



**NORTHAMPTONSHIRE
PARTNERSHIP HOMES**

Hate Incident Policy 2025

Document Management Control

DOCUMENT MANAGEMENT	
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Contact Officer: Darren Berwick Position: Area Team Manager Original author and title: Nicky McKenzie – Assistant Director – Housing. Date of creation: 23.8.2019	

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1. INTRODUCTION

NPH has an important role in reducing the incidence of Hate Crime/Incident and providing support to victims of hate crime/incidents. NPH recognises that hate crime is unacceptable and is also a breach of tenancy agreement condition.

Although hate crime is not restricted to a specific gender, race, religion or class, it is important to ensure that appropriate service responses are in place to support all victims of hate incidents. We will seek to ensure that we are able to meet individual's needs in line with good practice and relevant legislation.

2. NPH VISION, MISSION AND VALUES

Our Vision is:

- NPH provides homes which enable people to live happy and healthy lives in enriched communities.

Our Mission is:

- We improve lives by sharing a common purpose.
- We improve and maintain the quality of our homes.
- We provide services which endeavour to meet the needs and aspirations of all tenants and residents.
- We will provide the opportunity for people to influence the immediate and long term futures for themselves and their communities.

Our Values are:

- Open and Strong
- Listen and Respond
- Achieving more with others
- Aim High and Deliver

3. SCOPE

This Policy sets out the how NPH will manage any reported Hate incidents which are reported to us.

The Policy includes the service's definition of hate Incident/crime, how we will deal with it and how the victims will receive appropriate advice and support.

4. POLICY STATEMENT

- We will take all forms of hate incident/crime seriously, and adopt a zero tolerance approach to incidents of hate.
- We will ensure that our Housing Service meets the needs of those experiencing hate incident/crime.
- We will ensure our response is appropriate to the needs of the individual and in line with our Anti-Social Behaviour Policy and Procedure.
- We will raise awareness of the issue across our whole workforce.
- We will work in partnership with other organisations in the communities and develop effective links.
- We will use all available powers and resources to deal effectively with perpetrators of hate crime or harassment, as well as to provide support to victims of hate incident/crime.
- We will record, monitor and use our business intelligence to proactively tackle hate incidents / crime.

5. DEFINITION OF HATE MOTIVATION

Hate crimes and incidents are taken to mean any crime or incident where the perpetrator's hostility or prejudice against an identifiable group of people is a factor in determining who is victimised. This is a broad and inclusive definition. A victim does not have to be a member of the group. Anyone could be a victim of a hate incident/crime. Someone can also be a victim of more than one type of hate crime.

6. DEFINITION OF A HATE CRIME/INCIDENT

The police and the Crown Prosecution Service have agreed the following definition for identifying and flagging hate crimes:

"Any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice, based on a person's disability or perceived disability; race or perceived race; or religion or perceived religion; or sexual orientation or perceived sexual orientation or transgender identity or perceived transgender identity."

A hate incident is any incident which the victim, or anyone else, thinks is based on someone's prejudice towards them because of their race, religion, sexual ,orientation, disability or because they are transgender

The five monitored strands are:

- Race
- Religion/faith
- Sexual orientation
- Disability
- Transgender-identity

Crimes based on hostility to **age, gender, or appearance** can also be hate incidents/crimes, although they are not part of the five monitored strands.

The detail of the five monitored strands are as follows:

Disability Hate Crime – The Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment that has a substantial and long term adverse effect on his or her ability to carry out normal day to day activities. The Act includes special rules that ensure people with HIV, cancer and multiple sclerosis who are deemed to be disabled people from their point of diagnosis

The definition of disability hate crime would include anyone who was targeted as a result of their disability or impairment, and this would include hidden disabilities such as epilepsy and diabetes and those with HIV status.

Homophobic and Transphobic Hate Crime – Homophobia is an irrational fear and dislike of people who identify themselves as lesbian, gay or bisexual. Transphobia is an irrational fear and dislike of people who identify themselves as Transgender.

Many people from the LGBT communities do not disclose their sexuality to family, neighbours, colleagues etc, and this is often because they fear negative consequences. This can mean that there is under-reporting of hate crime from this group.

Religious Hate Crime – A religious or faith related incident is defined when it is perceived to be based on prejudice towards or hatred of the faith of the victim. It is recognised that there is a level of religious prejudice and intolerance which is often created due to a lack of knowledge about different religions.

The Racial and Religious Hatred Act 2006 created the new offence of 'stirring up hatred against persons on religious grounds'. The offences apply to the use of words, behaviour or display of written material, publishing or distributing written material, public performance or broadcasting.

Sex/Gender Hate Crime – Although it is not exclusively women and girls who experience sexual harassment and domestic abuse, women do have particular concerns about safety both at work but in the home and in society in general,

Domestic Abuse is the most frequently reported incident against women, but in addition there is a rising trend of crimes by females against females in relation to female genital mutilation, within certain BME communities. Coercive behaviour is also becoming more recognised.

