



Hate Crime Policy

Policy Date **December 2025**

Approved by:

Board: **December 2025**

Responsibility:

Housing Services Manager and Chief Executive

Policy statement

St Peter's (Saltley) Housing Association Ltd (SPSHA) is always concerned about the effects of people's behaviour on others and takes a pro-active approach to resolve issues before they escalate.

We will ensure that we take a victim centred approach and that we respond to allegations quickly and effectively, provide support to victims and take all possible steps to prevent any escalation of incidents.

Legal Framework

- **Crime and Disorder Act 1998:** Introduced specific racially and religiously aggravated offences.
- **Public Order Act 1986:** Addresses incitement to racial and religious hatred.
- **Criminal Justice Act 2003:** Allows courts to impose tougher sentences for offences motivated by hate.
- **Equality Act 2010:** Provides a framework for protecting individuals against discrimination and harassment.
- **Protection from Harassment 1997:** Law designed to protect individuals from harassment and stalking, providing criminal and civil remedies for victims.

Regulatory Framework

This policy operates within The Regulatory Framework for Social Housing in England from April 2020

The main relevant standard is outlined below:

Neighbourhood and Community Standard

Anti-Social Behaviour

- We work in partnership with other agencies to prevent and tackle anti-social behaviour
- We publish our Hate Crime Policy to all via the website, leaflets and regular newsletter updates.
- We ensure that tenants are aware of their responsibilities and rights in relation to this policy

What is a Hate Crime?

A **Hate Crime** generally refers to **criminal offence and acts** which are seen to have been motivated by prejudice, including, but not limited to:

- Race, colour, ethnic origin, or nationality
- Religion or faith or lack of religious belief
- Gender or gender identity including resentment of transgender people, transsexuals and transvestites, and transphobia.
- Sexual orientation including homophobia and biphobia
- Disability including physical disabilities, sensory impairments, learning disabilities, mental health issues and other impairments.

A **Hate Incident** is any incident that falls short of being a crime, but is motivated by prejudice, e.g., shouting abuse. If you experience more than one hate incident by the same person or group of people, it might count as harassment. Harassment can be a crime.

Both Hate Crime and Hate Incidents should be reported to the Police

We have adopted the following definition of a racist incident: -

‘Any incident which is perceived to be racist by the victim or any other person’.

(Macpherson Report 1999, Recommendation 12)

Hate incidents and crime can occur in a variety of ways including but not limited to:

- Physical assault
- Verbal abuse, insults and threats
- Abuse through social media / cyber
- Damage to property or personal possessions
- Bullying

Mate Crime

Mate crime happens when someone 'makes friends' with a vulnerable person and goes on to abuse or exploit that relationship, often referred to 'fake friends'. The founding intention of the relationship, from the point of view of the perpetrator, is likely to be either to abuse or neglect the person, or to force their involvement with criminal exploitation. It can involve financial abuse, physical abuse, emotional abuse.

We will respond to any possible incidents of mate crime through our Safeguarding Policies.

We will apply the same criteria to hate crimes and incidents so that, if anyone – the victim, a witness, the Police, or our staff – perceives an incident to be a hate crime or racist incident, it will be recorded as such.

Incidents of hate crimes and incidents are recorded separately to distinguishable them from anti-social behaviour and other forms of harassment.

Harassment

In UK Law, harassment is defined as behaviour that causes alarm or distress to another person. This includes actions that make victims feel threatened, humiliated, or fearful of further violence, and occurs on more than one occasion.

Behaviour that is identified as harassment but not identified as a hate crime/incident will be dealt with under our Anti-Social Behaviour Policy and Procedure.

Working in Partnership

We recognise our responsibilities to the wider community and as such we are committed to ensuring that we work closely with Tenants, residents, community groups and other relevant agencies. Such agencies include the police, local authority anti-social behaviour teams, and community safety partnerships.

Our aim in developing partnership approaches is to discourage and prevent Hate crime and anti-social behaviour, where possible, and to deal robustly with the consequences when it does occur.

We will:

- be active members of Birmingham Community Safety Partnerships in all the areas in which we work.
- consult with and actively involve Tenants and relevant agencies in our policy making.
- work with residents and relevant agencies to minimise the incidence of hate crime and anti-social behaviour in and around our properties.
- provide literature and information e.g. Third-Party reporting centres.
- develop joint training initiatives with the police and local authority anti-social behaviour teams.
- contribute to good practice in the areas in which we work.

