




# **Housing Neighbourhood Services Hate Policy.**



**Date: May 2025  
Version: 1**



## About this policy

Version	1
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Job title	Housing Manager
Target Audience	Residents, stakeholders, partners and MKCC colleagues
Approval Date	13 <sup>th</sup> May 2025
Approval Route	HRA Landlord Board
Approved by	HRA Landlord Board
Review due date	3 years

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# 1. Purpose

- 1.1 The purpose of this policy is to outline the principles for managing and addressing reports of hate which are associated with Milton Keynes City Council housing stock and our tenants. This policy provides a framework which will enable staff to work positively with residents and external agencies to effectively address hate incidents for those who live in our homes.
- 1.2 Milton Keynes City Council is committed to tackling hate incidents and hate crime. We recognise the detrimental impact hate can have on residents and the community and we believe hate has no place in society. We are committed to tackling discrimination and prejudice in the context of hate through prevention, diversion, enforcement, and reduction strategies.
- 1.3 This policy will support residents in coming forward and reporting incidents of hate through an easily accessible service where reports are encouraged. We will ensure our policies are clear, accessible and inclusive, while removing all barriers to reporting.

# 2. Aims

- 2.1 We aim to:
  - Enable residents to live peacefully within their homes and neighbourhoods without fear of victimisation of hate, prejudice and discrimination
  - Encourage reporting and make it easy to report hate incidents.
  - Respond quickly and in a robust manner to incidents of hate
  - Meet our service standards and comply with the Victims Code
  - Ensure complainants are regularly updated with actions and the progress of their case.
  - Ensure the most appropriate course of action including but not limited to diversion, prevention, enforcement, engagement, and rehabilitation is considered to tackle hate and its underlying causes
  - Provide a framework for supporting victims, witnesses, and vulnerable perpetrators
  - Raise the awareness of hate incidents and hate crime and promote the value of diversity, cultural understanding and acceptance through training and positive engagement.

- Continue to challenge behaviours and attitudes that underlie hate and associated behaviours, and promote an inclusive culture across the local authority area which respects equality, equity and diversity.
- Work with our communities to improve trust and confidence in addressing hate incidents, using feedback from victim surveys to improve services and be accountable to residents and resident groups in the delivery of our services.
- Work in partnership with local agencies to prevent and address the incidence of hate, while promoting local and national initiatives, including Stop Hate UK, Crimestoppers and the councils ASB Case Review scheme.

## 3. Introduction

- 3.1 Milton Keynes City Council is committed to ensuring that residents enjoy their right to peace, quiet and security in their own home, noting that everyone has a right to their own chosen lifestyle, providing that this does not have a detrimental impact on the quality of life of others.
- 3.2 It is recognised that hate is a concern for residents and visitors and can impact on health and wellbeing. The council has a duty to act through preventative measures, enforcement and support for victims, witnesses, and colleagues.
- 3.3 This policy defines and outlines the functions being delivered by Housing Neighbourhood Services, in relation to hate within the council's housing stock and in communities in which we manage or own property.
- 3.4 Hate-related reports will be managed in accordance with our Anti-social Behaviour Procedure.
- 3.5 Other instances of hate, including non-housing related reports, falls outside the scope of this policy and will not be managed by Housing Neighbourhood Services, but in exceptional circumstances we will provide specialist advice and guidance to internal and external services.

## 4. Definitions of Hate

- 4.1 Milton Keynes City Council will adopt the definition of hate as follows:

*"A hate incident in any incident which the victim, or anyone else, thinks is based on someone's prejudice towards them because of their race, religion, sexual orientation, disability or transgender".*

- 4.2 While misogyny is not a recognised strand of hate, Milton Keynes City Council will treat reports of misogyny in accordance with this policy. Misogyny is defined as:

*“...hatred or prejudice against women and girls, typically exhibited by men.”.*

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***Hate Crime and Hate Incidents*** – in many instances, a hate incident may also constitute a hate crime. Where the behaviour being reported constitutes a crime, the victim or complainant will be encouraged to report the matter to police in the first instance by calling 999 to ensure an emergency response, if required. However, Milton Keynes City Council will continue to open the case in accordance with our procedures and work with partner agencies to reduce any risks or tensions which exist on a case-by-case basis.

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## 5. Making a Report

- 5.1 Milton Keynes City Council recognises that victims of hate and anti-social behaviour do not access the nationally recognised Victims Code in the way a victim of a crime is entitled to. We also recognise that the impact of hate and anti-social behaviour can be far more severe. For this reason, Milton Keynes City Council has its own **Victims Code** for victims of hate and anti-social behaviour, which can be found in the councils ASB Policy.

- 5.2 For every report of hate, we shall:

- Notify complainants of the Victims Code as soon as the initial report is made.
- Carry out a thorough risk-assessment to obtain specific information from the complainant at first point of contact.
- Allocate your case to a specialist case officer who will contact the complainant within 24 hours (1 business day).
- Agree an Action Plan with the complainant and immediately put in place any safety or support measures, as required.
- Investigate the reports and identify appropriate, robust interventions.
- Maintain regular contact with the complainant.

