



# Hate Related Behaviour Policy





## 1.0 Introduction

1.1 We are committed to providing excellent customer service so that every time you contact us, you have a positive professional experience. Our Hate Related Behaviour Policy sets out what you can expect from us if you are experiencing and reporting hate related behaviour.

## 2.0 Policy Statement

2.1 The Housing Plus Group (HPG) is committed to ensuring its neighbourhoods are safe, welcoming and inclusive of all customers. We understand that hate related behaviour can have a serious and devastating impact on an individual's sense of security, health and wellbeing and a negative impact on the neighbourhoods and communities where these incidents occur.

2.2 HPG believes that no one should live in fear of hate related behaviour. We encourage residents to report such incidents and have confidence that appropriate and proportionate action will be taken. This policy sets out our approach to dealing with hate related behaviour. It outlines how we will work in partnership with the community, as well as the police and other agencies, to tackle wider issues relating to hate related behaviour.

## 3.0 Policy Scope

3.1 This policy applies to tenants, leaseholders, employees, contractors and external partners.

## 4.0 Definitions

4.1 Hate related behaviour is any incident or crime committed against a person or property which is perceived by the victim, or anyone else, to be motivated by hostility or prejudice towards someone. This can be based on their actual or perceived:

- Race;
- Religion or Belief;
- Gender Identity;
- Disability;
- Age;
- Sexual Orientation; or
- Alternative Sub-Culture (alternative sub-cultures share a sense of belonging or identity based on distinctive traits, clothing, make up, body art or music preferences).

4.2 Hate incidents are actions motivated by hate. When these actions are criminal offences, this is termed a hate crime.

#### 4.3 Examples of hate incidents include:

- Purposefully littering outside homes or through letterboxes;
- Excessive noise reports;
- Throwing any objects at properties;
- Verbal abuse, bullying, name calling and / or insults;
- Malicious complaints.

#### 4.4 Examples of hate crimes include:

- Online abuse;
- Offensive graffiti and fly posting;
- Physical attacks, such as physical assault, damage to property and arson;
- Threat of attack, including offensive letters, abusive or obscene telephone calls, texts, emails or via social media, groups hanging around to intimidate;
- Harassment, stalking and intimidation.

4.5 Hate related behaviour is a category of Anti-Social Behaviour. This policy should be read in conjunction with our Anti-Social Behaviour Policy.

### 5.0 Roles and Responsibilities

#### 5.1 The Group Chief Executive is responsible for:


- Ensuring sufficient resources are provided for those working directly with the Group's customers and tenants;
- Ensuring the policy is applied consistently and aligns with the Group's vision and values;
- Creating the sufficient structure with delegated organisational responsibilities for the implementation of this policy.

5.2 The Executive Directors are responsible for ensuring the necessary level of focus and sufficient allocation of resources are available to deliver the service.

#### 5.3 The Regional Directors and Senior Managers are responsible for:

- Ensuring the sufficient allocation of resources are available to deliver all the necessary activities;
- Ensuring suitable monitoring and reporting mechanisms are in place to measure activity, performance and satisfaction with the service.

5.4 The Neighbourhood, Housing and Community Safety Management Team will be responsible for:

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- Ensuring the policy is up to date and relevant in terms of best practice, both within and outside of the sector, with a particular focus on new, and changes in, legislation;
  - Ensuring that there is appropriate training, guidance and support available to allow for the policy to be delivered on a day-to-day basis.

5.5 The Housing, Neighbourhood, Retirement Living and ShireLiving Teams are responsible for:

- The day-to-day case management in accordance with the policy;
- Ensuring that the best practice promoted in the policy is delivered on a daily basis;
- Ensuring there is the necessary focus on communication in all cases with all affected parties.

## 6.0 Policy Approach

6.1 HPG will record all issues / reports of hate related behaviour involving one or more of our tenants or leaseholders on our case management system, where the tenant or leaseholder is either the person reporting the hate related behaviour or the person who is the subject of that report. All reports will be responded to in one working day.

6.2 We will respect the reporter's rights to anonymity at all times whilst also explaining the potential impact it can have on any investigations undertaken.

6.3 We will offer a range of ways for people to report hate related behaviour, including online, in person, over the phone, by email and in writing.


6.4 We will treat all parties with respect and recognise their individuality and diversity.


6.5 We will consider the circumstances and any additional needs of all the parties involved and work to identify suitable referrals and support, where necessary.

6.6 We will adopt an approach of Prevention, Intervention and Enforcement, taking legal action whenever we have sufficient evidence, if it is appropriate and proportionate to do so.

6.7 We will make sure our employees have the skills, training and resources to recognise and deal with hate related behaviour.

6.8 The Group, where relevant, will take appropriate supportive action when employees are subject to hate related behaviour.

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- 6.9 We will work with other agencies, including the police, local authorities, social services and mental health services to manage and reduce hate related behaviour in our communities.
  - 6.10 We will increase awareness and understanding amongst customers about hate related behaviour.
  - 6.11 We will use a range of communication methods to share a clear message that hate related behaviour will not be tolerated.
  - 6.12 We will report any safeguarding concerns to the relevant agency.

	<b>Policy Control Sheet</b> <b>Hate Related Behaviour Policy</b> <b>Policy reference number - 2026/002</b>
<b>Policy Author</b>	Jane Griffiths Neighbourhood Manager
<b>Direct Lead</b>	David Wells Executive Director of Customer Experience
<b>Version</b>	1.0 – January 2026
<b>Target audience</b>	Tenants, leaseholders, employees, contractors and external partners
<b>Consultation</b>	Staff Groups: Care and Support Teams, Legal Team, Development Team, Compliance Team, Repairs Team Wrekin Voices Customer Partnership Panel Executive Management Team SPaCE Committee
<b>Date of Equality Impact Assessment</b>	An EIA was completed on the 20 <sup>th</sup> June 2025.
<b>Date of Data Privacy Impact Assessment</b>	A Data Privacy Impact Assessment is not required.
<b>Approving Body</b>	Executive Management Team
<b>Date of final approval</b>	22 <sup>nd</sup> January 2026
<b>Implementation date</b>	February 2026
<b>Monitoring arrangements</b>	Locality and Regional Boards
<b>Reporting</b>	SPaCE Committee
<b>Review date</b>	August 2028
<b>Expiry date</b>	February 2029
<b>Review cycle</b>	Three-year review cycle
<b>Policy category</b>	Housing
<b>Associated policies and procedures</b>	ASB Policy Good Neighbourhood Management Policy Allocations and Lettings Policy Domestic Abuse Policy Equality, Diversity and Inclusion Strategy Health and Safety Policy Intervention Procedures Modern Slavery Statement Safeguarding Policy Tenancy Debt and Income Management Tenancy and Estate Management Policy Tenancy Agreement
<b>Policy location</b>	SharePoint HPG Hub Housing Plus Group website

#### Summary of changes table

Revision history			
Author	Summary of changes	Version	Authorised by & date
Jane Griffiths - Neighbourhood Manager	New HPG Policy, bringing together the legacy approaches of WHG and HPG.	1.0 - January 2026	Executive Management Team – 22.01.26