Chartered Institute of Housing

How to support hate crime victims

May 2020

What is hate crime?

'Any criminal offence which is perceived, by the victim or any other person, to be motivated by hostility or prejudice towards someone based on a personal characteristic'

This is the working definition of hate crime, emphasising the perception of the victim and of any third party who might be involved (sometimes referred to as the 'perception test').

Another way to describe hate crime is that it is an attack on a person's social identity, often motivated by prejudice. It is a way of excluding people. And it gives a message that can be threatening and harmful both to the individual and to the communities who are targeted.

Hate crime describes a range of potentially criminal behaviour including verbal abuse, intimidation, threats, harassment, bullying, assault and damage to property. It can occur anywhere: on the streets, in and around the home, online (also known as cyber-hate) and in the workplace.

When a person's social identity is attacked, it is commonly based on one or more of these five personal characteristics:

- disability
- race or ethnicity
- religion or beliefs
- sexual orientation, or
- transgender identity.

Under equality legislation, these are called 'protected characteristics' and are also often referred to as the 'monitored strands'.

Whilst there is no legal definition of 'hostility' the Crown Prosecution Service (CPS) uses the everyday understanding of the word which includes ill-will, spite, contempt, prejudice, unfriendliness, antagonism, resentment and dislike.

There is no specific offence in UK law that is called 'hate crime'. However, a range of offences exist where – if it is proven that they are motivated in whole or in part by an individual's hostility or prejudice towards another based upon a recognised protected characteristic – the court can apply a sentence uplift on perpetrators who are found guilty.

Applying the 'perception test' (see above), all levels of incident should be taken seriously, recorded, and lead to an appropriate response.

Why is hate crime an issue for social housing providers?

There are several reasons for this:

- Social housing households are four times more likely than owner-occupiers to be victims of hate crime.
- Housing providers are often called 'community anchors:' they have significant local influence, knowledge and a legal obligation to respond to hate incidents, and to ensure that tenancy arrangements are observed.
- Housing providers can help hate crime victims by offering practical and emotional support, signposting, dealing with perpetrators, supporting mediation between parties, and being part of multi-agency interventions and partnerships.
- Housing providers are required to comply with the public sector equality duty under the Equality Act 2010. This means they must work to:
    - eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited by the law
    - advance equality of opportunity between people who share a protected characteristic and people who do not, and
    - foster good relations between people who share a protected characteristic and people who do not share it.

The How to… series on hate crime

This How to…provides information on how to offer hate crime victims support from a victim's perspective.

CIH has produced three previous How to…guides focusing on different aspects of hate crime:

- How to…tackle disability-related harassment (2012)
- How to…tackle racially-motivated hate incidents (2015)
- How to...tackle hate crime (2016)

These guides offer an overview for housing practitioners to understand and respond to hate crime from a policy, practical and strategic perspective. Bear in mind that they are now four years old or more, so while principles still apply, examples may be out-of-date.

What we know about hate crime

How much hate crime is there?

The Crime Survey for England & Wales (CSEW) estimated in 2018 that there were around 184,000 hate crime incidents. This is higher than hate crime recorded by the police, which in 2018/19 was 103,379 in England and Wales (a ten per cent increase on the year before); 4,914 in Scotland (a nine per cent increase); and 355 in Northern Ireland (a six per cent increase). In England and Wales the number of hate crimes recorded by the police has more than doubled since 2012/13.

Race hate is the most commonly reported hate crime, with most of that reported being for causing public alarm, fear and distress, and 36 per cent relating to violence against the person. The next most commonly reported hate crime concerned sexual orientation. Just under half (47 per cent) of all religious hate crime offences were targeted against Muslims (3,530 offences).

Reporting and under-reporting

People do not report every hate incident. Often the decision to report is based on levels of risk and security which mean that verbal abuse, whilst the most prevalent feature of expressions of hate, is often not reported to the police or any other support service, whereas assault and property damage are. Reasons that people give for not reporting hate incidents include:

- 'The police would not or could not do anything about it'
- 'I did not think it would be taken seriously'
- 'I dealt with it myself or with the help of others'
- 'I did not know who to speak to'
- 'I was afraid of retaliation or making matters worse.'
- 'It takes too long to report'.

