

Hate Harrassment Policy

Policy Owner:	Communities Director	Strategic Partner Sponsor:	Chief Operating Officer
Approval Body: Magenta Board, Leadership Board (full Board or member)	Leadership Board	Date Approved by Approval Body:	23.02.2026
Date endorsed by EIA Review Group:	13.01.2026	Date Endorsed by the Policy Forum:	06.02.2026
Review Frequency:	Every 3 years	Next Review Date:	06.02.2029
Policy Version:	Version 2	Published (Intranet/Website):	Yes

1.0 What is this policy for?

This policy is designed to protect tenants, staff, and communities from harassment or abuse motivated by prejudice against protected characteristics (such as race, religion, disability, sexual orientation, etc.).

Magenta Living's principal aims, and objectives are:

- Ensure tenants and residents can live without fear of harassment, intimidation, or abuse based on protected characteristics (e.g., race, religion, disability, sexual orientation)
- Create neighbourhoods that are safe, welcoming, and free from discrimination and hate related incidents
- Prevent hate crime and harassment through proactive measures, community engagement, and partnership working.
- Provide clear, accessible reporting channels for victims and witnesses.
- Offer emotional and practical support, including referrals to specialist agencies and multi-agency partnerships (e.g., police, local authorities)
- Investigate all reports promptly and proportionately.
- Take appropriate enforcement action against perpetrators, which may include tenancy enforcement or legal measures where necessary
- Ensure services are accessible and inclusive for all residents.

2.0 Details of the policy

Magenta Living believe in opening doors to homes full of love, communities full of life and a world full of possibilities. We recognise that an effective policy on hate harassment and crime is essential to achieving this. This policy outlines our commitment to dealing with hate incidents and crimes, preventing victimisation and unlawful discrimination, and promoting good community relations.

Part of this commitment involves dealing with people who harass others on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion, belief or non-belief, sex, or sexuality. This includes harassment on the grounds of any of the perceived personal characteristics listed in the Equality Act 2010 as 'protected characteristics'. It also includes harassment on the grounds of a person's association with someone considered to belong to any of these groups or be perceived to have any of these characteristics.

A separate policy for staff, 'Dignity and Fairness in the Workplace' is available from Human Resources.

2.1 Statement of Intent

The intention for this policy is to ensure Magenta Living meets its legal and statutory obligations/deliver quality services in line with stated objectives. We believe all our customers have a right to live safely in their homes and neighbourhoods, free from harassment and prejudice. We also value the diversity of our communities and the benefits it brings us.

The Equality Act 2010 requires us to consider equality implications when going about our day-to-day business, this means to take into careful consideration the following:

- tackling discrimination, harassment and victimisation
- promoting equality of opportunity
- encouraging good community relations.

This policy helps us fulfil our legal requirements under this Act.

2.2 What is a hate crime / hate incident?

Magenta Living adopts the joint Police and Crown Prosecution Service definition of 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.

There are five centrally monitored strands of hate crime:

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

Any crime can be prosecuted as a hate crime if the offender has either:

- demonstrated hostility based on race, religion, disability, sexual orientation or transgender identity

Or

- been motivated by hostility based on race, religion, disability, sexual orientation or transgender identity

Someone can be a victim of **more than one** type of hate crime.

2.3 Reporting incidents

Customers can access the service in a number of ways:

- By calling our Contact Centre on 0808 100 9596
- Magenta Living website – ASB reporting form, live chat
- Emailing asbreports@magentaliving.org.uk
- Through a third party - Local Councillor, MP, family member or partner agency
- We will accept anonymous complaints, but this limits any action we can take
- By using Remote App or ASB App

2.4 Translation and Interpreting

Customers have 24/7 access to an interpreter when they contact Magenta Living and this will be arranged by a member of our Contact Centre Team who will liaise with our Language Line service.

