

Harassment and Hate Crime Policy

Document Owner	Head of Housing Services
Prepared by	Head of Housing Services
Approved by	Directors Group
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Monitoring, Auditing and Reporting	<ol style="list-style-type: none"> 1. Monthly KPIs 2. Quarterly KPI reports to Board and Customer Services Committee 3. Monthly case reviews from relevant line managers 4. Quarterly review with ASB Officers 5. Internal audit 6. Annual external audit

1.0 Scope and Aims

- 1.1. Hexagon is committed to ensuring its neighbourhoods are safe, welcoming and inclusive. Harassment and hate crime can have a serious and detrimental impact on a person's health, wellbeing and feeling of safety and security. It can also adversely affect the neighbourhood and community.
- 1.2. This policy applies to:
 - 1.2.1. all Hexagon customers including tenants, leaseholders, freeholders and shared owners;
 - 1.2.2. all members of, and visitors to, their household;
 - 1.2.3. Hexagon staff whilst carrying out their work duties;
 - 1.2.4. third parties such as contractors and consultants working on our behalf.
- 1.3. It sets out Hexagon's approach to tackling harassment and hate crime through early intervention, prevention, enforcement, and support.
- 1.4. Hexagon will work in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle hate incidents in the neighbourhoods where we provide social housing.
- 1.5. Hexagon aims to take a victim-centred approach when responding to reports of harassment and hate crime. If the victim feels the incident is motivated by hate it will be investigated as a hate crime.
- 1.6. Hexagon aims to support people reporting harassment and hate crime in a sympathetic and sensitive manner, in accordance with their needs.
- 1.7. Hexagon will provide training to ensure that colleagues provide a non-judgemental, focused service to anyone reporting harassment or hate crime.
- 1.8. We recognise that harassment and hate crime are forms of anti-social behaviour, and we will deal with reports in line with our Anti-social Behaviour policy and procedures.
- 1.9. Hexagon will not tolerate harassment and hate crime in any form and will take robust action against perpetrators, whilst recognising the support needs of the victim.

- 1.10. The policy will be in line with legislation, statutory and regulatory guidelines and tenancy/ lease agreements.

2.0. Equality and Diversity

- 2.1. Hexagon aims to understand the diverse needs of residents and deliver fair and equitable outcomes under this policy. We commit to considering reasonable adjustments in the delivery of our services to accommodate the diverse needs of residents and their household members.
- 2.2. An equality and diversity impact assessment has been carried out and is attached as an appendix to this Policy.
- 2.3. This Policy will be enacted in line with our Vulnerable Residents and Reasonable Adjustments Policy and in compliance with our obligations under the Equality Act 2010 and the Regulator of Social Housing's Consumer Regulations.

3.0. Resident Consultation

- 3.1. Residents will be consulted on this policy during 2025/2026.

4.0. Key Terms and definitions

- 4.1. Hate crime is classed as a criminal offence under Crime and Disorder Act 1998 and the Sentencing Act 2020
- 4.2. A hate crime is any offence which is perceived by the victim, or any other person, to be motivated by hostility or prejudice based on a person's:
 - 4.2.1. race or perceived race;
 - 4.2.2. religion or perceived religion;
 - 4.2.3. sexual orientation or perceived sexual orientation;
 - 4.2.4. disability or perceived disability
 - 4.2.5. and any crime motivated by hostility or prejudice against a person who is transgender or perceived to be transgender.
- 4.3. It can involve threatening behaviour, assault, robbery, damage to property, inciting others to commit hate crimes and harassment.
- 4.4. Harassment and stalking are classed as offences under the Protection from Harassment Act 1997, the Criminal Justice and Police Act 2001 and (where

the offending is racially or religiously aggravated) the Crime and Disorder Act 1998.

4.5. Harassment is a personalised form of anti-social behaviour aimed at a particular person. It is unwanted behaviour that has the effect of violating dignity or creating an intimidating, hostile, humiliating or offensive environment. Examples include;

4.5.1. Violence or threats of violence toward a person or their property

4.5.2. Abusive or insulting words or behaviour, including written communications, phone calls and text messaging.

4.5.3. Writing threatening, abusive or insulting graffiti near the victim's home

4.5.4. Any behaviour that leaves the victim humiliated and/or intimidated

4.5.5. Making repeated unsubstantiated and/or malicious complaints about a person

4.6. Some forms of harassment may precede an incident of hate crime motivated by prejudice based on the protected characteristics as defined in the Equality Act 2010.

