

Hate Crime Policy

Scope: This policy applies to all tenants and leaseholders of Uttlesford District Council (UDC) and all residents of and visitors to the district.

Effective Date:

Review Date:

Signed Off:

Author: Carla Claydon, Community Partnership Manager

Policy Owned by: Communities Team

Statute:

The Council's Constitution
The Corporate Plan
The Crime and Disorder Act 1988
The Crown Prosecution Service (CPS) Hate Crime Polices
Equality and Inclusion Policy
Code of Conduct
H.R Policies
Service Plans
Equality Act 2010
Human Rights Act 1998
Housing Act 1996
Environmental Protection Act 1990
Public Sector Equality Duty
Essex County Council Equality Policy
Safeguarding Standards
Victims Code of Practice

National Standards:

Home Office Hate Crime Action Plan (latest update)

1 Strategic Overview

1.1 Uttlesford District Council is committed to ensuring that all its residents can live with dignity, safety, and free from harassment, hostility or discrimination. Hate crime has no place in our communities.

2 Policy Statement

2.1 This policy sets out how, in our role as a housing authority and landlord, we define, prevent, respond to, and monitor hate crimes and incidents in the housing context.

2.2 The aims of this policy are to:

- Prevent incidents of hate crime and reduce risks
- Encourage reporting, by providing safe and accessible routes
- Provide effective support to victims, witnesses, and affected communities
- Take proportionate, timely, and decisive action against perpetrators, including enforcement where necessary
- Work in partnership with the police, community safety partners, and other agencies
- Monitor and learn from incidents to adapt our approach

3 Key Principles

- 3.1 We will take a harm-centered, victim-focused approach which not only considers the seriousness of the incident, but also the impact on those affected.
- 3.2 To provide an excellent and responsive approach to tackling Hate Crime and Incidents in our communities.
- 3.3 To work in partnership to deter ASB, jointly manage cases, and sustain safe and flourishing communities.

4 Definitions

4.1 **Hate Crime:** A criminal offence committed against a person or property where the perpetrator demonstrates hostility or prejudice based on a protected characteristic (or is motivated by such hostility). This includes, but is not limited to, race, religion, disability, sexual orientation, gender identity. (Crown Prosecution Service)

- 4.2 **Hate incident:** Any non-criminal behaviour which is perceived by the victim or any other person to be motivated by hostility or prejudice based on a protected characteristic. (London Borough of Hammersmith and Fulham)
- 4.3 **Protected characteristics:** As defined under national hate crime policy and relevant equality law: race, religion or belief, disability, sexual orientation, gender identity, etc. (Crown Prosecution Service)
- 4.4 Legal and Regulatory Framework:

This policy aligns with, and is informed by relevant legislation, standards, and duties, including:

- **Crime and Disorder Act 1998** – provides for hate crime sentencing aggravation.
- **Sentencing Act 2020, section 66** – defines protected characteristics and allows for sentence uplifts where hostility is demonstrated.
- **Anti-social Behaviour, Crime and Policing Act 2014** – provides tools to address ASB, including that motivated by hate.
- **Equality Act 2010** – prohibits discrimination, harassment, and victimisation in housing.
- **Racial and Religious Hatred Act 2006** – criminalises public expressions of hatred on racial and religious grounds.
- **Homelessness Reduction Act 2017 and Homelessness Code of Guidance** – housing authorities' duties include considering the safety of applicants from violence, including hate-motivated threats.
- **Homelessness Code of Guidance, Chapter 26** – emphasises risk assessment, confidentiality, and information-sharing in cases of violence or intimidation.
- Other relevant regulations: data protection (GDPR), safeguarding procedures, tenancy agreements.

