

Hate Crime Policy

This policy sets out Bromford Flagship LiveWest’s approach to identifying, preventing, and responding to hate crime in our homes and communities. We recognise the unique harm caused by hate crime and treat such reports as a priority. Our aim is to ensure safe, fair, and responsive services for all, grounded in our legal obligations, regulatory expectations, and a commitment to fairness, transparency, and accountability. This policy also supports our statutory duties under the Public Order Act 1986 and Section 17 of the Crime and Disorder Act 1998, which require us to consider the impact of our work on preventing crime and promoting community safety.

Department	Customer Experience
Policy owner	Regional Director - Customers
Approved date	December 2025
Date for review	October 2028
Approving body	Customer SLT
Associated legislation/regulation	Anti-social Behaviour Crime and Policing Act 2014 Crime and Disorder Act 1998(Section 17 – duty to consider crime and disorder implications) Equality Act 2010 GDPR and Data Protection Act 2018 Housing Act 1988 Public Order Act 1986 Race Relations (Amendment) Act 2000
Legal advice from	Internal Legal Team
Equality impact assessment date	October 2025
Version number	1.1
Publication status	Internal Intranet and Public Website

Purpose/principles

This policy sets out how Bromford Flagship LiveWest will respond to hate crime and incidents affecting our customers and communities. Everyone has the right to feel safe, respected, and included in their home and community. We do not tolerate any form of hate crime directed at customers, visitors, staff, contractors, or anyone lawfully present.

Hate motivated behaviour and crime causes significant emotional and psychological harm and undermines the fabric of community trust. We will listen to and believe those affected, act quickly to keep people safe, and provide support tailored to individual needs.

We are committed to supporting victims, taking swift and effective action against perpetrators, and working in partnership with statutory agencies.

This policy supports the Regulator of Social Housing's Neighbourhood and Community Standard and aligns with our obligations under the Equality Act 2010 and Public Sector Equality Duty.

This policy provides a standalone approach to hate crime so that it is visible, easy to report, and delivers better outcomes for customers.

Scope

This policy applies to:

- all customers, leaseholders and shared owners of Bromford, Newtide Homes, Samphire Homes, Victory Homes and Flagship Homes
- their household members and visitors
- incidents occurring in or around our properties or affecting the community
- Bromford Flagship LiveWest colleagues and contractors in the course of their work¹

It covers incidents: -

- occurring in or around our homes or communal areas
- affecting our customers, staff or communities
- reported directly or through third-party agencies

This policy should be read alongside the: -

- Anti-Social Behaviour Policy
- Adult Safeguarding Policy
- Children's Safeguarding Policy
- Domestic Abuse Policy

¹ Colleagues and contractors of Bromford and Flagship and their subsidiaries, plus any former Bromford and Flagship colleagues now operating under Bromford Flagship LiveWest. At the time of writing LiveWest operate under a separate policy.

Roles/responsibilities

Board/Committees provide oversight and assurance that the policy aligns with strategic priorities, customer outcomes, and regulatory requirements.

Executive Leadership Team/Directors are accountable for ensuring the policy is implemented consistently across their areas of responsibility and that compliance is maintained.

Heads of Service/Service Leads are responsible for embedding the policy within their service areas, ensuring colleagues are aware of and follow the requirements, and providing assurance on compliance.

Customer-facing colleagues are responsible for applying the policy in day-to-day service delivery, supporting customers, and taking action or escalating issues in line with procedures.

All colleagues are expected to understand the policy as it relates to their role, complete any required training, and seek support where clarification is needed.

Policy content

Definition of hate crime and hate incidents

Hate crime is defined as any criminal offence perceived by the victim (or another person) to be motivated by hostility or prejudice based on the following protected characteristics:

- race
- religion or belief
- sexual orientation
- disability
- transgender identity

Hate incidents may not meet the threshold of a criminal offence but still involve hostility or prejudice and must be treated seriously.

Examples include (this is not an exhaustive list):

- verbal abuse, threats, physical assault, or intimidation
- offensive graffiti, leaflets, or vandalism
- malicious complaints rooted in prejudice
- online abuse – for example cyberbullying or social media harassment
- damage to disability equipment or assistive devices
- ‘mate crime’ – befriending a vulnerable person to exploit them
- inciting divisive acts or community tensions which place minority groups at risk

We recognise that repeat “low-level” incidents can cause cumulative harm and will always take these seriously.

Distinguishing hate from ASB or neighbour disputes

Hate crime is different from general ASB or neighbour issues. Unlike other forms of antisocial behaviour, hate crimes are:

- targeted and intentional
- motivated by hostility towards a protected characteristic
- often more psychologically harmful and isolating

Staff are trained to distinguish hate crime from ASB or neighbour disputes so that cases are correctly categorised and responded to appropriately.