5.0. Our approach

5.1. Customers can report incidents in person, in writing, over the phone, by email and on our website.

5.2. We will respect requests to report incidents anonymously.

5.3. We will:

5.3.1. carry out a risk assessment

5.3.2. agree an action plan

5.3.3. signpost victims and their household members for appropriate support.

5.3.4. monitor and review the situation at a frequency agreed with the victim.

5.3.5. keep the victim informed of the actions that we are taking.

5.3.6. report hate crimes to the Police on behalf of victims or support victims in doing so if we have their consent

- 5.4. Ensure that customer facing team members who have a role within the delivery of our Harassment and Hate Crime procedure are well trained. They will receive the required induction and refresher training, relevant to their specific role, to ensure they are always equipped to deliver Hexagon's commitment to tackling harassment and hate crime.
- 5.5. We will develop and maintain close working relationships with partner agencies such as the Police, Victim Support, Social Services, Local Authorities, other Registered Providers, and specialist organisations who offer help and support to victims of harassment and hate crime. We will participate in local information-sharing protocols and multi-agency forums to share and receive information to prevent or detect harassment and hate crime.
- 5.6. We will support witnesses throughout the investigation and any further action that may arise.
- 5.7. We will take safeguarding measures when concerns are raised, suspected, or disclosed. When abuse is disclosed, we will be clear about confidentiality and our safeguarding obligations.
- 5.8. We will remove graffiti that falls within the definition of harassment or hate crime within 2 working days of notification.
- 5.9. If a victim or witness is at a high or immediate risk of harm and cannot remain safely in their present home, we will advise them of their options for rehousing including approaching the local authority for temporary housing, approaching other Registered Providers to seek a reciprocal arrangement or a Band A Priority Move.
- 5.10. We will raise awareness of harassment, hate crime and related issues in our neighbourhoods and communities through information, advice and community initiatives.
- 5.11. Where a perpetrator has support needs, we will make referrals to appropriate partner agencies.
- 5.12. We will support any Hexagon staff who report incidents of harassment and hate crime from residents.

6.0. Data Protection

- 6.1. This Policy will be enacted in line with our Data Protection framework, and in line with the UK GDPR and Data Protection Act 2018.

- 6.2. Where there is a lawful basis to do so, personal data may be shared with law enforcement authorities for the purposes of preventing or detecting unlawful acts. A Data Protection Impact Assessment has been completed and approved by the Data Protection Officer.
- 6.3. If you want more information about how your personal data is processed under this policy, please contact our data protection team at dprotection@hexagon.org.uk or call our office.

7.0. Legislation

- 7.1. Anti-social Behaviour, Crime and Policing Act 2014
- 7.2. Equality Act 2010
- 7.3. Housing Acts 1985, 1988 & 1996
- 7.4. Anti-social Behaviour Act 2014
- 7.5. Human Rights Act 1998
- 7.6. Protection from Harassment Act 1997
- 7.7. Racial and Religious Hatred Act 2006
- 7.8. Criminal Justice and Police Act 2001
- 7.9. The Crime and Disorder Act 1998
- 7.10. Anti-terrorism Crime and Security Act 2001
- 7.11. Criminal Justice Act 2003
- 7.12. Neighbourhood and Community Standard

8.0. Related Hexagon policies, strategies and procedures

- Anti-social Behaviour Policy and Procedure
- Managing Unacceptable Behaviour Policy
- Safeguarding Policy and Procedure
- Vulnerable Residents and Reasonable Adjustments Policy
- Allocations Policy

- Personal Safety Policy
- Lone Worker Policy
- Band A Priority Moves Policy

Appendix 1: Equality Impact Assessment

This assessment is completed in compliance with the Equality Act 2010, the Housing Regulator's Transparency, Influence and Accountability Consumer Standard, and Hexagon's Vulnerable Residents and Reasonable Adjustments Policy. Hexagon's Vulnerable Residents and Reasonable Adjustments Policy commits the organisation to understanding the diverse needs of residents and, where there are any barriers to accessing the service or any disproportionate negative impact, considering reasonable adjustments to ensure a fair and equitable outcome for all residents.

Hexagon recognises that responding and reacting to the changing needs of residents requires a willingness to do things differently and find individual solutions to ensure equitable access to our services for all. The following table will propose how we will adjust the service to account for possible requirements of different groups, to help us to prepare for these expected needs. However, we recognise that we cannot anticipate every need and that there is not a one-size-fits-all solution to all needs, so we will continue to be responsive and flexible in adapting to the diverse needs of residents in enacting this policy.

