London Borough of Hillingdon Hate Crime Policy

September 2026

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1.Introduction

The purpose of this policy is to detail how we will work as a partner with the Metropolitan Police and other agencies to respond to incidents of hate crime.
Our ambition is to support people to report hate crime as part of our commitment to a "safer Hillingdon."

What is Hate Crime?
A hate incident is any incident which the victim, or anyone else, believes was motivated by hostility or prejudice. This follows the Macpherson Report definition, which recognises that the victim's perception is central when identifying a hate incident. This may relate to the victim's:

- race,
- religion,
- sexual orientation,
- transgender identity, or
- disability

These characteristics are known as 'protected characteristics' under the Equality Act 2010.

Incidents linked to other characteristics, such as age, can still be reported, but they are not treated by the police or the Crown Prosecution Service as hate crimes under current law.

In England and Wales, the law recognises five types of hate crime based on:

- Race
- Religion
- Disability
- Sexual orientation
- Transgender identity

These are protected by law. If hostility is proven, the court can take this into account when sentencing.

There is no legal definition of hostility, so the everyday meaning is used. This can include ill will, spite, prejudice, unfriendliness or resentment.

It is important that residents know how to report hate crime. We will make clear that hate crimes and hate incidents can be reported to the Metropolitan Police. If a crime is happening now, or someone is in immediate danger, residents should call 999. In a non-emergency, they should call 101.

We also encourage anyone who has experienced a hate crime or hate incident to report it to us. We will provide a safe way to do this, offer support and signpost people to other agencies where needed. If someone reports hate crime to us and

feels we have not followed this policy, they can make a complaint through our Complaints Policy.

The Regulation of Social Housing Act 2023 requires us to collect Tenant Satisfaction Measures (TSMs) which include:

- Feedback on tenant satisfaction with our services
- Management data relating to key performance areas

We will use this data to ensure we understand how tenants and residents feel about our handling of hate crime reports and trends in the number of hate crimes reported in the borough annually.

1.2 Relevant legislation:

- Crime and Disorder Act 1998
- The Equality Act 2010
- Criminal Justice Act 2003
- The Data Protection Act 2018 and UK General Data Protection Regulation
- Antisocial Behaviour, Crime and Policing Act 2014
- Domestic Abuse Act 2021
- The Social Housing (Regulation) Act 2023
- Public Order Act 1986
- Racial and Religious Hatred Act 2006
- Online Safety Act 2023
- Sentencing Act 2020
- Football (Offences) Act 1991
- Malicious Communications Act 1988
- Communications Act 2003
- Human Rights Act 1998

2.Scope

1.1 This policy applies to all Hillingdon Council residents living in properties which are owned or managed by the council.

1.2 This policy also applies to residents living within the borough of Hillingdon who are not Council tenants, where the perpetrator of the hate crime or incident is not a Hillingdon Council resident.

3.Terms and definitions

This section explains some of the terms used in this policy. You can find the full definition of hate incidents and hate crime in section 1.

Hate crime can happen in different ways and can affect one person, a group of people or a whole community.

- **Hate incident:** An incident that the victim, or anyone else, believes was motivated by hostility or prejudice.
- **Hate crime:** A hate incident that is also a criminal offence, such as assault, criminal damage, harassment or threatening behaviour.
- **Victim-centred approach:** This means we take reports seriously based on how the victim experiences the incident, rather than making assumptions about it ourselves.
- **Perpetrator:** The person accused of carrying out the hate incident or hate crime.
- **Witness:** A person who saw, heard or has direct information about what happened.
- **Safeguarding:** Action taken to protect someone's wellbeing, health or safety if they may be at risk of harm.
- **Support agency:** An organisation that can give specialist help, advice or emotional support to someone affected by hate crime.

Examples of behaviour that may be a hate crime or hate incident include:

- threatening behaviour
- assault
- robbery
- damage to property
- inciting others to commit hate crimes
- harassment
- online abuse

4.Policy Statement

a) We will clearly publish information about hate crime and how to report it. If someone reports a hate incident to us, we will respond within one working day by phoning the person who made the report, or by using their chosen contact method. Where a report is received over a weekend or bank holiday, it will be reviewed on the next working day.

b) We will work with local communities to build trust and stronger relationships. We will make sure residents know how to tell us about problems, ask for support and report hate crime.

c) We will take a victim-centred approach. This means we will take the report seriously based on how the victim experiences the incident.

d) We will not make assumptions about the person accused before we have looked into the case. We will explain how their behaviour may affect their tenancy. Where appropriate, we will take action and may also signpost them

to support that could help change their behaviour. Our priority will always be the safety of the victim.

e) We will record reports of hate crime and hate incidents on our system and treat them as the most serious level of anti-social behaviour.

f) We will encourage people reporting hate crime to also report it to the police, especially where there has been violence, threats or harassment, so that effective action can be taken.

g) We may share information with relevant partner agencies, such as the Police, other Councils, safeguarding teams, victim support services, offender management agencies, or health services, where this is needed to provide support and respond effectively. This may include personal details, contact information, details of the incident, risk or safeguarding concerns, any support needs identified, and relevant information about the action being taken.

