

Hate Incidents & Crime Policy

1. What this policy is about

- 1.1 At Livv Housing Group, we are committed to promoting safe and resilient communities where everyone feels respected, valued, and free from harm. We recognise that hate incidents and hate crimes are not isolated acts, they can deeply affect customers, families, and communities, especially when left unaddressed. This policy sets out Livv's robust approach to preventing, identifying, reporting, and tackling all forms of hate-related behaviour.
- 1.2 Hate incidents and crimes are not limited to extreme acts of violence. They can include harassment, intimidation, or verbal abuse, and often build over time. Our focus is not just on individual incidents but also on patterns of behaviour that may lead to cumulative harm.
- 1.3 We acknowledge the complex needs that may surround both victims and perpetrators, including those relating to mental health, disability, and other support needs. Our approach balances enforcement with support and prevention, and is aligned with national guidance and best practice, including our obligations under the Equality Act 2010.
- 1.4 This policy applies to all Livv Housing Group customers, including tenants, shared owners, leaseholders, and household members. It also extends to those living in or visiting Livv-managed properties. While the policy primarily addresses the responsibilities and behaviours of our customers, it also recognises the impact of hate incidents and crime caused by non-customers. Where individuals who are not Livv customers engage in hate related behaviour that affects our housing management function, we will take appropriate action, which may include referring the matter to relevant partners such as the police, local authority, or other statutory agencies to ensure a coordinated and effective response.

1.5 What are Hate Incidents and Hate Crime?

Livv adopts the national definition of hate crime:

"Any criminal offence or incident which is perceived by the victim, or any other person, to be motivated by hostility or prejudice based on one or more of the following protected characteristics:"

Protected characteristics include:

- Race or ethnicity
- Religion or belief
- Disability
- Sexual orientation
- Gender identity
- Sex
- Age

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This policy applies from 11 July 2025
This policy applies to: Livv Housing Group, Livv Homes, Livv Maintenance

Examples of Hate Incidents:

- Verbal abuse, slurs, or name-calling
- Malicious complaints
- Intimidation or exclusion
- Ridiculing of culture, language, or dress
- Online harassment or sharing offensive material

Examples of Hate Crimes:

- Physical assault
- Criminal damage to property (e.g. graffiti, vandalism)
- Threats of violence
- Arson
- Offensive communications (letters, emails, texts, social media)

Livv recognises that not all hate-related incidents meet the legal threshold of a crime. Nevertheless, all incidents will be treated seriously and investigated thoroughly.

2. Our Approach

2.1 Policy Statement

At Livv Housing Group, we do not tolerate any form of hate-related behaviour. We are committed to taking early, fair, and effective action to challenge hate incidents and hate crime wherever they happen. This includes working closely with affected customers, local communities, and partner agencies to protect individuals and help prevent it from happening again.

This policy supports our wider responsibilities under equality, safeguarding, and housing laws, and reflects our core values: being collaborative, caring, and customer-focused in everything we do.

Our approach to tackling hate crime is built on clear principles that guide how we assess, manage, and respond to every report we receive.

2.2 Harm-Centred and Trauma-Informed Practice

We prioritise the level of harm caused to the victim, not just the type or frequency of the behaviour. We understand that hate-related incidents often have a cumulative impact, particularly for individuals from marginalised or minoritised groups. Our colleagues are trained to adopt a trauma-informed approach that recognises the emotional and psychological effects of hate crime.

2.3 Victim-Led and Perception-Based

Hate incidents and crimes are defined by the perception of the victim or any other person. We will always take reports seriously, regardless of whether a crime has been proven or repeated. Victims guide the pace and focus of the response, and their safety, dignity, and preferences remain central throughout.



2.4 Early Intervention and Proportionate Response

Wherever possible, we aim to intervene early to prevent escalation. This may include mediation, targeted community engagement, or educational approaches. In more serious or persistent cases, we will take firm enforcement action, including legal remedies, to protect those at risk. Where appropriate, we will work with perpetrators to promote behavioural change, while prioritising the safety and wellbeing of victims. Livv offer referrals to partner agencies, or our internal mental health and wellbeing services for perpetrators

2.5 Inclusion and Accessibility

We are committed to providing inclusive, accessible services. We will meet any communication, language, cultural, or disability-related needs our customers or colleagues may have. Reports can be made in various formats, and we offer support through the reporting, investigation, and aftercare stages.

2.6 Working Together to Tackle Hate Crime

Tackling hate incidents and hate crime requires a joined-up approach. These cases are often complex and cannot be addressed by one organisation alone.

At Livv Housing Group, we work in close partnership with a range of agencies to ensure individuals and communities are protected and supported. These include:

- Merseyside Police
- Local Authority Safer Communities Teams
- Health and Mental Health Services
- Safeguarding Adults and Children's Boards
- Probation and Rehabilitation Services
- The Police and Crime Commissioner's Office
- The Anthony Walker Foundation and other specialist hate crime and support agencies.

We are active members of the Knowsley Community Safety Partnership and have clear data-sharing agreements in place. These agreements ensure that information is shared lawfully and responsibly, in line with GDPR and safeguarding legislation, so that those at risk are protected and appropriate action can be taken quickly.

By working together, we aim to prevent hate crime, support those affected, and create safer, more inclusive communities for everyone.

2.7 Accountability and Learning

We are committed to continuous improvement. We track hate-related incidents, review the outcomes of cases, and use customer feedback to learn and adapt. We hold ourselves accountable to the highest standards of practice and transparency.



