



# How Council Housing deals with Hate Incidents



**Have your say on the Council Housing team's draft Hate Incident plan**



**An easy read version of the survey about the new plan**

# What is a hate incident?



A hate incident is any bad thing that is done towards someone because of something about their identity.



For example, acting hatefully because of their race, religion, sexual orientation, disability or because they are transgender.



Hate incidents are like hate crimes, but they are bad things that are not as serious as a crime. Some examples of hate incidents are:



- Verbal abuse, like calling someone names or making offensive jokes.



- Harassment, bullying or intimidation.



- Harming or damaging your home or things, like your backyard, car, or even your pet.

## About the draft plan



The draft plan is a guide that explains how the Council Housing team responds to hate incidents that happen to people. It will work alongside the 'Anti Social Behaviour Policy' that is already online.



The draft plan is for everybody who is a tenant or leaseholder of a Council home, as well as people who are living in a 'Seaside Home' or Temporary Accommodation.



You might want to read the draft plan before you answer this survey, but you don't have to.



You can use this link here to read the draft plan online: [Tenancy management - Hate incident policy \(brighton-hove.gov.uk\)](https://www.brighton-hove.gov.uk/tenancy-management-hate-incident-policy).



We want to hear your feedback on the draft plan. After we have listened and learned from all the feedback, we will launch the Hate Incident plan in the summer of 2025.



If you need any help call 01273 293 030

## Completing this survey



You can complete this survey in paper. Call Housing Customer Services on 01273 293030 or email [housing.customerservices@brighton-hove.gov.uk](mailto:housing.customerservices@brighton-hove.gov.uk)



Or you can do this survey online. You can use this link: [yourvoice.brighton-hove.gov.uk/projects/draft-hate-incident-policy-housing](https://yourvoice.brighton-hove.gov.uk/projects/draft-hate-incident-policy-housing)



You have until Monday 2 December 2024 to complete this survey.



Please post your paper copies to:

Housing Hate Incident Policy Consultation,  
Performance & Improvement Team  
Housing Centre; Unit 1, Fairway Trading  
Estate; Eastergate Road  
Brighton, BN2 4QL



We will always keep your information and responses anonymous, private, and safe. you can learn how we do that online here: [How we collect, store, and protect your data](#)



If you need any help call 01273 293 030

# Supporting people: We want to make sure that victims of hate incidents feel supported

Here are the things we plan to do to achieve this goal:

## 2 days

Meet with the victim within 2 **working days**, at whichever location they choose to meet.



A **working day** means the days that most people work on. For example, Monday through to Friday, but not the weekends or public holidays.



Help victims to access support from other organisations, like Victim Support.



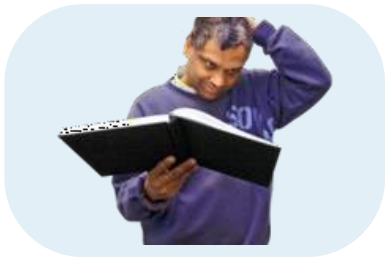
Make sure victims know about the Hate Incident plan so they understand what their rights are.



Give victims a named point of contact for their case, usually a Housing Officer or Scheme Manager.



Provide support and assistance whether or not the victim has reported the hate incident to the police.



Making sure victims know how and where to report hate incidents if any more happen in future.



Checking in on the victim and how they are feeling in a way that suits them, and as regularly as they choose.



If the hate incident goes to court, supporting the victim to make the court process less scary:

- make visits to the court before a hearing to get familiar with the environment
- talk through the court processes
- apply for reasonable adjustments in court, like having a screen to hide them from the defendant if they have to give evidence, or allowing them to give evidence from a different room so they don't have to see the defendant at all



Arrange for extra security measures at the house, like new locks.

**Supporting people: Do you agree that the things we have suggested above will make sure that victims of hate incidents feel supported?**



Please circle 1 answer below.



**Strongly agree**



**Agree**



**Do not agree or disagree**



**Disagree**



**Strongly disagree**



**Not sure?**

**Supporting people: Is there anything else you think we should offer to make victims of hate incidents feel supported? Or do you have any further comments about this topic?**



Please write your answer below

A large, empty white rectangular area intended for the user to write their answer to the question above.

## Reporting hate incidents



Here is the webpage that tells you how to report a hate incident (and / or anti-social behaviour) to the Council:



[Tenancy management - draft hate incident policy \(brighton-hove.gov.uk\)](https://www.brighton-hove.gov.uk/tenancy-management-draft-hate-incident-policy)

## Reporting hate incidents: Do you agree that it is clear how to report a hate incident to the Council?



Please circle 1 answer below.



**Strongly agree**



**Agree**



**Do not agree or disagree**



**Disagree**



**Strongly disagree**



**Not sure?**

**Reporting hate incidents: Is there anything else we can do to make reporting hate incidents to the Council easier?**



Please write your answer below

A large, empty white rectangular area intended for writing an answer to the question above.

