HATE CRIME POLICY

call 01452 424344
email customer.experience@gch.co.uk
visit www.gch.co.uk

Pride. Quality. Integrity. Innovation.

Business Information provided by Gloucester City Homes

HATE CRIME POLICY

DOCUMENTATION MASTER SHEET

Amendments to this Document are Detailed Below.

Version Number	Date Amended	Comments	Date Approved	Author	Approved By
01	30/10/18	Full rewrite	08/11/2018	SB/BR	Tenant Panel
02	11/02/22	Minor amendments reflecting changes in structure & available agencies	14/03/2022	NB/KS/PR	Tenant Panel
03	30/8/22	Minor amendments following Resolve conference	30/8/22	NB	NT
04	August 23	Amendment to reflect new Good Neighbourhood Management policy re noise	August 23	NB	NT
05	September 2026	Change from ASB & Hate Crime Policy to stand alone Hate Crime Policy	2/10/2026	NB	SLT
06					
07					
08					
09					
10					

HATE CRIME POLICY

OVERALL AIM/INTRODUCTION

GCH is committed to providing safe, inclusive, and respectful communities where residents, leaseholders, shared owners, staff, contractors, and visitors are free from harassment, discrimination, victimisation, hate incidents and hate crime.

Hate motivated behaviour and crime causes significant emotional and physchological harm and undermines the fabric of community trust. This policy aims to ensure will adopt a victim-centred approach to act quickly to keep people safe and are supported with a sympathetic and sensitive manner, taking into account their individual needs.

We are committed to supporting victims, taking swift and effective action against perpetrators and working partnership with statutory agencies.

The purpose of this policy is to:

- Promote safe and inclusive neighbourhoods.
- Ensure all reports of hate crime and hate incidents are taken seriously.
- Deliver a consistent, victim-focused response.
- Meet legal and regulatory obligations.
- Prevent repeat victimisation.
- Support residents affected by hostility, prejudice or discrimination.
- Enable effective partnership working to tackle perpetrators and protect victims.

SCOPE OF POLICY

GCH will investigate reports of hate incidents or hate crime towards our customers (including tenants, leaseholders and shared owners) their visitors or any others engaged in a lawful activity in the locality of our homes, including our colleagues, contractors and others acting on our behalf.

The policy applies to general needs and independent living customers, leaseholders, shared owners and customers living in our temporary homeless accommodation.

It does not apply to our market rent customers or homeless customers who occupy their property on a licence. These are covered by separate policies.

We also have separate policies covering anti-social behaviour (ASB), domestic abuse and safeguarding.

LEGAL AND REGULATORY EXPECTATIONS

The following legislation has been considered:

- Tenancy Agreement
- Housing Acts 1988 & 1996
- Regulator of Social Housing Consumer Standards, including the Neighbourhood and Community Standard and Transparency, Influence and Accountability Standard.
- Housing Ombudsman Complaint Handling Code and Spotlight Reports.
- Disability Discrimination Act 1995
- Equality Act 2010
- Human Rights Act 1998
- Data Protection Act 1988 and UK GDPR.
- Race Relations (Amendment) Act 2000
- Racial and Religious Hatred Act 2006
- Marriage (Same Sex Couples) Act 2013
- Anti-social Behaviour, Crime and Policing Act 2014
- Crime & Policing Act 2026.
- Relevant safeguarding legislation and guidance.
- GCH Policies on Safeguarding, Domestic Abuse, Anti-social Behaviour Policy, Complaints Policy and Data Protection Policy

SERVICE STANDARDS

DEFINITION

GCH has adopted the nationally recognised definition:

Any criminal offence which is perceived by the victim or any other person to be motivated by hostility or prejudice based on a person's actual or perceived protected characteristic.

RECOGNISED HATE CRIME STRANDS

- Race
- Religion or belief
- Disability
- Sexual orientation
- Transgender identity
- Hate Incident

HATE CRIME POLICY

A hate incident is:

Any incident, whether criminal or non-criminal, perceived by the victim or any other person to be motivated by prejudice, hostility or discrimination.

A hate incident may escalate into a criminal offence and will therefore be treated seriously.

RELATIONSHIP WITH ANTI-SOCIAL BEHAVIOUR

We recognise that hate incidents and hate crime are often forms of anti-social behaviour. Under the Anti-Social Behaviour, Crime and Policing Act 2014 and subsequent amendments, we will use appropriate legal remedies where necessary, including:

- Civil injunctions;
- Closure powers;
- Possession proceedings;
- Criminal Behaviour Orders;
- Community Protection Notices;
- Partnership interventions. Where available and appropriate under the Crime and Policing Act 2026, we will work with partner agencies regarding the use of:
- Respect Orders;
- Enhanced anti-social behaviour enforcement powers;
- Other statutory tools introduced by the Act.