Impacts of hate crime

Hate crime is recognised as having a more significant impact on its victims, compared with victims of non-hate motivated offences. There are both direct and indirect impacts ranging from physical injury to emotional and/or psychological harm. Research at Sussex University found that knowing other people who have been a hate crime victim increased individuals' perceptions of threat, which in turn was linked to them experiencing increased feelings of vulnerability, anxiety and anger.

The Crime Survey for England and Wales found that hate crime victims were:

- More likely to be emotionally affected compared with non-hate crime victims (89 per cent and 77 per cent respectively) and to say they were 'very much' affected by the incident compared to non-hate crime victims (36 per cent and 13 per cent respectively).
- Twice as likely to suffer a loss of confidence or increased feelings of vulnerability after the incident compared with non-hate crime victims (40 per cent and 18 per cent respectively).

- Twice as likely to experience fear, difficulty sleeping, anxiety, panic attacks or depression compared with non-hate crime victims.
- More likely to experience repeat victimisation than non-hate crime victims and less likely to be satisfied with the response received from criminal justice agencies.

For more information about hate crime victims go the Crime Survey for England and Wales, and reports on Hate Crime, England and Wales, 2017/18 (pdf) and Action Against Hate: The UK Government's plan for tackling hate crime (pdf).

Hate-motivated anti-social behaviour (ASB)

Many social housing providers locate hate crime in their ASB policy responses. This may mask the extent of and response to hate-motivated anti-social behaviour. Research of 10,000 victims found that one in ten considered the ASB they experienced to be motivated by hostility or prejudice on the grounds of race, religion, disability, gender or sexuality. The victims believed they were personally targeted, which increased the impacts on them. The study found the most challenging ASB cases were those where the victim was vulnerable and had suffered repeat victimisation. This led to recommendations (pdf) that, at the point of reporting, a practitioner should:

- Focus on inter-personal communication.
- Identify a caller's vulnerability status, particularly that regarding health and their perception of ASB as personal and targeted.
- Recognise that victims do not have the same 'starting point': some are more vulnerable and at risk than others.
- Through identifying vulnerability and risk should lead the practitioner to consider 'doing more' with the victim, for example, offering greater reassurance, taking more time to communicate, or communicating more frequently.

Different groups have different experiences

In order to limit the impact and harm of hate crimes, housing providers can draw from research evidence to understand the needs and experiences of different protected groups.

A survey with LGBT*Q tenants found that 33 per cent felt their neighbourhood was not a safe place to live openly as an LGBT*Q person, leading to them being 'hyper vigilant' around their neighbourhood and home. This included 20 per cent of gay men regularly modifying their home in some way if their landlord/repairs person visits, in order to make their sexuality less visible. A large minority (33 per cent) felt their housing provider was not able to deal effectively with harassment and many do not believe they are listened to, taken seriously or treated equally.

Victims of disability hate crime are more likely than all hate crime victims to suffer from stalking, harassment and criminal damage. This is likely to result in heightened fear and anxiety for an already vulnerable group. Recent research (pdf) of police data found that 50 per cent of disability hate crime occurred in and around the victim's home and 47 per cent of victims knew the alleged perpetrator. This is also known as 'mate crime'.

Mate crime is when vulnerable people are befriended, bullied or manipulated by people they consider to be friends. Here are some pointers to recognise mate crime:

- Someone with autism appears to have a new friend or a much larger friendship group and a more active social life. They may be visiting the vulnerable person at home for social gatherings and have an undue influence.
- The vulnerable person comments that their new friends will be disappointed if a certain activity doesn't take place. They may express worry that they'll lose their friends. They may appear uneasy about the friendship. They may be spending their own money on others to pay for drinks, concert tickets or buying gifts.

- The person may unexpectedly change their routine, behaviour or appearance. They may have unexplained injuries, look scruffy, dirty or show signs of mental ill health.

Case Study 1: Arawak Walton Housing Association: Proactive Responses

Arawak Walton regularly undertake campaigns to raise awareness of hate crime and ensure we understand what is happening 'on the ground' with our tenants and their communities. As a Black and minority ethnic (BME) housing association the focus is on race hate crime. The association has undertaken door knocking exercises in local BME communities, included mosques. Following major events such as the Manchester terror attack and the EU referendum, the association reaches out to communities and makes telephone contact with organisations to identify what impact such events are having on them and what support can be offered.

