



Places to live. Space to grow.

Hate Crime Policy

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1 Introduction and policy purpose

- 1.1 We're committed to fostering safe, inclusive communities where our residents can live free from hate, discrimination, and hostility. This policy sets out our approach to preventing and responding to hate crime and hate-based incidents, ensuring that those affected are supported and perpetrators are held accountable.
- 1.2 We recognise our responsibility as a community leader to challenge hate and build inclusive neighbourhoods where everyone feels safe and welcome.
- 1.3 This policy applies to all residents living in our homes.
- 1.4 We're committed to making this policy available for all our residents. Please contact us if you require this policy in another format.

2 Policy statement

- 2.1 Hate crime and hate-based incidents cause profound harm to individuals, families, and communities. We have a zero-tolerance stance and we're committed to:
 - Creating safe and inclusive environments for all residents.
 - Supporting victims with empathy, dignity, and respect.
 - Empowering staff, residents, and partners to recognise and challenge hate.
 - Working collaboratively to prevent hate and promote long-term community cohesion.
 - Ensuring transparency and accountability in our response.

3 Definition of hate crime and hate-based incidents

- 3.1 UK law recognises that there are five types of hate crime, based on:
 - Race
 - Religion
 - Disability (including hidden disabilities)
 - Sexual orientation
 - Transgender identity.

Any crime can be prosecuted as a hate crime if the offender has either:

- Demonstrated hostility based on race, religion, disability, sexual orientation or transgender identity, or;
- Been motivated by hostility based on race, religion, disability, sexual orientation or transgender identity.

Someone can be a victim of more than one type of hate crime.

These crimes are covered by legislation (Crime and Disorder Act 1998 and section 66 of the Sentencing Act 2020) which allows prosecutors to apply for an uplift in sentence for those convicted of a hate crime.

3.2 There is a difference between a hate incident and a hate crime:

- A hate incident is any incident which the victim, or anyone else, thinks is based on someone's prejudice towards them because of their race, religion, sexual orientation, disability or because they are transgender. We will also recognise where someone's prejudice and behaviour are because of their gender or sex, this includes misogyny and misandry behaviours.
- Not all hate incidents will amount to criminal offences, but it is equally important that these are reported.
- Hate crimes are criminal offences, whilst hate incidents refer to incidents that are motivated by specific characteristics, but do not constitute criminal offences (i.e. no law is broken).

Types of hate incidents

3.3 The following examples are provided to help staff, residents, and partners recognise behaviour that may constitute a hate incident.

3.4 Hate incidents should be distinguished from other forms of anti-social behaviour. While some behaviours may fall into both categories, the key feature of a hate incident is the presence or perception of hostility or prejudice linked to one of the protected characteristics listed above.

3.5 Examples of behaviour that may constitute a hate incident include:

- Verbal abuse, such as name-calling or offensive jokes targeting a protected characteristic
- Harassment based on race, religion, disability, sexual orientation, or transgender identity
- Bullying or intimidation motivated by prejudice
- Threats of violence linked to hostility towards a protected characteristic
- Abusive phone calls, messages, or emails with hate-based content
- Online abuse or harassment on social media targeting a protected characteristic
- Displaying or circulating discriminatory literature or posters
- Damage to properties where the act is perceived to be motivated by hate, including harm to a person's home, vehicle, or pet
- Throwing rubbish or other items into a person's garden where the motivation is perceived to be hate-related
- Malicious complaints about a neighbour (for example, regarding noise, parking, or smells) where the complaint is perceived to be motivated by hostility towards a protected characteristic.

This list is not exhaustive. Any behaviour that is perceived by the victim or by any other person to be motivated by hostility or prejudice related to race, religion, disability, sexual orientation, or transgender identity should be treated as a hate incident and recorded accordingly.

4 Aims and objectives

4.1 Our approach to hate crime and hate-based incidents is guided by the following strategic aims:

- Safety and inclusion: Ensuring all residents feel safe, respected, and valued in their homes and communities.
- Empowerment and support: Believing and supporting victims, ensuring their voices shape our response.
- Accountability: Holding perpetrators of hate-based behaviour to account through proportionate and lawful action.
- Collaboration: Working in partnership with statutory and community organisations to prevent and respond to hate.
- Transparency and learning: Maintaining clear records, sharing insights, and continuously improving our approach.

