

Hate Crime Policy

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1 Aims

1. Jigsaw Homes Group is committed to creating safe, inclusive, and respectful communities. This policy outlines our approach to identifying, responding to, and preventing hate crime and hate incidents across our neighbourhoods. It complements our Anti-Social Behaviour (ASB) Policy and supports our obligations under the Regulator of Social Housing's Neighbourhood and Community Standard.

2 Scope

2. This policy applies to all customers of the Group's landlords which are:
3. • Jigsaw Homes Midlands
4. • Jigsaw Homes North
5. • Jigsaw Homes Tameside
6. • Jigsaw Support
7. This includes leaseholders and those in shared ownership and rent to buy properties

3 Policy Statement

8. Jigsaw Homes Group will:
 - Treat all reports of hate crime and hate incidents seriously and sensitively.
 - Investigate all allegations, taking a victim-led approach, if the person affected perceives the incident as motivated by hate, it will be treated as such.
 - Encourage reporters to report hate crime to the police and cooperate fully with investigations.
 - Provide support to victims, including safeguarding referrals, tenancy sustainment, and access to specialist services.
 - Work in partnership with agencies such as the police, local authorities, and community organisations to tackle hate crime.
9. Jigsaw's approach is consistent with sector best practice, recognising the unique impact of hate crime and ensuring a structured, multi-agency response.

3.1. Definition

10. We adopt the definition of hate crime used by the Police and Crown Prosecution Service:

“Any criminal offence which is perceived by the victim or any other person to be motivated by hostility or prejudice based on a person’s race, religion, disability, sexual orientation, or transgender identity.”

We also recognise hate incidents, which may not meet the threshold of a criminal offence but still cause harm or distress due to perceived prejudice.

3.2. Approach

11. Jigsaw is committed to responding early to reports and agreeing action plans jointly with customers on how their complaint will be dealt with. This action plan will include timescales and agreed actions for both Jigsaw and our customer.
12. Any action plan will then be provided to the customer, either by email or letter. We will provide support to complainants as outlined in the policy.
13. We will investigate any reports as fully as possible, without pre-conceptions as to the outcome. Where necessary we will seek ways of independently corroborating or refuting allegations by interviewing other witnesses/local neighbours; using sound recording equipment/applications and requesting information from other agencies etc.
14. Wherever possible, we will contact the reported party to discuss reports while maintaining the confidentiality of the complainant. It is important that those who are the subject of reports are given the opportunity to explain their actions and improve/rectify their behaviour.
15. Jigsaw will expect the reporter to provide an honest account of the issues, maintain confidentiality and the integrity of any investigation. If maliciousness motivates a report, action may be taken against the reporter.
16. Customers can report hate incidents anonymously by calling our contact centre, if they are in fear of repercussions. The lack of an identified individual, however, may affect what action can be taken for legal purposes.
17. Jigsaw is committed to getting services right first time and ensuring that we accept responsibility and accountability when this does not happen. If the customer, or the reported party are unhappy with the service they have received, they can make a formal complaint in accordance with our Complaints Policy. Details of which are on our website <https://www.jigsawhomes.org.uk/information-article/complaints/>

Prevention and Early Intervention

18. We are committed to promoting awareness of hate crime and encouraging reporting through a range of accessible channels. All staff will receive training to recognise and respond appropriately to hate incidents. Our tenancy agreements will clearly outline behavioural expectations. We will also actively participate in community cohesion initiatives and provide targeted support to vulnerable groups.

Support for Victims

19. Jigsaw recognises that victims of hate crime may experience trauma, isolation, and fear. At the outset of each case, we will conduct a vulnerability assessment to identify individual needs. Tailored support will be offered, including support with security, emotional support and advice, signposting to specialist agencies, and taking action against perpetrators such as issuing notices or pursuing eviction in serious cases. Victims will be kept informed throughout the investigation and resolution process to ensure transparency and reassurance.
20. Customers concerned about being identified as a result of making a report can do so confidentially.

