



Blackpool Coastal
Housing

Hate Crime / Incident Policy

March 2025

INSPIRING PEOPLE TO BUILD **BETTER COMMUNITIES**

Document Information

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Version/Issue Number		1.1
Document Status		Final
Effective From Date		30/08/2007
Scope of Document	BCH Policy on the reporting and recording of hate crimes and incidents.	
Objective	Provide a single mechanism for the reporting and investigating of all hate crimes/incidents and to encourage and promote multi- agency responses to them.	
Who needs to know?	All Housing Staff	
Documentation		
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Amendment Record

Date	Issue No.	Section/Page	Details of Change	Authorised By:
29/06/2016	1.1	All	Update to corporate template	Richard Scholes
09/02/2021	1.2	All	Policy reviewed and updated	Paul Dillon
13/03/2025	1.3	All	Police reviewed and updated to include guidance from Consumer Standards Code of Practice	Paul Dillon

Amendment Notes

- Documents at draft status are to use letter designations to denote issue status: a, b, c etc.
- Documents at full issue status are to use number designations to denote issue status after full revision: 1.0, 2.0, 3.0, etc.
- For an amendment to a full issue document you are to use number designation to denote issue status: 1.1, 1.2, 2.1, etc.
- On full issue the draft amendment record should be deleted from the above table.
- Notification of the amendment must be sent to the person maintaining the Central Register.

1.0 Scope

- 1.1 To prevent hate related incidents and to offer assistance and protection to those who have been subjected to harassment based on any protected characteristics contained within the Equalities Act 2010.
- 1.2 To demonstrate Blackpool Coastal Housing's clear commitment to equality.
- 1.3 To encourage and promote the reporting hate related incidents.

This Policy applies to:

- General Needs rented properties
- Sheltered Housing
- Leasehold properties
- Temporary Accommodation
- Communal Areas
- Buildings and neighbourhoods under the management of Blackpool Coastal Housing
- Blackpool Coastal Housing Staff and Contractors

2. Links to organisational goals

- 2.1 Our Vision and Values set the direction and culture of the organisation. They ensure that the business is aligned around the desire to be an excellent provider of housing and to work in partnership and engage others in our priorities. The Vision and Values ensure that all of our teams understand our ethos and are clear about what is expected of them and the contribution they can make. Regular updates will be provided to the board of BCH regarding the ASB service and its performance. This Policy operates within our Vision and Values and links to the following Policies and procedures:

- Business Plan
- Domestic Abuse Policy
- Anti- Social Behaviour Policy
- BSafe Strategic Partnership
- ASB & Neighbourhoods Strategy
- ASB Case Review
- Customer Reasonable Adjustments Policy
- Customer Advocacy Policy

3. Regulation and Legislation

- 3.1.1 Our approach to hate incidents and crime ensures that we meet the regulatory requirements of the Regulator of Social Housing's Neighbourhood and Community Standard.
- 3.2 We must operate within the framework created by legislation. This policy has been written with regard to relevant legislation which includes the following non-exhaustive list:
 - Anti-Social Behaviour, Crime and Policing Act 2014
 - Equality Act 2010
 - Human Rights Act 1998
 - Crime and Disorder Act 1998
 - Crime and Security Act 2010
 - Criminal Justice Act 2003 Data Protection Act 2018 and subsequent Regulations

- Housing Act 1996
- Protection from Harassment Act 1997
- Safeguarding of Vulnerable Groups Act 2006

4.0 Introduction

- 4.1 This policy sets out how we deal with reports of hate incidents and crime and the action we may take against those causing it.
- 4.2 Blackpool Coastal Housing (BCH) recognises the adverse effect hate crime on residents and communities. We are committed to providing a proactive, preventative approach to tackle hate incidents in our communities. We will use various tools and powers that are available to us to prevent it happening, especially where it is affecting our customers. We value diversity and recognise our duty to provide safe homes and sustainable communities and condemn all forms of discrimination.
- 4.3 We are committed to delivering services that are fair and transparent to our customers.
- 4.4 We will ensure our staff are provided with guidance and training on how to deal with reports of hate incidents and we will ensure robust systems are in place to case manage reports of hate incidents and crime.
- 4.5 We will treat reports of hate incidents seriously, take a victim centred approach and take prompt action to address issues. We will work in partnership with our customers, the Police, Local Authorities and other agencies, where necessary, to ensure that this is achieved.

5.0 Objectives

- 5.1 This policy applies specifically where BCH provides a service to its customers and any additional service users within its remit.
- 5.2 This policy applies to all paid staff and contractors.
- 5.3 Our aim is to tackle hate crime through the following measures:
- Prevention
 - Customer expectation and involvement
 - Early intervention
 - Partnership working
 - Enforcement
 - Support and rehabilitation
- 5.4 BCH seeks to have comprehensive policies and procedures in place that are compliant with legislation and best practice yet remain flexible to the needs of the communities it serves. This policy reflects good practice and meets legal and regulatory requirements.
- 5.5 This policy sets out to ensure that all hate incidents which directly or indirectly affect our housing management functions are dealt with in a non-discriminatory way.