See the Vulnerable Residents and Reasonable Adjustments Policy for examples of Reasonable Adjustments we will consider. When considering what is reasonable, we will take into account: The effectiveness of the adjustment(s) in preventing or reducing the disadvantage for the person with a disability; The practicality of us making the adjustments; The availability of our resources, including external assistance and finance; Any disruption to the service that making the adjustment may cause.

Characteristic	Impact	Explanation of Impact	Reasonable Adjustments Considered	Decision on whether to implement the Reasonable Adjustment
Age	None	Incidents which are based on age are not considered to be hate crimes in law and will not be managed under this policy. Relevant incidents may be managed under Hexagon's Anti-social behaviour policy. Where a victim or perpetrator is vulnerable due to age, Hexagon will offer referrals to support agencies.		

Pregnancy/ Maternity	None	Incidents which are based on pregnancy or maternity are not considered to be hate crimes in law and will not be managed under this policy. Where a victim or perpetrator is vulnerable due to pregnancy or maternity, Hexagon will offer referrals to support agencies.		
Disability: Physical health and mobility	Positive	This policy seeks to deter and tackle hate crimes motivated by disability or perceived disability. Hexagon will ask customers if they require any reasonable adjustments in how we deliver this service. We will consider physical health and mobility in our risk assessments and action plans.	Meeting the resident in their home where we may otherwise request a meeting at another location. Referrals to appropriate support agencies	Agreed
Disability: Learning and neurodiversity	Positive	This policy seeks to deter and tackle hate crimes motivated by disability or perceived disability. Hexagon will ask customers if they require any reasonable adjustments in how we deliver this service. We will consider learning disabilities and neurodiversity in our risk assessments and action plans.	Referrals to appropriate support agencies. Working in partnership with a representative or support worker. Agreeing and adhering to preferred communication methods.	Agreed
Disability: Vision and hearing	Positive	This policy seeks to deter and tackle hate crimes motivated by disability or perceived disability. Hexagon will ask customers if they require any reasonable adjustments in how we deliver this service. We will consider vision and hearing impairments in our risk assessments and action plans.	Referrals to appropriate support agencies. Working in partnership with a representative or support worker. Agreeing and adhering to preferred communication methods.	Agreed
Disability: Mental health	Positive	This policy seeks to deter and tackle hate crimes motivated by disability or perceived disability. Hexagon will ask customers if they require any reasonable adjustments in how we deliver this	Referrals to appropriate support agencies. Working in partnership with a representative or support worker. Agreeing and adhering to preferred communication methods.	Agreed

		service. We will consider mental health in our risk assessments and action plans.		
Sex	None	Incidents which are based on sex are not considered to be hate crimes in law and will not be managed under this policy.		
Gender reassignment / Transgender / Non-binary identity	Positive	This policy seeks to deter and tackle any crime motivated by hostility or prejudice against a person who is transgender or perceived to be transgender.	Adhering to the customer's preferred name, title and pronouns. Referrals to appropriate support agencies.	Agreed
Race or nationality	Positive	This policy seeks to deter and tackle hate crimes motivated by race or perceived race.	Referrals to appropriate support agencies.	Agreed
Religion or belief	Positive	This policy seeks to deter and tackle hate crimes motivated by religion or perceived religion.		Agreed
Sexual orientation	Positive	This policy seeks to deter and tackle hate crimes motivated by sexual orientation or perceived sexual orientation.		
Language	Positive	This policy seeks to deter and tackle hate crimes motivated by race or perceived race.	We will provide translation services on request.	Agreed

Literacy	None		<p>We will provide information in alternative formats and by the customers required communication method.</p> <p>Working in partnership with a representative or support worker.</p>	Agreed
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Outcome

Where any negative impact is identified, have changes to the policy or sufficient reasonable adjustments been proposed to mitigate the impact?	
No negative impact identified	
How will the reasonable adjustments be facilitated and communicated to residents?	
We have a published Vulnerable Residents and Reasonable Adjustments Policy, and a Translation and Accessible Communication Policy. We will also discuss reasonable adjustments as part of the risk assessment.	
What are the arrangements for monitoring and reporting on the impact on residents, the diverse needs of residents using the service, and the implementation of reasonable adjustments?	
Reasonable adjustments will be recorded on the CRM. Satisfaction surveys, feedback, and complaints will be monitored to identify any reported issues with the implementation of reasonable adjustments.	
Are you satisfied that we have met our duties under the Equality Act 2010 and the Consumer Regulations?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Name and Job Role:	Louise Williams Head of Housing Services