

Team or service area leading the assessment ASB – Housing Operations

Title of policy/service/function Hate Crime Policy

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STEP 1 - Identifying the Purpose or Aims

- | | |
|------------------|---|
| Existing | √ |
| New/Proposed | |
| Changing/Updated | |
- 1 What type of policy/service/function is this?
 - 2 Aim of policy/service/function

To provide a single mechanism for reporting, recording, investigating, monitoring and evaluating all hate crimes/incidents.
 - 3 Outline of any proposals being considered

The proposal is to consult with customers, employees and partners to illicit feedback on whether the BCH hate crime policy is open, fair and non discriminatory to all stakeholders, employees of BCH, residents and wider members of the community. The responses to the consultation exercise will then be used to develop an action plan. There will also be a timetable developed for monitoring and reviewing the hate crime policy.
 - 4 Why are the proposals being made – for what reason?

To ensure that all BCH staff, tenants and stakeholders are aware that if they become a victim of hate crime then there is a reporting mechanism that is open, fair and non-discriminatory against any group or person despite their age, disability, gender, ethnicity, religion or sexuality.
 - 5 What outcomes do we want to achieve?

To ensure that if any BCH employee, resident, community group or stakeholder becomes a victim of a hate crime then they can report the incident in the knowledge that they will be treated in an open, fair and non-discriminatory way.
 - 6 Who is the policy/service/function intended to benefit?

All BCH employees, tenants, contractors, partner agencies and community groups.
 - 7 Who are the main stakeholders/customers/communities of interest?

All BCH employees, tenants, contractors, partner agencies and community groups
 - 8 Does the policy/service/function have any existing aims in relation to equality, social inclusion or community cohesion?

To provide a single mechanism for reporting, recording, investigating, monitoring and evaluating all hate crimes/incidents
 - 9 How is the resulting policy/service/function being delivered?

All ASB Housing Officers will be aware of the hate crime policy and will be trained on how to deal with reported hate crime incidents. The policy will also be accessible to all other BCH employees and will be available on the BCH website as a downloadable document. Residents and stakeholders can also request a copy of the policy from any Housing Officer or BCH office.

STEP 2 – Considering Existing Information & What This Tells You

10. Summarise the main data/research and performance management information in the boxes below

Data/Information

All BCH Hate Crime incidents reported from stakeholders, residents and people outside the organisation are recorded on the REACT in-house database system. For the purpose of carrying out the impact assessment we interrogated the REACT system.

All internal BCH hate crime incidents from employees reporting other employees are recorded by the HR department. There were no internal hate crime reported incidents.

Research or comparative information

Through interrogating our ASB React data base, it is evident that BCH receives very few reports of Hate Crime from its residents. However, Queens Park receives the highest number of hate crimes particularly homophobic incidents. It is thought the reason for this is because Queens Park once ran a campaign targeted at different groups including the gay community to combat a problem with void properties. As a result there was a significant take up of new tenancies from this sector who still live at Queens Park and surrounding area.

After discussions with our Human resources department, BCH has not received a single report of Hate crime from an employee, contractor or stakeholder.

Key findings from consultation and feedback

There were no key findings from the consultation exercise. The policy is generally understood and open and fair to all sections of the community. There were a few minor comments from the consultation that have been developed into an action plan at the back of this report.

- 11 What are the impacts or effects for communities?

Race/ethnicity

The purpose of the policy is to provide a single mechanism for reporting, recording, investigating, monitoring and evaluating all hate crimes/incidents. All victims and perpetrators are dealt with objectively and in accordance with the policy. Therefore individuals or communities are not treated differently because of their age, disability, gender, ethnicity, religion or sexuality.

Gender and transgender

The purpose of the policy is to provide a single mechanism for reporting, recording, investigating, monitoring and evaluating all hate crimes/incidents. All victims and perpetrators are dealt with objectively and in accordance with the policy. Therefore individuals or communities are not treated differently because of their age, disability, gender, ethnicity, religion or sexuality.

Age

The purpose of the policy is to provide a single mechanism for reporting, recording, investigating, monitoring and evaluating all hate crimes/incidents. All victims and perpetrators are dealt with objectively and in accordance with the policy. Therefore individuals or communities are not treated differently because of their age, disability, gender, ethnicity, religion or sexuality.

