



Hate Crime and Non-Crime Hate Incidents Policy

Approved by SMT	1 st February 2024
Approved by Committee/Board	N/A
Effective date	1 st January 2024
Review date	31 st January 2027
Policy developed by	Senior Housing Managers
Consultations	N/A
Associated procedure	Anti-Social Behaviour Procedure

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Introduction

1. Purpose

- 1.1 A hate crime is motivated by and offenders belief or assumption towards the victim based on 'who' or 'what' that offender believes that victim to be.
- 1.2 Connexus will not tolerate any form of hate crime directed towards or perpetrated by our tenants, leaseholders, employees or contractors
- 1.3 Scope: The policy applies to the whole of the Group. This means Connexus Homes Limited, (ultimate parent) and all of its subsidiaries.

2. Problem to Solve

Hate Crime

- 2.1 Hate crime is the term used by criminal justice agencies like the police or the Crown Prosecution Service to describe an incident or crime against someone based on a part of their identity. A hate crime is defined 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 crime motivated by hostility or prejudice against a person who is transgender or perceived to be transgender.
- 2.2 Hate crime can fall into one of three main types:
 - Physical assault
 - Verbal abuse
 - Incitement to hatred
- 2.2a Physical assault is any kind of offence where an individual or a group attacks a person physically, with or without the use of a weapon, or threatens to hurt that person. It can include scratching, pushing, kicking, punching, throwing things, using weapons or physically restraining another person.
- 2.2b Verbal abuse can include threats or name calling; which can be a common and unpleasant experience for all, but in particular minority groups. Victims of verbal abuse are often unclear whether an offence has been committed or believe there is little they can do.
- 2.2c Incitement to hatred occurs when someone acts in a way that is threatening and intended to stir up hatred. That could be in verbal, picture, video, music and includes information posted on websites.
- 2.3 Victim Support also recognizes crimes targeted at alternative sub-cultures (such as Goth) as a form of hate crime.

Non-Crime Hate incidents (NCHI)

2.4 A NCHI is defined as:

‘any incident where a crime has not been committed, but where it is perceived by the reporting person or any other person that the incident was motivated by hostility or prejudice based on a persons race or perceived 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.’

2.5 Someone doesn't need to personally perceive the incident to be hate related. It would be enough if another person, a witness or a Police Officer thought that the incident was hate related.

2.6 NCHIs are recorded by the police to collect information on 'hate incidents' that could escalate into more serious harm or indicate heightened community tensions, but which do not constitute a criminal offence.

3. Method

3.1 Connexus will act against perpetrators and provide maximum support to victims. To do this, we will:

- Make initial contact within 1 working day of receiving the complaint.
- Adopt a victim centered approach and make appropriate referrals for additional support for the victim.
- Conduct a prompt investigation jointly with other agencies (where applicable) to ensure that swift action against perpetrators is taken and that victims are adequately protected.
- Initiate legal action for breach of conditions of tenancy where appropriate.
- Provide support to the victim after the incident
- Keep comprehensive notes and records of the case and contacts with victims, witnesses and perpetrators.
- Seek to gain possession in cases of criminal convictions.

3.2 Most hate crime/NCHI cannot be tackled in isolation by a single agency and thus working in partnership with other relevant agencies is necessary. Hate crime and its causes and effects are wide and varied and our work could not be effective in dealing with these issues without a partnership approach. To do this we will:

- Assist and refer to suitable agencies and support services.
- Liaise with the Local Authority's Housing Options team if the victim is unable to return home to secure a place of safety.
- Take a multi-agency approach with the aim of exchanging information and sharing resources. We are signatories to the Information of Sharing Protocol with West Mercia Police and relevant partners.

4. Reporting

- 4.1 We will encourage customers to report any hate crime and/or incident to the Police themselves, however, should they choose not to, we will report the incident ourselves to ensure that it is recorded accurately and that the Police are fully aware. If the customer wishes to remain anonymous, then the incident should be reported at www.report-it.org.uk/home
- 4.2 We provide a variety of routes to report these incidents to us, phone, face to face, website and email. Where we need to collect ongoing information, we will help victims as much as possible with the provision of cameras, dictaphones, Noise App etc. to make the gathering of information as easy as possible.

Appendix 1 – Equality Impact Assessment Form



Equality Impact Assessment Form

Strategy / policy / procedure / service / function / project being assessed	Hate Crime and Non-Crime Hate Incident Policy
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Stage 1 Lead officer	██████████ (Senior Housing Manager)	
Date of assessment	January 2024	
Date for next review	January 2027	
Reason for assessment	Review of policy. Change of definition from Hate Incident to Non-Crime Hate Incident.	
Agreed and signed off by lead officer's line manager	Manager's signature ██████████	Date 28/01/2024

Stage 2 Aims of the service / function / policy/project under assessment	The policy outlines the way in which Connexus responds to reports of hate crime and non-crime hate incidents.
Main stakeholders / beneficiaries	All Connexus customers and those who experience hate crime and non-crime hate incidents from Connexus customers and their families and visitors.
Who is likely to be affected by the service/ function/ policy/project?	Any Connexus customer/s and those who experience hate crime and non-crime hate incidents from Connexus customers and their families and visitors.



