



HATE CRIME POLICY

Accountable Director/Manager:	Head of Housing
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Appendix 1 – Risk Assessment Matrix

1. Introduction

- 1.1 This policy sets out a victim centred approach to how we respond to hate crime. If an incident is reported to us as being motivated by hate it will be treated as a hate crime.
- 1.2 The policy endeavours to provide support in a sympathetic and sensitive way to those who report they have been victims of hate crime.
- 1.3 This policy sets out the key principles of our approach to dealing with hate crime, through support, enforcement, and early intervention.
- 1.4 Hate crime is a form of anti-social behaviour, and any incident of hate crime will be dealt with in line with our anti-social behaviour policy.
- 1.5 This policy also has links to several other policies:

Anti-Social Behaviour Policy;
Domestic Abuse Policy;
Allocations and Lettings Policy.

2. Scope of Policy

- 2.1 We aim to ensure any of our customers witnessing or experiencing hate crime have the confidence to make a report to Karibu Community Homes (KCH) knowing that staff will handle reports sensitively and be able to provide the most appropriate support.
- 2.2 This policy will apply to all KCH customers including shared owners, freeholders and leaseholders.
- 2.3 Third parties such as our contractors are also required to meet the expectations which are set out in the policy.
- 2.4 We aim to make all our customers aware that hate crime is not only a criminal offence, but also represents a breach of occupancy agreement.

3. Definitions and Terminology

- 3.1 Hate crime is defined as any criminal offence which is perceived by the victim or any other person, to be motivated by hostility, prejudice based on a person's race; religion or perceived religion; sexual orientation or perceived sexual orientation; disability or perceived disability and any crime motivated by hostility or prejudice against a person who is transgender or perceived to be transgender.
- 3.2 A hate incident is any incident which is perceived by the victim or any individual to be based on someone's prejudice towards them based on their race, religion, sexual orientation, disability or because they are transgender. Some hate incidents may not be criminal offences, but reporting still remains important.

4. Our Approach

- 4.1 Customers can report hate crime to us in a number of ways, including in person, in writing, by telephone or via our app and website. We will accept anonymous reports from those who have witnessed a hate crime. We will, where appropriate, carry out our own investigation of hate crime in conjunction with any police investigation.
- 4.2 KCH understands that hate crime can have a serious impact on both an individual and communities. It our aim to ensure neighbourhoods are safe, and inclusive for all customers.
- 4.3 When required we will make a risk assessment in order to define the most suitable approach to support a victim and the household. The risk assessment matrix is attached at appendix 1.
- 4.4 Depending on individual circumstances we will agree our action plan with the victim and monitor and review the situation at intervals agreed with the victim. We will take care to ensure we keep in regular contact with the victim and provide updates on progress of our actions.
- 4.5 We will make referrals of cases to multi agency panel meetings, where appropriate with the victim's agreement. This is to ensure the victim receives all appropriate support they may require.
- 4.6 We will support victims of hate crime to report incidents to the police, or may do so on their behalf with their consent.

- 4.7 We will raise repairs required to make the property secure, and remove any offensive graffiti as emergency priority following a report of hate crime.
- 4.8 We will prioritise any of our actions based on the severity of the incident and based on the risk assessment. If it emerges that a victim or a witness is at high risk or immediate harm and cannot safely remain in their present home, we will advise the victim or witness of their options for rehousing, including mutual exchange or transfer. We may consider a management transfer for those at high or immediate risk, in line with our Allocations policy.
- 4.9 We will not seek to disperse or displace incidents of hate crime to another area but will work with partners within the community and apply a multi-agency approach to best achieve enforcement or prevention.
- 4.10 Where required we will offer support to the perpetrators and make referrals to support agencies.
- 4.11 We will take prompt, effective action where it is available against the perpetrators of hate crime, including those who fail to engage with support offered. This may also be in conjunction with partner agencies.
- 4.12 We are committed to the wellbeing and safety of colleagues. We will provide role appropriate training to colleagues so they are clear about their roles and responsibilities in dealing with hate crime. If any colleagues are victims of hate crime we will provide support to them to make a report to the police.
- 4.13 We will process personal Data Protection Act 2018, UK General Data Protection Regulation.

5. Equality, Diversity and Inclusion

- 5.1 We will strive to ensure that our services are delivered equally and fairly to all and to the highest standards.
- 5.2 We will provide all customers and stakeholders with the information they need in a format they require to meet their individual needs. We will use clear language which is easy to understand.

