



HATE CRIME POLICY

AUGUST 2025

Policy: HATE CRIME POLICY

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Links to Council priorities:

Council ambition	Linked?
Working for a prosperous future <i>We want to ensure the best possible local economy, with opportunities for our residents to succeed and achieve</i>	Yes
Healthier, safer communities <i>Residents should feel safe in our Borough and supported to be more active in order to improve their health and wellbeing</i>	Yes
A greener and cleaner environment <i>It's important to everyone that we look after our environment</i>	No
Restoring the Council to good health <i>We will place our Council on a sound financial footing and ensure resilience – delivering the service our residents deserve and expect</i>	Yes
We ♥ Castle Point <i>We will help create and maintain the best possible place to live in, work in and visit</i>	Yes

Lead Officer responsible for owning the policy and internal approval body (meeting / board where the Policy is approved for adoption or approved for referral to PFH or Committee for adoption)

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Approved by:

Lead Member and Committee responsible for approving Policy:

COUNCILLOR RUSS SAVAGE, PORTFOLIO HOLDER FOR PEOPLE AND COMMUNITY

Equality Impact Assessment undertaken? Yes

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1. Introduction

- 1.1 Castle Point Borough Council (“the Council”) has designed a Hate Crime Policy (the “Policy”) to keep safe all the residents that live, and businesses that operate in the Borough. The Council will make sure it responds appropriately to hate crime and hate incidents. The Council takes all forms of hate crimes and hate incidents seriously and is committed to doing all it can to support the reduction of hate crimes and incidents across the Borough.
- 1.2 Hate crime and hate incidents can have a significant negative impact on individuals as well as the wider community. The Council has therefore considered the wider community impact in this Policy. Sadly, social housing tenants are disproportionately affected by hate crime, being four times more likely to experience than owner-occupiers.¹ As a responsible social housing landlord, the Council has a legal obligation and as a local authority it has a significant influence to address hate incidents.
- 1.3 Hate crimes and incidents are categorised as a type of antisocial behaviour (“ASB”). This Policy should, therefore, be read alongside the Council Housing Anti-Social Behaviour Policy or the Community Safety Partnership Anti-Social Behaviour Policy.
- 1.4 Complaints about the way the Council manages its response to hate crime or hate incidents will be dealt with through the Council’s Complaints Policy.

2. Scope

- 2.1 The scope of this Policy comprises all residents that live in the Borough including private owners, private renters, leaseholders, tenants, business owners and those that work in the Borough.
- 2.2 Council contractors, Council employees and Councillors are excluded from this Policy, as hate crime, and hate related incidents arising in the course of the Council’s business are covered by the Unacceptable Behaviour Policy and Safeguarding Policy.

¹ Home Office – Hate Crime, England, and Wales 2022/23 Statistical Bulletin 16 October 2023 Appendix Table 3.06

3. Definitions

The Council	Castle Point Borough Council
Hate Crime	The Crown Prosecution Service (CPS) defines a hate crime 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 disability or perceived disability; race or perceived race; or religion or perceived religion; or sexual orientation or perceived sexual orientation or transgender identity or perceived transgender identity."
Hate Incident	<p>Any non-crime incident which is perceived by the alleged victim(s) or any other person, to be motivated by a hostility or prejudice based on the same personal characteristics as those for a hate crime (either perceived or actual) or based on alternative subcultures.</p> <p>Hate incidents can feel like crimes to those who experience them. While the often-repeated experience of 'lower level' incidents like name-calling or offensive gestures may seem 'too common' or 'too ordinary' to report. If someone believes something is a hate incident, it will be recorded as such by the Council.</p>
Alternative subcultures	Typically includes those with distinctive dress, specific and shared values, or shared music styles
Alleged victim	Refers to the person(s) making the report.
Alleged perpetrator	Refers to the person(s) the report is about.
Tenant	Any person who has a tenancy agreement and lives in a home owned by the Council.
Leaseholder	Any person who has a lease agreement and lives in a flat in a building that is owned by the Council.
Private renter	Any person who has a tenancy agreement for a property owned by a private landlord.
Private owner	Any person who lives in a home they own either outright or with a mortgage.
Business	Any person or group of people that engage in activities that are providing goods, services, or anything of value in the Borough.

