

REPORT TO EXECUTIVE

Date of Meeting: 16 December 2025

REPORT TO COUNCIL

Date of Meeting: 13 January 2025

Report of: Strategic Director People and Communities

Title: Exeter City Council Housing Services Hate Crime Policy

Is this a Key Decision?

No

Is this an Executive or Council Function?

Council

1. What is the report about?

1.1 The report summarises the revised Housing Services Hate Crime Policy It is proposed that the Policy 2026-2031 adopted and implemented. A copy of the Policy document is appended.

2. Recommendations:

2.1 That Executive recommends that Council approve the adoption of the new Hate Crime Policy for the period 2026-2031.

3. Reasons for the recommendation:

3.1 Members will recall the introduction of a Housing Anti-Social Behaviour Policy in November 2024. This additional policy has been developed to address hate crimes and hate incidents within our Council housing communities.

3.2 In its 'Learning from severe maladministration report – November 2024'¹ the Housing Ombudsman recommends that landlords take firm actions and have policies that can deal with hate crime in a robust and timely manner. This policy is designed to comply with this recommendation.

4. What are the resource implications including non-financial resources:

4.1 Fortunately, the number of hate incidences recorded in recent years has been very low, but there is a requirement to monitor these and report them through the Electronic Local Authority Housing Statistics (ELAHS) data return. Housing Officers will deal with these as part of their anti-social behaviour cases.

5. Section 151 Officer comments:

5.1 There are no financial implications contained in this report.

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6. What are the legal aspects?

6.1 Members approved the Exeter City Council Housing Services Anti-Social Behaviour Strategy and Policy in December 2024. The ASB policy complies with the Anti-Social Behaviour, Crime and Policing Act 2014. Members will note the purpose of the Residents' Hate Crime Policy is to address the issues raised in the Housing Ombudsman's report - Learning from Severe Maladministration Report – November 2024', particularly the sections of the report concerning hate crime in council-owned properties.

7. Monitoring Officer's comments:

7.1 Members will note that this report sets out the reasons for the proposal to adopt a specific policy concerning 'hate crime'. The Monitoring Officer has no additional comments.

8. Equality Act 2010 (The Act)

8.1 In recommending this proposal potential impact has been identified on people with protected characteristics as determined by the Act and an Equality Impact Assessment has been included in the background papers for Member's attention.

9. Carbon Footprint (Environmental) Implications:

9.1 No direct carbon/environmental impacts arising from the recommendations.

10. Report details:

10.1 This policy aims to provide clear guidelines for managing reports of hate crimes and incidents within our homes and estates, ensuring a victim-centred approach and reinforcing the Council's commitment to zero tolerance towards hate crimes.

10.2 It defines hate incidents and hate crimes, outlines the responsibilities of staff in reporting and recording these incidents, and emphasises the importance of supporting victims and witnesses. The policy also highlights the need for a multi-agency approach to effectively tackle hate crimes.

10.3 The police and the Crown Prosecution Service (CPS) have agreed the following definition for identifying and flagging hate crimes:

'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 disability or perceived disability; race or perceived race; or religion or perceived religion; or sexual orientation or perceived sexual orientation or transgender identity or perceived transgender identity.'³ (and for the purposes of this policy a person who identifies as nonbinary).

There is no legal definition of hostility so the CPS use the everyday understanding of the word which includes ill-will, spite, contempt, prejudice, unfriendliness, antagonism, resentment and dislike.'

10.4 Hate incidents are non-criminal actions perceived to be motivated by similar prejudices. The policy categorises hate crimes and incidents as Category 1 anti-social behaviour offences, requiring a response within 24 hours.

10.5 The policy includes references to the procedure for dealing with reports of hate incidence and hate crimes. reinforces outlines the following steps for implementation:

10.6 This policy was reported to our Tenants' Voice Group and reported to the Council Housing and Development Advisory Board (CHADAB) in June 2025.

10.7 It has also been taken to the Senior Management Board for their review.

10.8 As it is purely departmental and follows the guidelines as set out by the Housing Ombudsman and the Regulator for Social Housing, it is not a requirement for this policy that further, public consultation is necessary.

11. How does the decision contribute to the Council's Corporate Plan?

11.1 The delivery of this strategy will contribute to the Council's Corporate Plan, in particular the Intended Outcomes include:

People: *'A safe and thriving city....we will address anti-social behaviour'*

12. What risks are there and how can they be reduced?

12.1 There are reputational risks in not having an up-to-date Hate Crime Policy; with the introduction of more stringent regulation any inspection of the housing service by the Regulator of Social Housing would include a review of our policies and strategies to ensure they are fit for purpose.

13. Are there any other options?

13.1 There are no alternatives to the adoption of this policy as it is one of the 'required outcomes' within the Neighbourhood and Community Standard (part of the Regulator of Social Housing's Consumer Standards which came into force on 1st April 2024) which state:

'1.3 Anti-social behaviour and hate incidents

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.

2.2 Anti-social behaviour and hate incidents

2.2.1 Registered providers must have a policy on how they work with relevant organisations to deter and tackle ASB in the neighbourhoods where they provide social housing.

2.2.2 Registered providers must clearly set out their approach for how they deter and tackle hate incidents in neighbourhoods where they provide social housing.

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Local Government (Access to Information) Act 1972 (as amended)

Background papers used in compiling this report:-

1. [Learning from severe maladministration report – November 2024](#)
2. [Neighbourhood and Community Standard - GOV.UK](#)

List of Appendices:

- Housing Residents Hate Crime Policy
- EQIA