6. Legislation and Regulation

- Anti Social Behaviour Crime and Policing Act 2014.
- Domestic Abuse Act 2021.
- Anti-terrorism Crime and Security Act 2021.
- The Crime and Disorder Act 1998.
- Environmental Protection Act 1990.
- Racial and Religious Hatred Act 2006.
- Protection from Harassment Act 1997.
- The Housing Act 1996.
- The Equality Act 2010.
- The Data Protection Act 2018 and UK General Data Protection Regulation.

7. Responsibilities

- 7.1 The Head of Housing Services has overall responsibility for delivery and compliance with this policy.

Appendix 1 Risk Assessment Matrix

Name:	Address:
Incident No:	

History	1. Other than this occasion - how often do you have problems?	5 3 2 1 0	Daily Most days Most weeks Most months Only occasionally
	2. Do you think the current incident is linked to previous incidents? If so why?	2 0	Yes No
	3. Do you think that incidents are happening more often and/or are getting worse?	2 0	Yes No
	4. Do you know the offender/ s?	2 1 0	They know each other well They are 'known' to each other They do not know each other
	5. Does the perpetrator (or their associates) have a history of or reputation for intimidation or harassment?	6 4 2 0	Perpetrator or their associates are currently harassing the complainant Perpetrator or their associates have harassed the complainant in the past Perpetrator or their associates have not harassed the complainant, but have a history or reputation for harassment or violent behaviour Perpetrator or their associates have no history or reputation for harassment or intimidation
	6. Have you informed any other agencies about what has happened? If yes, are you happy for us to discuss this problem with them? Details:	0 1	Yes No

Vulnerability	7. Which of the following do you think that this incident deliberately targeted Specify	4 3 1 0	You Your family Your community None
	8. Do you feel that this incident is associated with your faith, nationality, ethnicity, sexuality, gender or disability? Details:	3 0	Yes No
	9. In addition to what has happened, do you feel that there is anything that is increasing you or your household's personal risk (e.g. because of personal circumstances) Details	3 0	Yes No
	10. How affected do you feel by what has happened? Details	0 1 2 3 5	Not at all Affected a little Moderately affected Affected a lot Extremely affected

Support	11. Has yours or anyone's health been affected as a result of this and any previous incidents? Details:	3 3	Physical health Mental health
	12. Do you have a social worker, health visitor or any other type of professional support? Can we speak to them about this? Details:	0 1	No Yes
	13. Do you have any friends and family to support you?	3 3 1 0	Complainant lives alone and is isolated The complainant is isolated from people who can offer support The complainant has a few people to draw on for support The complainant has a close network of people to draw on for support
	14. Apart from any effect on you, do you think anyone else has been affected by what has happened? Details:	3 2 1	Your family Local community Other
	TOTAL SCORE:		





0	LOW	<p>POLICE Refer to force 'Life at Risk' policy and procedure Crime risk survey to be conducted and install appropriate security devices (alarms, CCTV) Create documented care plan and arrange multi-agency strategy meeting</p> <p>HOUSING TEAM / ASB TEAM Evaluate need for protective intervention (e.g. emergency injunction) and pursue if appropriate Provide/install appropriate security measures (alarms, CCTV, mobile phones and patrols) Refer to Neighbourhood Policing Team/multi agency team and arrange strategy meeting</p> <p>NEIGHBOURHOOD WARDENS</p> <p>VICTIM SUPPORT / VICTIM WITNESS CHAMPION / OTHER SUPPORT SERVICES Referral to victim support</p>
4	MEDIUM	<p>POLICE Instigate and record regular neighbourhood policing team visits Refer to partner agencies</p> <p>HOUSING TEAM / ASB TEAM Provide/install appropriate security measures (alarms, CCTV, mobile phones and patrols) Maintain communication and visit in accordance with case management action plan Refer to relevant supportive agencies</p> <p>NEIGHBOURHOOD WARDENS</p> <p>VICTIM SUPPORT / VICTIM WITNESS CHAMPION / OTHER SUPPORT SERVICES Referral to victim support</p>
8		<p>POLICE Follow up CSO visit Referral to victim support</p> <p>HOUSING TEAM / ASB TEAM Maintain communication and visit in accordance with case management action plan Refer to relevant supportive agencies</p> <p>NEIGHBOURHOOD WARDENS</p> <p>VICTIM SUPPORT / VICTIM WITNESS CHAMPION / OTHER SUPPORT SERVICES</p>
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CONSENT TO INFORMATION SHARING

I consent to agencies obtaining and sharing information as part of the multi-agency work to help and secure my safety and that of my family.

If there are child protection concerns, information will be shared regardless of whether this form is signed.

Signature: _____ **Date:** _____

PRINT NAME: _____