5 Preventing hate crime and incidents

5.1 Preventing hate crime is central to our aim to create successful, thriving communities. We will:

- Support community initiatives that promote inclusion and cohesion.
- Monitor national and local events that may impact community relations.
- Use sensitive lettings and local plans to reduce tensions in identified hotspots.
- Participate in awareness campaigns such as National Hate Crime Awareness Week.
- Monitor community tensions, emerging risks, and to work with partners to prevent escalation.
- Co-design initiatives with residents, staff, and community organisations to address root causes of hate.
- Work with local service providers such as mediation services to resolve community issues before they escalate.
- Let all employees and contractors know that they are expected to contribute to prevention through their behaviour, awareness, and training.

6 Recognition and reporting

6.1 We encourage all residents, staff, third parties and partners to recognise and report hate crime and hate-based incidents in a safe and accessible way. We are committed to:

- Providing accessible and confidential reporting channels.
- Ensuring all reports are taken seriously and handled with sensitivity.
- Promoting awareness of hate crime and the importance of reporting through campaigns and community engagement.

6.2 We aim to contact any residents who are reporting a hate crime or hate incident within one working day of the abuse being reported.

6.3 The community safety manager will report the number of hate crime and incidents to our executive team once a month and to the communities and housing committee every three months.

6.4 There are also several specialist agencies who can provide further help which can be found at Appendix A.

7 General data protection regulation (GDPR) and partnership working

7.1 We recognise that tackling hate crime requires a multi-agency approach. We will:

- Work collaboratively with police, local authorities, and specialist support organisations.
- Share information responsibly and lawfully, in line with data protection legislation and safeguarding protocols.
- Prioritise the safety and wellbeing of victims when making decisions about information sharing.

7.2 For more information on how we manage personal data, please refer to our [Privacy Policy](#).

8 Perpetrator management

8.1 We will take a firm stance against those who commit hate crime or hate-based incidents.

8.2 Our approach includes:

- Using proportionate enforcement tools, including tenancy action where appropriate.
- Supporting criminal investigations through lawful information sharing.
- Prioritising victim safety in all decisions, including restorative or diversionary, educational approaches.

9 Staff training and awareness

9.1 We are committed to equipping staff with the knowledge and confidence to respond to hate crime effectively. We will:

- Provide mandatory training on hate crime and equality, diversity, and inclusion (EDI).
- Ensure staff understand their responsibilities and are supported in their roles.
- Promote continuous learning through updates on legislation and emerging trends.

10 Regulation

10.1 This policy supports our compliance with national legislation and regulatory standards relating to hate crime, ASB, and community safety. It aligns with the Regulator of Social Housing's Consumer Standards, particularly the Neighbourhood and Community

Standard 1.3,1, which requires registered providers to work in partnership with other agencies to tackle ASB and hate-based incidents in the areas where we operate.

10.2 This policy also supports delivery of the Tenant Satisfaction Measures (TSMs) relating to ASB and neighbourhood management. It also contributes to our wider EDI commitments and complements our Safeguarding and Community Safety Policies.

10.3 Our approach is also informed by key legislation including the Equality Act 2010, the Crime and Disorder Act 1998, and the ASB, Crime and Policing Act 2014.

11 Consultation

11.1 We're committed to involving residents, victims, and community members in the development and review of this policy. Their insight helps ensure that our approach remains relevant, inclusive, and grounded in the lived experiences of those affected by hate crime and hate-based behaviour.

11.2 We will continue to invite resident involvement through policy reviews, consultation activities, and ongoing feedback opportunities. This input will inform future revisions, improve how the policy is applied in practice, and help us better meet the needs of the communities we serve.

12 Review

12.1 This policy will be reviewed every three years by the Community Safety Manager and Head of Housing, unless legislation, business or sector developments require otherwise, to ensure that it continues to meet the stated objectives and takes account of good practice developments.

12.2 We will review the support services provided in Appendix A on a yearly basis.

13 Related policies and supporting documents

Policies and other documents:

- [Safeguarding Adults Policy](#)
- [Safeguarding Children Policy](#)
- [Community Safety Policy](#)
- [Equality and Diversity Framework](#)
- [Whistleblowing Policy](#)
- [Vulnerability Policy](#)

Legislation

- [Housing Act 1985 as amended.](#)
- [Housing Act 1988 as amended.](#)
- [ASB, Crime and Policing Act 2014](#)
- [Crime and Disorder Act 1998](#)
- [Equality Act 2010](#)
- [Data Protection Act 2018](#)
- [General Data Protection Regulation \(GDPR\)](#)
- [Human Rights Act 1998 Article 8](#)

14 Appendices

Appendix A:

Support services

Where a hate crime or hate incident has occurred we would advise to report this to Kent Police on 101 or 999.