## Keeping victims updated: We want to make sure that victims are kept updated about their case

### Here are the things we plan to do to achieve this goal:



Make sure that the victim knows what we will do in response to the hate crime they reported, and how long we think it will take.



We will also make sure that the victim understands why we are doing those things.



Making regular contact with the victim about the case and to check in on how they are feeling in a way that suits them, as regularly as they choose.

**Closed**

We will do this until the case is closed.



Arrange for a person at the Council to lead the case and keep everyone updated. As well as make sure the Council is doing the right things when there are several cases of hate incidents in the same area.

**Keeping victims updated: Do you agree that the things we have suggested above will keep victims updated?**



Please circle 1 answer below.



**Strongly agree**



**Agree**



**Do not agree or disagree**



**Disagree**



**Strongly disagree**



**Not sure?**

**Keeping victims updated: Is there anything else we can do to keep victims updated?**



Please write below

A large, empty white rectangular area intended for writing responses to the question above.

## Taking action in response to hate incidents



You do not need to read the draft plan to answer this question, but you can if you want to.



Here is the link to the draft plan section on taking action:



[Tenancy management - Hate incident policy \(brighton-hove.gov.uk\)](https://www.brighton-hove.gov.uk/tenancy-management-hate-incident-policy)

**Taking action in response to hate incidents: Do you think the Council is doing enough to tell people what actions it can take in response to hate incidents?**



Please circle 1 answer below.



**Yes**



**No**

**!** If you answered 'Yes' on the page before (page 13), you can skip this question.

**Taking action in response to hate incidents: Can you tell us more about how you think we could improve what we do right now?**



Please write below

A large, empty white rectangular box intended for the user to write their response to the question above.

**General comments: Is there anything else that we should think about when we write the final hate incident plan?**



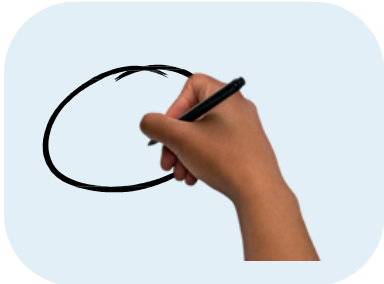
Please write below

A large, empty white rectangular area intended for writing responses to the question above.



**!** This question is only for people who have had to report a hate incident to Council Housing. This is a chance to share your experience and feedback.

**Your experience: If you have ever reported a hate incident to the Council Housing team, would you like to give us feedback on how it went?**



Please circle 1 answer below.

 **Yes**

 **No**

**!** If you answered 'Yes' you are willing to share your feedback, please tick the way you would like to give that feedback below, and fill in your contact details.

**Name:**

**Phone:**

**Email:**

## Collecting information about you



You do not need to answer these questions if you don't want to. We collect this information to make our services work better. If you do answer, we will keep your information anonymous, private, and safe: [How we collect, store, and protect your data](#)



Do you live in Brighton & Hove?

Please tick yes or no:

Yes     No     Prefer not to say



What type of housing do you live in?

This could be private housing that you rent or own, council housing, temporary or emergency housing (including Seaside Homes), a traveller site or a care home.

Prefer not to say



How old are you?

Prefer not to say



What is your gender? This could be female, male, non-binary, prefer not to say or anything else.

Prefer not to say



Is your gender the same as it was when you were born, or has it changed?

Prefer not to say



What is your religion?

Please tick which ones apply to you, or write in the box below:

I do not have a religion

Buddhist

Pagan

Christian

Sikh

Hindu

Agnostic

Jain

Atheist

Jewish

Prefer not to say

Muslim

Any other group:

Which ethnic group do you or your family come from?

Please tick which ones apply to you, or write in the box:



Arab  Mixed: Asian and White

Asian: Bangladeshi  Mixed: Asian and Black



Asian: Indian  Mixed: Other

Asian: Pakistani  White: British / English  
Northern Irish / Scottish

Asian: Chinese  Welsh



Asian: Other  White: Irish

Black: African  White: Gypsy or Irish  
Traveller

Black: Caribbean  White: Other



Black: Other  Prefer not to say

Any other ethnic group:



Do you need an interpreter to use Council services? Please write the language you use.

Prefer not to say

Who are you attracted to? (Your sexual orientation)

Please circle your answer, or write in the box:



Men



Women



Both



None

Any other sexuality:



Prefer not to say



Do you have any of the following health problems or disabilities?



Please tick all of the ones that apply to you:



Physical disability



Hearing or seeing difficulty ( including deaf or blind)



Learning disability



Long term illness



Mental health problem



Autism



Prefer not to say



Do you have any other long-term health problems or disabilities?

Prefer not to say

**Thank you for answering this survey**



Please post your answers to:

Housing Hate Incident Policy Consultation,  
Performance & Improvement Team  
Housing Centre  
Unit 1, Fairway Trading Estate  
Eastergate Road  
Brighton  
BN2 4QL