Disability

The purpose of the policy is to provide a single mechanism for reporting, recording, investigating, monitoring and evaluating all hate crimes/incidents. All victims and perpetrators are dealt with objectively and in accordance with the policy. Therefore individuals or communities are not treated differently because of their age, disability, gender, ethnicity, religion or sexuality.

Religion or belief

The purpose of the policy is to provide a single mechanism for reporting, recording, investigating, monitoring and evaluating all hate crimes/incidents. All victims and perpetrators are dealt with objectively and in accordance with the policy. Therefore individuals or communities are not treated differently because of their age, disability, gender, ethnicity, religion or sexuality.

Lesbian, gay, bisexual people

The purpose of the policy is to provide a single mechanism for reporting, recording, investigating, monitoring and evaluating all hate crimes/incidents. All victims and perpetrators are dealt with objectively and in accordance with the policy. Therefore individuals or communities are not treated differently because of their age, disability, gender, ethnicity, religion or sexuality.

Other socially excluded communities or groups

The purpose of the policy is to provide a single mechanism for reporting, recording, investigating, monitoring and evaluating all hate crimes/incidents. All victims and perpetrators are dealt with objectively and in accordance with the policy. Therefore individuals or communities are not treated differently because of their age, disability, gender, ethnicity, religion or sexuality.

Relationships between or within communities

The purpose of the policy is to provide a single mechanism for reporting, recording, investigating, monitoring and evaluating all hate crimes/incidents. All victims and perpetrators are dealt with objectively and in accordance with the policy. Therefore individuals or communities are not treated differently because of their age, disability, gender, ethnicity, religion or sexuality.

Health

The purpose of the policy is to provide a single mechanism for reporting, recording, investigating, monitoring and evaluating all hate crimes/incidents. All victims and perpetrators are dealt with objectively and in accordance with the policy. Therefore individuals or communities are not treated differently because of their age, disability, gender, ethnicity, religion or sexuality.

12 What do you know about how proposals will impact on different communities?

The proposal is to not change the policy. The existing policy is does not discriminate on age, disability, gender, ethnicity, religion or sexuality or to any other sector of the community.

STEP 3 – Assessing the Impact

- 13 Is there any evidence of higher or lower take-up by any group or community, and if so, how is this explained?

From our existing data and resultant consultation exercise there was little evidence of a higher or lower take up of hate crime incidents from any group or community with the exception of the gay community as previously mentioned. Queens Park has received a number of homophobic incidents (but these are few). It is thought the reason for this is because Queens Park once ran a campaign targeted at different groups including the gay community to combat a problem with void properties. As a result there was a significant take up of new tenancies from this sector who still live at Queens Park and surrounding area.

- 14 Does the geography or demography of service users reveal anything?

No

- 15 Do any rules or requirements prevent any groups or communities from using or accessing the service?

No

- 16 Does the way the service is delivered, or the policy, create any additional barriers for any groups of disabled people (Duties arising out of DDA 1995)

None

- 17 Does the way the service is delivered, or the policy, create any additional barriers for any other groups or communities, for example. Due to limited income or because of the time during the week when the service is available?

NO

- 18 Do any of these limitations amount to unlawful discrimination?

Yes

No

If 'Yes' please explain (referring to legislation) in the box below.

- 19 If 'No' do they amount to differential impact which should be addressed?

Yes

No

If 'Yes' please give details below

- 20 If the impact or effects are adverse for any community or group, can they be defended in order to provide equality for another community or group under legislation or policy?

Yes

No

If 'Yes' please give details below

- 21 Do you have enough information to make a judgment?

Yes

No

If 'No' what information do you required about which groups or communities?

- 22 Is it possible to get the information quickly and easily or is it recommended that the collection of such information be included as an action for the action plan that will be developed? Please detail below.

STEP 4 – Dealing With Adverse or Unlawful Impact

- 23 What can be done to improve the policy/service/function or any proposals in order to reduce or remove any adverse impact or effects identified?

There may be barriers due to language problems, however we have strap lines and Language Line to ensure that language is not a barrier to equal access.

- 24 What would be needed to be able to do this? Are the resources likely to be available?

We have strap lines and language line. They need including on the policy.

- 25 What other support or changes would be necessary to carry out these actions?

None

STEP 5 – Consulting Those Affected For Their Views

- 26 Please outline the steps taken to test out your findings and possible courses of action below.

