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Hate Crime Policy

1.0 Introduction

1.1 Hate crime is any offence committed against a person or property, which is motivated by the offender's hatred of people because they are seen to have different characteristics. Hate Crime is a criminal offence and will not be tolerated by Coastline.

1.2 A hate "incident" relates to any incident where the victim or anyone else believes that it was motivated by hostility or prejudice based on one of the following things:

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

1.3 Incidents reported may also be hate crimes, and as such should be reported to Devon & Cornwall Police.

We will encourage people to report incident to the police or use their anonymous online reporting tool and we will then work closely with them to reduce the risk of harm. We will take a proportionate response to any hate crimes or incidents reported to us, recognising the seriousness of the report and the risk of harm.

1.4 There are nine Protected Characteristics under the Equality Act 2010:

- Age
- Sex
- Race
- Sexual orientation
- Marriage/ civil partnerships
- Disability
- Gender reassignment
- Religion
- Pregnancy/maternity

1.5 Examples of such offences could include, but is not limited to, incidents of:

- Verbal abuse
- Harassment or threats
- Physical assault of any kind
- Damage to home or property
- Bullying
- Graffiti and vandalism

1.6 The Cornwall Wide Equality Objectives were developed by the Voluntary and Community Sector working with key public sector organisations. Coastline were one, of over eighty, organisations who attended and contributed to these objectives.

Cornwall Council's strategy can be found here Equality Diversity and Inclusion Strategy 2022-2026

1.7 Coastline works with a number of partners including Devon and Cornwall Police and Cornwall Council's Anti-social behaviour team l which gives increased confidence in reporting hate incidents to third party reporting centres. This enables victims to access support to deal with incidents.

1.8 Coastline contributes to The Multi-Agency Hate Crime Protocol which ensures a consistent approach across Cornwall. This has helped to form Devon and Cornwall Police Equality Objectives 201620-20240 - Hate Crime Hate Crime | Annual Equality Report 2023 | Devon & Cornwall Police

1.9 Equality Objectives for 2020 – 2024 are grouped under four broad strategic themes which relate to the key areas in which the police are seeking to deliver improvements in policy and service quality and outcomes for the public, communities and workforce.

2.0 Themes

2.1 The four themes are:

- Hate crime
- Violence against women and children
- Access and engagement
- Leadership and positive action

https://www.devon-cornwall.police.uk/media/1230114/eos-2020-2024-easyread.pdf

3.0 The Equality Act 2010

3.1 This replaced all previous legislation that dealt with anti- discrimination. Coastline will ensure that we deliver a service which will eliminate discrimination, harassment, victimisation and any other conduct that is prohibited under this Act;' (Section 149 of the Equality Act 2010 Public sector equality duty).

4.0 Reporting

4.1 Many people, for various reasons, are reluctant to report crime directly to the Police and because of this Coastline will act as a third party reporting agency to make it easier and more accessible for local residents to report Hate Crime.

4.2 The reporting tool **True Vision** is a Police website which gives information about Hate Crime or incidents. It enables users who do not wish to report incidents in person to report incidents online at: www.report-it.org.uk

4.3 The Police take hate crime very seriously and will record and investigate this offence even if the user does not want to give their details. However, it must be noted that the investigation and ability to prosecute the offender(s) is severely limited if the Police cannot contact the complainant.

4.4 The user may also specify how they prefer to be contacted and whether this would cause them any difficulties. The Police will not pass on details without consent and would ask the user to consider giving their details confidentially. The user can use this site to report online directly to their local police and can also report online Hate material.

4.5 Hate Crime incidents can also be reported on the following government website:

https://www.gov.guk/report-hate-crime

This site also enables the user to access information relating to victim support and their rights specifically in connection with Hate Crime.

5.0 Terrorism and extremism

5.1 The internet is used by some people to promote terrorism and extremism. You can challenge and report terrorist and extremist content you find online, which you feel is offensive, or illegal. For more information about what makes online content illegal and how to report it, please visit:

www.direct.gov.uk/reportingonlineterrorism

5.2 Cornwall Council's website for the prevention and reporting of Terrorism and extremism is:

Report online material promoting terrorism or extremism - GOV.UK

If you see it, suspect it - report it by phoning the confidential Anti-Terrorist Hotline on: **0800 789 321**

6.0 Coastline's Commitment

6.1 Coastline is committed to providing a high quality ASB service.

6.2 We are committed to:

- demonstrating leadership and strategic commitment
- providing an accessible and accountable service
- taking swift action to protect communities
- adopting a supportive approach to working with victims and witnesses
- encouraging individual and community responsibility
- having a clear focus on prevention and early intervention
- ensuring that a value for money approach is embedded in our service

7.0 Tenancy agreements

7.1 Our tenancy agreements contain clauses relating to anti-social behaviour, which includes Hate Crime. By signing the tenancy agreement or lease our tenants agree not to commit acts of anti-social behaviour and to be responsible for the behaviour of their household and visitors.

Not all tenancy agreements are exactly the same, but the principle that the lives of other residents should not be adversely affected by another's behaviour is a constant throughout.

