



Hate Crime
Policy



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Author Title & Issuing Department	Regional Head of Communities, Communities Team
Target Audience	All emh colleagues, website

Approved By	ELT Customer read group
Date Approved	
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Links to Regulatory Standards – Economic/ Consumer Standards	Neighbourhood and Community Standard Registered providers must work in partnership with appropriate local authority partners, the policy and other relevant organisations to deter and tackle Hate Crime / Incidents in the neighbourhoods where they provide social housing.
Outcomes for Customers	The policy sets out how emh will respond to reports of Hate Crime and what action may be taken.
How were tenants, residents and service users involved in the review/development of this document	
Training Provision	Heads of Service across the business will be responsible for cascading the policy to their teams ensuring all colleagues understand and adopt the principles of the policy.
Links to the Business Plan	Fit-for-purpose repairs and customer services A safe, secure and affordable home is the foundation for a happy, healthy and successful life.
Links to Key Values	Clarity: sets out clearly how emh will deter and tackle hate crime. Accountability: makes clear what is our responsibility, what lies with tenants and with other third parties.

Version Control

Version	Revision Date	Author: Job Title	Change Description
002	01/26	HOS	New policy document format. Additional information about reporting and case management. References to new policies in place.



1. Introduction

Introduction to the topic.

- 1.1 We want people to feel safe and enjoy their homes. We recognise that Hate Crime and harassment and Anti-Social Behaviour can seriously reduce the quality of life for residents and have a detrimental impact not just on the victim(s) but on the whole community. It can lead to existing residents feeling isolated, frightened or unhappy in their homes and result in properties or areas becoming unpopular and difficult to let. We recognise that everyone has the right to their chosen lifestyle, as long as it does not spoil the quality of life for others.
- 1.2 We are committed to effectively tackle and deter Hate Crime. We will take all forms of Hate Crime seriously, and adopt a zero-tolerance approach to behaviour that harms others, particularly when any individual or group suffers abuse based on their:
 - ▶ Race, colour, ethnic origin, nationality or national origin
 - ▶ Religion
 - ▶ Gender identity
 - ▶ Sexual orientation
 - ▶ Marital or civil partnership status
 - ▶ Disability

The purpose of the policy:

- 1.3 This policy outlines the core commitments adopted by emh to work to prevent Hate Crime and to deal effectively with incidents should they occur.
- 1.4 The aim of this policy is to ensure that emh (including customers, contractors and staff) works effectively to deal with Hate Crime and, in particular ensure that employees are made aware and trained to identify the needs of victims and witnesses of harassment, so that they can provide a responsive and effective service whilst respecting the need for sensitivity and confidentiality.

Why emh is issuing the policy.

- 1.5 emh is regulated by the Regulator of Social Housing and one of the key requirements we must meet is the Neighbourhood and Community Standard. This documents supports how we meet this standard and in particular sets out how we:
 - ▶ Work co-operatively with customers, other landlords and relevant organisations to take reasonable steps to ensure the safety of shared spaces.
 - ▶ Co-operate with relevant partners to promote social environmental and economic wellbeing of residents.



- ▶ Work in partnership with appropriate professionals and relevant organisations to deter and tackle Anti-Social Behaviour and Hate incidents within our communities.

Relevant legislation:

1.6 Legislation applicable to Hate Crimes and Hate incidents include:

- ▶ Human Rights Act 1998
- ▶ Anti-Social Behaviour, Crime and Policing Act 2014
- ▶ Equality Act 2010

2. Definitions and Scope

Definition of a Hate Crime

2.1 The Government defines hate crime as 'crime committed against someone because of their disability, transgender identity, race, religion, belief, or sexual orientation.' This Policy is set within the context of relevant legislation such as the Equality Act 2010 and Anti-Social Behaviour, Crime and Policy Act 2014.

