Hate crime policy

Easy-read version

What hate crime is

Hate Crime is when someone is targeted or harmed because of who they are, such as their race, religion, gender identity, sexual orientation, disability or nationality. Hate Crime can make people feel scared and isolated and can harm whole communities. We take it very seriously and want you to feel safe in your home.

What this policy aims to do

We work to prevent hate crime and deal with incidents when they happen. We train staff to recognise hate crime, support victims, and handle reports with sensitivity and confidentiality. We also work with customers and other organisations to keep shared spaces safe.

How to report hate crime

You can report hate crime by phone, email, online, in writing or in person. When you report something, we take the details and decide which policy applies. We also encourage victims to report incidents to the police.

How we respond

All hate crime cases are treated as high-risk. Hate crime can include physical attacks, intimidation, graffiti, arson, abusive language or behaviour, or actions meant to push someone out of their home.

We aim to contact you within one working day. If offensive graffiti is on our land, we remove it within 24 hours and carry out urgent repairs if needed.

We investigate thoroughly, complete a risk assessment and agree an action plan. We may take legal action if there is enough evidence.

Support for victims

We offer support such as referrals to specialist organisations, safety advice, help with reporting to the police and guidance about legal or housing options. If needed, we can look at extra safety measures or other housing choices.

Working with others

We work closely with police, councils, social care, health teams and other partners to prevent hate crime and support victims. We share information safely and only with the right agencies, especially if there are safeguarding concerns.

We make sure information is clear and accessible and can provide it in other formats or languages when needed.