

1 Introduction

1.1 Stockport Homes Group is committed to delivering the best possible services for people experiencing hate incident(s).

1.2 Stockport Homes believes that no one should live in fear of hate incident(s) and will take reports seriously and treat reports of hate incidents as a priority. Stockport Homes wants customers and staff experiencing hate incident(s) to feel confident that positive action will be taken and encourages residents to report such incidents.

1.3 This policy applies to any customer living within a Stockport Homes neighbourhood regardless of tenure.

2 Definition of Hate Crime

2.1 Stockport Homes defines Hate as:

“Any act committed against a person or property that, the victim or anyone else thinks, was motivated by hostility towards someone based on their race, religion or belief, gender identity, disability, sexual orientation or alternative sub-culture.”

3 Stockport Context

3.1 12.6% of the population identifying themselves as ethnically diverse in the 2021 Census up from 7.9% in the 2011 census.

3.2 The distribution of the ethnically diverse population across Stockport is not even; the areas of Heald Green, Cheadle & Gatley and Heaton South are particularly diverse. In each of these areas there are particularly high rates of the population who identify themselves as from an Asian Pakistani or Indian background. The biggest increase in ethnically diverse population between 2011 and 2021 was in Brinnington and Bramhall.

3.3 The 2021 census recorded 2.98% of Stockport population being lesbian, gay or bi and 18% with a disability.

3.4 More specifically looking at the Stockport Homes tenant base: -

- **Ethnicity** – 12 per cent of tenants are from a minority ethnic background
- **Religion** – A majority of Stockport Homes’ tenants describe themselves as Christian (59.2 per cent) with 5.4per cent describing themselves as being of another religious denomination.
- **Disability** – A total of 16.7per cent of Stockport Homes’ tenants describe themselves as disabled.
- **LGBT** – A total of 1.9per cent of Stockport Homes’ residents describe themselves as lesbian, gay or bi

4 Strategic Links

4.1 Stockport Homes is a member of the Safer Stockport Partnership (SSP) and plays a key role in the delivery of some of the Partnerships overarching priorities The OSSP Plan 2022- 2025 details specific measures of how the Partnership will protect vulnerable people from hate incidents.

4.2 Stockport Homes recognises that confidentiality is fundamental to developing a relationship of trust with persons who experience hate incidents and guarantee that any information provided will be in the strictest of confidence. Stockport Homes will only share information where it is absolutely necessary and will only be exchanged in line with the One Stockport Safety Partnership (OSSP) protocols for exchange of information and relevant protocols for both child protection and vulnerable adults.

4.3 Stockport Homes recognises that it cannot work in isolation and the causes and effects of hate incidents are wide ranging and varied and can affect persons in different ways.

4.4 Stockport Homes will therefore seek to work in partnership with other agencies to ensure that the best possible individual and family support is developed, delivered and evaluated. Some partners include but are not limited to:

- Greater Manchester Police
- One Stockport Safer Partnership
- Breakthrough UK
- Social Care
- Children and Young People Services
- Stockport Safeguarding Children's Board
- Stop Hate UK, Stockport.

4.5 Stockport Homes will be represented on relevant strategic groups to play an active role in tackling Hate Incidents.

4.6 In addition to being linked to the OSSP priorities, the Hate Policy has clear links to many of Stockport Homes' strategies, policies and action plans, in particular:

- Safer Neighbourhoods Strategy plan
- Homelessness and Rough Sleeping Strategy Supporting Communities Strategy
- Aging Well Strategy
- Customer Voice and Influence Strategy
- Safeguarding Children and Adults at Risk Policy
- Home Repairs Policy
- Allocations Policy
- Equality, Diversity and Inclusion Policy

- Safer Neighbourhoods Policy & Procedure
- People and OD policies including the Code of Conduct.
- Good Neighbourhood Management Policy
- Domestic Abuse Policy.
- Housing Options Procedures
- Neighbourhood Action Plans
- Stockport Councils Statement on Equality and Diversity.

5 Policy Statement

5.1 Stockport Homes seeks to create sustainable neighbourhoods whereby people from all different backgrounds and groups can exist side by side within a culture of co-operation and respect. By responding positively to hate incidents, Stockport Homes will develop a culture of zero tolerance to such incidents, thus combating exclusion and promoting people's ability to play their full part in society.

5.2 Stockport Homes will treat all reported incidents of hate very seriously and will take immediate and appropriate action whenever incidents are reported or identified. Where an incident occurs towards a member of the LGBTQ+ community, Stockport Homes will ensure an experienced officer will deal with such matters and if the victim request for an employee who identifies as part of that community to be the point of contact for taking details of what has happened, we would try to accommodate this. Similarly, if a racist incident occurs Stockport Homes will (so far as possible) offer and arrange for an employee of the same ethnicity to take the initial details of the complaint, if the victim request this.

5.3 Incidents of hate can be traumatic for the victim and can lead to on-going disputes, community tension and the isolation of individual and/or families. Stockport Homes will offer support including counselling to those affected by hate incidents

5.4 Stockport Homes acknowledges that zero tolerance of hate incidents is in the best interest of the organisation, its customers, staff, and the Borough as a whole.

5.5 Stockport Homes will promote hate services online and provide an online reporting tool to make it easier for victims to come forward

5.6 A victim-centred approach will be used to ensure that customers have access to appropriate support services and feel able to work with Stockport Homes' staff in the investigation of the incident. Stockport Homes will ensure that a single point of contact deals with the case from start to finish.