4. Aims of the Policy

- 4.1 The aims of this Policy are to demonstrate the Council's commitment to tackling hate crimes and hate incidents by:
- a) Increasing awareness and encouraging people to report hate crime or hate incidents.
 - b) Outlining how it will work alongside appropriate partners to deter, and tackle hate crimes and hate related incidents.
 - c) Treating reported cases of hate crimes and incidents seriously and dealing with them as urgent cases.
 - d) Outlining how it investigates reports of hate crimes and incidents, without pre-judging any investigations, and the role of other relevant agencies.
 - e) Supporting those who experience hate crimes or incidents in a sensitive and non-judgmental manner, considering the diverse needs of all involved.
 - f) Ensuring individuals are aware of all the options available to them so that they can make informed decisions.
 - g) Adopting a victim-centred approach and taking in the wishes of the victim to find solutions.
 - h) Acting against the alleged perpetrator(s) of hate crimes where possible and where it is safe for the alleged victim(s).
 - i) Supporting vulnerable tenants who are alleged perpetrator(s) by assisting them to sustain their tenancy.
 - j) Providing Council employees with the tools, systems, and training necessary to deal with hate crimes and incidents effectively.

5. Policy Statement

- 5.1 The Council takes all forms of hate crimes and hate incidents seriously and it is committed to supporting those who experience hate crime and hate incidents.
- 5.2 In managing reports of hate crime and incidents the Council will:
- a) Keep alleged victims informed on the progress of their case.
 - b) Be mindful of its data protection obligations and any criminal or civil legal investigations or court proceedings which may be taking place.
 - c) Take a victim-centred approach to supporting alleged victims.
 - d) Consider how it can support vulnerable people who are alleged perpetrator(s) of hate crimes to help them stop.

6. Legal Framework

- 6.1 The Council must work with appropriate partners with the common aim of trying to reduce ASB, hate incidents and hate crimes.
- 6.2 '*The Anti-Social Behaviour, Crime and Policing Act, 2014*' provides a framework for local authorities and police forces to address hate crime and hate incidents.
- 6.3 In addition to the above, for the Council's Housing service, the Regulator of

Social Housing has regulatory requirements relating to hate crime which are contained within the 'Neighbourhood and Community Standard, 1 April 2024' which stipulate:

- a) *“Registered providers must have a policy on how they work with relevant organisations to deter and tackle ASB in the neighbourhoods where they provide social housing.*
- b) *Registered providers must clearly set out their approach for how they tackle and deter hate incidents in neighbourhoods where they provide social housing.*
- c) *Registered providers must enable ASB to be reported easily and keep tenants informed about the progress of their case.*
- d) *Registered providers must provide prompt and appropriate action in response to ASB and hate incidents, having regard to the full range of tools and legal powers available to them.*
- e) *Registered providers must support tenants who are affected by ASB, including by signposting them to agencies who can give them appropriate support and assistance.”*

7. The Responsibilities of Residents and Businesses

- 7.1 It is an alleged victim(s) responsibility to report a hate crime. As well as reporting an incident to the Council, hate crime should also be reported to the police.
- 7.2 By reporting hate crimes, support can be provided to the alleged victim(s) and ensure the alleged offender(s) are brought to justice. This also helps the police, and the Council build up patterns of behaviours locally and highlight areas of concerns within its communities.
- 7.3 Reporting Hate Crimes can be done by:
 - a) Call 999 and report directly to the police if the incident is an emergency.
 - b) Call 101 and report to the police if the incident is not an emergency.
 - c) Online via Essex police website
<https://www.essex.police.uk/ro/report/hate-crime/information/v1/hate-crime/how-to-report-hate-crime/Online> via the Crimestoppers website or by T: 0800 555 111 (if the person wants to remain anonymous.)
 - d) On the True Vision website, <https://www.police.uk/pu/contact-us/hate-crime/> True Vision is a national police scheme to help alleged victim(s) report hate crime online.
 - e) Stop Hate UK – an independent reporting and support service.
T: 0800 138 1625 or 18001 0800 138 1625 for the New Generation Text Relay service 07717 989 025 for text service or
E:talk@stophateuk.org
 - f) Castle Point Borough Council, Community Safety Partnership T: 01268 882200 E:Communitysafety@castlepoint.gov.uk
- 7.4 There are many reasons that may deter people from reporting hate crimes and

incidents to the police or Council, for example the person's state of mind, their perceptions, or expectations of the police or Council. It is vital in its communication that the Council emphasises all it can do, to support alleged victims of hate crime, so that they are confident to come forward. The tools available to the Community Safety Partnership are detailed in Section 13 of this Policy. It is important that wherever possible all members of the Community Safety Partnership are aware (including the police) of any hate crime or incidents, as this means they build up a full picture of the size of hate crime or hate related incident(s). The choice of the alleged victim(s) not to report to the police does not mean the Council will not help, it may just limit some of the actions that the Council can take.