Arawak Walton organises events that bring different people together. For example, in the over 55s schemes, an International Cuisine Day results in a large turnout of tenants and others from the local community. They cook and share food from different countries. Arawak Walton are proactive in reaching out to young people and have designed a 'chatterbox' and training session which are delivered in a local primary school, that celebrate similarities and differences, raise awareness of what hate crime is and show how we all can work to stop it.

Supporting victims

Focus on the victim's perspective

Hate crime victims often report not feeling believed or taken seriously; they may fear retaliation or may not want to disclose the problem or their identity to others. This requires a careful and sensitive approach that focuses on the victim's perspective, i.e. focusing on the needs and experiences of the client.

When a housing practitioner receives a complaint it may not be the first incident the victim has experienced; the victim may have reached a crisis point, be vulnerable and require immediate assistance.

Given the range of group identities covered by the hate crime monitored strands, practitioners will need to be flexible and open to the needs of individual clients as they present themselves. The victim may have suffered repeat victimisation. To reduce the damaging effects of secondary victimisation housing practitioners should consider the following:

- Offer a non-judgemental approach, a safe space, and listen and validate experiences.
- Identify with the client issues of confidentiality, anonymity, and vulnerability.
- Provide emotional support.
- Meet the victim at a location of their choosing within a set period of time to obtain more information.
- Identify the nuances and impacts of the incidents. Has the victim suffered an intersectional hate incident/crime? For example, are they both Muslim and disabled? Are they a black lesbian?
- Provide relevant information, including a copy of the hate crime policy, list of other support and advice services, diary sheets to record further incidents.
- Agree actions that provide support and which respond to the complaint, including who will take them and when.
- Agree how often the complainant will be contacted and kept informed, and by whom.
- Work with partner agencies to provide assistance, including referral to a community-based or specialist support service.
- Identify what support can be offered if the case goes to court.
- When appropriate, discuss closing the case, offer after-care and confirm in writing.
- Send a customer satisfaction form after the case has been closed.
- Review cases and outcomes on at least an annual basis.

Case Study 2: Working with specialist hate support services

Housing providers have a key role to play with specialist hate support services who can offer a range of services both to victims and housing practitioners. Stand Against Racism and Inequality (SARI, Bristol) and Galop (London) work with a variety of agencies and support services to advocate on behalf of hate crime victims. Housing providers work with SARI which leads on the local hate crime case review panel. Through SARI, housing practitioners are able to access expertise, training, advice and be part of multi-agency responses to resolve complaints.

Galop (London) work directly with housing providers to support LGBT tenants who have reported hate crime. Galop support social housing tenants, and this may include:

- helping the victim to secure alternative housing when they feel unsafe to return home
- offer safety planning advice
- attending court
- providing emotional support throughout the court case, and
- offering after care which includes supporting the victim with his housing providers to get attackers sanctioned and/or evicted.

Restorative Justice (RJ) as a local tool

The evidence suggests that most hate crime is verbal abuse, threats and intimidation and that hate crime victims are likely to suffer repeat victimisation. To better support victims, restorative justice (RJ) may offer a local solution. As explained by Why me?, RJ empowers victims of crime to communicate with the offender, often with the aim of a face-to-face meeting. Using RJ in complaints of hate crime could:

- empower victims by giving them a platform to explain the pain caused by hate
- help them to regain power by being able to tell their story
- lessen the victims' feelings of self-blame and fear of further incidents through hearing the potential assurances from offenders
- encourage empathy and understanding in people who commit hate crime, which can make those affected feel satisfied that they have helped to combat ignorance.

The community trigger

The 'community trigger', also known as the ASB Case Review, is the name applied to the Response to Complaints section of the Anti-Social Behaviour, Crime and Disorder Act 2014. It enables victims to require agencies to carry out a review of their response to the anti-social behaviour they reported, where they feel they did not get a satisfactory answer.

Housing providers should be informing their tenants about the community trigger but in practice, ASB Help found that many of the larger providers had no information on the mechanism of the trigger. Trials have shown that the community trigger gives victims and communities an additional tool to demand that agencies deal with persistent anti-social behaviour, which is often targeted at the most vulnerable people in communities.

A community trigger can be activated by approaching the local authority if the following threshold has been met:

- if an individual has complained to a local authority, police and/or a social landlord three times about separate incidents in the last six months, or
- if five individuals in the local community have complained on a similar basis in the last six months.

Through the community trigger, victims of anti-social behaviour can demand action, starting with a review of their case, and leading to agencies working together to take a more joined up, problem-solving approach.

