



We're Listening

Developing a new Hate Incidents and Crime Policy

Who did we talk to?

We wanted to develop a new Hate Incidents and Crime Policy to outline our specialist approach to hate incidents. Over six months, we'd managed three hate-related cases and had the opportunity to speak in depth with one customer affected by racially motivated hate crime within their family setting.

While the number of participants was small, the insight gained was powerful. The customer's feedback gave us a deeper understanding of the emotional and practical impact of hate crime, and helped us identify key areas for improvement and inclusion within the Policy.

Customers told us that:

- Hate Crime deserves a standalone policy, similar to our Domestic Abuse Policy.
- It can feel more severe and personally damaging than other incidents.
- It must be taken seriously from the moment it's reported.
- Policies should explain how we work with other partners and agencies.

- Support should continue even after a case is closed.
- Victims need clear information on how they'll be supported and the policy should outline this.
- Practical help like housing transfers should be offered.

What did we do?

We've used the feedback to shape the new, dedicated Hate Incidents and Crime Policy.

We've included:

- A harm-centred, trauma-informed approach, recognising the cumulative impact of hate incidents, particularly for individuals from marginalised or minoritised groups.
- A commitment to training our teams to understand the emotional and psychological effects of hate crime so they can respond with empathy and care.
- The need to take all reports seriously, regardless of whether a crime has been proven or repeated with incidents being defined by the perception of the victim or any other person.

- A new 'Working Together' section that outlines how we share information and collaborate with others to protect and support individuals and communities.
- Provision of follow-up contact after case closure to ensure continued safety and wellbeing.
- Pursuit of enforcement actions against perpetrators even if the victim no longer lives in the property.
- A Support to Victims and Witnesses section that includes practical interventions, security upgrades and options for temporary or permanent rehousing in line with our Lettings Policy, whilst ensuring that customers are not pressured to move from their home unless it is their informed choice and the only viable option for safety.

Thank you

We'd like to thank the customer who took time to talk with us.

Your Voice Matters!