5 Key Principles and Service Standards

- 5.1 **Victim-centered:** we prioritise the safety, dignity and recovery of victims.
- 5.2 **Zero-tolerance:** We do not tolerate hate crime or hate-motivated behaviour in our housing stock or communities.
- 5.3 **Proportionate response:** We assess each report and respond appropriately, from mediation to legal action, based on severity, risk, and context.
- 5.4 **Partnership working:** We cooperate with the police, Community Safety Partnership, other landlords, voluntary sector, and support services.

- 5.5 **Confidentiality and data protection:** We safeguard personal information, balancing confidentiality with the need to share information to protect residents and manage risk.
- 5.6 **Accessibility:** We provide multiple, accessible ways to report (phone, in person, online), and support translation, advocacy, or other accommodations.
- 5.7 **Learning and continuous improvement:** We collect, monitor, evaluate and learn from data on hate incidents to improve policy, training and prevention.

6 **Reporting Hate Crime**

- 6.1 Uttlesford District Council is a third-party reporting centre. Residents can report hate crime to their housing officer, the Anti-Social Behaviour Officer, via the Contact Centre / email / online form, in person, and on our website.
- 6.2 In emergencies or when a crime is being committed, you need to call 999; for non-emergencies, call the police on 101 or report it via their online system.

7 **Recording**

- 7.1 All reports are logged, even if not a crime.
- 7.2 We distinguish in our records between hate crimes, hate incidents, and non-hate ASB, to allow appropriate response and monitoring.

8 **Initial assessment**

- 8.1 Within one day of receiving a report, a trained officer (ASB Officer / Neighbourhood Officer) will undertake a risk and needs assessment.
- 8.2 The assessment considers threat, risk of escalation, safety, vulnerable status, repeat patterns, and potential links with other incidents.

9 **Investigation**

- 9.1 The ASB / Housing team will investigate the report, collaborating with police where necessary.
- 9.2 We aim to begin a substantive investigation within one working day for high-risk cases.

10 **Outcome and action**

- 10.1 All hate crime reports and incidents are treated as high risk, and the action we will take is set out in our [Anti-social behaviour policy - Uttlesford District Council](#)
- 10.2 Depending on the findings, action may include mediation, tailored support, warning, possession proceedings, or referral to other services as appropriate.
- 10.3 Where criminal offences are identified or suspected, we will work with the police to support prosecution / sanctions.
- 10.4 We will ensure appropriate support and protection for victims, including referrals to specialist agencies.

11 Support for Victims and Communities

- 11.1 We will provide victims and witnesses with tailored support, including:
 - Advocacy or liaison with third-sector organisations (e.g., Stop Hate UK). (Crown Prosecution Service)
 - Safety planning, e.g., security measures in homes, relocations if necessary.
 - Emotional support through housing staff or partner agencies.
 - Regular updates on case progress, outcomes, and any actions taken.
 - For communities affected by hate crime, we will run (or support) community engagement, education, dialogue, and cohesion-building activities.
 - We will provide training to all relevant staff (housing officers, ASB team, repairs, contractors) to recognise hate crime indicators, respond sensitively, and understand referral pathways.

12 Enforcement and Sanctions

- 12.1 Where perpetrators are tenants, leaseholders or household members, we may take enforcement action up to and including:
 - Possession proceedings under tenancy agreements. (In certain cases, with repeated or serious hate incidents, we may consider accelerated action).

- ASB injunctions, civil orders, or other legal remedies under the Anti-social Behaviour, Crime and Policing Act 2014.
- For non-tenants, or occurrences outside tenancy but on or around our properties, we will liaise with partners (police, community safety) to manage risk and pursue necessary action.
- We will consider the community impact of hate crime in decisions on enforcement, not just the individual incident, to preserve community cohesion.

13 Monitoring and Reporting

- 13.1 We will record all hate crime and incident reports on our ASB case management database.
- 13.2 Key performance indicators (KPIs) will include number of reports, time to respond, satisfaction of victims, number of cases escalated to enforcement
- 13.3 We will produce an annual report on hate crime, to be submitted to the Community Safety Partnership, Housing Board, and made publicly available on our website.

