

HATE CRIME POLICY

2026–2029

Introduction:

Everyone has the right to feel safe, respected, and included in their home and neighbourhood.

This policy explains how we prevent, identify, and respond to hate crime and hate incidents. It sets out what you can expect from us, and how we will support you.

Hate crime is not tolerated and is treated as a serious form of anti-social behaviour (ASB).

Our Approach

We will act quickly to protect victims and take all reports seriously.

We are committed to:

- Zero tolerance of hate crime
- Putting victims first and prioritising safety
- Acting urgently on all reports
- Encouraging reporting and raising awareness
- Working closely with partners
- Taking strong and proportionate action

What Hate Crime Means

Hate crime is a criminal offence motivated by hostility or prejudice based on:

- Race or ethnicity
- Religion or belief
- Disability
- Sexual orientation
- Transgender identity

Hate incidents are behaviours perceived as motivated by prejudice, even if they are not a crime.

All hate incidents are taken seriously and may lead to further action.



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Working Together

Residents

You can help by:

- Treating others with respect
- Reporting hate incidents or crimes
- Supporting a safe and inclusive community

We will:

- Take all reports seriously and treat them as high priority
- Contact you quickly and provide support
- Investigate and keep you informed
- Work with partners to take action

Partner organisations (e.g. police, support services)

- Help investigate and manage cases
- Provide specialist support
- Work with us to protect victims

How to Report Hate Crime

If you are in immediate danger, call 999

For non-emergencies, contact the police on 101

You can report to us:

- By phone: **01962 848 400**
- By email: **housingasb@winchester.gov.uk**
- Online via our website
- In person at council offices

Please include as much detail as possible (dates, times, location, and what happened).

Our Response

All hate crime cases are treated as high priority and risk assessed.

High risk

Threats, violence, or high vulnerability - Urgent action, multi-agency response, possible legal action

How We Respond to Hate Crime

We use a range of actions depending on the situation:

- Immediate contact and reassurance
- Risk and vulnerability assessments
- Personalised action plans
- Partnership working with police and specialists
- Support for victims (e.g. referrals to support services)
- Early intervention where possible
- Legal and tenancy enforcement where necessary

Safeguarding is always a priority.

If You Are Not Satisfied (ASB Case Review)

If you feel your case has not been handled properly, you can request an ASB Case Review (also known as the Community Trigger).

This involves a multi-agency review of your case.

Contact Us

Housing Services | **01962 848 400**
housingasb@winchester.gov.uk