Key messages

Supporting Victims of Hate Crime and Hate Crime Victim Support in Europe (pdf) are both practical guides. They suggest that effective support for hate crime victims involves:

- believing people and offering help
- reducing the immediate impact of the reported incident
- aiming to resolve the complaint through agreed interventions and actions that empower the client
- reflecting and developing professional practice.

The evidence currently points to increasing hate crime across the five monitored strands. Research indicates that hate crime causes harms for the victim and the communities who are its target. The level of vulnerability a person feels will vary case by case. A review of support projects shows that often the quality of service a victim gets is more important to them than the final outcome. Criminal sanctions are limited in scope and scale; for example, since 2016/17 less than four per cent of all reported disability hate crimes have resulted in a prosecution.

These conclusions point to housing providers having up-to-date policies, procedures, trained staff, effective local partnerships and the capacity to signpost to local and national support services that clients may access. Most importantly, successfully supporting victims of hate crime requires being able to offer a flexible, nuanced, empathic, and informed service which empowers and goes some way to reassure victims that their experiences are valid and that action will be taken.

Selected links to resources

Click on the links below for more resources on hate crime.

Supporting victims of hate crime: A practitioner guide

Hate crime victim support in Europe: A practical guide (pdf)

True Vision

Crown Prosecution Service

Galop

Anti-Muslim, Islamophobia

Mencap

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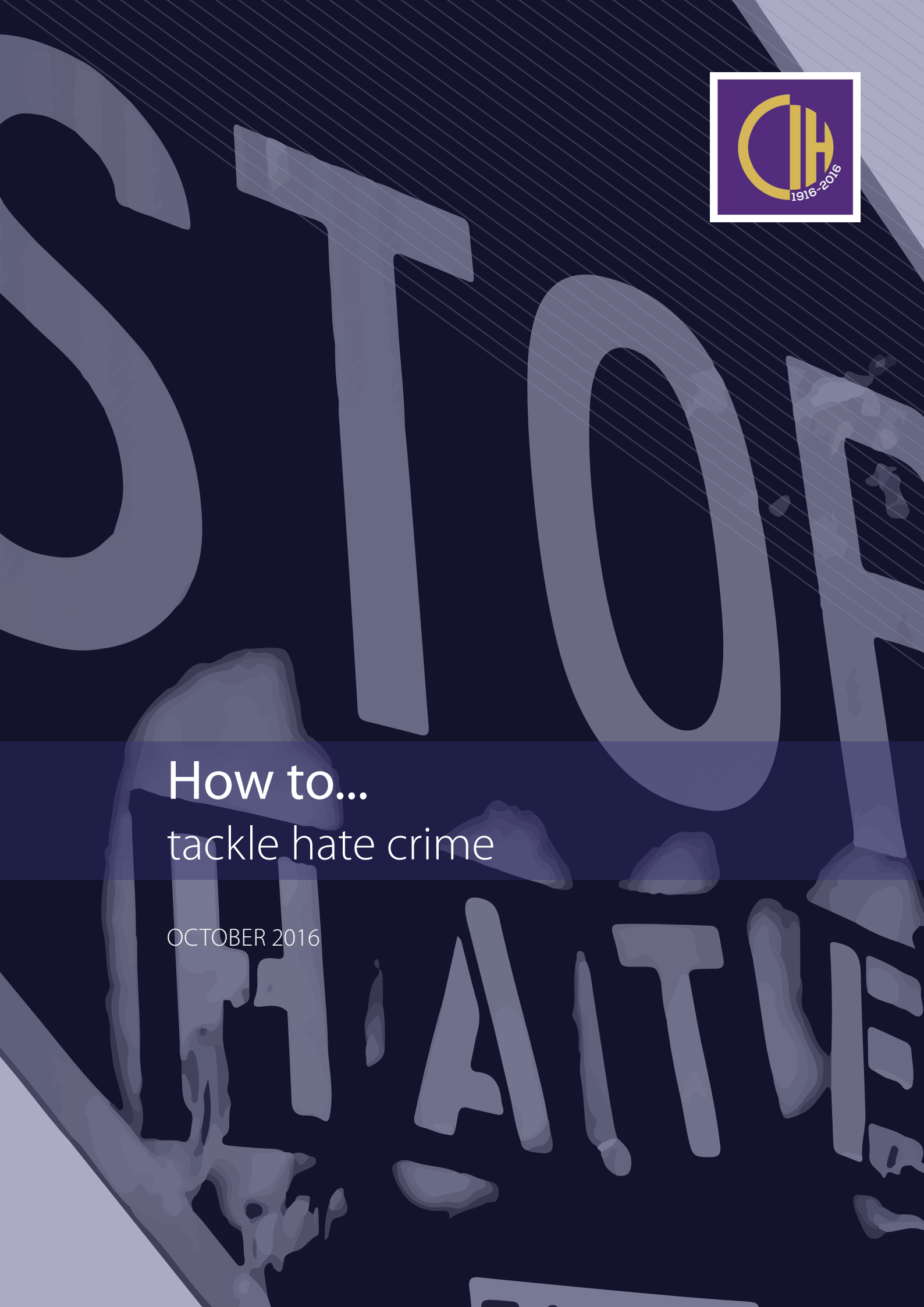

