

## What is race and hate crime?

A hate crime or incident is any incident that is perceived by the victim or any other person as being motivated by a prejudice or hatred of someone's:

- 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:

- Bullying.
- Isolation or exclusion from social activities.
- Threatening or abusive behaviour including ridicule of cultural differences, offensive jokes, or comments.
- Verbal abuse and threats.
- Damage to property or personal belongings.
- Physical assault.

Hate crime or incidents not only harm the victim or damage their property; it can affect the whole family, friends, and wider community.

## Hate incidents – tell us.

It is important that you tell us if you experience a hate incident. Hate crime is always unacceptable and we take all reported incidents very seriously.

We are committed to providing a wide range of specialist housing and support services enabling older and vulnerable people to have the opportunity to live within a safe and secure environment that supports their independence. We believe that all residents and their visitors have the right to live without fear of abuse, intimidation, harassment, humiliation, or attack irrespective of gender, age, disability, race, religion, sexual orientation, gender identity or appearance.

We recognise that hate incidents/crimes can go unreported and we encourage residents to report hate incidents whether they are victims of, or witness to, such incidents.

We are committed to encouraging reports of race and hate incidents and acting against those who commit offences.

## Reporting race and hate incidents.

In an emergency dial 999 and then when able to do so contact a member of our housing and support staff.

Please do not be afraid to contact us to make us aware of any incidents. Your report will be treated as a priority. All information will be treated sensitively and in confidence. You can provide as little or as much information as you are happy to share. You do not have to provide your personal details when you make a report, however without these details we will be unable to pursue your individual case or provide you with any advice or support.

You lead all actions. If you do not want action to be taken and simply want the matter recording that is okay. We will not require you to contact the police before we help. However, we will encourage you to report hate incidents/crimes to the police.

## Our response

We will adopt a victim led approach in dealing with hate incidents. This means that if you, or a third party, feels you or someone else has experienced a hate crime we will deal with it under our race and hate crime policy. If a hate-based incident is proved, we will take advice and guidance from our legal representatives on the most suitable legal action to take against the offender. We will talk to you and agree the best type of action to take. We recognise that every reported hate incident/crime will be different, and our response will be tailored to the individual circumstances and your individual needs. We will:

- Investigate the incident.
- Seek your permission to report the incident to the police and other relevant agencies established to tackle race and hate crime.
- Act against the offender where we can do so\*.
- Establish regular contact with you as part of the action plan we agree with you.
- Provide information about services available to victims of race and hate crime.

\*Through our investigations we will try and understand the motives and tackle any ignorance of the offender. This includes making it clear that we and the wider society do not tolerate any form of race and hate crime.