5.7 Stockport Homes will use the legislative framework to ensure the protection of victims to stop the incidents repeating. This can include legal action such as injunctions.

5.8 Stockport Homes will work to prevent homelessness and to helping victims of hate incidents remain in their home feeling safe. This will be done by offering and providing target hardening measures including, but not limited to, extra locks, security light and other measures.

5.9 Stockport Homes will follow any relevant child protection/vulnerable adult safeguarding procedures where it is believed a child or vulnerable adult is at risk due to incidents of hate incidents.

5.10 Stockport Homes will work with other agencies and specialist organisations to ensure that appropriate best practice is employed in the prevention of and response to hate incidents. Stockport Homes will support and encourage victims of hate to report incidents to Greater Manchester Police.

5.11 Stockport Homes recognises that encouraging more incidents being reported enables it to gauge the true scale of the issue in Stockport and enables Stockport Homes to target resources and overall may prevent further incidents occurring.

5.12 Employees are given appropriate training which covers the impact of and Stockport Homes' response to hate incidents. Staff are trained to recognise hate incidents and how to challenge and respond. In addition, support and guidance is given to employees who may be a victim of hate incidents. Stockport Homes does not condone hate incidents or incidents perpetrated by employees under any circumstances and will not treat such incidents as a purely private matter.

5.13 Stockport Homes will provide a confidential service and will not exchange any information with any other agency without the persons written consent or unless vulnerable adult or child protection issues are suspected. In these circumstances information will be exchanged in order to prevent and detect incidents and will be carried out in line with the One Stockport Safer Partnership information sharing protocol.

5.14 Stockport Homes will meet any access or cultural needs of the victim for example providing an interpreter, offering additional support for victims who may have disabilities and tailoring support for individual needs such as those with literacy skills. Stockport Homes will always make any reasonable adjustments to support victims.

5.15 Stockport Homes will map and monitor hate incidents/incidents to identify any trends. Using this information Stockport Homes will undertake targeted work to prevent incidents occurring.

6 Internal Controls

1	Version control	Version number will change every three years or at major review	
	Version No.	Date	Change/s and reasons for change
	1	July 2025	Three-year review of policy

2	Policy Owner i.e. Executive Director	Director of Customer Services	
	Policy Author/s i.e. Head of Service	Head of Safer Neighbourhoods	
	Approved by/date Directorate Management Meeting	Customer Services Management Meeting – 14 th October 2025 – Decision	
	Communication	Team Meeting	
	Effective Date - the date of sign-off	14 th October 2025	
	Next Full Review Date i.e. 3 years after effective date, with an annual light touch review	13 th October 2028	

3	Regulatory Standards	Please list the Consumer, Governance, Viability standards and outcomes this policy meets	
	Standard/s / Legislation	Required outcome	
	Neighbourhood and Community Standard	<u>1.3 Anti-social behaviour and hate incidents</u> 1.3.1 Registered providers must work in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle anti-social behaviour (ASB) and hate incidents in the neighbourhoods where they provide social housing	

4	Linked policies/strategies	
		<ul style="list-style-type: none"> • Safer Neighbourhoods Strategy plan • Homelessness and Rough Sleeping Strategy Supporting Communities Strategy • Aging Well Strategy • Customer Voice and Influence Strategy • Safeguarding Children and Adults at Risk Policy • Home Repairs Policy

		<ul style="list-style-type: none"> • Allocations Policy • Equality, Diversity and Inclusion Policy • Safer Neighbourhoods Policy & Procedure • People and OD policies including the Code of Conduct • Good Neighbourhood Management Policy • Domestic Abuse Policy • Housing Options Procedures • Neighbourhood Action Plans • Stockport Councils Statement on Equality and Diversity.
5	Equality, diversity and inclusion	<p>Describe how different experiences, characteristics, and approaches were considered during the formulation of the policy, e.g. neurodiversity, age, religion, sex/gender, financial/digital inclusion.</p> <p>During the preparation of the policy, a range of experiences, characteristics, and perspectives were actively considered to ensure that the policy is inclusive, fair, and accessible to all. We consulted with individuals from diverse group such as Rainbow Roofs and took on board customer feedback where they were victims of Hate Crime.</p> <p>All Hate Crimes reported to SHG are contacted and interviewed within 24 hours. All cases are treated as CAT A cases, and where possible, urgent enforcement or intervention action will be initiated.</p>
6	Customer/Colleague Voice	The Safer Neighbourhood Service has consulted with Rainbow Roofs and incorporated their feedback into the process.
7	Risk management	This policy helps to mitigate the following risks identified on the Corporate Risk Register
	Corporate Risk 2	SHG and the Council are not adequately prepared for a proactive inspection of the Consumer Standards by the Regulator of Social Housing
	Corporate Risk 3	SHG does not maintain a strong, positive reputation where stakeholders have trust and confidence in SHG, including partners in Stockport and across GM
	Corporate Risk 6	SHG does not deliver excellent customer services in the way that customers require them



Tackling Hate Crime Together Policy

8	Performance monitoring	Please list the relevant government TSMs (Tenant Satisfaction Measures)
		The number of Hate incident cases will be monitored quarterly, and performance will be publicised on the website.