

# Hate Crime Policy

VERSION [1.2]

## Version Control

*Note: minor updates increase version number by 0.1, major updates increase version number by 1.0.*

| Version Number | Sections Amended                                          | Date of update | Approved by  |
|----------------|-----------------------------------------------------------|----------------|--------------|
| 1.0            | Creation of new Abri Policy (previously legacy West only) | May 2021       | Directors    |
| 1.1            | Updated Policies and Procedures                           | August 2023    | PerCo        |
| 1.2            | Minor Amends                                              | February 2026  | Policy Panel |
|                |                                                           |                |              |
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## 1. Introduction

- 1.1 Abri recognises the importance of having a Hate Crime Policy. It's important to us that all our customers feel proud of where they live and connected to their neighbourhood. This means hate and discrimination of any kind does not have a place in our communities.
- 1.2 We know that hate crimes and incidents can have a serious impact on victims and their quality of life. It has a negative impact on the communities in which we and our customers live and as such we prioritise our response under our **Anti-Social Behaviour Policy and procedure** and aim to respond to a report within two working days.
- 1.3 We have a zero tolerance approach to hate crime and hate incidents and are committed to stamping out all incidents and crimes motivated by prejudice and hate. This means we'll take reasonable and proportionate action when dealing with these reports.
- 1.4 Victims will always be treated professionally and empathetically by our colleagues. We are committed to dealing with all reports of hate incidents impacting customers and colleagues. We will work with customers to encourage and promote the reporting of hate crime so action can be taken where possible and appropriate.

## 2. This policy applies to

- 2.1 Any customer living in our homes, who experience a hate crime or incident and all colleagues.

## 3. Policy

- 3.1 A Hate Incident can be:
  - When hate is present in someone's behaviour or actions, but it does not meet the threshold for a crime. Examples might include name calling or offensive jokes.
  - Any incident which the victim (or anyone else) thinks is motivated by someone's hostility or prejudice because of the victim's race, religion, sexual orientation, disability or because they are (or perceived to be) transgender.
- 3.2 A Hate Crime has been defined by the Police and Crown Prosecution Service (CPS) as:
  - "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 race or perceived race; religion or perceived religion; sexual orientation or perceived sexual orientation; disability or perceived disability and any

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crime motivated by hostility or prejudice against a person who is transgender or perceived to be transgender.”

### 3.3 Hate crimes can include:

- Assault
- Criminal damage
- Robbery
- Sexual assault
- Theft
- Inciting others to commit hate crimes
- Harassment

### 3.4 Hate crimes and hate incidents can be committed against a person or their property. The victim does not necessarily have to be a member of a particular targeted group. They may be a victim due to their association or perceived membership of a group. Hate crime legislation covers criminal offences which are motivated by someone’s hatred/prejudice against a person. There are five monitored strands of hate crime:

- Disability
- Race
- Religion
- Sexual orientation
- Transgender

### 3.5 We recognise that other protected characteristics can lead to incidents or crimes motivated by prejudice, and we will not tolerate any form of hate incident or crime. This includes misogyny.

### 3.6 We’ll support, with our partners, any customer or member of their family experiencing a hate crime or hate incident, and take robust action against a perpetrator(s) even when partners may not as long as our threshold is met and sufficient evidence is available.

### 3.7 We understand that English may not be a customer’s first language and will work with relevant providers to ensure that we provide an accessible, clear and fair approach to all. We’ll explore any reasonable adjustments that may need to be made to help support a customer who is a victim of a hate on a case by case basis.

### 3.8 We will enable residents to report incidents to us in different ways including in writing, by phone, LiveChat, email, the portal, in person, via our website or a third party such as the police or local authority.

### 3.9 We’ll continue to publicise and raise awareness of hate incidents or crimes via appropriate channels both internally and externally and will proactively promote our zero tolerance position. We’ll ensure all those experiencing

reporting this type of abuse are provided with a fair, consistent and sympathetic service.

- 3.10 We have a dedicated team of specially trained colleagues to deal with reports of a hate crime or hate incident. Our Community Safety Team will seek out training opportunities to help ensure the service that we provide to customers is consistent, knowledgeable and responsive to the needs of all community members, particularly in addressing and tackling hate.
- 3.11 Equality, Diversity and inclusion training is mandatory for all Abri colleagues. If a colleague displays unacceptable behaviour, makes hate-related comments or posts on social media which are subsequently reported to Abri, the appropriate HR processes will be followed.
- 3.12 We will celebrate diversity and encourage tolerance and understanding of different lifestyles and cultures by promoting community cohesion.
- 3.13 We'll set clear expectations and emphasise the importance of considerate living and community cohesion with all new customers as part of the tenancy sign up process. A Hate Crime leaflet will be issued at all new tenancy sign-ups as part of our ongoing commitment to raise awareness.
- 3.14 We'll continue to monitor data to identify trends and hotspots, including hate-motivated political activity, to allocate resources and address rising tensions.
- 3.15 We pride ourselves as having a high visibility on our estates and providing community facilities as 'safe spaces' should our customers wish to report matters to us in person.
- 3.16 Any customer reporting a hate incident or hate crime to Abri will be treated as a priority as a Category 1 incident as per our **Anti-Social Behaviour and Harassment Procedure**. Regardless of whether the police take action, we'll review the options and legal tools available to us to tackle incidents of hate in our communities.
- 3.17 We issue transactional surveys following the closure of an incident that has been investigated under our **Anti-Social Behaviour Policy and Procedure** to continuously capture feedback and gather real-time insights for focussed improvements. Insights gained from customer feedback will also be used to inform and implement necessary improvements to service delivery.
- 3.18 Support is also available to colleagues that report being a victim of a hate crime or hate incident perpetrated by a customer and we'll take robust and proportionate action. An **Abuse to Staff** case will be logged on the anti-social behaviour case management system and investigated by the Community Safety Team.

#### **4. Legal & Regulatory Framework**

- Family Law Act 1996
- Matrimonial Causes Act 1973
- Anti-Social Behaviour, Police and Crime Act 2014
- Data Protection Act 2018
- Housing Acts 1996, 1985 and 1988 (as amended)
- Homelessness Act 2002 and 2012
- Homelessness Reduction Act 2017
- Human Rights Act 1998
- Equality Act 2010
- Protection from Harassment Act 1997
- Domestic Abuse Act 2021
- Neighbourhood and Community Standard
- Care Act 2014

#### **5. Related Policies**

- Anti-Social Behaviour and Harassment Policy
- Domestic Abuse Policy
- Safeguarding Policy
- Allocations and Lettings Policy
- Neighbourhood Policy
- Vulnerability Policy
- Disciplinary Procedure
- Respect and Work Policy and Procedure
- Abri Code of Conduct

#### **6. Related Procedures**

- Tenancy Termination Procedure
- Anti-Social Behaviour and Harassment Procedure
- Domestic Abuse Procedure
- Safeguarding Procedure
- Allocations and Lettings Procedure
- Management Transfer Procedure
- Neighbourhood Procedure
- Customer Behaviour and Visiting Procedure

#### **7. Appendices**

None