A 12 week consultation exercise was undertaken. This was done by sending a letter including the questionnaire and BCH Hate Crime Policy to the following groups:

- Disabled Focus Group
- Race Equality Forum
- Faith Forum
- Blackpool Council LGB Staff Group
- Blackpool Council BME staff Group
- Blackpool Council Disabled Staff Group
- Connexions
- Race Equality unit
- AGE concern
- BCH Reading Panel
- BCH staff Survey

The Policy and questionnaire was also posted on the BCH website.

- 27 What feedback or responses have you received to the findings and possible courses of action? Please give details below.

The feedback was positive and the policy does not discriminate against any of the diversity strands. Below are some responses that we received:

Question 5

"I am not totally convinced in the total confidentiality of the system. There is always fear of retribution if it is generally known you have complained"

"I am not sure about this, don't know whether I am confident or not. Also I think it possible that sometimes people over react"

"No one takes any notice, its just another council ploy"

Question 9

"Discrimination regarding age is not outlined at the start"

Question 11

"Plain speaking, better wording"

" I do not know enough to be able to give a worthwhile opinion"

"No mention in the policy about age hate related incidents. Take into account age related hatred.

Make policy available in other formats"

" cant understand it"

"Make it simple easy to understand"

Question 12

"I have not filled in the above, I do think hate crimes should be reported, but at the same time I think that it has all become "politically incorrect" and too many things. I do agree that rudeness is bad we should be polite to everyone and basically treat everyone as we would wish to be treated but when does it become hate? I ma very unsure on this issue"?

"I found it easy to understand as should others"

"Well done it should work"

Well thought of

"I would expect not to be a victim of any of the offences listed"

Point number 5 in policy; take into account if BCH staff are subjected to hate crime then to report it.
Point number 7 - assess if complainant is in imminent danger contact Police ASAP

"More detail need to be issued to all sections of people. It is most important to teach the young people about hate crime".

"The emphasis should be on giving people information at the onset of a tenancy and periods throughout that hate crime behaviour is not acceptable. Posters are displayed but the policy does specifically state that they will be displayed in all buildings."

"Why bother no one listens, your just another council organisation"

"Otherwise really thorough, thoughtful and well considered and very well and accessibly written"

"I think it is a good policy and will be a good thing"

28 If you have not been able to carry out any

29 If you are impact assessing some proposals, what steps have been taken to ensure that stakeholders have been able to voice their opinions on the proposals or the need for change?

We did not impact assess any specific proposals but rather the whole hate crime policy. A number of stakeholders were issued the policy and a questionnaire to answer.

STEP 6 – Action Planning

What are we going to do?	How are we going to do it?	Responsibility:	Date Due:	Progress:
To raise awareness of Hate crime to residents at the start of tenancy	Liaise with lettings team to include hate crime policy in sign up pack. Also, ensure that EMO's outline importance of Hate Crime during welcome Visit.	Anti-social Behaviour Team Leader Neighbourhood Manager	April 2009	On target
Re write the policy, placing more emphasis on Age as a hate crime.	To emphasise age throughout the hate Crime document	Anti-social Behaviour Team Leader	June 2009	On target
Make the policy easier to read	<ul style="list-style-type: none"> • Separate the document to form the Policy, procedure and guidance notes. • Include more flow charts and less words to describe the reporting process 	Anti-social Behaviour Team Leader	June 2009	On target
Make the policy available in other languages upon request.	Ensure that the Policy is available in other languages and formats upon request (include language line)	Equalities and Communication Officer	June 2009	On target
Make the Hate crime accessible to all our Customers, Staff and stakeholders	<p>The Policy will be made available on:</p> <ul style="list-style-type: none"> • BCH website • Upon request in any BCH Office/building including all BCH community centres • On BSafe website <p>Linked to Blackpool Council Website</p>	Anti-social Behaviour Team Leader/ Equalities and Communication Officer	June 2009	On target

<p>Display Hate Crime posters in public/communal buildings</p>	<ul style="list-style-type: none"> • To design posters incorporating telephone number • To display posters in all BCH Office/building including all BCH community centres 	<p>Neighbourhood Manager</p> <p>Anti-social Behaviour Team</p>	<p>June 2009</p>	<p>On target</p>
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STEP 7 – Arrangements For Monitoring & Review

Agreed action	Monitoring arrangements	Timeframe	Responsibility	Which plan added to