

PA Housing Hate Crime Policy

January 2025

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Paragon Asra Housing Limited (PA Housing) is committed to equality and diversity. This policy has considered the Equality Act 2010 and its protected characteristics which are: race, gender, gender reassignment, disability, religion or belief, sexual orientation, age, marriage, civil marriage and partnership, pregnancy and maternity explicitly.

We will make sure that all of our communication is fully accessible and to achieve this if a policy or document needs to be available in other formats we will provide them.

1. Introduction

PA Housing are committed to tackling hate crime incidents and crime in order to provide safe secure neighborhoods.

The people who live in our homes will be proud of where they live, and the people who work in our organisation will be proud of the differences they make. PA Housing values the diversity of our residents and believe that all residents and their families and visitors to their homes have the right to live without fear of abuse, intimidation, harassment, humiliation irrespective of gender, age, disability, race, religion, sexual orientation, gender identity or appearance.

PA understands that hate incidents and crime can have a serious and devastating impact on an individual's sense of security, health and wellbeing but also has a negative impact on communities in relation to co-hesion and integration. We condemn all forms of the incidents and crime and will treat all incidents reported to us sensitively.

This policy applies to all residents who hold a tenancy with PA Housing, including leaseholders and shared owners.

2. Definition

The definition of hate crime is:

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 disability or perceived disability; race or perceived race; or religion or perceived religion; or sexual orientation or perceived sexual orientation or transgender identity or perceived transgender identity (Crown Prosecution Service).

The definition of a hate incident is:

Any non-crime incident which is perceived by the victim or any other person, to be motivated by a 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/transgender or perceived to be transgender (College of Policing).

A hate incident becomes a hate crime when it involves actions that break the law.

Hate crime/incidents can occur in a variety of forms; examples include but not limited to the following:

- Physical assault
- Bullying
- Harassment
- Verbal abuse, insults and threats
- Damage to property or personal belongings
- Threatening or abusive behaviour including spitting, ridicule of cultural

differences, arson, offensive jokes or comments.

Hate crime incidents should always be reported to the police as the first step. For non-emergencies, 101 should be used, for all emergencies, 999 should be called. We will work with the police and other agencies to ensure comprehensive support and action.

Where a hate crime or incident is reported to us, we cannot always take enforcement action without evidence, nevertheless, all complainants and witnesses will be supported through the investigation and will be dealt with in a supportive and sensitive way.

Behaviour not meeting our definition of a hate crime or hate incident will be dealt with through our ASB policy.

3. Commitments to You

We will undertake monitoring to meet our statutory requirements and achieve best practice, all of which helps us better inform and improve our services to you.

We will ensure that your case history is recorded within our housing management systems. By completing regular reviews, monitoring and reporting we will use anonymised data to report to you and use this information to further shape the future for service delivery.

We will monitor the number and nature of any reasonable adjustments that are put in place to identify any trends in service delivery that could lead to changes being made in the service which may benefit many residents

In responding to complaints and allegations of Hate Crime and Incidents we will;

- Provide clear information on how to report hate crime and incidents, including how a third party can also report a hate crime and incidents on our website.
- For example, we will remove offensive graffiti within 24 hours of reporting.
- Investigate reports of hate crime and incidents sensitively, provide victims with support and undertake a victim centred approach taking all reasonable steps to prevent it
- Seeking feedback to improve the experience for victims
- Monitor cases of hate crime and maintain factual, accurate records
- Increase awareness and understanding amongst residents and colleagues of hate crime and crime incidents
- Work in partnership with various key agencies when dealing with hate crime and incidents, sharing intelligence and taking joint action where required to help create safer communities.

We will monitor the number and nature of any reasonable adjustments that are put in place to identify any trends in service delivery that could lead to changes being made in the service which may benefit many residents.

4. Engagement

You tell us you want to live in thriving, vibrant neighbourhoods that have a sense of community spirit, where we work together to help create sustainable, multi-generational communities fit for the future. We will work with other agencies and partners to promote and support services we, and others have on offer.

- We will take early, firm and effective action against perpetrators of hate crime. This may include working with other agencies updated of any action taken.
- Provide support to perpetrators where we identify support needs
- Work in partnership to identify, deter and prevent incidents of hate rather than disperse or displace.

We may make referrals or signpost you to agencies who offer specialised support. An example of these are listed below:

True Vision - <https://www.report-it.org.uk/home>

Stop Hate UK - <https://www.stophateuk.org/>

Catch (London only) - <https://www.catch-hatecrime.org.uk/>

Galop (LGBT+) - <https://galop.org.uk/>

TellMama (Muslim faith) - <https://tellmamauk.org/>

CrimeStoppers - <https://crimestoppers-uk.org/>

Victim Support - <https://www.victimsupport.org.uk/>

5. Training

Our colleagues will be informed of this policy and all colleagues who interact with you will receive training to provide them with the skills and knowledge to implement this policy.

Front facing colleagues will receive mandatory annual training on key identified policies which will assist in those of you who require some further support or are vulnerable.

This policy is accessible on PA Housing's intranet and website and will be actively promoted to all employees.

6. Legislative

This hate crime policy is relevant to any legislative dealing with issues of discrimination, regulatory requirements, national and local strategies.

- Anti -Social Behaviour, Crime and Policing Act 2014
- The Crime and Disorder Act 1998
- Domestic Abuse Act 2021
- Anti-terrorism Crime and Security Act 2001
- Race Relations Act 1976
- Environmental Protection Act 1990
- The Equality Act 2010
- Protection from Harassment Act 1997
- Racial and Religious Hatred Act 2006
- The Housing Act 1996
- Terrorism Act 2006

7. Regulatory

- Regulator of Social Housing Regulatory (RSH) Standard April 2024)
- Neighbourhood and Community Standard

8. Data Protection, Information Sharing and Confidentiality

In accordance with data protection laws, including the General Data Protection Regulation (GDPR) and the Data Protection Act 2018, we are committed to ensuring that your personal data is handled with the utmost care and confidentiality.

Information sharing will only occur when it is necessary for the provision of services, safeguarding, or where required by law.

Confidentiality is paramount, and all our colleagues are trained to handle personal information responsibly, ensuring that it is used solely for the purposes for which it was collected.

Regular audits and reviews will be conducted to ensure compliance with legal requirements and best practices in data protection.

If you have any questions about this policy, please contact, Emma.Conlon, Director of Tenancy Management.