- 7.5 If an alleged victim experiences a hate crime or incident and wants to make a report to the Council, they should do so at the earliest opportunity. Reports can be made including letters, telephones, emails, in person and online through the Council's website.
- 7.6 Tenants and leaseholders have clear rights and responsibilities in relation to ASB under their tenancy agreement or lease with the Council.
- 7.7 In cases where tenants and leaseholders persist in causing hate crimes they could be evicted from their homes through legal action, and the property returned to the Council's housing stock. Eviction or forfeiture of lease will only be requested by the court as a last resort, when all other interventions have failed, and when the alleged behaviour is so egregious that it is proportionate to ask the court to grant possession.
- 7.8 In cases involving private owners, private renters and business owners, to protect and support alleged victims of hate crime and hate incidents the Council has legal remedies it can rely upon. These remedies include injunctions to prevent nuisance and annoyance, Criminal Behaviour Orders, dispersal powers, Community Protection Notices, and closure powers.

8. The Council's Responsibilities

- 8.1 All Council employees, in particular the Community Safety Partnership Team and Housing Services Team, are responsible for promoting a clear message that the Council does not tolerate hate crime. The Council will work with partner agencies to take appropriate action to resolve reports and allegations of hate crime and hate incidents.
- 8.2 The Council will also receive reports from other agencies such as the police, True Vision, Stop Hate UK and Crime Stoppers.
- 8.3 Reports of hate crime or hate incidents will be treated in line with the Policy.
- 8.4 The Council will seek to prevent hate crime and hate incidents in the Borough through a variety of measures by:
 - a) Raising awareness of hate crime by advertising National Hate Crime Awareness Week.
 - b) Using both informal and formal interventions such as visits, letters and warnings, acceptable behaviour contracts, legal undertakings,

injunctions, possession when there is a breach of tenancy or lease condition(s).

- c) Providing Council employees with regular training on hate crime awareness and safeguarding training.
- d) Encouraging residents and businesses to report incidents of hate crime through the advertising of services via the Council's website, and community events.

8.5 Additionally, the Council will seek to prevent hate crime and hate incidents on its social housing estates through a variety of measures by:

- a) Completing pre-nomination assessments to ensure support needs are identified ahead of the start of a tenancy.
- b) Undertaking comprehensive sign-ups where tenancy obligations are explained, support needs are recorded, and tenants are referred for additional support where the need is identified.
- c) Completing visits to new tenants in their home to see how they are settling in and to emphasise tenants' obligations and highlight / follow up on any support needs.
- d) Seeking to prevent individuals and families who have a proven history of ASB from becoming tenants under its Allocation Policy.
- e) Encouraging tenants and leaseholders to report incidents of hate crime through the advertising of services via the Council's website, tenant engagement and community events.

9. Engagement with residents and businesses

9.1 The Council will take the following actions to assist in the prevention of hate crime:

- a) Communicate with residents about their rights and responsibilities, emphasising the importance of allowing people to live peacefully in their homes and neighbourhoods and being a considerate neighbour.
- b) Raise awareness of hate crime among employees and residents.
- c) Support community development, community safety and regeneration initiatives, in partnership with local agencies that will support and strengthen local communities.
- d) Ensure that engagement arrangements are inclusive and contribute to the effective tackling of all forms of harassment and hate crime.
- e) Encourage and support alleged victim(s) to report incidents of hate crime.
- f) Challenge any attitudes and behaviours that foster hatred and prejudice and encourage early intervention to reduce the risk of any incidents escalating.
- g) Provide regular training and awareness for employees.

10. Communication

10.1 On the Council's website it will promote its intolerance of hate crime, and hate

related incidents, and encourage alleged victims of hate crime to report any crime or hate related incidents.

- 10.2 The Council will publish this Policy on its website.
- 10.3 The Council will engage in the annual promotion of Hate Crime Awareness Week, which exists to encourage hate crime reporting to the police and Council and to develop anti-hate community cohesion projects.
- 10.4 The Council will work with members of the Community Safety Partnership as detailed in section 11.2 to promote the reporting of hate crime.
- 10.5 The Council will include articles in its external publications that demonstrate the Council's approach to hate crime, so that private owners, private renters, Council tenants, Council leaseholders and Businesses know the support that may be available to them.