2.5 What we will do

- We will take action with our partners (e.g. the Police), where appropriate, to deal with tenants and others causing nuisance or harassment or committing hate crimes in our communities or in any of our properties, whether against our tenants, their relatives or visitors, our staff or our contractors.
- We will deal directly with alleged perpetrators, aim to change behaviour and enforce tenancy terms and conditions, including through the courts.
- We will take all reports of hate incidents seriously and will investigate them promptly, fairly and sensitively.
- We will support and encourage all victims of hate crime to report any incident to the Police.
- We will try various solutions depending on the severity of the case, including agreement, mediation and preventative community support.
- We will support tenants and customers who are vulnerable or who may pose a risk to others. Where appropriate, we will refer them to other agencies that may be able to offer help, advice and support.
- Where appropriate, we will consider tenancy enforcement action, but only after informing the victim. We may take tenancy enforcement action without the victim's consent if we think this is necessary to protect other people's safety. If an offence has been committed, the police will take appropriate action independently of us.
- We will keep victims informed during any investigation as far as possible, taking into account our duty to ensure the confidentiality of all parties. We will give advice, support and protection as necessary.
- If necessary, we will work closely with other agencies and organisations to exchange information about alleged perpetrators and the victims, in line with the General Data Protection Regulation (GDPR) Act 2018, the Crime and Disorder Act 1998 and other relevant law.
- We are committed to using our authority and resources, including partners, to support victims and deal with alleged perpetrators in accordance with our service standards, so that victims feel confident in reporting hate incidents to us.
- We will continue to emphasize our position on hate incidents and crimes in all our tenancy agreements, handbooks and service standards. Further details of our tenancy agreements is detailed in the Tenancy Policy.

- Where safe to do so, all staff should challenge anyone who is behaving unacceptably, when they witness this, when someone brings it to their attention, or afterwards. They should not ignore it.

2.6 Supporting victims

Staff will support victims of harassment by ensuring they are made aware of organisations that are available to assist them. For example, tenants may wish to confide in someone of their own race, religion, gender or sexual orientation facilitated through local support groups or advocates.

Hate harassment impacts on children living in the home where it occurs – affecting their emotional wellbeing, development and their ability to function well at school or in social situations.

Staff should keep an open mind about any incidents and should not question the validity of complaints, which may cause complainants to doubt their complaint and may prevent others coming forward in future. Our staff should support the complainant until their complaint has been fully investigated.

2.7 Signposting or Referring Victims of Hate Crime/Incident

Incidents of hate crime can be distressing for victims and Magenta Living are committed to providing appropriate support by ensuring you get the help you need. We will signpost victims to relevant organisations that specialise in hate crime support, or, with your consent make direct referrals on your behalf.

These services can offer emotional support, practical advice and guidance on your next steps. We aim to demonstrate to victims of hate crime that they aren't alone and help is available.

2.8 Safeguarding Responsibilities

We are committed to keeping all our customers and children safe. If we have concerns about someone's safety, or if abuse is suspected or reported to us, we will take appropriate action.

If someone tells us about abuse, we will explain what information can and cannot be kept confidential, and we will act in line with our safeguarding responsibilities.

2.9 Confidentiality

We will handle all harassment cases sensitively and in the strictest confidence. Staff will not pass information to any other person or take action without the victim's agreement. The exception is if Magenta Living have any concerns under 'Working Together to Safeguard Children 2013'

or 'the Care Act 2014' duties, where relevant agencies will be notified. We may also need to pass information to crime detection agencies to prevent and detect crime. And if we need to take a complaint further, we may need to disclose information about that case to other agencies as part of any investigation.

We will give the complainant enough information to enable them to decide how they want to proceed with their complaint. However, if we think an offence may have been committed, we will always strongly advise the complainant to report it to the Police.

2.10 Monitoring hate incidents and crimes

All incident data will be managed in line with Multi Agency Hate Harassment protocols, the Data Protection (GDPR) and best practice.