The following list provides details of organisations that offer support to individuals affected by hate crime or hate-based incidents. It includes national, local, and partner organisations, each of which may offer advice, advocacy, or specialist services.

Where appropriate, organisations are labelled using plain text indicators to help staff and residents identify West Kent partners or affiliates:

- **West Kent Partner:** An organisation West Kent works with directly
- **National Affiliate:** A widely recognised national organisation
- **Local Trusted Organisation:** Known local service regularly recommended by West Kent.

Support for Race-based Hate Crime

The Monitoring Group (*National Affiliate*)

Provides advocacy, advice, and support for victims of racial harassment, violence, and hate crime across the UK.

Website: www.tmg-uk.org

Friends, Families and Travellers (*National Affiliate*)

Provides advice, advocacy, and support for members of Gypsy, Roma, and Traveller communities experiencing discrimination or hate crime.

Website: www.gypsy-traveller.org

Community Security Trust (*National Affiliate*)

Provides 24-hour support and advice for victims of anti-Semitic hate crime in the UK.

Tel: 0800 032 3263

Website: www.cst.org.uk

Tell MAMA (Measuring Anti-Muslim Attacks) (*National Affiliate*)

An independent organisation tackling anti-Muslim hatred in the UK.

Website: www.tellmamauk.org

Support for faith-based hate crime**Faith Matters (*National Affiliate*)**

Provides advice and advocacy for people from faith-based communities experiencing hate crime, including faiths not covered by other specialist organisations.

Website: www.faith-matters.org

Support for disability-related hate crime**Disability Rights UK (*National Affiliate*)**

Offers information, advice, and links to local organisations run by and for disabled people.

Website: www.disabilityrightsuk.org

Mencap (*National Affiliate*)

A leading voice for people with learning disabilities. Operates a helpline offering information and advice.

Tel: 0808 808 1111

Hours: Monday to Friday, 10am to 3pm

Website: www.mencap.org.uk

Inspire Community Trust (Kent and Medway) (*Local Trusted Organisation*)

Provides advocacy, advice, and support for disabled people across Kent and Medway, including assistance with disability hate crime and discrimination.

Website: www.inspirecommunitytrust.org

Support for LGBTQIA+ Communities**Galop (*National Affiliate*)**

Provides support and advice for LGBTQIA+ people experiencing sexual violence, domestic abuse, or hate crime.

Tel: 0800 999 5428 (National helpline)

Hours: Monday to Friday, 10am to 5pm

Website: www.galop.org.uk

Stonewall (*National Affiliate*)

Provides support and resources for LGBTQIA+ people across the UK, including advice on hate crime.

Tel: 08000 502020

Website: www.stonewall.org.uk/help-advice/hate-crime

METRO Charity (Kent and Medway) (*Local Trusted Organisation*)

Provides support services for LGBTQIA+ people across Kent and Medway, including counselling, advocacy, peer support groups, and a hate crime reporting service.

Website: www.metrocharity.org.uk

General support for all victims of hate crime

Stop Hate UK (National Affiliate)

A national organisation providing independent and confidential support for victims and witnesses of hate crime. Also offers a reporting facility (availability dependent on local commissioning).

Website: www.stophateuk.org

True Vision (National Affiliate)

Provides advice about hate crime and how to report it, including an online reporting facility for those who do not wish to report directly to the police.

Website: www.report-it.org.uk

Victim Support (National Affiliate)

Provides 24-hour support and advice for victims and witnesses of crime and anti-social behaviour.

Website: www.victimsupport.org.uk

Victim Support Kent (Local Trusted Organisation)

Victim Support operates a local service in Kent, offering tailored support for victims and witnesses of hate crime and other offences.

Website: www.victimsupport.org.uk/help-and-support/get-help/support-near-you/southeast/kent

Citizens Advice (Local Trusted Organisation)

Provides free, confidential advice on discrimination, hate crime, harassment, and related issues such as housing, benefits, and legal rights. Local offices are available in Sevenoaks, Swanley, and Medway.

Website: www.citizensadvice.org.uk

Kent Equality Cohesion Council (KECC) (Local Trusted Organisation)

A Kent-based organisation that promotes community cohesion and provides support for victims of hate crime and discrimination. Works in partnership with Kent Police and local authorities.

Website: www.kentaccord.org.uk

Medway Diversity Forum (Local Trusted Organisation)

Supports diverse communities in Medway through advice, advocacy, and community cohesion activities.

Website: www.medwaydiversityforum.co.uk