How to...
tackle hate crime

OCTOBER 2016

Introduction

What are hate crimes, hate incidents and racially motivated hate incidents?

Hate crime is 'any criminal offence which is perceived, by the victim or any other person, to be motivated by hostility or prejudice'. A hate 'incident' is a report to the police (or other authority) that might then be classed as one or more crimes. A key test (called the 'perception test') is whether the crime or incident is perceived by the victim to be motivated by hate: if it is, then it should be recorded and investigated as such. Hate crime might relate to race, religion or belief, disability, sexual orientation, and gender reassignment (five of the nine 'protected characteristics' in equalities legislation).

This 'How to…' focuses on:

- racially motivated hate incidents, which we define as any behaviour which causes alarm or distress to individuals or groups, because of their colour, race, nationality or ethnicity
- hate incidents based on religion or belief, especially Islamophobic (anti-Muslim) incidents.

Hate incidents related to housing and neighbourhoods could involve verbal abuse, threatening behaviour, damaging property or leaving graffiti, demanding that people leave the area or carrying out more serious assaults such as arson or physical attacks. Applying the 'perception test' (see above), all levels of incident should be taken seriously, recorded, and lead to an appropriate response.

Why is this an issue for housing?

Social landlords are strongly committed to equalities principles, to tackling anti-social behaviour and to promoting good relations between different communities in the areas where they work. In many cases they will already be in partnerships with local authorities, the police, and other bodies to tackle hate crime. They will want to be at the forefront of dealing with prejudice and discrimination, countering the toxic reactions that have resulted from the referendum debate.

The recent hate crime increase appears to have been biggest in areas that voted most strongly to leave the EU. About two-thirds of council and housing association tenants voted for Brexit, and attitudes towards migrants among people living in estates and neighbourhoods with social housing might have worsened as a result of anti-immigrant messages during the campaign. Although as yet there is no indication of direct links between social housing areas and increased hate crime, landlords will want to be vigilant in ensuring that relationships between tenants do not result in such incidents and that community relations do not deteriorate.

As well as responding quickly and effectively to hate crime, housing managers may wish to reappraise their policies, staff training and community engagement to ensure that maintaining and improving relations within neighbourhoods is a priority. They may also want to look at what wider initiatives might be taken to promote contact between recent arrivals and longstanding residents, tackle myths (for example, about housing entitlements), assist integration and provide neighbourhood-wide services that encourage social mixing.

How should social landlords deal with race and religiously motivated hate crime?

This section looks at ways of responding to hate crimes once they have occurred. The next section is about pro-active intervention in neighbourhoods and estates to reduce such crime and improve community relations.

1. Having a hate crime policy

Having a specific policy covering the different types of hate crime (not just those motivated by race or religion) is essential to establish the importance of the issue for the organisation, both for staff and tenants, and to set out some of the principles that will be followed. For example, it might make a clear commitment to using the 'perception test' (see above), taking a 'victims first' stance, and recording every incident and following them up (especially where perpetrators and/or victims are customers of the organisation).

A strategy should also outline the steps that will be taken in response to hate incidents, depending on their seriousness. For example, it may set out a policy mix of non-legal and legal remedies, up to and including possession proceedings where justified. It may also set actions to respond to hate crime in the context of more pro-active work to promote better community relations

If you decide to deal with hate crime as part of a wider anti-social behaviour strategy, you should ensure that it is a prominent element and the special features of hate crime are fully covered.

