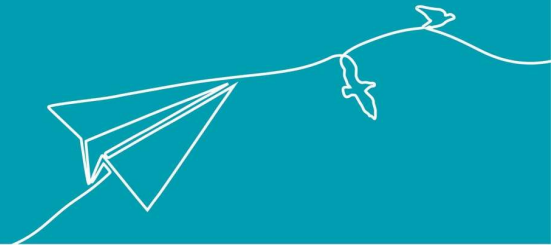


Hate incidents



Introduction

Great Places values the diversity of our customers and communities and want to ensure that our customers, their families and visitors are able to live without fear of abuse, harassment, intimidation or attack motivated by hate. We understand the devastating impact on individuals, families and communities that suffer incidents motivated by hate and will work in partnership with other statutory agencies to tackle incidents, taking a zero-tolerance approach towards all forms of hate behaviour.

We are committed to working with and alongside our customers to tackle hate incidents and deliver an excellent service. This policy operates adjacent to our Antisocial behaviour Policy which outlines our enforcement tools as a social landlord.

Service Delivery Framework: our relationship with our customers goes two ways with responsibilities on both sides. We ask customers to take responsibility, with our support if needed, for looking after their home and respecting their neighbours, their community and our colleagues. Sometimes we need to step in or assist, when we do we will do things 'with' not 'for' our customers, providing the right level of support to empower customers to tackle issues themselves wherever possible. When things escalate or are of a serious nature, we will consider enforcement action where this is deemed necessary and appropriate having investigated and assessed the evidence available.

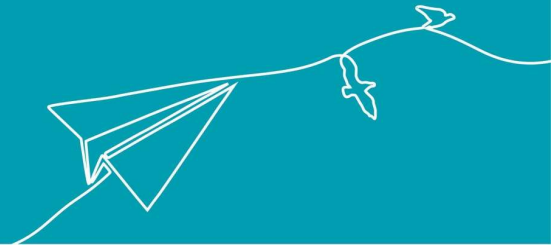
What is an incident motivated by hate?

Hate incidents stem from a prejudice against others based on view about their differences. They are contrary to the central principle of diversity, where differences are respected and valued. Hatred is a strong term that goes beyond simply causing offence or hostility. The Equality Act 2010 provides a list of protected characteristics, namely:

- Age
- Sex
- Race
- Disability
- Religion or Belief
- Sexual Orientation
- Gender identity

We recognise that harassment could also be motivated by a number of other factors including appearance, perceived differences, mannerisms, or any other prejudice.

Hate incidents



Definition of a Racist incident:

Great Places adopts the MacPherson definition of a racist incident which states:

- “A racist incident is any incident which is perceived to be racist by the victim or any other person”.

This means that if anyone – the victim, a witness, a police officer or housing professional – believes an incident may be due to racist motives or beliefs, then it will be recorded and dealt with as such by Great Places.

Definition of Harassment:

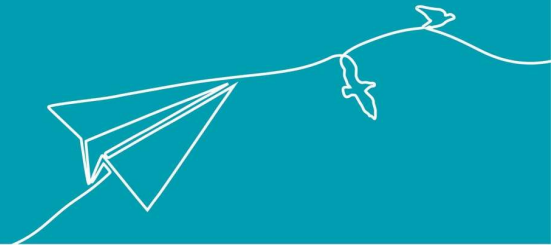
Great Places have adapted the MacPherson definition of racial harassment to capture the other protected characteristics in the Equality Act as follows:

“An incident or series of incidents intended or likely to intimidate, offend or harm an individual or group because of their ethnic origin, nationality, religion or beliefs, sexual orientation, gender, age or disability.”

Harassment and hate crime can take many forms, including but not limited to:

- Verbal abuse or conduct that ridicules a person’s ethnic origin, nationality, religion or beliefs, sexual orientation, gender, age or disability. This can include mimicking a person’s accent, speech or mannerisms
- Making threatening, intimidating and derogatory remarks about a person based on any equality characteristic
- Unprovoked assault including actual bodily harm and grievous bodily harm.
- Sending threatening letters or correspondence through the post or by email, making abusive telephone calls or abusive contact through social media or other electronic communication means
- The display or distribution of derogatory materials which relate to ethnic origin, nationality, religion or beliefs, sexual orientation, gender, age or disability
- Damage to property and possessions, including arson, graffiti and vandalism
- Repeated unfounded complaints to the landlord

Hate incidents



Definition of Hate Crime:

A hate crime is a criminal offence committed against another person or their property that is motivated by hate or prejudice because of the person's:

- Race, colour, ethnicity, nationality or national origin
- Religion or faith
- Gender or gender identity (including transphobia)
- Sexual orientation (including homophobia)
- Disability
- Age

Context

Great Places will keep in touch with changes in Government policies and guidelines and will continuously review this policy in a national and local context. At the time of writing, the regulatory and legal framework was as follows:

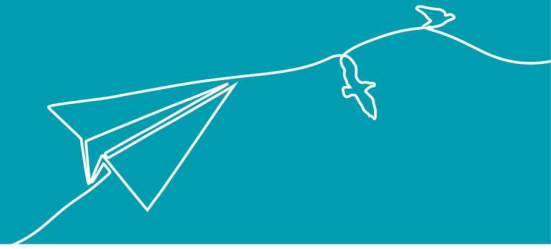
Regulatory Framework: Neighbourhood and Community Standard

Under the Neighbourhood and Community Standard, registered providers are required to publish a policy on how they work with relevant partners to prevent and tackle antisocial behaviour in areas where they own properties - this includes incidents motivated by hate.

