



Standard Operating Procedure (SOP)

Hate Crime/Incident

Response

1. Purpose

To establish a consistent and effective process for responding to reports of hate crimes or hate-related incidents, ensuring victim safety, timely intervention and appropriate enforcement.

2. Scope

This SOP applies to all Council Officers who are responsible for managing reports of hate crimes/incidents. It also outlines coordination with partner agencies such as police, housing providers and victim support organisations.

3. Definitions

- Hate Crime: A criminal offence motivated by hostility or prejudice based on race, religion, sexual orientation, disability, or transgender identity.
- Hate Incident: A non-criminal act perceived by the victim or others as motivated by prejudice or hostility.
- RAM (Risk Assessment Matrix): A tool used to evaluate harm, vulnerability, and urgency.

4. Responsibilities

Council Officer:

- Initial contact with reporter.
- Conduct RAM assessment.
- Provide support and signposting.
- Liaise with police and partner agencies.

Police:

- Investigate criminal elements.
- Implement safety measures and enforcement actions.

Partner Agencies:

- Provide housing, safeguarding and victim support services.

5. Procedure

5.1 Initial Response

- Classify all hate crime/incidents as High Harm Level Category.
- Contact the reporting person within 24 hours of receiving the report.
- Conduct a RAM assessment to evaluate harm, vulnerability, and urgency.
- Confirm whether the incident has been reported to police.
- If criminal activity suspected → advise immediate police notification.
- If reporter unable to notify police → Officer may report with consent.
- Provide information about Victim Support (if not already offered by police).
- Confirm consent for sharing information with partner agencies.
- If serious harm risk exists → safeguarding duties override consent. Inform reporter of this exception.

5.2 Action Plan

- Issue Log Sheets and provide guidance on completion.
- Maintain regular updates with the reporting person.
- Offer ongoing support and signposting to specialist organisations such as:
 - Stop Hate UK – stophateuk.org
 - Tell MAMA – tellmamauk.org
 - Community Security Trust – cst.org.uk
 - Galop – galop.org.uk
 - Victim Support - Norfolk & Suffolk Victim Care
- Advise on preserving evidence (e.g., CCTV) and the importance of this in relation to a criminal investigation being progressed with.
- Record all reports on NEC system.
- Notify police, ideally the ward officer, to arrange safety measures and agree on further actions.
- Conduct regular follow-ups with police to monitor investigation progress.

5.3 Enforcement / Resolution

Consider the following options:

- Warnings or Acceptable Behaviour Contracts (ABC).
- Support police action or civil enforcement (e.g., ASB injunctions).
- Tenancy enforcement if perpetrator is a Council tenant or household member.
- Mediation if safe, appropriate and with reporter's consent.

6. Documentation

- All reports must be logged in the NEC system.
- RAM assessments and enforcement actions must be documented and retained for audit purposes.

Quick Reference Guide

1. Initial Response

- ✓ Classify as High Harm Level Category (Council ASB Team manages).
- ✓ Contact reporter within 24 hours.
- ✓ Complete RAM assessment (harm, vulnerability, urgency).
- ✓ Confirm if reported to police:
 - If criminal → advise immediate police notification.
 - If reporter unable → Officer may report with consent.
- ✓ Provide Victim Support information.
- ✓ Confirm consent for sharing with partner agencies.
- ⚠ If serious harm risk → safeguarding overrides consent (inform reporter).

2. Action Plan

- ✓ Issue log sheets + guidance.
- ✓ Provide regular updates to victim.
- ✓ Signpost to support organisations such as:
 - Stop Hate UK
 - Tell MAMA
 - CST
 - Galop
 - Victim Support
- ✓ Advise on preserving evidence (e.g., CCTV).
- ✓ Record report on NEC system.
- ✓ Notify ward police officer → arrange safety measures & actions.
- ✓ Conduct regular follow-ups with police.

3. Enforcement / Resolution

- ⚖ Options include:
- Warnings or Acceptable Behaviour Contracts (ABC).
 - Support police action or civil enforcement (ASB injunctions).
 - Tenancy enforcement if perpetrator is Council tenant.
 - Mediation if safe, appropriate and with consent.

📌 Key Reminders

- Victim safety and wellbeing are the priority.
- Always document actions in NEC.
- Safeguarding overrides consent where serious harm risk exists.
- Maintain clear communication and regular updates.