6.0 Definition of a hate crime or incident

- 6.1 People have a right to enjoy their homes and are entitled to go about their daily lives without having concerns that reports will be made against them. We expect neighbours to be tolerant of other people's lifestyles so long as their lifestyle is reasonable and therefore cannot accept reports of behaviour that most people accept as a reasonable part of everyday life.
- 6.2 Hate crime, are any crimes that are perceived to be targeted at a person because of hostility or prejudice towards that person/s:
- Disability
 - Race or ethnicity
 - Religion or belief
 - Sexual orientation
 - Transgender identity
 - Alternative subculture (such as being Goth, Punk or Hipster)
- 6.3 Hate crime can be committed against a person or a property, and can be expressed in many forms, and may include: -
- Assault
 - Criminal damage
 - Robbery
 - Sexual assault
 - Harassment
 - Inciting others to commit hate crimes
- 6.4 Hate incident is any incident which person/s thought that the incident was hate related and may include:
- Verbal abuse and insults
 - Isolation and exclusion
 - Abusive phone calls or text messages/hate mail
 - Online abuse
 - Distributing discriminatory literature
 - Bullying or intimidation
 - Damage to home, pets, vehicle etc

7.0 Reporting hate crimes and hate incidents

- 7.1 We encourage our customers and people living, visiting and working in our neighbourhoods to report hate incidents to the police and to us. We provide a range of ways to report these activities:
- In person
 - Website
 - Email
 - In writing
 - Telephone

- 7.2 All reports of hate incidents are logged on our management system and allocated a Red, Amber or Green case status based on information provided at the time of when the risk assessment was completed.
- 7.3 All customers reporting a hate incident or crime will be treated sympathetically and sensitively.
- 7.4 Investigating officers will carry out a risk assessment to establish if the customer is considered vulnerable and where appropriate will offer additional measures of support for those considered high risk due to their vulnerability or the type of hate incident.
- 7.5 Support will be tailored to individual needs and provided through all stages of an investigation. It includes close working with key partners, prioritising the safety and well-being of reporters and witnesses.
- 7.6 Our approach to complainant and witness support includes:
 - Assessing the risk of harm from hate incidents followed by appropriate referrals to partner agencies
 - Agreeing regular communication and updates about the progress of a case and the method of contact to ensure confidentiality and safety
 - Ensuring that reporters and witnesses know that they can meet staff in confidence at our offices or at an agreed choice of safe venue
 - Managing cases proactively using all options open to us and our partners to deliver a resolution which is satisfactory to victims or an understanding the case can go no further.
 - Using injunctions where necessary to provide additional protection

8. Our approach to respond to Hate Incidents

- 8.1 In our approach to hate incidents, BCH is committed to identifying potential problems at the earliest possible stage and making positive intervention to prevent situations becoming more serious. We are committed to working with victims to determine our responses in dealing with reported hate incidents and we will encourage people to report acts to the police. We will carry out, a risk assessment to assess the impact the incident is having on the individual, and discuss any support requirements. We will also use the risk assessment to help us prioritise cases.
- 8.2 We will work to prevent hate incidents in the first instance by challenging the attitudes and behaviours that foster hatred and encourage early intervention to reduce the risk of incidents escalating.
- 8.3 We will proactively deal with reports and will ensure that effective procedures are used to tackle causes and consequence. We will take action against perpetrators and support victims.
- 8.4 We will discuss with the victim there thoughts on considering mediation.
- 8.5 We will make a referral to Community Safety for Target Hardening. Target hardening is a term used to describe improving the security of a property to reduce the risk of crime. This can include fitting chains on doors, installation of a ring doorbell etc.

9. Hate Incidents and Hate Crime

- 9.1 We take a robust approach to all forms of hate and will handle the investigation of incidents appropriately.
- 9.2 Where appropriate, we will work in partnership with other agencies on incidents of hate crime.
- 9.3 Dealing with hate incidents and crime is part of our commitment to promote equality and diversity. Hate incidents and crimes stem from prejudice against others based on views about people's differences. They are, therefore, contrary to our principle of diversity where differences are respected and valued.
- 9.4 We will investigate all hate incidents and if an incident of ASB is perceived by a customer to be motivated by hate, then it will be investigated as such. The apparent lack of motivation as to the cause of a crime or an incident is not relevant, as it is the perception of the person affected that matters.
- 9.5 As part of our multi-agency approach in dealing with hate crime we will encourage customers to report all hate incidents and crime to the Police. This could be for recording purposes or action, depending on the customers' wishes

10. Closing Hate Incidents or Crime Cases

- 10.1 We will close a hate incident or crime case when the behaviour has improved to an acceptable level, when there is no further reasonable action we can take to resolve the matter; or at the request of the customer reporting the incident.
- 10.2 We will seek to discuss our intention to close the case with the customer who reported the incident before we send a closure letter. We will only consider re-opening a case if it is appropriate to do so.

11. Performance and Monitoring

- 11.1 We actively measure the performance of the service. A performance report is produced on a monthly basis to report on how we are performing against our service standards. This is also fed back to the Senior Management Team and The BCH Board.
- 11.2 BCH will monitor ASB incidents or reports of hate crimes or incidents to identify any trends using the ASB Case Management System. Using this information we will consider targeted campaigns employing a project based approach to tackle issues and increase confidence within the community.
- 11.3 Performance information relating to the use of legal actions and satisfaction levels and will be publicised on the website and in our customer newsletter.
- 11.4 Hate Related Cases relative to the size of the landlord are reportable under Tenant Satisfaction Measures (TSM's)

12 Ownership and review

- 12.1 This policy will be reviewed on a 3 yearly basis or more frequently in response to changes in legislation, regulatory guidance or good practice.
- 12.2 Our performance in relation to the delivery of the service and activities set out in this policy will be monitored on an ongoing basis through line management of the frontline officers that deal face to face with our residents.