Futures Housing Group (FHG) – a combined hate crime and ASB policy

FHG's policy was adopted in July 2015. It makes a clear commitment to the group's 'zero tolerance' approach to hate crime, putting victims first and ensuring all staff are aware of the policy. It briefly sets out the legislative context and has a clear list of aims for the policy. One of these is to achieve a 'positive impact on communities' through work to improve relations within neighbourhoods. The policy sets out staff responsibilities and external partnership arrangements for dealing with hate crime. It also describes how victims will be supported.

The policy covers staff training arrangements and monitoring of hate crime, including giving feedback to residents so they are encouraged to feel they can safely report hate crimes to FHG. It includes the recording system to be used when an incident or crime occurs.

FHG find this is working well: complainants/victims are updated throughout the investigation and have input on the decision making process for investigation and enforcement, putting the victim first and involving them in the process from the outset, has helped manage their expectations and confidence in the process.

More details: Carl Harper
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Northern Ireland Housing Executive (NIHE) taking a stand against racism

Hate incidents and crimes have grown in number in recent years even though they remain comparatively few. The Northern Ireland Housing Executive (landlord of 88,000 social dwellings) has been particularly active and has introduced a range of measures to prevent incidents and support victims. It has also published a 'hate harassment toolkit'. The toolkit aims to provide a wide range of practical information and advice to staff, community workers and other professionals throughout Northern Ireland.

NIHE's actions and current plans include:

- mapping of BME and migrant worker households – where they live, how they use NIHE services, their use of the private rented sector, etc (data from which can then be used for 'myth-busting' at local level)
- various race relations initiatives and publications to develop intercultural understanding at community level
- a scheme called 'supporting tenancies for people from ethnic minorities' (STEM) STEM aims to support people who could be at risk

of being victimised because of their perceived ethnicity, and to strengthen positive community responses in dealing with incidents of intimidation.

NIHE works in partnership with the Northern Ireland Association for the Care and Resettlement of Offenders (NIACRO) to provide staff who are available to support housing staff and tenants when dealing with threats and/or incidents of hate crime or hate harassment.

More information on the toolkit: www.nihe.gov.uk/hate_harassment_toolkit.pdf

2. Encouraging people to report hate crime

Crime surveys suggest that hate crime is severely under-reported. Only by taking action to encourage reporting can the full scale of such crimes be seen and victims properly helped. As organisations which have a trusted relationship with their customers, social landlords are in an excellent position to encourage them to report such crimes. In-house publicity, resident newsletters, website articles and social media can all encourage victims, family members or neighbours to inform their landlord of incidents that are hate-related.

A variety of routes should be available for people to report incidents (e.g. in person, by phone, text, social media). Ideally these will allow for people with learning disabilities/difficulties and also be available in languages other than English. Victims are unlikely to be familiar with the procedures that must be followed when investigating a hate crime. They can be complex and investigations can be time-consuming and difficult. Having an agreed reporting route with which all agencies are familiar can help make the process as smooth as possible.

Viridian tackle under-reporting of hate crime

Viridian is urging residents to tackle hate crime by reporting problems as soon as they happen. Every household has been sent a card containing the message 'Give crime and anti-social behaviour the red card'. The card contains the phone numbers needed to report hate crime and for help with anti-social behaviour.

Viridian's operations director Matt Campion said: "Crimes committed simply because of who a person is have no place in our communities, but sadly they are under-reported. Our red card campaign urges everyone to take a stand against hate crime and report it. No one has to suffer in silence."

When reporting crime, residents are asked to tell Viridian who is responsible, the nature of the incident, when and where it happened and the impact it had.

Find out more: www.viridianhousing.org.uk/off-off-off-give-crime-anti-social-behaviour-red-card/

There is growing use of hate crime reporting apps which enable reports to be sent anonymously and to be accompanied by video clips etc, such as in West Yorkshire. The True vision website can be used to report crimes in England, Wales and Northern Ireland, with the reports going to the appropriate local police force.

Giving victims the opportunity to report hate crime without approaching the police directly – for instance to a third party such as a housing association – has been shown to improve access to the criminal justice system. Some groups, such as refugees and new migrants, Roma people and Gypsies and Travellers, might be particularly reluctant to report hate crime. Third-party reporting helps victims to feel comfortable in coming forward to receive the necessary support. It can offer opportunities for reporting through different channels – including face-to-face, by phone and online. Police Scotland encourages third-party reporting and provides a list of reporting centres that people can use. This includes a number of Scottish social landlords who receive hate crime reports from local people, whether or not they are not tenants.

