

Policy Summary

Hate incidents and hate crime

Customer summary of a Genesis Housing Group policy

This policy sets out our approach to tackling hate incidents and hate crime. It applies to all customers of Genesis Housing Group, except for those customers who come under Pathmeads contract management, for example, Westminster and Hackney, who will be covered by the policies adopted by that authority or provider.

Introduction

We aim to tackle all forms of anti-social behaviour, promote safe and cohesive communities and ensure the safety and well-being of our customers. We are committed to combating hate incidents and hate crime and will not tolerate such acts whether perpetrated by customers, employees, agents or third parties.

Definitions

A hate incident is any non-crime incident, or series of incidents, which is perceived by the victim or any other person as being motivated by prejudice or hate because of their race, religion or belief, sexuality, disability or transgender status. Where the incident is a criminal offence, it is a hate crime.

The purpose of this definition is not to prejudge the question of whether the perpetrator's action was motivated in this way, but to ensure the investigations take full account of the possibility of prejudice or hate.

Prevention

New customers will be advised of our policy on dealing with hate incidents and hate crime when they move into their home. We will make clear that harassment is a breach of tenancy or lease.

Through effective design of new developments and, where possible, improvements to existing developments, we will reduce the potential for crime and anti-social behaviour, including hate incidents and hate crimes.

We will use effective and inclusive customer involvement and participation structures to help develop cohesive communities and help eliminate hate incidents and hate crimes.

We will use posters, leaflets, newsletters and our website to communicate our commitment to tackling hate incidents and hate crime and the action we will take against perpetrators. This information will be available in our main community languages.

Responding to incidents

We aim to give victims confidence that we will act on their reports and work to stop the incidents. We will provide an accessible, non-judgemental, focused service.

We will respond to all reports of hate incidents and hate crimes within 24 hours. We will visit the victim and any witnesses to obtain details of the incident.

We will provide translations or interpretations of information when needed. We will not expect friends and relatives to interpret for victims in cases of hate incidents and hate crimes. We will never rely on children to interpret in such situations.

If they have not already done so, we will encourage the victim to report the incident to the police. Where appropriate, we will report the incident for them, for example where the victim has support needs.

Supporting victims and witnesses

We are aware that the first report may be made after weeks or months of persistent harassment and the stress of this can damage the physical and emotional health of victims and their families. We will ensure that staff dealing with cases are sensitive to the impact the case will be having on the victim and are aware of the range of support available for victims of hate incidents and hate crimes in their area.

We will refer victims to external statutory and voluntary services for support as appropriate.

We will keep in regular contact with the victim. Where a number of agencies are involved in a case, we will seek to develop locally agreed protocols to ensure that someone is responsible for keeping the victim informed of progress.

Security measures

Any repairs to tenants' properties relating to security, or as a result of damage to a property as the result of violence, will be dealt with as an emergency repair which means the work will be completed within our target time of 24 hours.

We will help protect victims through security measures to their property and surrounding area, as appropriate and in partnership with other agencies such as the police.

Action against perpetrators

We will draw attention to the possibility of the customer losing their home if they are identified as a perpetrator of hate incidents or hate crime.

We will consider using the full range of civil and legal remedies against perpetrators. We are also aware of the criminal action that can be taken in hate crime cases. We will work closely with the police on the collection of intelligence and evidence, and in pursuing prosecutions for hate crime.

Where possible, and where appropriate, we will support the perpetrator to engage in restorative justice and behaviour change.

As part of our investigation of the incident, we will consider whether there are any wider household needs, including issues relating to safeguarding children and adults. If a staff member has any concerns relating to child or adult abuse, this will be reported to the relevant authorities, in line with our policies on safeguarding children and young people from abuse and safeguarding adults from abuse.

If the perpetrator or their household is vulnerable and has support needs, we will take this into account. We will either provide support ourselves, or will refer them to external support agencies as appropriate.

Alternative accommodation

If the victim cannot remain safely in their present accommodation, we will advise them of their options for re-housing.

If the victim is in immediate danger, we will advise them to approach their local authority for emergency short term accommodation. Where the victim is living in supported

housing, we may arrange for them to move to another scheme.

Permanent re-housing for the victim can be seen as a victory for the perpetrator. However, where all alternative options have been exhausted and the victim cannot return to (or remain in) their home for the long-term, we will advise them of their options for permanent re-housing.

Working in partnership

We cannot prevent and tackle hate incidents and hate crime alone. We will work in partnership with other agencies to prevent incidents as well as to deal with incidents that have already occurred.

If the victim requests no action is taken

We will discuss with the victim action we can take which would not need to involve them, including sending a warning letter to the perpetrator (which would not give any details of the victim), or applying for an injunction on affidavit evidence, without the victim needing to attend court in person.

If the victim continues to request that no action is taken, we will respect their wishes and will close the case. We will ensure they have the names and address of relevant organisations, as well as our contact details, should they decide to take action in the future. We will contact them at periodic intervals up to six months after the initial report to check whether there have been further incidents and to check whether they have changed their mind and would like us to take action.

Closing a case

A case may be closed where an investigation has been concluded, appropriate action has been taken and no further incidents have occurred over a given period.

The complainant will be notified in writing that the case is closed and that they can contact us again should the problems occur again in the future. On closing the case we will seek the views of complainants and ask for their feedback on how satisfied they were with our handling of the case. We will use this information to improve our service.

We will inform the perpetrator that the case has been closed.

Contact us

If you would like a copy of the full policy please contact the Policy Team on **020 8150 4112** or email **info@ghg.org.uk**



If you are a **PCHA customer** phone us on **020 8451 8000** or email **info@pcha.org.uk** **www.pcha.org.uk**



If you are a **Springboard Housing Association customer** phone us on **020 8475 0033** or email **info@springboardha.org.uk** **www.springboardha.org.uk**



If you are a **Pathmeads customer** phone us on one of the numbers below:
Temporary housing **020 8900 4900**
Octavia Hill **020 8900 4998**
Key Places **020 7380 9025**
or email **info@pathmeads.org.uk** **www.pathmeads.org.uk**



If you are a **St Matthew Housing resident** phone us on **01284 732550** or email **info@stmatthewhousing.org** **www.stmatthewhousing.org**

If you need any part of this information in large print, Braille, on audio tape or explained in your own language please contact us on the number below.

Si necesita esta información en Braille, en CD, en cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

Spanish

إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بأحرف كبيرة أو بطريقة برايل أو مسجلاً على اسطوانة مدمجة أو شريط صوتي أو مشروحاً باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

Arabic

যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে ব্রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

Bengali

Si vous souhaitez obtenir une partie de ces informations en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

French

જો તમારે કોઈ પણ ભાગની આ માહિતી બ્રેઈલ, સી.ડી ઉપર, ઓડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

Gujarati

Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassete áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado.

Portugese

Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Somali

**Telephone 020 7563 0037
or email info@ghg.org.uk**