11. The Council's Approach to Investigating Reports

- 11.1 The Council works in partnership with other agencies to support investigations of hate crimes and incidents. The Council will also work with partner agencies to ensure an alleged victim(s) of hate-related incidents are supported and safeguarded and action is taken against alleged perpetrators.
- 11.2 The Council is an integral part of the Community Safety Partnership. The partnership comprises of Essex Police South Local Policing Area (LPA), (Castle Point Borough and Rochford District), Rochford District Council, Essex County Fire and Rescue Service, National Probation Service / Essex CRC, Essex County Council, NHS Mid and South Essex Integrated Care Board - South East Essex Alliance.
- 11.3 Essex Police has the main responsibility for investigating hate incidents/ crimes which includes physical assault, verbal abuse and incitement to hatred. The Council will consider taking action under the Anti-Social Behaviour, Crime and Policing Act 2014 and/or Housing Act as and when appropriate.
- 11.4 The Council may share information with partner agencies to support investigations in compliance with:

Data Protection Act 2018, Schedule 2, s2(1)(a) allows for the exchange of information for the following listed provisions: *'where it is for the purposes of the prevention or detection of crime, the apprehension or prosecution of offenders, or the assessment or collection of a tax or duty or an imposition of a similar nature, to the extent that the application of those provisions would be likely to prejudice those objectives.'* [Data Protection Act 2018, Schedule 2, s2\(1\)\(a\) \(external link\)](#)

The Crime and Disorder Act 1998 (Section 115) allows for the exchange of information *'where the disclosure is necessary or expedient for the purposes of any provision of the Crime and Disorder Act 1998, or amendments to that legislation.'* <https://www.legislation.gov.uk/ukpga/1998/37/contents>

12. The support available to affected residents & businesses

- 12.1 Often a person's vulnerability may make them more likely to be an alleged

victim or alleged perpetrator of a hate crime or a hate incident. The Council will identify and act upon any identified support need of tenants or leaseholders. Support might include practical solutions such as property improvements, or additional security. As well as referrals to supporting agencies such as Adult Services, Children Services, Health Services or Victim Support.

- 12.2 It is important that those affected by hate crimes and incidents get the support they need. In addition to the main responses that can be deployed included in section 13.10 on page 13 of this Policy. Agencies that may be able to support are:

Citizens Advice Bureau provides free, confidential, and independent advice on a range of issues including debt, benefits, housing, immigration, consumer rights, employment.

W: <https://www.citizensadvice.org.uk>

Childline provides a free 24-hour helpline for young people under 18. They offer confidential emotional support and advice for young people on a variety of issues, including hate crime.

T: 0800 11 11

E: Emailing Childline | Childline W: <https://www.childline.org.uk>

Community Security Trust, Support alleged victim(s) of antisemitism, a charity that protects British Jews from anti-Semitism.

T: 0800 032 3263 (emergency number) E: incidents@cst.org.uk

W: <https://cst.org.uk>

Equality Advisory & Support Service provide advice and assistance to individuals on issues relating to equality and human rights.

T: 0808 800 0082

W: <https://www.equalityadvisoryservice.com>

Galop support LGBTQ people who've experiences hate crime or domestic abuse. They can also help LGBTQ people who might have questions about the criminal justice system.

T: 020 7704 2040

E: advice@galop.org.uk

Stop Hate UK provides support and information to people affected by all forms of Hate Crime in locations across the UK.

T: 0113 293 5100

E: info@stophateuk.org

W: <https://www.stophateuk.org>

Victim Support is a national charity that gives free and confidential help to victims of crime, witnesses, their family, friends, and anyone else affected. It

also speaks out as a national voice for victims and witnesses and campaigns for change.