2.8 Prevention

We will foster community cohesion and reduce incidents by:

- Promoting understanding and tolerance through engagement campaigns
- Hosting inclusive community events and initiatives
- Educating customers during onboarding about expected behaviours and hate crime policies
- Engaging schools, youth services, and cultural organisations in joint awareness efforts
- Publicising zero tolerance messages across multiple platforms.

2.9 Reporting

We are committed to providing a safe, accessible, and responsive process for reporting hate incidents and crime, and ensuring victims are supported through timely, proportionate, and effective action.

Customers can report hate incidents via:

- Our website
- Phone, email, or webchat
- In person through a Housing Advisor or Livv representative.

Reports are handled promptly and confidentially. We also accept reports from a representative, provided they have the consent of the affected person. In some cases, we may act on third-party reports without explicit consent where necessary to safeguard their wellbeing. Anonymous reports are accepted and investigated as far as possible.

2.10 Case Management

Each report will be:

- Treated seriously from the outset, using the victim's perception as the defining factor in categorising a hate incident
- Assigned to a named Advisor trained in trauma-informed responses
- We will aim to risk assess within one working day to determine the level of harm, vulnerability, and need for support
- Recorded in our case management system to ensure transparency, accountability, and effective monitoring
- Managed with a collaborative, victim-led action plan and clear communication agreement detailing next steps, expectations, and safety measures.

We also ensure appropriate case closures include a full review with the victim, signposting to any ongoing support needs, and capturing learning outcomes for future improvement.

We respect confidentiality. The identity of complainants is never disclosed without their consent, unless required by law or necessary for safety reasons.



Where necessary to protect individuals and communities, we will take enforcement action. This may include:

- Warnings
- Injunctions
- Possession proceedings
- Other legal remedies as appropriate.

Our approach is guided by the level of harm, risk, and vulnerability involved, ensuring all actions are proportionate, timely, and aimed at delivering lasting, positive outcomes.

2.11 Support to Victims and Witnesses

Victim support will include:

- Recognising that reports may be made after a prolonged period of harassment and considering the cumulative impact of incidents
- Offering an interview in a safe place of the victim's choice and ensuring privacy and sensitivity throughout all interactions
- Practical interventions such as installing security measures, making emergency repairs, or arranging temporary or permanent rehousing where necessary, in line with our Lettings Policy.
- Supporting witnesses at risk of intimidation or reprisals in the same way as primary victims
- Ensuring that customers are not pressured to move from their home unless it is their informed choice and the only viable option for safety
- Continuing enforcement actions against perpetrators regardless of whether the victim remains in the home
- Providing mental health support and signposting to counselling or wellbeing services
- Offering interpretation services and ensuring we do not rely on children under 18 to translate
- Providing follow-up contact after case closure to ensure ongoing safety and wellbeing
- Reasonable adjustments in line with the Equality Act 2010 for victims with disabilities or health needs
- Safeguarding assessments and escalation to Multi Agency Safeguarding Hub MASH where risk thresholds are met.

All support will be tailored to individual needs and underpinned by our safeguarding responsibilities. Colleagues involved in these cases will receive appropriate support and supervision to manage the emotional impact of complex or distressing incidents.



2.12 Training, Supervision and Culture

To ensure excellence in practice, we will:

- Provide all relevant staff with induction and annual refresher training on hate crime
- Include safeguarding, professional curiosity, and case triage in training modules
- Offer reflective supervision and case debriefs for high-risk or distressing cases
- Promote inclusive behaviours across the organisation
- Recognise and celebrate diversity through awareness campaigns and calendar events.

3. Responsibilities

All colleagues are responsible for conducting their work in line with this policy and associated procedures. The Director of Communities is responsible for overall implementation of this policy. Specific responsibilities are set out below:

Role	Responsibility
Customer Services Committee	Final approval of the policy
Community Safety Manager	Reviewing the policy and amending accordingly so that it supports the associated strategic aims and legal and regulatory requirements
Community Safety Team	Monitoring success and delivering the approach. Providing support and guidance to colleagues and customers.

4. Monitoring and review

- 4.1 We will review this policy every three years, or sooner if our monitoring of the policy identifies that changes are required, for example because of changes to law, regulation or related Livv strategies and policies.
- 4.2 Livv will:
- Monitor all hate-related reports via our case management system
 - Publish anonymised learning from hate crime cases in internal briefings
 - Evaluate the effectiveness of interventions and adjust policy as needed.
- 4.3 Key Performance Indicators (KPIs):
- Number of hate incidents and crimes reported
 - Number and type of enforcement actions
 - Time taken to acknowledge and triage cases
 - Customer satisfaction with support provided.



Control framework

Compliance

This policy supports compliance with:

- Equality Act 2010
- Anti-Social Behaviour, Crime and Policing Act 2014
- Human Rights Act 1998
- Housing Act 1996
- GDPR and Data Protection Act 2018
- Tenant Satisfaction Measures and Consumer Standards 2024

Document control	
Version	1.0
Policy applies from	11 July 2025
Policy applies to	Livv Housing Group; Livv Homes; Livv Maintenance
Approved by	Customer Services Committee
Approved on	10 July 2025
Replacing	Anti-Social Behaviour and Hate Crime Policy 2022-2025 v1.1
Next review due by	July 2028
Responsible Executive Director	Executive Director – Customer Insight
Policy author	Manager – Community Safety
Equality Analysis	May 2025
Environmental Impact Assessment	Not required
Circulation	Intranet; Livv Housing Group website

Version control		
Version	Date of Review	Summary of changes made
1.0	July 2025	Standalone Hate Incidents and Crime Policy created.

