



# **BURY COUNCIL HOUSING SERVICES HATE CRIME POLICY**

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## 1. POLICY STATEMENT

Bury Council Housing Services has a zero-tolerance approach to hate crime and hate incidents. Every resident has the right to live without fear of harassment, intimidation, or discrimination based on a protected characteristic.

We will record, investigate, and act on all reports; prioritise victim safety and dignity; and work with partners to prevent re-occurrence and hold perpetrators to account, using proportionate tenancy enforcement and legal remedies where appropriate.

This policy also aligns with the Housing Ombudsman's expectations for managing anti-social behaviour and hate incidents, including the need to act fairly, communicate clearly, and learn from complaints and outcomes to improve services.

## 2. SCOPE

This policy applies to incidents occurring in our properties, communal areas, immediate curtilage, and local neighbourhoods impacting our residents; behaviour by residents, household members, visitors, or third parties; and all Housing Services staff and contractors who may receive or manage reports.

## 3. PURPOSE

Set out our approach for preventing, identifying, recording, investigating, and resolving hate crimes and hate incidents affecting our residents and communities.

### Objectives:

- Protect victims and witnesses; reduce risk and harm.
- Ensure prompt recording and categorisation distinct from general ASB.
- Deliver robust investigations and proportionate actions.
- Coordinate with Greater Manchester Police (GMP), Community Safety Partnership, Children's and Adult Services.
- Track outcomes, learn lessons, and report performance transparently.
- Comply with legal and regulatory requirements and good practice.

## 4. DEFINITIONS

**Hate Crime:** A criminal offence perceived by the victim or any other person to be motivated by hostility or prejudice due to the victim's actual or perceived disability, race, religion or belief, sexual orientation, or gender identity (monitored strands).

**Hate Incident:** A non-criminal incident perceived by the victim or any other person to be motivated by hostility or prejudice against the same strands. All hate crimes are hate incidents; not all hate incidents are crimes.

**Protected Characteristics:** As defined by the Equality Act 2010 (including Disability, Race, Religion or Belief, Sexual Orientation, Gender Identity and Alternative Subculture).

## 5. LEGAL & REGULATORY FRAMEWORK

- Equality Act 2010
- Human Rights Act 1998

- Crime and Disorder Act 1998
- Anti-Social Behaviour, Crime and Policing Act 2014
- Housing Acts (1985, 1988, 1996)
- Data Protection Act 2018 (UK GDPR)
- Regulator of Social Housing – Neighbourhood and Community Standard and Transparency, Influence and Accountability Standard

## 6. POLICY PRINCIPLES

- **Victim-centred:** Safety, dignity, and choice guide all decisions.
- **Record separately:** Hate incidents are recorded in dedicated categories apart from general ASB.
- **Legitimate, reasonable, necessary and proportionate enforcement:** Based on evidence and risk warnings, tenancy action, and court remedies where appropriate.
- **Multi-agency working:** Timely information sharing with police and safeguarding partners.
- **Prevention & inclusion:** Community engagement to build cohesion and reduce prejudice.
- **Monitoring & learning:** Track performance, publish learning, and improve practice.

Information will be made available in accessible formats on request, including large print, translation, and alternative communication methods to ensure all residents can access support and reporting routes.

## 7. ROLES & RESPONSIBILITIES

- **Head of Housing & Neighbourhood Services:** Accountable for policy, resources, training, and oversight.
- **ASB and Enforcement Manager:** Triage, risk assessment, case management, partner liaison, performance reporting. Working with the relevant Housing/Independent Living/Enforcement Officer.
- **Housing Officers:** First contact, logging, initial safety measures, ongoing victim support.
- **Safeguarding Leads:** Coordinate with Children's/Adult Services where risk is identified.
- **Information Governance Officer:** Data protection compliance and controlled information sharing.
- **Contractors/Agents:** Report suspected incidents to Housing Services; comply with this policy.

## 8. REPORTING ROUTES

**Online portal:** [Report a hate crime - Bury Council](#)

Residents can report via phone: 0161 6868000

Email: [housingenquiries@bury.gov.uk](mailto:housingenquiries@bury.gov.uk) or in person. Third-party reporting is accepted.