T: 0845 3030 900

W: <https://www.victimsupport.org.uk>

13. Council action to deal with hate crimes and or hate incidents

- 13.1 Incidents believed to be motivated by hatred or prejudice directed against any person or group of people based on any of the identifying factors will be classified as a high priority for investigation purposes, irrespective of the nature of the actual behaviour reported. Although the following is not an exhaustive list, incidents of hate crime may comprise, for example, one or more of the following:
- a) Physical attacks on people or property
 - b) Intimidation
 - c) Hate related graffiti
 - d) Arson or attempted arson
 - e) Abusive or threatening language or behaviour and
 - f) Deliberate and targeted acts intended to deter residents from living in their home or to force them to leave
- 13.2 The Council will ensure that it offers a consistent, effective approach to dealing with reports of hate crime.
- 13.3 Any immediate safety concerns (such as repairs or extra security) should be dealt with by the person taking the initial report.
- 13.4 If an alleged victim(s) wants the Council to investigate and respond to the reported hate crime or hate incident the Council will consider which course of action is suitable to the circumstances, depending on the residents' rights, alleged victim(s) wishes, the severity and/or persistent nature of the conduct, and it will have regard to the proportionality and reasonableness of any proposed action.
- 13.5 Unless the nature of the incident is at a level where immediate legal action is required, the Council will generally use non-legal measures first, and it may use more than one remedy to address an issue. Details of these are outlined in the Council's Anti-Social Behaviour Policy.
- 13.6 The Council has a wide range of tools and powers to challenge hate crime and hate incidents and will decide on a case-by-case basis which tool and powers are the most appropriate to use, according to tenure, whilst considering the wishes of the alleged victim(s).
- 13.7 Where appropriate, proportionate and evidence has been provided to support legal action, the Council will seek legal advice and consider taking legal action against the alleged perpetrator(s) causing hate crime harassment. Action taken by the Council will be assessed on the seriousness of the case, the level of evidence provided, in accordance with '*The Anti-Social Behaviour, Crime and Policing Act 2014*' and any other relevant legislation and '*The Crime and Disorder Act 1998*'.

- 13.8 In cases of hate crime or hate incidents any intervention or enforcement action may run alongside referrals for support.
- 13.9 When assessing what action should be taken, consideration will be given to what support the alleged perpetrator(s) would benefit from, such as support around substance misuse, mental health, or offending.
- 13.10 The main measures that can be deployed in response to hate crime or hate incidents included across all tenures (a charge may be made for private owners and businesses) are:
- a) Referring to supporting agencies.
 - b) Attending or arranging a multi-agency meeting with partner agencies.
 - c) Inviting other relevant agencies such as the police or other agencies/housing providers to attend interviews with alleged perpetrator(s)
 - d) Taking appropriate action against alleged perpetrator(s) and working with other agencies to assist them to change their behaviour.
 - e) Making a Restorative Justice Referral to a Mediation provider.
 - f) Making a third-party police referral.
 - g) Making an Adult safeguarding referral if an adult with care and support needs is being abused or at risk.
 - h) Making a Children Services referral if it feels like a child is at risk of harm or abuse.
 - i) Temporary deployment of CCTV (dependent upon availability of the cameras).
- 13.11 Sometimes it may not be possible for the Council or the police to evidence any alleged hate crime or hate incident. This is often the case in one off or isolated incidents. If the same person or group is repeatedly harassing the alleged victim, the Council may ask the alleged victim(s) to keep a record of the incident and advise them to contact the police.

14. Review of Policy

- 14.1 This Policy will be reviewed after a period of two years, unless new legislation or good practice, or in the event of a relevant major incident means it needs to be reviewed sooner.

15. Consultation

- 15.1 The Council is committed to meaningful engagement. This Policy has been developed following a focus group with key stakeholders, including the police and social services, and a focus group of engaged tenants.

16. Equality & Diversity

- 16.1 This Policy is relating to hate crime, which by the definition affects only those parties with a protected characteristic. An Equality Impact Assessment 'initial screening' has been carried out which determined there is a positive impact specific to those with protected characteristics. See Appendix A.

17. Training

- 17.1 The Council will deliver training on this Policy and the procedures that support it, including team briefings; Hate Crime & incidents awareness training. For resident-facing staff such as Neighbourhood Management Officers, the Community Safety Partnership Team and Housing Options Officers more extensive training will be provided. All training undertaken by Council employees will be recorded.

18. Governance

- 18.1 The Council has overall responsibility for ensuring that this Policy is implemented to ensure compliance with the law.
- 18.2 The day-to-day responsibility for managing hate crime in the Borough has been delegated, via the Chief Executive to the Assistant Director of Housing, Health and Partnerships.
- 18.3 In practical terms, the Chief Executive reports to Cabinet to evidence the Council's compliance with the consumer standards of the Regulator of Social Housing. The Chief Executive will also ensure that any hate crime in the Borough is properly controlled and managed to keep residents and people working in businesses safe.

19. Associated Policies and Procedures

Castle Point Borough Council Domestic Abuse Policy
Castle Point Borough Council Equality and Diversity Policy
Castle Point Borough Council Hate Crime Procedure
Castle Point Borough Council Safeguarding Policy
Castle Point Borough Council Unacceptable Behaviour Policy
Community Safety Anti-Social Behaviour Policy
Council Housing Anti-Social Behaviour Policy
Council Housing Anti-Social Behaviour Procedure
Council Housing Tenancy Management Policy
Council Housing Neighbourhood Management Policy
Tenancy Enforcement Procedures

20. Appendices

[Equality Impact Assessment for Hate Crime Policy](#)