



## PLYMOUTH COMMUNITY HOMES Hate Crime and Hate Incident Policy

<b>Version:</b>	Final
<b>Lead Directorate:</b>	Homes, Neighbourhoods and Regeneration
<b>Equality Impact Assessment:</b>	November 2015
<b>Approved by:</b>	Customer Focus Committee, February 2016

### 1. Purpose

This policy sets out Plymouth Community Homes' (PCH) approach to responding to, managing and preventing hate crime and hate incidents that occur within PCH homes and communities.

### 2. Definitions

The terms used in this policy are defined as follows.

#### Hate crime

A hate crime is any criminal offence which is perceived by the victim or any other person to be motivated by hostility, prejudice or hate based on a person's personal characteristics such as disability, race, religion, transgender identity and sexual orientation.

#### Hate incident

A hate incident is any non-criminal incident which is perceived by the victim or any other person to be motivated by hostility, prejudice or hate based on a person's personal characteristics.

#### Harassment

Harassment as defined in the Equality Act 2010 is unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual.

Hate crime, hate incidents and harassment can take many forms including:

- Verbal abuse or conduct that ridicules a person because of their personal characteristics, such as mimicking a person's accent, speech or mannerisms.
- Provoking hatred of a racial group.
- Displaying or distributing derogatory materials relating to race, ethnic origin or other personal characteristics.
- Unprovoked assault.
- Damage to property, for example, breaking windows in the home or vandalism to vehicles.
- Arson or attempted arson.
- Offensive graffiti, posters or other material on or near the home.
- Threatening behaviour, for example, spitting or failing to control dogs.
- Threatening letters or telephone calls.
- Activities intended to deter a person or family from occupying a particular dwelling.

### **3. Aims and objectives**

PCH aims to:

- Prevent hate crime, hate incidents and harassment by providing a clear message through our tenancy agreement, joint working and promotion and raising awareness with residents and their communities.
- Give residents and tenants the confidence to report hate crime and hate incidents and keep them safe from further risk of harm.
- Develop responses that keep people safe and foster environments that promote cohesive communities.
- Investigate all reports effectively ensuring a victim-centred approach.
- Recognise that the perception of the victim is the defining factor in determining a hate crime or hate incident.
- Work with partners to raise awareness and the reporting of hate crime and hate incidents.
- Adopt a 'positive intervention' approach taking all reasonable action against perpetrators.

### **4. Policy statement**

Plymouth Community Homes (PCH) is committed to providing homes in which tenants want to live, work, and that are safe and secure. PCH values the diversity of our residents and believes that all tenants and leaseholders, their families and visitors to their home have a right to live their lives without fear of abuse, intimidation, harassment, humiliation or attack, irrespective of their personal characteristics. We are committed to the elimination and prevention of discrimination in all its forms, and will promote equality of opportunity and the importance of cohesive communities, where people from all different backgrounds and groups can live side-by-side in a culture of cooperation and respect.

Hate crime and hate incidents have a serious and devastating impact on an individual's, family's or community's sense of security, health and well-being. We take a zero tolerance approach to hate crime, hate incidents and harassment, and will treat all incidents reported to us with the utmost seriousness.

## **5. Anti-social behaviour**

Hate crimes, hate incidents and harassment are also forms of anti-social behaviour. PCH takes anti-social behaviour seriously and is committed to addressing such issues to ensure that residents are able to enjoy their homes and neighbourhoods with peace and security. PCH will record hate crimes, hate incidents and harassment as part of its approach to anti-social behaviour and these will be dealt with as a serious breach of tenancy.

## **6. Support and reporting**

PCH will work with the police, partner agencies, housing providers, voluntary and community groups and organisations to ensure that victims are supported. This will include reporting all incidents of hate to relevant organisations. PCH will also support perpetrators to challenge and change their behaviour.

## **7. Procedures**

PCH has a separate procedure for hate crime, hate incidents and harassment to support this policy which recognises that these issues need to be tackled in a sensitive and proactive way. The procedure includes the standards of service that can be expected.

## **8. Data protection**

In applying this policy, all members of staff must comply with PCH's data protection policy and ensure that personal information supplied by customers is protected at all times.

## **9. Equality and diversity**

PCH will apply this policy consistently and fairly, and will not discriminate against anyone based on any relevant characteristics, including those set out in the Equalities Act 2010.

PCH will make this policy available in other languages and formats on request. We will carry out an equality impact assessment on this policy, in line with our corporate procedure.

## **10. Monitoring and review**

PC will monitor this policy to ensure it meets good practice, current legislation and will review it in accordance with our review timetable for all policies.