- attend meetings with relevant agencies and community groups to agree approaches to situations which are affecting communities.

Responding to Reports of Hate crime

When responding to reports of hate crime / incident, we will

- Talk to victims, third parties and witnesses, encouraging them to make a police report so a police investigation can begin
- We will discuss the details of the incident and agree an action plan the victims are happy with, this may include contacting witness, interviewing the alleged perpetrator, checking CCTV, taking photographs, checking for previous incidents.
- We may also complete a risk assessment to ascertain if other agencies, including support, need to be included in the case.
- All potential solutions will be discussed with the complainant. These may include dispute resolution via a mediation service, civil or criminal court action or an injunction.
- Victims will be kept fully informed of action and progress.

Victim and Witness Support

We recognise that being a victim or witness in a case can be a daunting experience for many people. However, it is often essential to the success of a case, particularly if the case goes to court, that witnesses are prepared to be involved. Supporting and protecting witnesses is a high priority for St Peter's and we make a commitment to support them throughout the process, including after court if necessary. We will work with partner agencies including the Police, Community Safety and Victim Support to provide appropriate support tailored to individual's needs.

Confidentiality and Data Protection.

It is our aim to preserve, wherever possible, the confidentiality of all parties where an allegation of has been made. We will deal with reports of hate crimes and incidents sensitively and all information will be treated confidentially. Victims will be informed that we have agreed protocols for the sharing of information with the Police, other registered providers, and Local Authorities through Safer Estates Agreements.

Where a criminal offence has been committed, or where someone is a risk to themselves or others, we cannot preserve someone's confidentiality.

We will store data in accordance with our statutory security and document retention policies.

Vulnerable parties

We recognise that for various reasons, some of our tenants may be vulnerable and where we are able, we will adapt our services to suit their needs. This also includes our obligation towards alleged perpetrators who are vulnerable just as we do for victims of anti-social behaviour. When dealing with alleged perpetrators who are vulnerable it may not be

appropriate to follow our usual policy/procedure especially regarding seeking an eviction. It may be appropriate to liaise with the alleged perpetrator's support network if they have one or signpost to support services if needed. We will carry out a proportionality assessment in all cases to ensure that any support needs are identified during the investigation and action taken is proportionate to the case.

Abuse of Policy and Procedure

Action under this Policy will be taken against tenants who abuse this policy i.e., continually making false allegations of Hate Crime.

Monitoring and reporting

The Chief Executive will monitor performance via a detailed quarterly performance report.

The Board will monitor performance via a quarterly key performance indicator report.

Third party reporting centres are places within the community where you can confidentially report hate crimes or incidents without having to contact the police directly. You can report a hate crime or incident whether you are a victim or witness.

Staff at the centres have been trained to help you report a hate crime and can help you get the support you may need after experiencing or witnessing a hate crime.

This information is then passed directly to your local police force.

Aston University Students' Union
Aston University City Campus, Aston
Expressway, Birmingham, B4 7ET
0121 204 3000
union.reception@aston.ac.uk

BID Services
Deaf Cultural Centre, Ladywood Road,
Birmingham, B16 8SZ
0121 246 6100
info@bid.org.uk

Birmingham Chinese Community Centre
Q-Lorc Resource Centre, 99 Bradford Street,
Digbeth, Birmingham, B12 0NS
0121 685 8510
service@ccc-b.org.uk

Birmingham LGBT Wellbeing Centre
38-40 Holloway Circus, Birmingham, B1 1EQ
0121 643 0821
hello@blgbt.org

Disability Resource Centre
Unit 18, Ace Business Park, Mackadown Lane,
Kitts Green, Birmingham, B33 0LD
03030 402 040
drc@disability.co.uk

Family Action
The Pump, 286 Kitts Green Road, Kitts Green,
Birmingham, B33 9SB
0121 726 9820
enquiry@thepump.org.uk

Khidmat Centre
2a Heather Rd, Birmingham, B10 9TE
0121 773 8619
Loft Birmingham
143 Bromsgrove St, Birmingham, B5 6RG
0121 622 2444
enquiries@theloftbrum.com

Midland Mencap
Weoley Castle Community Centre, Bottetourt
Road, Weoley Castle, Birmingham, B29 5TE
0121 427 6404
info@midlandmencap.org.uk