hate crime?

A hate crime or incident is any behaviour that someone – including the victim or a witness – believes is motivated by **prejudice or hatred** based on:

- Race, colour, or ethnic origin.
- Religion, faith, or belief.
- Gender or gender identity.
- Sexual orientation.
- Disability.
- Age.
- Appearance.

Hate incidents can take many forms, including:

- Verbal abuse, threat, or intimidation.
- Offensive jokes, or comments.
- Bullying or isolation.
- Damage to personal property.
- Physical assault.

These incidents affect not only the person targeted, but also their family, friends, and the wider community.

If you experience or witness a hate incident

Please tell us.

- Hate crime is **never acceptable**, and we treat all reports seriously.
- We believe everyone has the right to feel safe and respected – regardless of age, background, identity, or appearance. We are committed to supporting residents to live confidently and independently, in an environment free from intimidation, harassment, or abuse.
- Even if you're not the victim, you can still report an incident if you see or hear something that concerns you.

How to report.

- If it's an emergency call **999**.
- Then, when safe, contact a member of our Housing and Support team.
- You can report anonymously, but this may limit what we can do.
- You choose how much information to give – **you're in control**.

We will not insist you contact the police before we offer support – though we will encourage you to do so if you feel able.

Our approach

We take a **victim-led approach**, which means we listen to your experience and respond based on how it felt to you.

If you, or a third party, believes a hate incident has taken place, we will treat it under our Race and Hate Crime policy. Every case is different, and we will tailor our response to your needs and circumstances.

We will:

- Investigate the incident sensitively.
- Seek your consent before involving the police or other agencies.
- Act against the offender wherever possible.
- Keep in regular contact as we agree next steps with you.
- Provide advice on services available to support you.

We also recognise our responsibilities under the **Equality Act 2010**, which protects individuals from harassment, discrimination, and victimisation based on characteristics such as race, religion, disability, gender identity or sexual orientation.

Alongside formal action, we may also explore safe, supported ways to resolve lower-level incidents – such as signposting to mediation or community services – where this is safe, constructive, and agreed with those affected.

People, Places, Partnerships in practice

Everyone has the right to feel safe in their home and community.

- For **people**, that means being seen, respected, and free from fear or discrimination.
- In the **places** we manage, we uphold clear standards and zero tolerance of abuse or harassment.
- Through **partnerships** with residents, communities, and agencies, we work together to challenge hate and support those affected.

You are not alone – and you deserve to feel safe, heard, and supported.