Legal Framework

- Anti-social Behaviour, Crime and Policing Act 2014
- Protection from Harassment Act 1997
- Equality Act 2010
- Crime and Disorder Act 1998, as amended 2002
- Housing Act 1996
- Human Rights Act 1998

Hate incidents



Aims & Objectives

The overall aim of this policy is to outline our approach to dealing with incidents motivated by hate.

Our key objectives are:

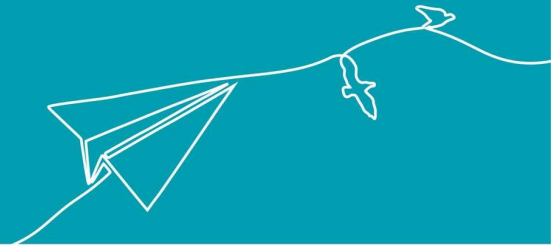
- Work in partnership with key agencies to eliminate unlawful discrimination and harassment from our communities, promoting good relations between people of different backgrounds, cultures and heritage.
- Supporting customers and their families to tackle incidents motivated by hate, encourage incident reporting and engagement with both Great Places and statutory agencies to tackle issues together.
- Prioritisation of incidents motivated by hate, ensuring incidents are investigated objectively, and action is taken against perpetrators where appropriate, necessary and justified.
- Work with vulnerable victims and perpetrators alongside partner agencies to provide a holistic and proportionate response to tackling incidents and support those suffering in our communities.
- Take a zero tolerance approach to behaviour motivated by hate.
- Promote fair and equal treatment for everyone.
- Ensure that information is treated confidentially and responsibly.

What is involved?

Incidents motivated by hate also fall under criminal law, therefore we will work with our customers to assess potential outcomes, providing information and advice on what both Great Places and the Police can do to help. Our priority will be to prevent further incidents from occurring and ensuring those affected have the right support and are clear on the best path to find a resolution.

- Our approach will be non-judgmental, sympathetic, understanding and believing when incidents motivated by hate are reported to us. We will record and respond to incidents within **three working day** and provide the individual reporting a case to us with a named contact.

Hate incidents



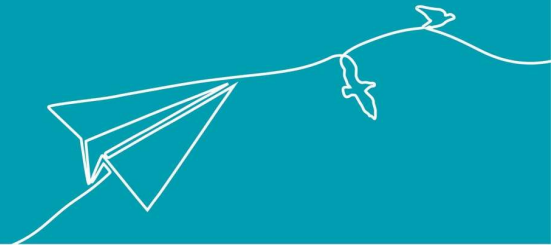
- We will take a victim-centred, harm-based approach when assessing reported incidents, which will include a combination of professional judgement and our risk assessment framework for antisocial behaviour.
- Working with customers and our partner agencies we will provide information, advice and support to help individuals understand their options in addressing incidents and preventing further incidents. We aim to promote the safety, security and confidentiality of the victim. Wherever possible we will be sympathetic to any request to be interviewed by an officer of the same sex or ethnic origin.
- We will work with those involved in or affected by incidents motivated by hate to assess any vulnerabilities and specific needs that may need specialist support where this is appropriate. We will encourage and support victims to access the right support by utilising our partnership network, or referring to our internal Tenancy Coach service where appropriate.
- In line with our ‘antisocial behaviour’ policy we will offer Tailored Support to meet the needs of our customers.
- Damage to a Great Places property as a result of incidents motivated by hate and any associated repairs of such damage will be given priority.
- As part of our approach to developing sustainable neighbourhoods we promote cohesive communities and community engagement to support residents from different backgrounds to live together harmoniously and without prejudice.
- Staff members receive appropriate training on hate and harassment.

Enforcement and Multi Agency working

Great Places as a registered provider of social housing has powers that seek to prevent incidents from reoccurring. Other statutory agencies such as the police have powers to seek justice for victims following an incident, where incidents are deemed to be a hate crime. We will work with our customers or colleagues to understand the prospects and potential outcomes of any enforcement action, obtaining consent as necessary.

- In line with our Antisocial behaviour policy, where we can take action we will apply a zero-tolerance approach to prevent further incidents from occurring.
- In relation to our colleagues and contractors, we take a zero-tolerance approach to incidents motivated by hate or harassment. In addition we will assess the need for appropriate work based arrangements to support them to continue their duties where necessary.

Hate incidents



Plumlife: shared ownership and leasehold management

When it comes to our Plumlife managed properties, our approach to dealing with incidents motivated by hate is led by the relevant leasehold covenants. On occasions, our responsibilities to customers of different tenures can cross over – in these cases we will assess the duty we have to each party and provide clarity on the support available to address the issues they are facing, which may involve Great Places, depending on the cause of action and contractual relationship.

Monitoring and reporting

We will collect and review performance data we collect to report on the effectiveness of our service, including the Tenant Satisfaction Measures. Our performance will be reported to customers on a regular basis and through service updates and performance reports to our Directors team, Executive and Great Places Board.

Links to related policies, strategies and procedures

- ASB Policy
- Service Delivery Framework
- Equality, Diversity and Inclusion Policy
- Domestic Abuse Policy
- Lone Working Policy
- Responsive Repairs Policy
- CCTV Policy
- Scheme and Neighbourhood Management Policy
- Tenure and Tenancy Management Policy
- Customer commitments
- Safeguarding Policy

Policy approval date:	18 th January 2024
Equality impact assessment date:	January 2024
Reducing carbon impact assessment date:	N/A
Safeguarding/Modern Slavery impact:	January 2024
Policy review date:	8 th March 2026
Lead team:	Housing & Enforcement
Level of authorisation required:	Director
Please record all authorisation meetings, with dates and details	Directors meeting sign off (18.02.24)