- 5.3 We will accept hate reports through:

- Our Customer Services Desk on 01908 691691
- Via email at [ASB@milton-keynes.gov.uk](mailto:ASB@milton-keynes.gov.uk)



- By post at our Civic offices at Milton Keynes City Council, 1 Saxon Gate East, Central Milton Keynes, MK9 3EJ
- In-person

5.4 Milton Keynes City Council is aware that hate crime is linked to nationwide under-reporting and will actively encourage residents to come forward with the full trust and confidence that the council will do all it can to reduce any risks and resolve and tensions underpinning hate and hate-related hostility across our communities. We encourage third-party reporting, where necessary, and we will speak to complainants who wish to remain anonymous.

Complainants may also contact:

- Crimestoppers on 0800 555 111 or online at [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)
- Stop Hate UK, who provide an alternative reporting option for people who do not want to report hate incidents to the police or council. Independent support and information are accessible 24 hours a day, 7 days a week. Residents can report online at: [www.stophateuk.org](http://www.stophateuk.org)
- Victim Support-line is a national 24/7 service run by Victim Support, providing confidential emotional support and practical advice to victims. Victim Support can be contacted on: 08 08 16 89 111 or via their website at [www.victimsupport.org.uk](http://www.victimsupport.org.uk)

## 6. Our Promise

6.1 We will:

- Respond to all reports of hate as high priority, ensuring a quick response.
- Provide support and advice to victims and witnesses engaging with our services and making referrals to external agencies where appropriate.
- Adopt a zero-tolerance approach to hate incidents, where behaviours include verbal abuse, aggression, threatening or violent behaviour to any of our residents, staff or contractors.
- Attempt to resolve hate in partnership through prevention and early intervention, making best use of the informal toolkit where possible. Where reports of hate evidences a significant or imminent risk of harm, and where the behaviours cannot be

managed through informal measures, Milton Keynes City Council may have no choice but to consider the wider toolkit to ensure lasting protection for victims and the wider community. This may include, but not limited to, utilising our court powers in respect to injunctions, property closures, and as a last resort, possession proceedings.

- Record, monitor and evaluate hate reports and actions and take into consideration resident feedback to improve and develop the service.
- Support victims of Hate Crime, and where possible, challenge the behaviours of perpetrators alongside and in partnership with other organisations and partners such as Thames Valley police (TVP) and Community Safety colleagues, making onward referrals where required.
- Make onward referrals to statutory and law enforcement agencies where perpetrators are presenting radical and extremist thoughts or behaviours.
- Where appropriate, share information with partner agencies in accordance with GDPR and information sharing principles, to enable us to prevent or resolve tensions in our communities, where individuals are at risk or there is a safeguarding concern.
- Support the key principles for effective case-management in accordance with government recommendations. These can be found at: [www.gov.uk/government/publications/anti-social-behaviour-principles/anti-social-behaviour-principles](https://www.gov.uk/government/publications/anti-social-behaviour-principles/anti-social-behaviour-principles)
- Engage with residents and community groups to maintain healthy relationships and to identify potentially susceptible communities to enable us to respond to any signs of hostility.
- Deal with all cases of hate in accordance with our Equality and Diversity and Safeguarding policies.

## **7. Intervention and Support**

- 7.1 Milton Keynes City Council is committed to tackling hate within its communities and aims to do this through a wide range of preventative methods.



- 7.2 Milton Keynes City Council shall adopt a 'support first' approach, meaning in most cases we will try to influence behaviour change first through informal action such as education and diversion, before resorting to formal action.
- 7.3 Where the threat of harm is severe, or where the impact towards the victims cannot be undone, Milton Keynes City Council may have no choice but to consider formal action, such as injunctions, closure orders and possession proceedings, but where possible this will be combined with approaches to influence behavioural change.
- 7.4 While we accept not all hate crime is linked to extremism and terrorism, it is likely that an act of terrorism will be motivated by hate. We also recognise that many perpetrators of terrorist activity commit less serious hate crimes prior to more serious offending. We will support the councils PREVENT duty by identifying behaviours at risk of serious offending and where necessary they will be referred into the PREVENT pathway where their risks can be managed.
- 7.5 Milton Keynes City Council will work with external partners to support victims and manage serious and persistent offenders of hate.
- 7.6 Where a perpetrator has care and support needs, we shall follow the Vulnerable Adults Pathway:(<https://www.milton-keynes.gov.uk/community-safety-safermk-partnership/community-trigger>) to ensure support measures are considered at the earliest stage.
- 7.7 We shall support victims of hate-related anti-social behaviour who wish to raise a formal Case Review via the statutory process. Information in relation to the process can be found on the Milton Keynes City Council website: <https://www.milton-keynes.gov.uk/community-safety-safermk-partnership/anti-social-behaviour-asb-case-reviews>
- 7.8 Where the statutory threshold for the Case Review has not been met, complainants can access their rights within the Victims Code by requesting an informal case review. This case review is carried out by the ASB Team Leader and gives an opportunity to see whether any further actions are required.