**In emergencies, call 999; for non-emergency police contact, call 101.**

**Support for victims of hate crimes:** [Support for victims of hate crime - Bury Council](#)

All victims of hate crimes receive support when a hate crime report is made, and we encourage everyone to report a hate crime to access this support. However, we understand that some individuals may not want to report a hate crime but still seek assistance. In these cases, we recommend visiting Greater Manchester Victims' Service, which provides a useful directory of services you may be interested in. Some but not limited to of these services are listed below:

### **Victim Support**

Telephone: 0161 200 1950

Email: [greater.manchester@victimsupport.org.uk](mailto:greater.manchester@victimsupport.org.uk)

Web: [Victim Support](#)

### **The Samaritans**

Telephone: 0161 764 0055

Email: [jo@samaritans.org](mailto:jo@samaritans.org)

Web: [Samaritans](#)

### **Healthy Minds**

Telephone: 0161 716 2777

Web: [Pennine Care NHS Talking Therapies](#)

## **9. SERVICE STANDARDS (SLAS)**

- **Record & Categorise:** Log as "Hate Incident" within 1 working day.
- **Initial Contact:** Within 1 working day (same day if high risk).
- **Risk Assessment:** Within 24–48 hours of report.
- **Multi-Agency Notification:** Police/community safety notified promptly (same day for high risk).
- **Action Plan:** Within 5 working days, shared with the victim.
- **Case Review Frequency:** At least fortnightly for high-risk; monthly for standard risk.
- **Closure Letter:** Issued within 5 working days of case closure, with rationale and learning.

## **10. MULTI-AGENCY WORKING & INFORMATION SHARING**

Partnerships: Not limited to GMP, Bury Community Safety Partnership, Children's and Adult Services, schools, health providers, victim support and the VCFA Bury.

Information sharing must be lawful, necessary, and proportionate under the Data Protection Act 2018 and local protocols.

ASB Case Review (Community Trigger): we signpost and fully cooperate with the Council's independent review.

## **11. PREVENTION, ENGAGEMENT, & COMMUNICATION**

- Awareness campaigns and accessible guidance to increase reporting.
- Inclusion & cohesion activities with partners and resident groups.
- Contractor briefings on expectations and reporting duties.
- Feedback from victims and tenants will be used to inform service improvements, staff training, and policy updates.

## **12. TRAINING & COMPETENCE**

Mandatory induction plus regular refreshers covering definitions, triage, risk, safeguarding, action planning, and complaint handling.

## **13. MONITORING, KPIS & TENANT SATISFACTION MEASURES**

**Dataset:** reports, categories, response times, risk scores, actions, outcomes, repeat victimisation, referrals, duration, closure reasons.

**KPIs:** initial contact within SLA; risk assessment within 48h; partner notification within SLA; enforcement timeliness; victim satisfaction at closure and follow-up.

**Reporting:** quarterly to senior management; annual public summary aligned to TSM for ASB.

Learning from tenant feedback, complaints, and case outcomes will be used to continuously improve service delivery and inform policy reviews.

## **14. COMPLAINTS & ESCALATIONS**

Service complaints will be managed in line with the Council's complaints policy and the Housing Ombudsman's Complaint Handling Code.

Residents may request an ASB Case Review (Community Trigger) and, if dissatisfied following the Council's complaints process, may escalate their complaint to the Housing Ombudsman.

Learning from complaints and Ombudsman determinations will be used to improve practice and service delivery.

## **15. EQUALITY, DIVERSITY & INCLUSION**

We will make reasonable adjustments to remove barriers and complete Equality Impact Assessments for this policy and material changes.

## **16. DATA PROTECTION & RECORDS**

Record only what is necessary; retain per schedules; secure access. Share with partners under a lawful basis (crime prevention, vital interests, public task).

## 17. REVIEW & GOVERNANCE

Policy is reviewed every three years or sooner if guidance changes. Annual internal audit of case samples with tracked actions; governance reporting to the relevant committee/board.

### APPROVAL AND REVIEW

<b>Document owner: Kimberley Partridge</b>	Head of Housing and Neighbourhood Services
<b>Leadership Team Meeting – Director of Housing</b>	Date approved: 15/6/2026
<b>Review frequency</b>	3 years