Scope and associated policies

- 2.2 This Policy sets out the approach to be adopted by emh homes in relation to dealing with all forms of Hate Crime.
- 2.3 It is a condition of the emh homes tenancy agreements that residents must not: 'commit any harassment or threat of harassment that may interfere with the peace and comfort of, or cause offence to, other people in the neighbourhood, or to any of our tenants, employees, contractors or agents. Harassment includes but is not limited to harassment on the grounds of race, colour, religion, sex, age, sexual orientation, health or disability.'
- 2.4 The Policy applies to all members of emh. It is not within the scope of this policy to deal with the following:
- ▶ General incidents of Anti-Social Behaviour - as these will be dealt with in accordance with the Anti-Social Behaviour Policy.
 - ▶ Harassment and intimidation involving employees - as these will be addressed through the relevant human resources policies.
 - ▶ Staff suffering from Domestic Abuse – these will be addressed through the relevant human resource policies.

We have a zero-tolerance approach towards harassment of staff.



3. Specifics of the Policy

Prevention of Hate Crime

- 3.1 We will take the following actions to assist in the prevention of Hate Crime within the community:
- ▶ Communicate with residents about their rights and responsibilities, emphasising the importance of allowing people to live peacefully in their homes and neighbourhoods and being a considerate neighbour.
 - ▶ Support community development, community safety and regeneration initiatives, in partnership with local agencies, that will support and strengthen local communities.
 - ▶ Ensure that resident involvement arrangements are inclusive and contribute to the effective tackling of all forms of harassment and hate crime.
 - ▶ Take positive steps to support those groups who may be especially vulnerable to harassment and hate crime as outlined above.

Building confidence around reporting

- 3.1 Anyone can report a Hate Crime or incident directly to us over the phone, by email, via our website, in writing or in person.
- 3.2 When we first receive a report of a Hate Crime or incident, we'll take details of what has happened and consider whether to deal with the report through our Anti-Social Behaviour, Hate Crime, Domestic Abuse or Neighbourhoods and Estate Management policy.
- 3.3 We will aim to build confidence around reporting of Hate Crime and incidents;
- ▶ Encourage and support victims to report incidents of hate crime.
 - ▶ Challenge any attitudes and behaviours that foster hatred and prejudice and encourage early intervention to reduce the risk of any incidents escalating.
 - ▶ Hate Crimes can feel like crimes to those who suffer them and can often escalate to tension in a community. The police therefore encourage people to report Hate incidents to them (online via www.report-it.org.uk or by other means).

Proactive estate management

- 3.4 Our Neighbourhoods and Estate Management Policy sets out how we manage our estates in partnership with our residents with a focus on listening to and acting on customer feedback.



- 3.5 It also sets out how we respond to reported issues that sit outside of the scope of this policy, our Domestic Abuse policy and our Anti-Social Behaviour policy.

Dealing with incidents of hate crime

- 3.6 Incidents believed to be motivated by hatred or prejudice directed against any person or group of people based on any of the identifying factors will be classified as a high risk for investigation purposes, irrespective of the nature of the actual behaviour reported. Although the following is not an exhaustive list, incidents of hate crime may comprise, for example, one or more of the following:

- ▶ Physical attacks on people or property
- ▶ Intimidation
- ▶ Graffiti
- ▶ Arson or attempted arson
- ▶ Abusive or threatening language or behaviour
- ▶ Deliberate and targeted acts intended to deter residents from living in their home or to force them to leave

- 3.7 We will ensure that we offer a consistent, effective approach to dealing with reports of Hate Crime and specifically will do the following:

- ▶ Investigate thoroughly every case of harassment and hate crime reported where the alleged perpetrator and/or victim is a tenant or leaseholder or receives a service from emh homes.
- ▶ When an incident is reported, we will aim to contact the person reporting it within one working day to take details of the incident.
- ▶ Remove any offensive graffiti within 24 hours of it being reported, if it is on our land. We will also do any related emergency repairs needed within 24 hours, if the customer lives in one of our properties.
- ▶ We will risk assess each case and agree a plan of action which will be logged as a high-risk case managed by the specialist team.
- ▶ Provide a range of options to help support victims of hate crime. In cases where the safety and wellbeing of the victim(s) is at risk, emh homes will sign post to relevant agencies to offer further support in their current home.
- ▶ We will consider appropriate legal action against the perpetrator if there is supporting evidence.