## **8. Publicity and Communications**

- 8.1 Milton Keynes City Council will work closely with the communications team to publicise anti-hate campaigns and enforcement action that has been taken. This will reassure the community, act as a deterrent and inform residents of action that has been taken to address areas of concern.

- 8.2 If in the interests of public safety, the community may be informed of court orders which have been obtained by Milton Keynes City Council through local publicity.

## **9. Reporting and Monitoring**

- 9.1 Regular monitoring of service delivery will be monitored by the ASB Team Leader.
- 9.2 Our service standards will be reported back to the Head of Housing Operations on a quarterly basis. These are:
- 100% of reports of hate are responded to within:
    - 1 business day
  - 100% of complainants contacted every 10 working days.
  - 100% of complainants will be sent or informed of the Victims Code as soon as the initial report is made.
- 9.3 Key Performance Indicators will be reported back to the Head of Housing Operations on a quarterly basis. These are:
- 80% of cases resolved successfully.
  - 70% of complainants were satisfied with the outcome of their case.
  - 70% of complainants were satisfied with the handling of their case.
- 9.4 We will undertake Victim Satisfaction Surveys within 6 weeks of case closure and use this information to improve service delivery.
- 9.5 We will deliver an annual ASB Forum to residents of Milton Keynes, providing feedback of service delivery, satisfaction and a detailed response to hate-related matters in our communities.
- 9.6 We will share data and performance with the ASB Monitoring Group (ASBMG) on a quarterly basis and consider the outcomes of any review carried out by the ASBMG and their recommendations to improve service delivery.

## **10. Consultation and Implementation**

- 10.1 Resident Associations and Resident Forums, including the ASB Monitoring Group, Senior Management Groups and Thames Valley Police have been consulted during the preparation of this policy.

- 10.2 The Head of Housing Operations is responsible for the implementation and monitoring of this policy.
- 10.3 Regular training of staff, case reviews, performance monitoring and reporting will be carried out by the ASB Team Leader.

## **11. Equality and Diversity**

- 11.1 Milton Keynes City Council will ensure that in delivering our services we continue to be inclusive and representative. We will ensure that this is achieved through the delivery of our Equality and Diversity Policy.
- 11.2 Milton Keynes City Council will ensure that the Policy is widely available at Civic Building and on the website. The Policy can be made available in large print, Braille or on audio tape, upon request. Translations into other languages will also be available.
- 11.3 This policy will be applied to all residents regardless of age, disability, gender reassignment, marriage and civil partner status, pregnancy and maternity, race, religion and belief, sex and sexual orientation.
- 11.4 Milton Keynes City Council will not unlawfully discriminate, harass or victimise any person in the delivery of this policy.
- 11.5 We will carry out an Equality Impact and Proportionality Assessment before deciding on and proceeding with legal action.

## **12. Review**

- 12.1 We will formally review this policy every 3 years unless changes in legislation, regulation or best practice require an earlier review.

## **13. Compliance**

- 13.1 In the context of meeting the aims of this policy, we will comply with the regulatory requirements and continuously self-assess the services we provide against the consumer standards as introduced by the Social Housing (Regulation) Act 2023. The consumer standards which are relevant to this policy are:
- The Neighbourhood and Community Standard

- The Transparency, Influence and Accountability Standard

13.2 The following summarises the legislation that informs the management of hate-related incidents and hate crime:

- Anti-Social Behaviour Act 2003
- Anti-Social Behaviour, Crime and Policing Act 2014
- Care Act 2014
- Crime and Disorder Act 1998
- Data Protection Act 1998 (as amended)
- General Data Protection Regulations 2018
- Equality Act 2010
- Environmental Protection Act 1990
- Housing (Homeless Persons) Act 1977
- Homeless Act 2002
- Homelessness Reduction Act 2017
- Housing Act 1985
- Housing Act 1988
- Housing Act 1996
- Housing Act 1998
- Localism Act 2011
- Social Housing (Regulation) Act 2023

15.3 We will share information with partner agencies in accordance with information sharing protocols made under Section 115 of the Crime and Disorder Act 1998 and data protection legislation, for the purposes of preventing, detecting, and tackling hate and anti-social behaviour in Milton Keynes.

15.4 The following policies and procedures which should be read alongside this policy, include:

- Anti-Social Behaviour Policy
- Anti-Social Behaviour Procedure
- Domestic Abuse Policy
- Equality and Diversity Policy
- Hate Policy
- Police Initiated Management Move (PIMM) Policy
- Safeguarding Policy

