



Hate Crime and Hate Incidents Policy - Quick Guide (V1.0).

What this policy is about

This quick guide provides a short overview of the Hate Crime and Hate Incidents Policy. It explains how hate-related behaviour is reported and managed to help ensure residents feel safe and respected in their homes and communities.

Who it applies to (See policy: Scope, p.2–3)

This policy applies to hate crime and hate incidents involving:

- Portsmouth Homes tenants, leaseholders, shared owners and household members
- Incidents in neighbourhoods or buildings we manage
- Staff and contractors working on our behalf

What is a hate crime or hate incident? (See policy: Definitions – What is Hate Crime and what are Hate Incidents? p.3–4)

A **hate crime** is a criminal offence motivated by hostility or prejudice towards someone because of their race, religion, sexual orientation, transgender identity or disability.

A **hate incident** is behaviour motivated by the same prejudice but does not meet the criminal threshold.

Both are taken seriously and responded to appropriately.

How to report hate crime or hate incidents (See policy: How to report Hate Crime or a Hate Incident? p.4)

Reports can be made by residents, staff or third parties.

- **Immediate danger or crime in progress:** call **999**
- **Non-urgent police matters:** call **101**
- Reports can also be made directly to Portsmouth Homes

Reports are handled sensitively and confidentially where possible.

The commitment (See policy: Our responsibilities, p.4–6)

Reports will be handled fairly, sensitively and without judgement. A person-centred approach will be used, taking account of individual circumstances, additional needs and any safeguarding concerns.

How we will respond (See policy: Our responsibilities & Enforcement and legal action, p.4–8)

We will:

- Assess risk and agree an appropriate action plan
- Keep people informed and manage expectations
- Work with the police and specialist agencies
- Use proportionate measures, from informal action to legal enforcement where necessary
- Offer protective or safeguarding measures where there is a risk of harm
- Make reasonable adjustments where required

Action may be taken in line with tenancy agreements where appropriate.

Preventing and reducing hate crime and hate incidents (See policy: What action do we take to reduce and prevent hate crime and hate incidents, p.6–7)

We focus on early action and prevention, including raising awareness, encouraging reporting, partnership working and using mediation or support services where appropriate.

Working together (See policy: Your responsibilities & Working in Partnership, p.6–8)

Residents are expected to treat others with respect, report hate-related behaviour promptly and engage with the process. Support is available for those affected and, where appropriate, for those responsible for the behaviour.

Enforcement and oversight (See policy: Enforcement and legal action & Monitoring, p.8–9)

Enforcement or legal action may be taken where necessary and proportionate. Cases and trends are monitored to ensure consistency, learning and service improvement.

Further information

This is a summary only. For full details, including enforcement options and partnership arrangements, please refer to the Hate Crime and Hate Incidents Policy or contact Portsmouth Homes. Alternative formats are available on request.

Link: [Hate crime and hate incidents policy](#)

