



## Hate Crime Policy

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<b>Executive Lead (Owner):</b>	Executive Director of Customer Services					
<b>Author (Leadership Team member):</b>	Director of Customer Services					
<b>Which Strategy does this support?</b>	Landlord Strategy					
<b>Review frequency:</b>	Every 3 years	<input checked="" type="checkbox"/>	Other (state period)			
<b>Date created:</b>	September 2025					
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<b>Next review:</b>	September 2028					
<b>Current status:</b>	Draft	<input checked="" type="checkbox"/>	Final	<input type="checkbox"/>		
<b>IMPACT ASSESSMENTS</b>						
<b>Equality Impact Assessment</b>						
<b>STAGE 1 completed?</b>	<b>STAGE 2 required?</b>	<b>No</b>	<input type="checkbox"/>	<b>Yes</b>	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>		<b>If not required, state reason:</b>				
<b>Customer Impact Assessment</b>						
1) Is this one of the agreed policies requiring resident consultation? Please refer to: <a href="#">Our policies - Settle</a>		<b>Yes</b>	<input checked="" type="checkbox"/>	<b>No</b>	<input type="checkbox"/>	
2) If yes, please confirm resident consultation has taken place		<input checked="" type="checkbox"/>	<b>Briefly detail changes arising from resident feedback:</b> <ul style="list-style-type: none"> <li>Included the definition of what constitutes a hate crime.</li> <li>Reviewed the language to ensure it was written in plain English.</li> <li>Included methods of reporting within the policy detail.</li> </ul>			
<b>APPROVAL</b>						
<b>Approval journey:</b>	<b>Executive Team</b>	<b>Committee</b>				<b>Board</b>
		<b>ARC</b>	<b>DAC</b>	<b>Ops</b>	<b>NRC</b>	
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Date approved:</b>	15 <sup>th</sup> October 2025	22 <sup>nd</sup> October 2025				
<b>Which Regulatory Standard does this Policy support?</b>	<b>Economic</b>					
	<b>Governance &amp; Viability</b>	<b>Rent</b>			<b>Value for Money</b>	
	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	

	Consumer			
	Neighbourhood & Community	Safety & Quality	Tenancy	Transparency, Influence & Accountability
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Associated legislation</b>	<ul style="list-style-type: none"> <li>• Anti-Social Behaviour Act 2003</li> <li>• ASB Crime and Policing Act 2014</li> <li>• Crime and Disorder Act 1998</li> <li>• Equality Act 2010</li> <li>• Data Protection Act 1998</li> <li>• Environmental Protection Act 1990 &amp; Noise and Statutory Nuisance Act 1993</li> <li>• Human Rights Act 1998</li> <li>• General Data Protection Regulations 2018</li> <li>• The Racial and Religious Hatred Act 2006</li> <li>• Social Housing (Regulation) Act 2023.</li> </ul>			
<b>Associated procedures</b>				
<b>Does this policy contain delegated authority?</b>	Yes			

# Hate Crime Policy

## Introduction

Our purpose is to give residents a firm foundation on which to build their lives. Our vision is a safe, comfortable, and affordable home for every household.

This policy sets out Settle's approach to responding and managing reports of hate crime and hate incidents so that residents can live comfortably in their homes. Our approach enables colleagues to work with residents, communities, and key agencies to seek effective use of legal tools, support and resolution for residents.

## Purpose

We recognise the impact hate related incidents have on victims, communities and on feelings of safety. We have zero tolerance for hate crime and discrimination and ensure we provide the appropriate support to anyone who is a victim.

The policy demonstrates through the principles, expectations and outcomes our commitment to the Regulator of Social Housing's Neighbourhood and Community Standard, as well as responsibilities we hold under legislation.

Our approach enables colleagues to work with residents, communities, and key agencies to effectively and robustly tackle hate crime, ensuring we maintain safe and good quality neighbourhoods.

## Scope

A **hate crime** is defined as 'Any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice based on a person's race or perceived race; religion or perceived religion; sexual orientation or perceived sexual orientation; disability or perceived disability and any crime motivated by hostility or prejudice against a person who is transgender or perceived to be transgender.'

A **hate incident** is any incident which the victim, or anyone else, thinks is based on someone's prejudice towards them because of their race, religion, sexual orientation, disability or because they are transgender.

This policy sets out Settle's responsibilities in addressing hate crime and hate incidents to ensure all colleagues are clear on our obligations and our approach. It applies to all colleagues and residents, with a focus on supporting frontline colleagues including those in the Service Hub and Neighbourhood team.

Colleagues are expected to manage cases of hate crime in line with the Policy and procedure. Colleagues should ensure effective case management, and that legal action is taken when appropriate and proportionate to do so - taking into consideration the facts of the case and the wishes of the victim.

## Section 2 – Policy

### 2.1 Policy Principles

- Reports of hate crimes and hate incidents received are prioritised, dealt with sensitively and in the strictest confidence.
- Create a safe environment where victims of hate crimes or hate incidents are comfortable to approach us and are supported in a sympathetic and sensitive manner, in accordance with their needs.
- Act in-line with key legislation including meeting the obligations of the regulatory consumer standards for registered social landlords.
- Provide clear information on how to report hate crime and hate incidents, including how a third party can also report a hate crime or hate incident.
- Increase awareness and understanding amongst residents and colleagues of hate crime, including reports from third parties.
- Work in partnership with key agencies when dealing with hate crime and incidents, to help create safer communities.
- Ensure clarity for victims on Settle's roles and responsibilities, and where other agencies will take the lead.
- Ensure all colleagues recognise their responsibility for recognising and reporting incidents of hate crime.
- As a registered provider, we will share information with relevant agencies, such as the Police as set out in the Crime and Disorder Act 1998 to effectively manage, and tackle hate crime. This will be done in accordance with the UK General Data Protection Regulation.

