

## Hate Crime Policy

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### Policy Statement & Purpose

This document outlines Bromford's policy for dealing with Hate Crime. We have separate policies for Domestic Abuse and Anti-Social Behaviour. Bromford strongly encourage good relationships between customers and all members of local communities.

We will not tolerate any Hate Crime directed towards our customers, their visitors or any others engaged in a lawful activity in the locality of our homes, including our colleagues, contractors and others acting on our behalf.

We take all reports of Hate Crime very seriously and will treat reports of these as a priority, taking a victim centred approach. We always support the Police in their actions and may take action against perpetrators.

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### Scope

This policy covers reports of hate crime from or affecting our customers, our homeowners, household members or their visitors.

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### Reference Documents

#### List of Referenced Documents

[Hate Crime Procedure](#)

[ASB & Tenancy Breach Policy](#)

[Safeguarding Policy](#)

[Mental Capacity Procedure](#)

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### Responsibilities

All colleagues are responsible for carrying out their work in line with this policy and associated How To.

The Community Safety Team Manager is responsible for keeping this policy updated.

All **colleagues** are responsible for acting in line with the principles of this policy and associated methodology, tools, and systems.

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#### 1. What is Hate Incident or Hate Crime?

Hate incidents are any incidents which are thought by the victim, or any other person, as being motivated by hostility, prejudice or hate, it includes but is not limited to:

- Verbal abuse.
- Threatening or abusive text messages, letters, or behaviour.
- Damage or threats of damage.
- Graffiti.
- Physical assault.
- Arson or attempted arson.
- Unfounded, excessive and/or trivial complaints by one ethnic origin against someone from a different background.

Activities classed as hate crime include, but are not limited to:

- Physical attack – assault, damage to property, offensive graffiti, and arson.
  - Threat of attack – including offensive letters, abusive or obscene telephone calls, text messaging, groups hanging around to intimidate, and unfounded/malicious complaints.
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- Verbal abuse or insults – offensive leaflets/posters, abusive gestures, dumping of rubbish outside homes or through letterboxes, bullying at school/workplace.

Hatred is a term we consider to go beyond causing offence or hostility. It is any criminal offence committed against a person or property motivated by an offender's hatred of someone because of their:

- Race, colour, origin, or nationality.
- Age.
- Sex.
- Religion, including sectarianism – religious conflict between individuals of different denominations of the same religion.
- Gender or gender identity.
- Sexual orientation.
- Disability.
- Marriage or Civil partnership
- Pregnancy or Maternity

It is important to distinguish complaints of hate from other complaints about nuisance, anti-social behaviour, and domestic abuse. The difference between hate and neighbour disputes is:

- Hate is usually motivated by prejudice and suffered by groups who are discriminated against.
- Hate is pre-meditated and intentional.
- Neighbour disputes usually affect a number of people, e.g. noise nuisance impacting on a number of households.
- Neighbour disputes often arise from thoughtless behaviour or clashes of lifestyle.

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## **2. Prevention and Awareness**

Where appropriate we will work in partnership with other agencies and where necessary request / arrange multi-agency meetings to resolve specific issues.

We are committed to raising awareness about hate crime. Customers need to know that we will not tolerate it. We raise awareness through:

- Sign-ups – the clause within the tenancy is pointed out and explained to reassure potential victims and perpetrators that action will be taken.
- Web based information.
- Community safety surveys.
- Well trained colleagues.

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## **3. Tackling Hate Crime**

We will respond to and investigate all reports of hate crime and take all possible steps to stop the behaviour, prevent re occurrence and achieve effective long-lasting solutions.

We will contact all victims of hate crime and incidents within 48 hours of receiving a report and agree an action plan and contact contract to keep the complainant informed of progress of the at least every 30 days.

If there is violence/arson or serious threat to the safety of the victim, urgent action must be taken within 24 hours of receipt of the report.

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## **4. Closing Cases**

We will close cases if the hate crime has been resolved or if the complainant fails to provide information or engage with us. The Neighbourhood and Communities Manager will agree when a case can be closed.

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## **Assurance Framework**

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