8.0 Prevention

8.1 To prevent anti-social behaviour from occurring Coastline employs a variety of actions and initiatives. These include but are not limited to:

- The use of robust Tenancy agreements
- A robust pre-tenancy process which includes a full risk assessment, to ascertain the suitability of the applicant and that appropriate support is in place before the tenancy commences
- Actively participating in community initiatives aimed at addressing issues relating to the causes and effects of anti-social behaviour. This involves working with local schools, thePolice, community agencies and other external agencies
- Actively involving communities in the management of their neighbourhood, encouraging the formation of resident groups and promoting minimal tolerance of anti-social behaviour
- Developing Local Lettings Strategies which can respond to the needs of communities where anti-social behaviour has been problematic
- Encourage reporting of ASB by ensuring that our Policy and Procedures are clear, accessible and pro-active
- Following a clearly defined workflow process on our CRM system, including a relevant action plan agreed with to the person(s) experiencing the anti-social behaviour
- Taking prompt, appropriate and decisive action to deal with ASB before it escalates. In doing so, we adopt a problem solving approach and have regard to the full range of tools and legal powers available
- Support victims and witnesses of anti-social behaviour.

9.0 Dealing with Hate Crime

9.1 We will:

- Listen to victims of Hate Crime with empathy and compassion.
- Investigate reported incidents promptly (inline with agreed ASB target times)
- Interview perpetrators and give them opportunities and support to improve or change behaviour.
- Collect evidence by issuing incident logs for complainants to complete.
- Support and protect the complainant and other witnesses.
- Offer to refer the complainant to Victim Support if required
- Refer criminal cases to the Police to deal with.
- Refer the case through to partners for a joint approach including Police, social care and environmental health departments.
- Consider using other methods to collect evidence in serious cases including covert / overt surveillance
- Remove graffiti within one working day
- Work with the Police and Community Safety Team Cornwall (Anti-social behaviour)
- Look at ways to get the victim away from the problem, if this is best for their safety. Where we believe a resident is in need of emergency accommodation, we will provide advice and support on accessing emergency accommodation provided by the local authority

10.0 Our Hate Crime case management principles

10.1 In all cases we will:

- Record all reports of Hate Crime within 24 hours and appoint a named officer to each case.
- Inform the victim of the named officer, in order to build rapport and understanding anf reduce the need to re-iterate and re-enforce incidents
- Treat each report seriously, responding promptly and professionally
- Respond to the complainant within one working day of receiving a complaint
- Assess the seriousness of the complaint
- Be honest and tell the complainant when they should speak to the person themselves first, or if the complaint is not reasonable develop an action plan with the victim/witness to deal with the particular circumstances of the complaint.
- Keep the complainant informed of the progress of the action plan and notify and explain our decisions
- Review and close each case if there have been no further complaints for 28 days
- We will close off cases as soon as they have been resolved with the complainant's agreement and seek feedback as part of our customer satisfaction recording

11.0 Providing support to those involved

11.1 Coastline will:

- Agree an action plan with the complainant and tailor the plan to their individual circumstances and case.
- Document the case within CRM and share an action plan with the victim.
- Work with our partners to provide assistance and support to suit the needs of the complainant/victim/witness
- We will have regard to what assistance and support may be available to perpetrators to encourage them to change their behaviour to prevent re-offending
- Maintain contact throughout the course of the investigation and keep those involved informed of progress (subject to duties of confidentiality) from the date the first complaint is received, throughout the investigation process and/or any legal action
- Use measures to prevent and reduce anti-social behaviour, and use appropriate legal and non-legal solutions to tackle it.
- Ensure that a Disability Assessment Form (Justification Prior to Legal Action Equality Act 2010) is completed before Notices are served.
- Provide feedback and reports to residents relating to our performance.

12.0 Monitoring and reporting

12.1 Coastline will:

- Monitor and record the number of incidents of Hate Crime reported to us on CRM
- Record the number of Notice Seeking Possessions served (related to Hate Crime)
- Monitor the number of Hate Crime cases resolved through early intervention
- Monitor the number of tenancies brought to an end through legal proceedings
- Monitor and report customer satisfaction
- Look at trends in types of hate crime, locations and any other patterns year on year
- Review successful interventions to manage and stop anti-social behaviour.

13.0 Complaints

13.1 Where Hate Crime complainants feel that we have not carried out our duties under this Policy they have the right to make a complaint under our Complaints Policy.

13.2 All customers (and their advocates) will have access to this document upon request or from our websites.

13.3 This document and accompanying leaflets can be translated or provided in alternative formats (e.g. Braille, large print, and audio) upon request.

14.0 Equality and Diversity

14.1 Throughout the operation of our Policy on Hate Crime and through our dealings with those involved in cases we will have regard to our diversity policies at all times.

14.2 All customers (and their advocates) will have access to this document upon request or from our websites.

15.0 Associated Documents

15.1 The following legislation, guidance, policies and documents are associated with this Policy:

- Respect – ASB Charter for Housing
- Lettings Policy
- Probationary Policy
- ASB Policy
- Domestic Abuse Policy
- Equality & Diversity Policy
- Mutual Exchange Policy
- Safeguarding Adults and Children policies
- Complaints Policy
- Tenancy Agreements
- Equality Act 2010
- Housing Act 1996
- Housing Act 1988
- Criminal Justice Act 2003
- Anti-social Behaviour Act Crime and Policing Act