We monitor the progress of incidents to:

- Identify hate incident hotspots and to target resources effectively to reduce and ultimately prevent them recurring
- Enable agencies to work together effectively to support harassment victims and their families
- Ensure that staff are aware of their rights and responsibilities under relevant law, their terms and conditions of employment and our company policies. Through this we will create a working environment that encourages and promotes diversity and eliminates harassment, bullying and victimisation
- Provide appropriate training, where necessary

2.11 Complaints

If a victim is unhappy with the way their harassment complaint is being handled or the action being taken, staff should refer them to our Anti-Social Behaviour Policy and can request a case review.

Customers can also make a complaint through the complaint procedure, if they remain unhappy with the outcome of the complaint they will be provided with details of how to approach the ombudsman.

3.0 Who was consulted and how was it done?

In September 2025 we consulted customers, employees, stakeholders and Hate MARAC (Multi Agency Risk Assessment Conference) Group members on any changes to this policy and communicated those changes as needed.

External review of Magenta Living's approach to tackling Hate Crime took place in July 2025 and was conducted by a Professor of Birmingham University. The Professor is also chair of Stop Hate UK, a nationally accredited support service for victims of Hate related crime.

4.0 Equality Impact Assessment (EIA)

4.1 We believe all people should be treated with dignity and respect regardless of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including nationality, ethnic or national origins), religion, belief or non-belief, sex or sexuality, or by association with someone with any of these characteristics or perception of having any of these characteristics.

4.2 The EIA was undertaken on Monday 1st December 2025 by Community Safety & Emergency Response Manager. It was reviewed by the Equality Impact Assessment Review Group on Tuesday 13th January 2026, and the final agreed rating was green. (See the full EIA document for further details).

5.0 How we make sure this policy is effective

This policy's effectiveness will be monitored and measured by Strategic Partners, Executive Team and Magenta Communities Committee who consider Hate Crime statistics on a quarterly basis.

Alongside this more formal scrutiny, monitoring also takes the form of:

- Benchmarking
- Neighbourhood insight information within Neighbourhood Plans
- Reviewing recurring trends and associations with other service areas
- Hate MARAC case reviews to confirm compliance with policy

Key Performance Indicators (KPIs) are used to monitor performance and will be updated regularly on our website.

6.0 Colleague Training

Magenta Living will ensure that colleagues who respond to reports of Hate Crime are appropriately trained:

- All Neighbourhood Housing Officers will be trained in Community Safety Casework BTEC level 2

- Community Safety Officers will be trained in Advanced award in Community Safety, Crime and Nuisance management for practitioners BTEC level 3
- The Community Safety Manager will be trained in Professional Award for Managers in Community Safety BTEC level 5
- Neighbourhood Housing Officers and Community Safety Officers to be given refresher training on and Hate Crime every 2 years.
- Partnership being developed with Stop Hate UK to implement a rolling programme of Hate related training.

BTEC or equivalent training is to be achieved within 12 months of recruitment and will be part of new employee induction program. All training will be monitored via training records and colleague reviews.

7.0 Documents related to the policy

This policy interfaces with other policies in particular Anti-Social Behaviour Policy, Domestic Abuse Policy and Tenancy Policy. These policies alongside the types of tenancy agreements underpin our approach to tackling Hate Crime or Hate Incidents.

8.0 Version control / Amendment log

Date of change:	Revised Version Number:	Change made:	Reason for change:
May 2015		Working together to safeguard children	Replaces every child matters
		Care Act 2014	Replaces No Secrets
		Hate Harassment policy from hate crimes and incidents policy	Renamed to encourage reporting
October 2018		'Wirral' replaced	References to Wirral removed to reflect working in other areas
		Introduction reworded	Representative of company plan
March 2022		DPA replaced by GDPR 2018	Policy review

		Updated definition of Hate Crime to include five strands as reported to police	
		Rewording of terminology and referencing	
November 2025	Version 2	Several additions included following feedback from external review.	External review took place in June 2025 with improvement recommendations which could be referred to in this policy.