



Title of policy:	Tackling Hate Crime Policy
Version:	1.2
Purpose:	To set out a clearly defined policy for dealing with Hate Crime
Updated:	October 2025
Next review:	October 2027
By:	Director of Housing

Purpose

This policy is established to prevent, identify, and respond to hate crimes within North Star. It affirms our commitment to creating a safe, respectful, and inclusive environment for all individuals, regardless of race, ethnicity, religion, gender identity, sexual orientation, disability, national origin, or any other protected characteristic.

Introduction

As a responsible landlord, North Star is committed to providing appropriate support and housing management services to any customer who may be at risk of, or experiencing, harassment or hate crime.

We have a zero-tolerance approach to harassment or hate crime directed to or from any of our customers, employees, or contractors acting on our behalf.

North Star will respond to all reports of hate crime or incidents in partnership with other agencies, using our combined resources, knowledge, and enforcement powers.

We recognise that hate crime can have a significant and lasting impact on victims and communities. We are committed to ensuring our customers can enjoy peace, safety, and security in and around their homes.

Tackling hate crime effectively requires strong partnerships. We will continue to work closely with local authorities, residents, the police, and statutory and voluntary agencies to achieve positive outcomes.

We acknowledge that hate crimes are often underreported. North Star will promote awareness and encourage reporting through all available channels.

Scope

This policy applies to all members of North Star, including employees, students, contractors, volunteers, and visitors, on all premises, during events, or when representing the organization off-site

Definition of Hate Crime

A **hate crime** is defined as a criminal act committed against a person or property that is motivated, in whole or in part, by bias or prejudice based on one or more of the following protected characteristics:

- Race or ethnicity
- National origin
- Religion or belief
- Sexual orientation
- Gender identity or expression
- Disability
- Age
- Any other status protected under applicable law
- Examples of hate crimes include (but are not limited to):
- Physical assault
- Vandalism or property damage
- Threats or intimidation
- Arson
- Harassment accompanied by a criminal offense

Reporting Hate Crime

Anyone who witnesses or is the victim of a suspected hate crime is strongly encouraged to report it immediately through the following channels:

- In person at any of our offices where we have staff present
- In writing North Star, St Marks Court, Stockton-on-Tees, TS17 6QN
- By telephone 03000 11 00 11 (local rate number)
- Through our website www.northstarhg.co.uk or by emailing our dedicated Customer Service line customer.services@northstarhg.co.uk
- ASB and Hate Crime line asb@northstarhg.co.uk.
- Through a third party such as advocate, social worker, etc
- Direct to their Housing Officer/Support Worker.

Reports can be made anonymously; however, providing contact details may aid in a thorough investigation.

Response Procedures

Upon receiving a report of a suspected hate crime:

1. The report will be acknowledged within 24 hours.
2. An initial assessment will be conducted to determine the nature of the incident.
3. If the behaviour constitutes a criminal offense, appropriate law enforcement will be contacted.

4. Support will be offered to the victim, including counselling or referrals to external services.
5. Appropriate disciplinary or corrective actions will be taken against perpetrators if the allegation is substantiated.

You should always dial 999 when there is an immediate danger, or you witness a crime taking place.

What we will do when you report a hate crime or incident

When it is apparent through observations, direct reporting or via a third party that someone is in immediate danger or risk we will take the appropriate action which may include:

- Informing emergency services.
- Visiting the complainant within one working day and carrying out a risk assessment.
- Making Social Services aware or raising an appropriate Safeguarding alert.
- Making referral to the local authorities Homelessness/Housing Options Team.
- Target hardening of any addresses.
- Providing advice and support on options.
- Seeking independent legal advice.
- Referral to external support and advocacy agencies.

North Star undertakes to investigate cases of hate crimes listed in the policy in a sensitive and professional manner and will contact complainants to obtain detailed information within one working day. Where we receive a report of a hate crime incident, staff are trained to record and investigate these. Any complaint or incident of hate crime will be taken seriously and will be awarded the highest priority.

Police will be the lead agency to investigate any hate crime incidents, and we will work with them to ensure that any response to requests for support and action are dealt with appropriately and in a timely manner.

Support for Victims

Victims of hate crimes will be treated with compassion and respect.

We will:

- Treat all reports of hate crime sympathetically and in confidence.
- Carry out a risk assessment and agree an action plan with the complainant.
- Carry out a full and thorough investigation.
- Work in partnership with other agencies including police, local authorities, other social housing landlords etc.

- Act against perpetrators where proven
- Keep in regular contact with the complainant until the case is resolved
- Consider a management transfer where it will resolve the case
- Where possible improve security e.g. window locks, fireproof letter box etc

North Star will provide access to support services including:

- Counselling
- Medical assistance (if needed)
- Legal or law enforcement guidance

Education and Preventative Measures

North Star will engage in proactive measures to prevent hate crimes, including:

- Regular training on diversity, inclusion, and hate crime awareness
- A clear sign-up procedure, outlining tenancy responsibilities
- Clear signage and communication about anti-hate policies
- Promoting a culture of respect and zero tolerance for hate-based behaviour
- Proactively work with partners to deal with hate crime including, Joint Action Groups (JAGs) Multi-Agency Risk Assessment Conference (MARAC), Hate Crime Forums, Multi-Agency Public Protection Conferences (MAPPA) as well as a variety of problem-solving groups.

Legislation and Regulation

In operating this policy, we will comply with all legal and regulatory requirements regarding harassment and hate crime/incidents, including but not exclusive to the following:

- Antisocial Behaviour,
- Crime and Policing Act 2014
- Domestic Abuse Act 2021
- Anti-terrorism Crime and Security Act 2001
- The Crime and Disorder Act 1998
- Environmental Protection Act 1990
- Racial and Religious Hatred Act 2006
- Protection from Harassment Act 1997
- The Housing Act 1996
- Human Rights Act 1998
- Equality Act 2010
- The Data Protection Act 2018 and UK General Data Protection Regulation

Related Policies

- Tenancy Sign Up
- Anti-Social Behaviour
- Domestic Abuse

- Safeguarding Adults and Children
- Neighbourhood Management

Accessibility and Communication

This policy will be available on request in alternative formats (large print, other languages, audio)

Confidentiality

All reports and investigations will be handled with strict confidentiality, and information will be shared only on a need-to-know basis or as required by law.

Recording & Monitoring

We will monitor and analyse the number and outcomes of hate crime reports.

Findings will be reported quarterly to senior management and Board and used to improve service delivery, staff training, and partnership working.

This policy will be reviewed 2 yearly or following a significant hate crime incident to ensure it remains effective and compliant with legal standards.