

		<b>Monitoring of Hate Incidents Policy 2025-2028</b>			
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## **INTRODUCTION**

1. This policy sets out the Council's position in relation to the internal monitoring of 'hate incidents' either witnessed by or reported to staff. It also summarises the hate incident monitoring process put in place to ensure compliance with the policy. There are a number of Council policies in place that may be relevant when managing the consequences of hate incidents including the Disciplinary Policy, Dignity and respect at Work Policy, Grievance Policy, Whistleblowing Policy, Incident management procedure and the Corporate Complaints Policy.
2. The Police should always be notified immediately if it is suspected that a crime has been committed.

## **SCOPE**

3. This policy applies to all Council staff. Schools are responsible for putting individual policies in place to address hate incidents. Companies delivering public functions on behalf of the Council must have policies in place to ensure they comply with the Public Sector Equality Duty. Members may also wish to use this mechanism to report incidents or they may wish to report concerns directly to the Monitoring Officer.
4. Members of the public have a separate process via Middlesbrough's Neighbourhood Safety and the Strategic Cohesion and Migration Manager or the Police and can report crime via the Middlesbrough website [Anti-social behaviour | Middlesbrough Council](#). Support services are listed in addition in Appendix A.

## **POLICY STATEMENT**

5. The Council actively promotes good relations between all groups and is committed to taking all necessary steps to eliminate hate incidents within the town. It aims to achieve this by ensuring that all hate incidents witnessed by, or reported to, staff are properly recorded and dealt with appropriately.
6. The Equality Act 2010 requires that the Council is able to demonstrate it has due regard to the need to eliminate discrimination, harassment and victimisation by tackling prejudice against each of the characteristics that must be protected under the public sector single equality duty, namely:
  - Age
  - Disability
  - Race
  - Religion or belief
  - Sex
  - Sexual orientation
  - Gender reassignment/identity
  - Pregnancy and maternity.

## **WHAT IS A HATE INCIDENT?**

7. A hate incident is defined by the National Police Chiefs Council as "any incident which may or may not constitute a criminal offence that is perceived by the victim, or any other person, as being motivated by prejudice or hate". It is wider than a hate crime, which is a criminal act that has been motivated by hate or prejudice. Hate incidents can take many forms, e.g. verbal abuse of a staff member that includes racist insults.

## **ROLES AND RESPONSIBILITIES**

8. Staff are responsible for ensuring that they report any incident, which they may witness or experience, to ensure the Council is able to take appropriate action.

9. All staff must understand the Council's position on equality and diversity (this is signposted on the staff intranet page and with e-learning training). Behaviours and competencies expectations for all employees are set out within the Middlesbrough Employee Framework.
10. Health and Safety are responsible for reporting incidents to the Chief Executive and other relevant Directorates where appropriate.

## **RECORDING AND FOLLOWING UP ARRANGEMENTS**

11. Officers wishing to report a hate incident should contact their line management to place the report onto My Compliance. The information required when reporting an incident is detailed within the incident management procedure and is available online within My Compliance. The Council's policies including those set out in paragraph 1 will be applied as required. Information may be shared with partners, subject to data protection requirements.
12. Health and Safety will report incidents to the Chief Executive and the Leadership Management Team on a quarterly basis.

## **REVIEW FREQUENCY**

13. The policy will be reviewed every three years unless there is a change in legislation or there is concern that the policy is no longer fit for purpose, in which case it will be revised earlier.

## **CONTACTS FOR SUPPORT AND ADVICE**

14. Internally if you require further advice please contact the Health and Safety Team.
15. You can report a hate crime/incident in a number of ways:
  - At a Police Station
  - By telephoning the Police either on 101 or 999 if it is an emergency.
  - At a 3rd party reporting centre if you prefer to speak to someone who is not a police officer. Each centre has trained staff who can advise you about what to do next. <https://www.cleveland.pcc.police.uk/how-can-we-help/problems/hate-crime/>
  - Or online, please see the link here [Report hate crime | Police.uk \(www.police.uk\)](https://www.police.uk)
  - You can also report a hate crime to the Strategic Cohesion and Migration Manager.
16. Support services and agencies available in the local area are also listed in Appendix A

**VICTIM CARE AND ADVICE SERVICE:** A general service that provides free, confidential advice and support for victims of crime and/or severe ASB. This is the main local “victim support” service and deals with victims of all kinds of crime/ASB, including Hate Crime.  
(<https://vcas.uk/>)

**HART GABLES:** This is a support service for LGBTQ+ people.  
(<http://www.hartgables.org.uk/>)

**HALO PROJECT:** The Halo Project was established in 2011 in response to a gap in service provision, for Black and Minoritised women and girls experiencing or at risk of domestic and sexual abuse and violence.  
(<https://www.haloproject.org.uk/>)

**CLEVELAND TRANS AWARE:** Trans Aware provides advocacy and support to those who identify on the Transgender Spectrum. We also provide information and advice for the general public to better understand how to support Transgender & Non-Binary identities.  
(<http://search3.openobjects.com/kb5/middlesbrough/fsd/service.page?id=F9R3cWivfTo>)

**MY SISTER’S PLACE:** Support for women experiencing or at risk of domestic violence.  
(<https://mysistersplace.org.uk/>)