Stage 3				
Collect and evaluate the evidence				
Key questions	Positive impact	Negative impact	No specific impact on any one group	Evidence
Does the policy or service have a positive or negative impact on any racial groups? Describe how and which.	X			People in minority groups who are victims of hate crime or a non-crime hate incident will be contacted within 24 hours – this is a better service provision than if these incidents were treated as a standard ASB case.
Does the policy or service have a positive or negative impact on particular minority ethnic communities? Describe how and which.	X			People in minority groups who are victims of hate crime or a non-crime hate incident will be contacted within 24 hours – this is a better service provision than if these incidents were treated as a standard ASB case.
Does the policy or service have a positive or negative impact on individuals where English is not their first language. Describe how and which.	X			People in minority groups who are victims of hate crime or a non-crime hate incident will be contacted within 24 hours – this is a better service provision than if these incidents were treated as a standard ASB case.
Does the policy or service have a positive or negative impact on women or men? This includes Transgender people/ Trans people. Describe how and which.	X			People in minority groups who are victims of hate crime or a non-crime hate incident will be contacted within 24 hours – this is a better service provision than if these incidents were treated as a standard ASB case.
Is it possible that the service/ function/ policy could discriminate or unfairly disadvantage Transgender people/ Trans People?	X			People in minority groups who are victims of hate crime or a non-crime hate incident will be contacted within 24 hours – this is a better service provision than if these incidents were treated as a standard ASB case.

Key questions	Positive impact	Negative impact	No specific impact on any one group	Evidence
Does the policy or service have a positive or negative impact on people with disabilities? Describe how and which.	X			People in minority groups who are victims of hate crime or a non-crime hate incident will be contacted within 24 hours – this is a better service provision than if these incidents were treated as a standard ASB case.
Does the policy or service have a positive or negative impact on people with particular disabilities? Describe how and which.	X			People in minority groups who are victims of hate crime or a non-crime hate incident will be contacted within 24 hours – this is a better service provision than if these incidents were treated as a standard ASB case.
Does the policy or service have a positive or negative impact on people of a particular age? (e.g. children, young people, older people). Describe how and which.			X	No impact on a specific age group.
Does the policy or service have a positive or negative impact on people with particular sexuality/ sexual orientation? Describe how and which.	X			People in minority groups who are victims of hate crime or a non-crime hate incident will be contacted within 24 hours – this is a better service provision than if these incidents were treated as a standard ASB case.
Does the policy or service have a positive or negative impact on people in terms of marriage/civil partnership status? Describe how and which.	X			People in minority groups who are victims of hate crime or a non-crime hate incident will be contacted within 24 hours – this is a better service provision than if these incidents were treated as a standard ASB case.
Does the policy or service have a positive or negative impact on people with a particular religion or belief? Describe how and which.	X			People in minority groups who are victims of hate crime or a non-crime hate incident will be contacted within 24 hours – this is a better service provision than if these incidents were treated as a standard ASB case.
Does the policy or service have a positive or negative impact on people in terms of pregnancy/maternity? Describe how and which.	X			People in minority groups who are victims of hate crime or a non-crime hate incident will be contacted within 24 hours – this is a better service provision than if these incidents were treated as a standard ASB case.

Is it possible that the service/function/policy could discriminate or unfairly disadvantage those that do not have access to digital equipment?			X	Copies of the policy can be made available in print and discussions with customers impacted can, and are held
Is it possible that the service/ function/ policy could discriminate or unfairly disadvantage or cause an individual/ community financial hardship?			X	No impact

Outsourced services	
If delivery of your strategy, policy or service is partly or wholly provided by external organisations / agencies, please list any arrangements you plan, to ensure that they promote equality and diversity.	West Mercia Police, Herefordshire Council and Shropshire Council all have robust equality and diversity policies and are held to a high standard.
Relations between different equality groups	
Does your assessment show that a policy or service may have a differential impact between any discrete groups? If yes, please explain how this issue is going to be tackled	No.
Stage 4 – Summary of replies from individuals and stakeholders consulted, including any previous complaints on equality and diversity issues about the policy or service	
None.	

Stage 5 – Options resulting from this equality impact assessment, including measures necessary to minimise or remove any adverse impact and better promotion of equality and diversity. Consider any alternative solutions

An individual equality impact assessment will be completed before carrying out any enforcement action on Hate crime cases. This will ensure that all options have been considered before entering a case to court.

Stage 6 – Arrangements for regular monitoring of the impact of the policy, project or service

Monthly 1:1s