h) We will use CCTV and our enforcement officers, where appropriate, to support the police in gathering evidence, tackling hate crime and taking action against offenders.

i) We will train frontline staff to recognise and respond to reports of hate crime quickly and appropriately. This training will include the impact hate behaviour can have on individuals and communities, and the support available.

j) We will support our staff if they experience hate crime at work. This will include awareness training, clear reporting guidance and support, and reinforcing the standards of behaviour expected in the workplace.

k) Where needed, we will give advice and support to victims of hate crime during the case. This may include referring or signposting them to Victim Support or other specialist services, depending on their needs. Support may also be provided by other agencies, such as the police or commissioned services.

l) Where necessary, we may take steps to improve the security of a victim's home, based on an assessment of their needs and the level of risk. If the police confirm that a person's safety and wellbeing are at risk, we will consider a move to another suitable property, either temporarily or permanently. Each decision will be based on the person's needs and the level of risk. We will follow up and stay in contact for as long as necessary and continue to provide support while there remains a need.

m) We will work with other agencies to identify problems in an area and support victims. Where appropriate, our staff may provide evidence in court if they witness hate crime. They may also take witness statements and give professional evidence. If a resident is vulnerable or unable to give evidence in court, we may use professional witnesses or CCTV instead. We will also support victims of very serious hate incidents to secure emergency accommodation if they need to be moved quickly to keep them safe.

n) We will support victims of extreme hate related incidents to secure emergency accommodation removing them immediately from danger.

5. Reporting Hate Incidents

If you need to report a hate crime or hate incident, you can contact the police or another agency, depending on the situation and what feels most comfortable for you.

Reporting to the police

If you are in immediate danger, or a crime is happening now, you should always call 999.

- In an emergency: call 999
- In a non-emergency: call 101
- On public transport: call 0800 40 50 40 or text 61016

Other ways to report a non-emergency

We understand that some people may prefer to report a non-emergency to another agency rather than directly to the police. You can also report through the following routes:

- Crimestoppers on 0800 555 111
- True Vision: a national online reporting service supported by the police. It allows people to report hate crime without going to a police station. Report online at www.report-it.org.uk

6.Monitoring and review

- We will review this policy every three years, unless a change in the law, regulations or service needs means we need to review it sooner.
- Because this policy is for residents, we will ask involved residents to help us review how well it is working after it has been in place for one year.
- We will make this policy available on our website and intranet, and we will also make it available offline for anyone who cannot access it online.
- We will make sure staff who are responsible for using this policy understand it and receive the training they need.

7.Training

We know that our staff play an important role in responding to neighbour issues and other concerns in council homes. Staff need the right knowledge, confidence and skills to spot problems and take the right action. This includes housing staff and other council staff who regularly visit our properties.

All staff who visit tenants will receive training so they understand how to recognise problems, respond appropriately and help keep neighbourhoods safe and well

managed. The training given to our staff will include hate crime awareness and supporting victims of hate incidents.

8.Equality and Diversity

We are committed to treating people fairly and with respect. We want to make sure our policies and services do not put anyone at an unfair disadvantage. We will:

- listen to residents, advocates, community groups and local forums, and take their views into account when improving our housing services, including how we respond to anti-social behaviour, hate crime and neighbour issues;
- meet the needs and choices of people from all backgrounds;
- make sure our services are relevant, responsive and sensitive to the needs of current and future residents; and
- make sure everyone in the communities we serve has equal access to our services.

9.Accessibility

We will take account of tenants' needs when putting this policy into practice so that people are treated fairly. If someone has different communication needs, we will make reasonable arrangements to support them. This may include providing information in another language or format, or arranging interpretation or transcription where needed.

10.Data Protection and Information Exchange

We will follow data protection law and keep personal information secure.

In some situations, the law requires us to share information that is given to us. We will usually explain this to the person who provided the information, although this will not always be possible.

11.Related Policies and Links to Further Information

List of documents, associated polices and publications:

- Antisocial Behaviour Policy
- Domestic Abuse Policy
- Housing Allocations Policy
- Vulnerable Tenants & Reasonable Adjustments Policy
- Safeguarding Policy

12.Behaviours, Competencies & Professional Standards

As your landlord, we know our staff play an important role in providing a good housing service. Training is not only about helping staff do their jobs properly. It is

also about making sure they understand how to support residents, deal with concerns fairly and respond in a professional way.

We want all housing staff to have the skills, knowledge, experience and behaviours needed to provide a good service to tenants and leaseholders. This should lead to a better experience for residents, with staff who listen, communicate clearly, act consistently and respond appropriately to concerns about wellbeing, health and safety. We will know this is working if residents feel heard, treated with respect and more confident in the service they receive. Over time, we expect this to help build trust between the Council and residents, improve confidence in how we deal with anti-social behaviour and neighbour issues, and increase satisfaction with our housing services.

Governance			
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