

Appendix 1

Hate Crime and Racial Harassment

1.0 Introduction:

- 1.1 At Twenty11 we do not tolerate any form of hate incidents or hate crime. We believe that all our customers, regardless of their identity and background, have the right to feel and to be safe at home and in our neighbourhoods. We therefore take a zero tolerance approach to hate crime and racial harassment; these forms of anti-social behaviour are unacceptable and we will take firm action to stamp out this type of activity.
- 1.2 We believe diversity and inclusion bring many social, economic and cultural benefits and that we have a key role in building strong, tolerant and inclusive communities.
- 1.3 We are committed to working with our staff, customers, the community and partners to prevent such harassment and violence occurring, to encourage reporting of incidents and to take strong action when this type of activity does occur.
- 1.4 Hate crime and racial harassment are a form of anti-social behaviour. This appendix should be read in conjunction with our Anti-Social Behaviour Policy which sets out our overall framework for dealing with this behaviour.
- 1.5 We recognise that hate crime can be a particularly traumatic as it is targeted on someone's identity, is often repeated, and can have a profound and deeply distressing effect on the victim.

Extract from the Government's Action Against Hate Crime 2016:

"...hate crimes are pernicious; they send the message that some people deserve to be targeted solely because of who they are or who they are believed to be. Such crimes have a deep impact on victims because they are targeted against some intrinsic part of their identity (their race, religion, sexual orientation, disability or transgender identity). Those who commit hate crimes also attack the fundamental values that underpin our diverse society, values of acceptance and respect for others. Through the spread of fear, abuse and violence, hate crime can limit people's opportunities, stopping them from enjoying the full benefits of our society and can lead to isolation and segregation."

2.0 Definitions

2.1 Equality Act 2010

- a) The Equality Act 2010 replaced previous anti-discrimination legislation and introduced 'protected characteristics' as follows:

- Age
- Gender
- Gender re-assignment
- Disability
- Race
- Marital status
- Religion or belief
- Sexual orientation

2.2 Definition of Harassment

- a) Harassment is defined in the Equality Act 2010 as '*...unwanted contact related to a relevant protected characteristic (or diversity strand) which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual.*'
- b) We also recognise the definition of racial harassment as stated by the MacPherson Report: '*A racist incident is any incident which is perceived to be racist by the victim or any other person.*'

2.3 Definition of a Hate Crime

- a) The Government's Action Against Hate Crime 2016 says: '*Any crime that is motivated by hostility on the grounds of race, religion, sexual orientation, disability or transgender identity can be classed as a hate crime.*'
- b) There are three categories of hate crime in legislation:
 - incitement to hatred offences on the grounds of race, religion or sexual orientation;
 - specific racially and religiously motivated criminal offences (such as common assault); and
 - provisions for enhanced sentencing where a crime is motivated by race, religion, sexual orientation, disability or transgender identity.
- c) In addition to the legislation covering hate crime, the College of Policing's Hate Crime Operational Guidance includes a detailed series of definitions that are relevant to hate crime. These cover a wider range of incidents than the offences set out above.
- d) The UK approach to hate crime protects everyone equally – a victim from the majority population has the same rights to live their life free from abuse as does someone from a minority group. Our hate crime laws do not, for example, give any theology precedence, but instead recognise everyone's right to believe and

practice their chosen religion, free from targeted abuse. This same right extends to those who have no religion and those targeted for intra-religious hostility.

- e) Harassment and hate crime are therefore about singling out or intimidating a person, or group of people, because of their race, colour, ethnic or national origin, gender including transgender, sexual orientation, marital status, disability, age or religion. This can be committed against a person, a property and/or a community.
- f) A victim does not have to be a member of the group at which the hostility is targeted.

3.0 Examples of hate crime

3.1 Hate incidents and hate crime can range from serious incidents to relatively minor offences. The following are examples and this list is not exhaustive:

- Assault, ranging from pushing through to physical attacks, grievous bodily harm to murder
- Verbal racist abuse ranging from jokes to offensive remarks and comments
- Racist graffiti
- Objects being thrown at people or their property
- Offensive mail
- Racist literature
- Intimidation at work on grounds of race or colour
- Racist nuisance or disturbance including obscene telephone calls, and dumping of rubbish
- Deliberate and targeted acts intended to deter residents from living in their home or to force them to move away
- Online abuse/offensive comments on social media.

4.0 Our Approach

4.1 Our response to reported incidents will be to:

- Prevent incidents where possible
- Encourage reporting – with the view that it's the victim who has the main say in whether it is a 'hate incident' or not
- Record and report on cases
- Identify risks and vulnerabilities
- Provide a victim centred approach – keeping victims informed and supported and being sensitive to their needs, appreciating the impact of the incident on them and their family and community

- Take swift and effective action against perpetrators of hate crime whenever possible, with the aim of protecting the victim, stopping the abuse and preventing further incidents
 - Agree clear actions and communicate with our customers on progress
 - Work with our partners including the Police to deal with tenants and any other persons causing a nuisance or harassment motivated by 'hate' within the neighbourhoods in which we work
 - Publicise successes
- 4.2 We recognise the specific and very detrimental impact that this type of anti-social behaviour can have, and will always provide a supportive and professional response to reported incidents. We will ensure our communications take into account the possible language and cultural barriers that may exist, for example offering a variety of ways to report incidents.
- 4.3 Every report of a hate crime will be formally recorded on our anti-social behaviour case management system and cases will be reported to managers. We will publicise our approach to hate crime and racial harassment. We will continue to work to understand our customers better so we can continually improve and shape our services to meet their needs and expectations.