Support for victims

- 3.8 We will ensure that all victims of hate crimes and incidents receive appropriate support, including:
- ▶ Immediate support: Referrals to support organisations (e.g., victim support, anti-discrimination groups, advocacy services)
 - ▶ Safety measures: Helping consider housing options or security measures if necessary.



- ▶ Legal support: Guidance on how to report the incident to the police or take legal action.

Working in partnership

- 3.5 emh homes will work with our partners and residents to prevent Hate Crime, harassment and Anti-Social Behaviour and to support victims / survivors.
- 3.6 We recognise that this must involve close partnership working with our customers and other organisations in the communities in which we work and will ensure that effective links are developed to achieve this. We will meet all legal and regulatory requirements and work to ensure that our approach reflects best practice.
- 3.7 emh homes is committed to working with all partners to prevent Hate Crime and to provide all victims with a sensitive, appropriate service. We will use all available powers and resources to deal effectively with perpetrators of hate crime or harassment, as well as to provide support to victims of hate crime.

Information sharing

- 3.8 We will share information only with relevant agencies in accordance with relevant legal duties where there are safeguarding concerns.
- 3.9 We will publicise and promote our policies and procedures, ensuring that the reporting of hate crime is accessible, with clear contact details for reporting incidents, and will offering appropriate support, whether this be solely or in collaboration with appropriate external agencies.
- 3.10 We will ensure that all information is written as far as possible in plain English and will provide information to customers in other formats and languages where required. We will offer support to victims where they are required to give evidence. We will monitor cases of hate crime and maintain accurate records.
- 3.11 Where permitted we will raise awareness by publicising successful actions against perpetrators on social media to discourage hate crime and harassment and Anti-Social Behaviour and encourage victims of such behaviour to come forward.

Equality and Diversity

- 3.12 We are committed to fairness and equality for all regardless of their colour, race, ethnicity, nationality, gender, sexual orientation, marital status, disability, age, religion or belief, family circumstances or offending history, as referred to in our relevant policies. Our aim is to ensure that our policies and procedures do not create an unfair disadvantage for anyone, either directly or indirectly.
- 3.13 When applying this policy, we will:



- ▶ Act with respect and consider the diverse needs of individual and communities.
- ▶ Take positive action to reduce the discrimination and harassment in local communities.

4. Implementation

Performance monitoring

4.1 We will;

- ▶ Undertake regular case audits to review high risk cases including reviewing best practice and as a learning tool.
- ▶ We will monitor performance on dealing with all incidents of hate crime, and will report this via relevant co-regulation arrangements, ensuring that all data is anonymous and that we always comply with the policy and procedure on data protection.
- ▶ We will provide regular updates to Executive Management Team and Board.

Staff Training

4.3 emh are committed to providing staff with the necessary training required to be able to effectively deal with Hate incidents and related issues. This training will be regularly refreshed and updated to ensure officers are kept abreast of changes to legislation or policy.

4.4 Training needs are regularly explored with officers during one-to-one meetings, appraisals and team meetings.

Compliments, Suggestions and Complaints

4.5 emh homes will welcome any feedback from our customers and partners; we use to improve our service. This can be sent directly to emh homes by:

- ▶ By email to complaints@emh.co.uk
- ▶ By telephone to 0300 123 6000
- ▶ In writing: emh homes, Memorial House, Stenson Road, Coalville, LE67 4JP

4.6 Any feedback which is considered to be a complaint will be dealt with in accordance with our Complaints Policy.

Review

4.8 This policy will be reviewed every 3 years to ensure compliance with national best practice and legislation. This review may take place earlier if a significant change to legislation or policy occurs.



Responsibilities

- 4.9 The Regional Head of Communities is responsible for monitoring the effectiveness of the policy
- 4.10 The Regional Head of Communities is responsible for oversight and governance of the policy including reviewing this document.

5. Associated Documents

- ▶ Domestic Abuse Policy
- ▶ Anti-Social Behaviour Policy
- ▶ Neighbourhoods and Estate Management Policy
- ▶ Acceptable Behaviour Procedure
- ▶ Vulnerable Residents Policy
- ▶ Tenancy agreement