Enforcement

21. Where appropriate, Jigsaw may take enforcement action including:
 - Formal warnings
 - Civil injunctions
 - Possession proceedings
 - Provide evidence for partnership enforcement (e.g. Community Protection Notices, Criminal Behaviour Orders)

How to Report Concerns

22. Jigsaw customers can report incidents of hate crime in several ways:
 - By telephone
 - By email to info@jigsawhomes.org.uk
 - Online via the customer portals on our website
 - In person at any of our offices during office hours
 - By writing to us at our Head Office.
23. In accordance with the Customer Contact Strategy, these options will be subject to change based on how our services are delivered in future and the opportunities provided by new technology. The most up to date contact details are available on our website <https://www.jigsawhomes.org.uk/get-in-touch/>
24. Customers are advised that in an emergency where there is risk to their safety or the safety of others, they should contact the police in the first instance.

3.3. Service Adjustments

- 25. We will consider the diverse needs of our tenants in considering how tenants report hate crime and incidents to us and eliminate any barriers to reporting such incidents. Our website is available in all major languages as is any written correspondence.
- 26. Customers can visit our offices in person to speak to a member of staff and raise reports if this is more suitable for their needs.
- 27. Customers can opt to be supported by a representative or advocate in interactions about any incidents' providing consent has been given.

4 Partnership Working

- 28. We work collaboratively with police, local authorities, victim support services, and community organisations. We participate in information sharing protocols and are involved in Community Safety Partnerships.

5 Health and Safety

- 29. The health and Safety of our customer is of paramount importance, and we will seek to keep our customers safe, if they choose to make a report of a hate crime. If threats of violence or actual violence are committed, we will consider the use of Civil Injunctions, including those with a power of arrest attached, contact the Police for support and offer target hardening to secure the home where appropriate.

6 Publicity and Promotion

- 30. Jigsaw is committed to ensuring tenants are aware of their rights, responsibilities, and available support by actively promoting the Hate Crime Policy. This includes making the policy accessible and available via our website. Clear communication supports regulatory compliance, fosters trust, and empowers tenants to sustain their tenancies and engage with services effectively.

7 Monitoring and Delivery

- 31. Jigsaw will monitor customer satisfaction of hate crime incidents through its anti-social behaviour service. The Group has set a Key Performance Indicator of achieving 80% satisfaction in the way the case has been handled each quarter.
- 32. Any dissatisfaction with our service will be reviewed by managers and where appropriate improvements will be made to service delivery.
- 33. The number of Hate crime incidents will be reported to Group Board every quarter.

34. We will use feedback from ASB case reviews and Housing Ombudsman decisions to inform service improvements.
35. All staff are responsible for recognising and responding to hate crime. Managers oversee case management and ensure appropriate support and enforcement. Governance teams monitor policy implementation and performance.

8 Legislation and Regulation

- Section 218A (3) to (6) of Housing Act 1996 -relating to the requirement to publish a statement of anti-social behaviour policy and procedure; the review of the statement and how it must be available to the public
- Housing Act 1985 (as amended)
- Housing Act 1988 (as amended)
- Anti-Social Behaviour, Crime and Policing Act 2014 (Parts 1-6)
- Home Office Statutory Guidance for frontline professionals in relation to the above act (updated December 2017)
- Ministry of Justice Pre-Action Protocol for Possession Claims by Social Landlords
- Human Rights Act 1988
- Protection from Harassment Act 1997
- Racial and Religious Hatred Act 2006.
- Equality Act 2010
- HCA Neighbourhood and Community Standard (April 2012).
- Tenancy Standard
- Safety & Quality Standard.
- Crime and Policing Bill 2025
- Renters Reform Bill 2025

9 Related Policies and Procedures

- Customer Contact Strategy
- Safeguarding Children and Adults Policy and Procedures
- Domestic Abuse Policy
- Data Protection Policy
- Complaints Policy

- Unreasonable Behaviour Policy (towards Jigsaw representatives)
- Service Adjustments Policy
- Allocations Policy
- Tenancy Policy
- ASB Policy

10 Glossary

36. Victim - includes any person affected by the anti-social behaviour
37. Witness - refers to any person who has seen or heard the anti-social behaviour complained about. It also includes individuals providing evidence in support of legal action
38. Reporter - is the person who is making a complaint report
39. Reported party- is the person who the complaint report is about.

11 Document Control

Responsible Officer/s:	Donna Kelly, Group Director of Neighbourhoods and Support
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Creating homes. Building lives.

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