Race Hate Crime – This is the most recorded hate crime, and race is one of the characteristics that local authorities are required to record. NPH helps to provide appropriate protection to NPH housing tenants who are of different races, ethnic backgrounds, or nationality who may become victims of hate crime and provide support to those that have experienced hate crime.

7. REPORTING HATE INCIDENTS/CRIME

A hate crime is a criminal offence and we will encourage the reporter to contact the police immediately to both report it and to let them know if there are concerns about personal safety. A hate incident should also be reported to the Police.

These crimes are covered by legislation (Crime and Disorder Act 1998, Public Order Act 1986, Criminal Justice Act 2003, Equality Act 2010 and section 66 of the Sentencing Act 2020) which allows prosecutors to apply for an uplift in sentence for those convicted of a hate crime.

Once the matter has been reported then the reporter will be asked to contact us again and advise us of the crime / incident number and the officer's name so that we can make contact with them and agree the next steps with the reporter and the police.

We will agree action plans with the reporter and keep their information confidential.

However, if a reporter doesn't want to give their name to us or the police then they can report crime anonymously to Crimestoppers on 0800 555111.

It is recognised that there can be under-reporting of hate crime incidents. NPH will ensure that our services meet the needs of tenants. Our staff are trained to help recognise crimes of this nature, this will assist in signposting victims to the appropriate agency if required.

We categorise ASB according to the type, its severity and the impact that it has on the victim. A hate incident / crime is deemed to be serious and therefore it is categorised as Grade 1 and so when a report is received in line with NPH ASB policy the reporter will be contacted within 1 working day.

We also categorise other types of ASB to include Grade 2 and 3 which means we will contact the reporter within 3 or 5 working days respectively.

Reports of ASB can be made:

- In writing
- Online
- In person
- By telephone both in and outside normal office hours
- By e-mail
- By a Councillor or MP
- By a third party
- Anonymously

We will undertake a risk assessment with the reporter upon the first report of the Hate incident and this will be reviewed at least every 10, 20 or 30 working days, dependant on the initial risk assessment score.

We will complete an action plan with the reporter which will be reviewed with them every three months, and contact will be made as a minimum at least every 10 working days, unless the customer requests differently.

If it is deemed that either the reporter or the subject of the report is vulnerable and requires support we will either make a referral to our own support team or to relevant external agencies.

In instances of hate graffiti we will remove the offensive writing or image within 1 working day of it being reported or noted.

We are committed to the prevention of homelessness and therefore wherever possible will seek to keep victims in their homes safely.

We will offer low level target hardening which means we can agree to the installation of a number of additional security measures such as letter box jammers, windows alarms and extra locks to the home.

We will in exceptional circumstances offer temporary accommodation or request a management transfer by West Northants Council for the victim of serious ASB. This will normally mean where there is a credible threat to life or serious health and safety risk.

We will make use of Local Lettings Plans when it is appropriate to do so.

In determining the most appropriate course of action we will have due regard to the Equalities Act 2010 and Human Rights Act 1998.

We will work in partnership with other agencies where it is appropriate to do so for the purpose of prevention, detection and effectively managing ASB, crime and disorder. The partners that we will work with include, but are not limited to:

- Police
- West Northamptonshire Council, to include Neighbourhood Wardens and Environmental Health
- Adult and Child Services
- Education
- Mental Health Services
- Third sector
- Community Safety Partnership
- Multi-Agency Public Protection Arrangements
- Multi-Agency Risk Assessments Conference
- Range of support providers

8. EQUALITY AND DIVERSITY

NPH is committed to fairness and equality for all regardless of their colour, race, ethnicity, nationality, gender, sexual orientation, marital status, disability, age, religion or belief, family circumstances or offending history. Our aim is to ensure that our policies and procedures do not create an unfair disadvantage for anyone either directly or indirectly.

An Equality Impact Assessment has been completed which identified no negative impact on any group of people as a result of implementation of this Policy.

9. MONITORING AND REVIEW

The policy will be reviewed in 2027 or on the introduction of new legislation or best practice guidelines, whichever is the sooner.

10. ASSOCIATED DOCUMENTS/POLICIES

Northamptonshire Partnership Homes Anti-Social Behaviour Policy 2024

Northamptonshire Partnership Homes Safeguarding and Vulnerable People Policy 2022-2025

Northamptonshire Partnership Homes Tenancy Sustainment Policy 2022-25

Northamptonshire Partnership Homes Equality, Diversity and Inclusivity Policy 2022

11. WHO ELSE CAN HELP

There are many national organisations that can give good general advice online. Some will have helplines and may be able to give advice over the phone. The list below is not comprehensive, but gives details of some of the national bodies with an interest in tackling hate crime and supporting its victims:

- [Citizens Advice](#)
- [Community Security Trust](#)
- [Disability Rights UK](#)
- [Galop](#)
- [Mencap](#)
- [People First](#)
- [Scope](#)
- [Stonewall](#)
- [Stop Hate UK](#)
- [Tell Mama](#)
- [True Vision](#)
- [Victim Support](#)
- [Voice](#)
- [Northamptonshire Rights and Equality Council](#)