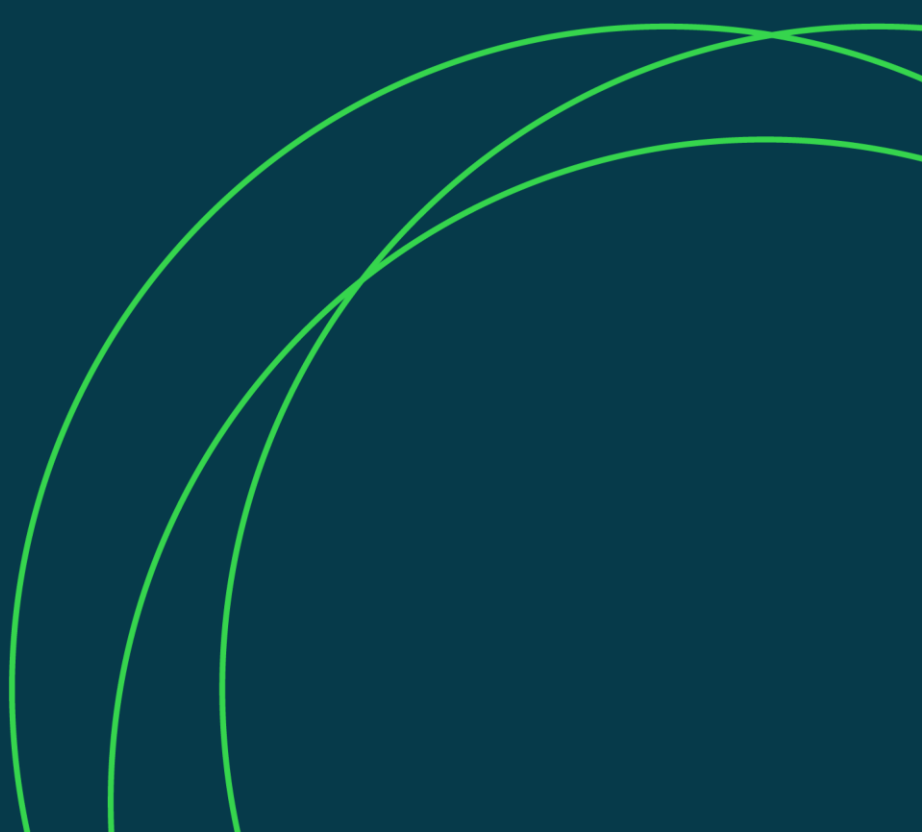




Sparrow
Shared Ownership

Harassment and Hate Crime Policy

CODE: AMH 20.0
VERSION: 1.5
CREATED: December 2022
REVIEW: May 2026
AUTHOR(S): Community Safety Manager



Harassment and Hate Crime Policy

1. Our policy statement

- 1.1. Sage Homes recognises that harassment and hate incidents/crimes have a detrimental impact on communities and believes no one should have to live in fear.
- 1.2. We take a zero-tolerance approach to behaviour that harms others, and are committed to building safer, stronger, and inclusive communities which celebrate equality, diversity, and inclusion, where nobody experiences discrimination or disadvantages because of their individual characteristics.
- 1.3. We are dedicated to working in partnership with customers and relevant agencies, including the Police, to challenge these issues. Our trained staff will always support our communities in coming forward to make reports of harassment or hate incidents/crimes and treat reports seriously.
- 1.4. Our customers, staff and any third parties can be sure that when they report a harassment or hate incident/crime we will take positive, appropriate, and direct action. We follow a robust, victim-centred approach considering individual needs and provide ongoing support.
- 1.5. We will take a risk-based approach, identifying the appropriate speed and severity of action required.
- 1.6. We will publicise our approach to harassment and hate incidents/crimes through a range of media, accepting reports through any available form of communication and communicate clearly with victims throughout the process.
- 1.7. We will work in a reflective way to improve the service we offer using the information on cases across our homes, the success of our actions, and the satisfaction levels of both victims and witnesses.
- 1.8. This policy has been developed in line with:
 - [European Convention on Human Rights](#)
 - [Care Act 2014](#)
 - [Anti-social Behaviour Crime and Policing Act 2014](#)
 - [Protection of Freedom Act 2012](#)
 - [Autism Act 2009](#)
 - [Racial and Religious Hatred Act 2006](#)
 - [Mental Capacity Act 2005](#)
 - [Civil Partnership Act 2004](#)
 - [Domestic Violence, Crime and Victims Act 2004](#)
 - [Criminal Justice Act 2003](#)

- [Anti-social Behaviour Act 2003](#)
- [Crime and Disorder Act 1998](#)
- [Human Rights Act 1998](#)
- [Protection from Harassment Act 1997](#)
- [Public Order Act 1986](#)
- [Housing Act 1985, 1988, 1996 and 2004](#)

2. The scope of this policy

- 2.1. This policy applies to all homes managed directly by Sage Homes or anyone acting on our behalf.
- 2.2. This policy applies to all of Sage Homes' tenancy types, including general needs social housing tenancies, and shared ownership homes.
- 2.3. This policy applies to any harassment or hate incident/crime affecting our customers, communities, staff, or anyone acting on our behalf.
- 2.4. When hate incidents become criminal offences, they are known as hate crimes.
- 2.5. A hate crime is defined as any criminal offence that is motivated by hostility and prejudice towards a person's identity or perceived identity. The law recognises five types of hate crime based on: race, religion, disability, sexual orientation, and transgender identity.
- 2.6. Sage Homes recognises the following definition for identifying and flagging hate incidents and crimes and applying our victim-centred approach:
'Any crime or incident 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 any other protected characteristic or perception of that characteristic.'

3. Equality and diversity

- 3.1. Sage is committed to make sure all services are accessible to all our residents. Our staff will be trained to communicate appropriately with you, and they have the relevant information and access to translation services to make sure they fully understand you.
- 3.2. This policy will be applied in a way which makes sure we treat all customers with fairness and respect. We recognise our duty to advance equality of opportunity and prevent discrimination or victimisation on the grounds of age, sex, sexual orientation, disability, race, religion or belief, gender re-assignment, pregnancy and maternity, marriage and civil partnership and any other defined within the Equality Act 2010.
- 3.3. On request we will provide translations of all our documents, policies and procedures in various languages and formats including braille and large print. Our website also has accessibility tools allowing you to personalise each web page to make it easier to read and to download content as audio files.

4. Delivery of this policy

- 4.1. This policy should be read alongside:
- Domestic Abuse Policy
 - Antisocial Behaviour Policy
 - Safeguarding Children, Young Persons and Adults Policy.
- 4.2. The delivery of this policy including training, guidance and support required by staff for implementation of this policy will be provided by the Community Safety Team.

5. Policy review

- 5.1. We will review this policy at least every three years to make sure it remains relevant and accurate unless:
- Legislation/regulation or industry changes require otherwise, making sure that it continues to meet our aims and industry best practice
 - We identify a need for policy changes as a result of customer and stakeholder feedback, complaints, or findings from any independent organisations.

VERSION	CHECKED BY	AMENDMENTS	APPROVED AT/BY	DATE OF APPROVAL	PUBLISHED BY	DATE OF REVIEW
1.5	Head of Resident Services	Strategic review and update to corporate template	Leadership Team	May 23	Community Safety Manager	May 26