GCH WILL

Encourage anyone to report incidents to us and/or the appropriate statutory agency. We will:

Contact the victim within 1 working day.

Receive and investigate reports by:

- Assessing risk.
- Keeping reporters informed.
- Maintaining accurate records.
- Work with partner agencies.
- Take appropriate enforcement action.
- Provide support to victims where possible.

Factors considered will include:

- Vulnerability of victim
- Frequency of incidents
- Escalation risk
- Threats or violence
- Safeguarding concerns
- Mental health impact
- Repeat victimisation
- Community tensions

High-risk cases will be prioritised and considered for multi-agency management.

REPORTING HATE INCIDENTS AND HATE CRIME

Reports can be made via:

- Telephone.
- Online reporting.
- Email.
- In person.
- Via emergency services where immediate danger exists.

Anonymous reports will be recorded and assessed where sufficient information is available.

Emergency incidents involving threats to life, violence or crime in progress should be reported to the police immediately.

SUPPORT FOR VICTIMS

The Association will:

- Agree an action plan with the victim.
- Provide regular updates.
- Consider reasonable adjustments.
- Offer referrals to specialist support agencies.
- Consider safeguarding referrals.
- Review risk throughout case management.
- Support witnesses wherever possible.

Victims will receive regular updates and clear explanations regarding available options and likely outcomes.

INVESTIGATION

Investigations may include:

- Interviews with victims, witnesses and alleged perpetrators.
- Witness statements.
- Diary sheets.
- CCTV evidence.
- Professional witness evidence.
- Photographs and videos.
- Liaise with police and partner agencies.
- Undertake neighbourhood enquiries.

Every investigation will be objective, fair and evidence-based. All evidence gathering will comply with data protection legislation.

ACTION AGAINST PERPETRATORS

Depending upon circumstances, actions may include:

EARLY INTERVENTION AND PREVENTION

- Warning letters
- Mediation (where appropriate and safe)
- Acceptable Behaviour Agreements
- Support referrals

Early intervention will not be used where there is a significant risk to victims

ENFORCEMENT ACTION

TENANCY ENFORCEMENT

- Verbal and written warnings.
- Tenancy breach notices.
- Notices seeking possession.
- Injunctions.
- Possession proceedings.

LEGAL REMEDIES UNDER THE ANTI-SOCIAL BEHAVIOUR, CRIME AND POLICING ACT 2014

Including:

- Civil injunctions.
- Closure powers.
- Respect orders.

GCH may seek exclusion from properties, injunctions and possession where required to protect victims and communities.

Serious hate crime may result in immediate legal action.

SUPPORT FOR WITNESSES

Where victims and witnesses are required to provide evidence in Court, GCH will ensure that they feel supported throughout the process. We will explained what can be expected when attending Court and will arrange a pre-court visit when necessary.

We may direct witnesses rowards supplementary support agenices such as Victim Support.

PARTNERSHIP WORKING

We will work with other agencies including:

- Police
- Local authorities
- Community Safety Partnerships
- Adult and Chilren's Services
- Health providers
- Probation services
- Victim support agencies
- Specialist equality and advocacy organisations

Information sharing will be lawful, proportionate and necessary.

ASB CASE REIVEW

The ASB Case Review, also referred to as the Community Trigger, was introduced under the Anti-social Behaviour, Crime and Policing Act 2014

If a reporter feels that a hate incident or anti-social behaviour (ASB) incident has not been dealt with effectively they ask for a case review. The review is independently handled to ensure that the case has been handled fairly and reasonably.

We will provide further information on the ASB Case Review if requested.

VULNERABILITY AND SAFEGUARDING

The Association recognises that:

- Victims may be vulnerable.
- Perpetrators may have support needs.
- Reports may indicate exploitation, abuse, mental health concerns or safeguarding risks.

Safeguarding concerns will be referred to appropriate agencies without delay.

CONSULTATION

Tenant Satisfaction Measures (TSM) feedback, lessons learnt, feedback from Let's Talk ASB & Hate Crime Days and Scrutiny Group review of ASB & Hate Crime have been been taken into account when reviewing this policy.

APPEALS

Customers dissatisfied with our handling of Hate reports may use GCH's complaints procedure.

The complaints process is separate from Hate Incident case management and will comply with the Housing Ombudsman Complaint Handling Code.

REVIEW

This policy will normally be reviewed triennially to ensure that it reminds fit for purpose, unless an earlier review is required due to regulatoy, statutory or other requirements.