



Hate Crime Policy

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Version Control:	10/24;
Ratified By:	Jane Kelly
Ratified Date:	October 2024
Review Period:	1 Year
Review Date:	October 2025



HATE CRIME POLICY

Introduction

As part of our commitment to equality, diversity and inclusion, we recognise the importance of having a specific **Hate Crime Policy** and of adopting a zero tolerance to reduce the incidence of hate crime. We want to protect and support all members of our community, including people who are at risk of hate crime and people who have experienced hate crime as well as people who may commit hate crime.

What is a hate crime or incident?

A hate crime incident is an offence committed against a person or property that is motivated by an offender's hatred of someone because of their:

- Race, colour, ethnic origin, nationality or national origins
- Religion
- Gender identity
- Sexual orientation
- Disability
- Alternative sub-culture (for example, goth or rocker)

Hate crime incidents include:

- Physical attacks - to people or property, including offensive graffiti or arson
- The threat of attack - including offensive letters, telephone calls, online messages or groups of people hanging around to intimidate
- Verbal abuse or insults - including offensive leaflets and posters, abusive gestures and bullying at school or in the workplace

Hate incidents can be verbal abuse but if the victim feels threatened or is caused distress, this could become a hate crime.

Aims & Scope

This policy aims to strengthen our commitment to tackling hate crime through:

- Increased education, awareness and empathy of hate crime and its impact on victims by all
- Improved signposting by our stakeholders to support for victims of hate crime
- Improved internal systems for recording, reporting and managing hate crime
- Increased reporting of hate crime externally by our partners and staff

Our Hate Crime Policy applies to all staff, trustees, volunteers, services users and third parties such as partnership agencies, suppliers and contractors. It applies within our

workplace, operational management, service delivery and wider stakeholder engagement.

Our Key Commitments are to:

- Promote awareness of our Hate Crime Policy to our stakeholders including staff, trustees, service users, volunteers, suppliers, contractors' partners and the wider community.
- Ensure all staff, trustees, volunteers and service users are made aware of and read our Hate Crime Policy during their induction and/or onboarding process.
- Ensure that all staff and, key partner personnel complete mandatory training including Equality, Diversity and Inclusion Awareness, Unconscious Bias and Hate Crime Awareness.
- Promote where and how to ask for confidential help, advice and support on Hate Crime for victims.
- Promote where, how and when to record and report Hate Crime incidents internally and externally for victims, staff and 3rd parties.
- Ensure that all 3rd parties including suppliers, partners, contractors are aware of our Hate Crime Policy when completing due diligence and/or exploring partnerships with them and that when confirmed, all 3rd parties have appropriate policies and procedures in place to tackle hate crime.
- Promote dialogue, tolerance, empathy and understanding of hate crime through effective language, storytelling and sharing lived experiences of diverse communities across our social media platforms and with stakeholders.
- Ensure that any internal incidents raised or reported of our Hate Crime Policy are managed, reported and followed up in a sensitive and timely manner including appropriate use of the disciplinary procedure for staff.
- Work collaboratively with partnership agencies and other organisations to develop allyship to help implement our Hate Crime Policy, inform our related policies and procedures and develop best practice.

Related Policies and Procedures

This policy is underpinned by our **Equality, Diversity and Inclusion Policy** and complements our existing related policies and procedures including:

- Bullying & Harassment Policy
- Conflicts of Interest Policy
- Ethical Fundraising Policy
- Whistleblowing Policy
- Disciplinary & Appeals Procedure
- Grievance Procedure
- Critical Incident Procedure
- Staff Training Policy
- GDPR/Confidentiality

Key Responsibilities & Management

This policy is lead and managed by our **Deputy Chief Executive** who is responsible for ensuring that our Hate Crime policy is fully implemented with support from our Senior Management Team and Equality, Diversion and Inclusion group members/champions.

The Deputy Chief Executive will ensure the accurate and timely recording of all internal incidents of hate crime, appropriate follow up actions and report quarterly and annually on progress including the number and types of hate crime incidents and key learning points to our Board of Trustees, H&S and Safeguarding Groups. The Deputy Chief Executive will review and/or update this policy annually to ensure compliance with relevant legislation and best practice.

Internal Reporting

All staff and line managers have a responsibility to record incidents of hate crime and should refer to the Critical Incidents Procedure and Safeguarding Policy on the Microsoft Teams Incident & Safeguarding Reporting Form relating to service users, staff and volunteers.

External Reporting of Hate Crime

Hate Crime is a serious criminal offence and should be recorded and reported through the appropriate channel in a timely, sensitive and confidential manner. As agreed with the individual victim this can be anonymous to ensure confidentiality and to further safeguard and protect the victim.

You can report any form of hate crime anonymously by calling **Crimestoppers** on **0800 555 111** or phone the Police's **non-emergency** reporting number on **101**. In an emergency you should call the Police on **999**.

True Vision is a national website set up by government for people to report hate crime [make an online report here](#). The information is collated and then passed to the victim's local police force for action.

Locally, across Greater Manchester there are also Social Housing, VCSE and community reporting centres where people can report hate crime to a third party rather than directly to the Police or talk about their concerns.

In Salford, you can report hate crime at Gateway Centres [Gateway centres·Salford City Council](#), Citizens Advice Centres and Social Housing providers please phone **0800 952 1000** to check opening hours, some centres are available for telephone, online or pre-booked appointment only. <https://www.salford.gov.uk/hatecrime>

Locally in Salford/Greater Manchester/Other specialist support

- Crimestoppers: 0800 555 111
- Police non-emergency: 101
- True Vision
- https://www.report-it.org.uk/reporting_internet_hate_crime
- Salford Hate Crime Reporting Centres for victims and witnesses to report hate crime to a third party, rather than directly to the police. Eccles, Swinton, Walkden and Pendleton Gateways and Broughton Hub are open for support. Please phone 0800 952 1000 to check opening hours or [make an online report](#)
- <https://www.salford.gov.uk/crime-reduction-and-emergencies/hate-crime/>
- Greater Manchester Victims services. To get in touch, call 0161 200 1950 (9am to 7pm), 0808 168 9111 (24/7) or email greater.manchester@victimsupport.org.uk
An interpreter service is available. Get more information on the [Greater Manchester Victims' Services website](#)
- Europia provides a range of support to European ex-pats, including help for those affected by hate crime. To get in touch, call 0333 3058 570, email hello@europia.org.uk or visit the [Europia website](#)
- 24 hour helpline – 0800 138 1625 or visit [Stop Hate UK website](#)
- Monitoring, reporting and support with Anti-Muslim hate crime - 0800 456 1226 or visit the [TellMAMA](#) website
- Fourth floor, Dale House, 35 Dale Street, Manchester, M1 2HF
Telephone: 0800 917 2719 or 0161 233 1200 or via the [Refugee Action](#) website
- Princess House, 5 Richmond Street, M1 3HF
Telephone: 0845 330 3030 or via the [LGBT Foundation website](#)
- [Tailored reporting and support for Gypsies, Roma and Travellers](#)
- Manchester Pride – link to Hate Crime Resources - [Reporting Incidents of Hate – Manchester Pride](#)