14 Roles and Responsibilities

- 14.1 Director of Housing / Head of Service: Overall responsibility for policy, resourcing, partnerships, and governance.
- 14.2 ASB / Neighbourhood Team: First point of contact for reports; carry out assessments; manage investigations; coordinate with police.
- 14.3 Housing Officers / RSL Landlords: Support residents, raise awareness, provide safe reporting routes, refer reports.
- 14.4 Community Safety Partnership: Work with the Council to coordinate multi-agency response; monitor community tensions; shared action plan.
- 14.5 HR / Training Team: Develop and deliver staff training on hate crime awareness, prevention, victim support.

15 Communication & Training

- 15.1 We will publicise this policy via our website, tenant newsletters, welcome packs, community meetings, and noticeboards where possible.

15.2 We will deliver regular training for all staff and contractors on:

- What is hate crime / incident.
- How to recognise signs and report.
- Victim support and safeguarding.
- Information sharing and data protection.

15.3 We will raise awareness via our CSP, in partnership with local organisations, such as schools, community centres, faith groups, and voluntary organisations.

16 Data Protection and Confidentiality

- 16.1 All personal data relating to hate crime reports will be handled in compliance with UK data protection law (GDPR, Data Protection Act).
- 16.2 Information sharing with partners (e.g. police, community safety) will be governed by formal data-sharing agreements
- 16.3 We will respect victims' wishes regarding anonymity, safe communication channels, and confidentiality, consistent with safeguarding and risk management.

17 Policy Governance and Review

- 17.1 This policy is approved by Cabinet.
- 17.2 It will be reviewed every 3 years, or earlier if there are legislative changes or significant incidents feedback from staff, tenants, and community stakeholders will inform revisions.

12 Review of Decision and Complaints

- 12.1 Anyone who is not satisfied with the way UDC or its contractor(s) has delivered the service they have received regarding hate crime & incidents has the right to have their case investigated.
- 12.2 Residents should follow UDC's Complaints Policy if they wish to make a complaint about service standards.
- 12.3 Where there is also an element of ASB, victims have the right to request an ASB Case Review. This is a process whereby the Community Safety Partnership reviews the complaints of ASB, and the actions taken where the victim perceives no action has been taken or has been unsuccessful.

13 Equality and Diversity

- 13.1 The council will treat all customers and staff with fairness and respect. We value diversity and work to promote equality and tackle unlawful discrimination.
- 13.2 We are committed to helping customers to access information about their homes and services in a way that suits individual needs.
- 13.3 We will meet the requirements relating to equality and diversity laid down in the Equality Act 2010 by working to:
 - Eliminate discrimination, harassment and victimisation
 - Advance equality of opportunity and
 - Foster good relations between all our residents, service users and staff.
- 17.4 The council is committed to welcoming and valuing diversity, promoting equality of opportunity and tackling unlawful discrimination. We will not discriminate against staff, customers or others based on their sex, sexual orientation, marital status, pregnancy and maternity, gender reassignment, race, religion, belief, disability or age (collectively referred to as protected characteristics in the Equality Act 2010).
- 17.5 The council aims to provide homes and services that meet the diverse needs of customers. We believe that all customers should be able to access housing, support and care services with the same ease and that the quality of our service is of the same high standard for all.

Related Documents

Document	Link
Connected Policies:	ASB Policy Domestic Abuse Policy Safeguarding Children, Young People and Adults Policy and Procedure Unacceptable Behaviour Policy Complaints Policy
Forms and Letters:	Risk Assessment Proportionality Statement
Leaflets:	

Version history

Version no.	1	Date effective:	
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Full / partial review?	
Brief summary of changes:	
Staff consultation (teams):	Neighbourhood Housing Team Community Safety Partnership Public Health and Protection Equality Steering Group Safeguarding Steering Group
Resident consultation:	Tenants Panel
Approved By Cabinet / Council:	
Author:	Carla Claydon Community Partnership Manager