3. Working in partnership with police and other agencies

Many social landlords are involved in partnerships dealing with crime in general or specifically with hate crime. Partnerships which specialise in hate crime can be cost-effective ways to deliver reporting routes (including in other languages), specialised victim support, community education and staff training. They may work to standardise and simplify procedures to assist reporting and help ensure that all critical staff (e.g. police officers) are familiar with procedures.

Chase against crimes of hate (CACH)

CACH is a hate crime partnership which brings together a range of agencies including social landlords and local councils in Staffordshire. It provides:

- a reporting service
- support – to suit the specific case and individual – this can range from acting as an advocate to simply offering a listening service for those who do not want to take matters further
- education – working in educational institutions, with staff in partner agencies and in communities to help people question the judgements they make about others and think about the ways they treat them
- promotion of the hate crime service so that there is wider knowledge of its availability.

More information: www.cachpartnership.org.uk

4. Assessing the vulnerability of victims

Following a report of hate crime, the vulnerability of the victim(s) should be assessed as soon as possible. The results should be shared with other agencies that are involved in supporting/protecting the victim. A consistent way of doing this is to use a risk assessment matrix, agreed between the agencies. CIH has a risk assessment matrix for ASB cases developed with the Home Office, which is now used by or has been adapted by many agencies. If such a tool is used, it must be integral to the handling of the case by each agency, not simply a bureaucratic exercise. Its identification of high-risk or medium-risk victims should guide the subsequent handling of the case by all the agencies involved.

5. Supporting victims of hate crime

Victim support can vary from basic, practical help to in-depth counselling. It might include:

- immediate practical steps like securing doors and windows if there has been an attack on the victim's home
- providing personal alarms – connected for example to a 24-hour repairs reporting service or support service for older or disabled tenants
- home security improvements
- victim reassurance or more in-depth counselling
- transfers to a new tenancy elsewhere
- keeping the victim informed of progress with the incident.

Note that victims are often not kept up-to-date with case developments, contributing to victims feeling that their case is not being dealt with efficiently or effectively.

It is unusual for housing staff to give in-depth support but this might be available via a partnership with a specialist agency like Stop Hate UK. But victims often also appreciate support from small, community-based groups rather than the more familiar and mainstream organisations.

Northern Ireland's hate incident practical action (HIPA) scheme

HIPA is available to all householders who have been subject to a hate attack in the vicinity of their home, regardless of tenure, once the incident has been reported to the police and an incident number issued. The service is accessible 24 hours a day. The victim's home can receive immediate repairs to secure the property (if needed). Following a visit from a police crime prevention officer a range of repairs and possibly additional security measures can be recommended and the NIHE or housing association may be able to provide these at no charge. There is further support available for victims depending on the type of hate attack, from trained staff or volunteers. For example, Victim Support employs a bi-lingual support worker to deal with race hate incidents.

A total of 82 incidents were responded to in 2015/16.

Hate crime Victim Support advocacy service www.nihe.gov.uk/victim_support_advocacy_service_leaflet.pdf

More information is available from NIHE: www.nihe.gov.uk/index/community/anti_social_behaviour/hate_crime/hipa.htm

6. Training all staff

Even if an organisation has specialist staff dealing with hate crime, it is vital that all staff – especially those in face-to-face contact with customers – are trained in recognising different levels of hate crime, given understanding of the types of discrimination felt by different groups (preferably in discussion with willing representatives of those groups), shown how to respond sympathetically, be given practical examples and encouraged to work through how they would deal with different scenarios, including when they are themselves witness to discrimination or hate incidents. Staff training is not only necessary to ensure that hate crime is recognised and appropriately handled, but also to give confidence to potential victims that they can report incidents and that they will be properly dealt with.

More information

Further CIH resources on hate crime and promoting positive community relations:

What you need to know about Brexit and how it might affect migration, housing need and eligibility (2016) – CIH member only

How to… tackle racially motivated hate incidents (2015)

How to… tackle disability-related harassment (2012)

Housing and Migration: A UK guide to issues and solutions (2012)

How to… manage anti-social behaviour cases effectively (2011)

A guide to engaging Muslim communities (2008)

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