### 2.2 Policy Detail and Outcome

- Every victim report will receive an initial triage contact within 1 working day.
- Take a victim-centred approach to the investigation, ensuring appropriate support is provided and regular contact maintained.
- Take proportionate enforcement action, acting impartially and utilising legal powers where appropriate.
- Ensure accountability from partners agencies and that they utilise their powers to act on reports.
- Apply learning from casework, including high-profile cases in the sector to drive continuous improvement.
- Ensure that residents can easily report hate crime via various channels such as email, telephone, or face to face taking in to account any accessibility requirements and feel supported throughout. Details of which can be found here - [Anti social behaviour - Settle](#)
- Set clear expectations of our responsibilities so that residents understand our scope of control in relation to hate crime, and where this falls to statutory agencies to respond.
- Colleagues are trained to deal with reports of hate crime effectively.
- All cases are logged and recorded correctly on the case management system to identify the driving theme of the case, the relevant classification and ensure regular communication with the residents throughout the life of the case.
- Survey feedback from victims of hate crime, and reviews of cases, to review the support provide, action taken and identify any areas for improvement.

#### Desired Outcomes

- Victims are comfortable reporting hate crime to Settle – achieved through trained colleagues, effective case management and a multi-agency approach.
- Residents feel safe living in their homes and surrounding community.

- Colleagues feeling supported to refer cases and for those managing cases directly, ensure they have appropriate levels of support when dealing with serious incident.
- Increased satisfaction from residents with the support provided.
- Evidence of learning and improvement from incidents and case review.
- Continued attendance and contribution to the Community Safety Partnership meetings including the Joint Action Group and Responsible Authorities Group and contribute to the strategic action plan in addressing District priorities and reducing hate crime.
- Deliver community safety events for all 3 of our biggest neighbourhoods to increase awareness and reporting of hate related incidents - utilising data and local knowledge to provide information, advice and reassurance to residents, supported by partner agencies.

## Section 3 – Roles and responsibilities

### 3.1 Key Roles and Responsibilities

- Settle's Executive Director of Customer Services has strategic oversight of this policy as and policy owner and is responsible for conducting a review every 3 years.
- The Operations Committee, which operates under the jurisdiction of the Board, is responsible for reviewing and monitoring this policy.
- Anti-Social Behaviour case managers are expected to manage reports of Hate Crime in-line with the relevant policies, procedures and legislative requirements.
- Neighbourhood Coaches are expected to regularly review cases of hate crime. The purpose of the reviews is to provide case direction and guidance and to look for learning opportunities and implement any changes.

## Section 4 – Compliance and Enforcement

### 4.1 Compliance

- Compliance will be monitored and enforced through regular case reviews conducted by Neighbourhood Coaches. This includes ensuring that initial triage contacts are made within 1 working day, which is tracked in Power BI.
- We closely monitor resident satisfaction of our approach through the tenant satisfaction measures and transactional surveys. This feedback goes to the Tenant and Resident Assurance Panel, which is chaired by the Executive Director of Customer Services. This gives us opportunity to ensure both compliance with this policy but also to identify improvements and track them through to completion.
- An annual self-assessment under the Consumer Standards is carried out to ensure we are meeting the required outcomes. Where outcomes fall below the standard required, action plans for improvement are developed. The Regulator of social housing will assess how well landlords are meeting the standards and act if needed.

## Section 5 – Related Policies, Procedures and Key Documents

### Related Policies

Anti-Social Behaviour Policy

Domestic Abuse Policy

Reasonable Adjustments and Vulnerable Needs Policy

Common Housing Allocations Policy

Complaints Policy

Safeguarding Policy

**Related Procedures**

- Anti-Social Behaviour Procedure
- Neighbourhood Management Procedure
- Management Move Procedure
- Management Transfer Procedure
- Safeguarding Procedures (Adults & Children), and toolkit

**Key Documents**

- Landlord Resident Strategy
- [Anti social behaviour - Settle](#)

**Section 6 – Review, Approval, Publication**

**6.1 Review and Approval**

This Policy will be reviewed every 3 years, or sooner should there be a material change or if a more frequent review is required. Final sign off will be made by the Operations Committee.

**Section 7 – Document Control**

<b>Document Name</b>	Hate Crime Policy
<b>Approval Date</b>	21 <sup>st</sup> October 2025
<b>Approved By</b>	Operations Committee
<b>Version Number</b>	V1.0
<b>Version History</b>	

Impact Assessment Evidence				
<b>EQUALITY IMPACT ASSESSMENT ATTACHED</b>		<b>Stage 1</b>	<b>Stage 2</b>	
		<input type="checkbox"/>	<input checked="" type="checkbox"/>	N/A <input type="checkbox"/>
<b>CUSTOMER IMPACT ASSESSMENT RESIDENT FEEDBACK</b>		<b>Attached</b> <input checked="" type="checkbox"/>		<b>N/A</b> <input type="checkbox"/>
PUBLISHING REQUIREMENTS				
<b>INTERNALLY</b>	<input checked="" type="checkbox"/>	<b>WEBSITE</b>	<input checked="" type="checkbox"/>	<b>Settle Connect</b> <input type="checkbox"/>

OFFICE USE ONLY	
<b>RELEVANT 'APPROVAL LOGO' ADDED TO COVER</b>	<input type="checkbox"/>
<b>Keywords for search function</b>	