Prevention and Awareness

We are committed to preventing hate crime and incidents and raising awareness across our communities. We do this by:

- setting clear expectations with customers at tenancy sign-up and throughout services
- promoting inclusive communities at tenancy sign-up, making clear that hate crime and incidents will not be tolerated
- raising awareness and encouraging reporting through clear communication on our website, signage in communities, and targeted campaigns

We will also work proactively in local partnerships to:

- share intelligence
- coordinate interventions
- contribute to area-based responses

Responding to hate crime

When hate crime or incidents are reported, we will respond quickly and proportionately. Our commitments include:

- prioritising reports of hate crime and incidents
- taking protective action and involving emergency services if violence, threats, or arson are reported
- completing risk assessments to understand the impact and required response
- agreeing a victim-led action plan and providing updates
- working with police and other agencies to ensure joined-up responses
- providing or referring to appropriate victim support services

- offering information and support if the victim would like to explore rehousing (not normally the first option)

Closing cases

Cases will only be closed once appropriate steps have been taken and victims have been informed. Case closure will occur where:

- the incident has been resolved through appropriate action, no further incidents have occurred within an agreed period, and the victim's views have been considered
- the complainant disengages or declines further support, however safeguarding considerations will always be reviewed before any decision to close a case
- there is no evidence, or the incident is not substantiated

If a victim disengages, we will assess whether any safeguarding concerns remain and, where appropriate, make referrals or share information with relevant agencies to ensure continued safety.

Cases will not be closed without notifying the victim.

Relationship to ASB and domestic abuse

This policy sits alongside, not within, our ASB or Domestic Abuse policies. We will ensure that staff apply the correct policy pathway, whether a case involves hate crime, ASB, domestic abuse, or safeguarding.

Our Commitments

We will:

- signpost and encourage victims to report the issue to the Police
- respond to all hate related reports seriously and sensitively
- aim to make first contact with victims within 2 working days
- develop an action and communication plan with you, reflecting your needs and choices
- prioritise safeguarding
- work in partnership with agencies such as Police, Social Services, and advocacy groups
- use legal and non-legal tools, as appropriate, to protect individuals and communities

We are committed to complying with the Housing Ombudsman's Complaint Handling Code. Customers who are dissatisfied with how their hate crime report has been handled can use our Complaints Policy, which sets out how to raise concerns and how to escalate them to the Housing Ombudsman.

EIA statement

An Equality Impact Assessment (EIA) has been completed for this policy. The EIA ensures that the policy is fair, inclusive, and does not negatively impact any protected groups under

the Equality Act 2010. The outcomes of the assessment will be monitored, and actions taken where needed to promote equity.

We recognise that we may not have identified all adverse impacts on one or more protected characteristics. We welcome any feedback on, or examples of, things that we may have overlooked so that we can continuously improve our policy.

Training statement

All colleagues who may deal with hate crime will receive training tailored to their role, so they can respond with empathy, consistency, and confidence.

Measuring effectiveness

Effectiveness will be monitored via:

- numbers of reports and cases
- case resolution and customer feedback
- volume and trends in reported hate crime incidents, monitored by protected characteristic
- regular audits, survivor feedback, and Board/Committee oversight

Review period

This policy will be formally reviewed every three years. Earlier review may take place if required by changes in legislation, regulation, organisational priorities, or following feedback from colleagues, customers, or stakeholders. Any updates will be approved through the appropriate governance route.

Approval

This policy was approved by Customer SLT and is applicable to:

- Bromford Housing Association Ltd (operating as Bromford)
- Bromford Home Ownership Ltd (operating as Bromford)
- Merlin Housing Society Ltd (operating as Bromford)
- Flagship Housing Limited (operating as Flagship)

Any references to Bromford Flagship LiveWest should be interpreted as equally applicable to all the above.

Supporting documents

- Hate Crime Procedure
- Hate Crime Customer Service Standard
- Equality Impact Assessment

- ASB Policy
- Children Safeguarding Policy
- Complaints Policy
- Domestic Abuse Policy
- Managed Behaviour Policy
- Safeguarding Adults Policy
- Tenancy Management Policy
- Vulnerability, Inclusive Services & Reasonable Adjustments Policy
- Housing Ombudsman Complaint Handling Code (2024)

Version control

Note: minor updates approved by delegated authority increase version number by 0.1; major updates and formally approved versions increase version number by 1.0.

Version	Detail	Approved by	Date
1.0	First issue	Customer SLT	16 December 2025
1.1	Updated template (including the logos on titlepage footer and wording in approval section)	n/a	6 August 2026