



Wigan[♥]
Council

Hate Crime Guidance and Procedure

2025 - 2028

Author: Andrea Parkinson

Published date: February 2025

Review date: February 2028

Contents

Introduction	3
Aims of the Document	3
Definition of Hate crime or incident	4
How to report hate crimes and incidents.	5
Wigan Council's commitment	7
Expected standards of behaviour	9
Investigation	11
Data Protection, Confidentiality, and Information Exchange	13
Customer satisfaction	13
Consultation, Monitoring and Review	15

1. Introduction

This document covers Wigan Council's commitment to tackling hate crime and incidents in Wigan Borough.

We value a diverse community, but know that diverse communities can face discrimination, harassment, hate crime and incidents. There is no place in Wigan Borough for these forms of prejudice and hate. Wigan Council is committed to reducing hate crime across the borough.

Wigan Council recognises that if left unchallenged hate crime can have a significant effect on the quality of life of individuals and groups within our communities and can impact on the welfare of communities. Accordingly, Wigan Council aims to tackle what are often diverse and complex issues around hate crimes using a range of tools including prevention, support, and enforcement with the objective of delivering a proportionate and flexible response to the challenges that hate crimes presents.

2. Aims of the Document

We recognise that tackling hate related behaviour cannot be the responsibility of one group or agency alone. Partnership working brings the best results and through integrated working Wigan Council are committed to working with our partner agencies and the local community to take a stand against hate related behaviour, moving away from a situation where communities tolerate problems to one where everyone works together to tackle the problems and improve the quality of life for all.

The aim of this document is to strengthen the Council's commitment to tackling hate crime and incidents in Wigan Borough and to ensure support is always available to people who are victims of hate crimes and incidents.

This statement of intent is adopted by Wigan Council within the overall framework of our Wigan Borough Community Safety Partnership. The Community Safety Partnership includes Wigan Council, Integrated Care Board (Health), Greater Manchester Police, Greater Manchester Fire and Rescue Service and National Probation Service.

The key priorities of the Wigan Borough Community Partnership Strategy are to:

- Keep people safe.
- Reduce harm and offending.
- Strengthen Communities and Places

3. Definition of hate crime or incident

A hate incident is a non-crime incident that is perceived by the victim or any other person, to be motivated by hostility or prejudice towards someone because of their:

- Race or ethnic origin.
- Religion or belief including lack of belief/religion.
- Sexual orientation.
- Disability.
- Gender identity.

A hate crime is: Any criminal offence that is perceived by the victim or any other person, to be motivated by hostility or prejudice towards someone because of their:

- Race or ethnic origin.
- Religion or belief including lack of belief/religion.
- Sexual orientation.
- Disability.
- Gender identity.

It can be against an individual or their property.

The police can only prosecute if the law is broken, however, Wigan Council will collaborate with the police and partners in the community including offenders to try and prevent these types of incidents happening.

For the purpose of this document, when we refer to hate crimes, we also infer the inclusion of hate incidents.

Hate crimes and incidents may include, but are not limited to:

- Assault
- Verbal abuse or insults including name calling or offensive jokes.
- Offensive graffiti
- Insulting gestures
- Threats, harassment, or intimidation
- Malicious complaints
- malicious letters, posters, emails, texts, phone calls, social media posts, photographs, and videos
- Criminal damage to property or belongings, including graffiti.
- Dumping rubbish outside homes or through letter boxes

4. How to report hate crimes and incidents.

If you feel that you are subject of a hate crime or incident, or have witnessed a hate crime, or someone you are working with has disclosed a hate crime or incident, then you can report the incident in any of the following ways:

Report hate crime directly to the Police.

Is it an emergency?

Call **999** now in emergency situations like these:

- there is an immediate danger to life.
- someone is using violence or is threatening to be violent.
- a crime is happening right now, and the suspect is still at the scene.

Hearing or speech impairments

If you have pre-registered with the [emergencySMS](#) service, use the textphone service 18000 or text the police on 999.

Call [999 BSL](#) to use a British Sign Language interpreter.

Other ways to report a hate crime to the police.

- Call 101
- [Report Online to Greater Manchester Police](#)
- Visit a police station.

Get support with making your report.

Many charities, groups and organisations can offer support, advice, and ways to report the incident without having to talk directly to the police.

Third party reporting centres (TPRCs) enable victims to report hate crimes and incidents to specialist agencies who can deal with the report (in confidence if required) whilst providing support and assistance.

Local Organisations:

- [Wigan and Leigh Citizen's Advice Bureau](#) - Tel: 0300 3309 077 or visit Wigan or Leigh branch.
- [Wigan Youth Zone](#) (external link)- Tel: 01942 612061
- [SWAP \(Support for Wigan Arrivals Project\)](#) - Tel: 01942 516572
- [Report online via Wigan Councils anti-social behaviour page](#)
- [Compassion in Action](#) - Haven House (Leigh) or Patrick House (Leigh) Tel: 01942 418 830.
- If you are a Resident of Wigan Borough report online via your [My Account](#)
- Report to Wigan Council via our Contact Centre – Tel: 01942 304364

National Organisations

We know that not everyone wants or is able to report hate crimes and incidents directly to the Police or to local organisations. Below are some of the independent national organisations who are available to provide you with advice and support:

- [True Vision](#) - which has Information on different forms of hate crime. National organisations contact detail and an On-Line reporting facility.
- [Crimestoppers](#) - A national charity with a free helpline for reporting crime anonymously.

- [Tell MAMA](#) - A national project supporting victims of anti-Muslim hate and monitoring anti-Muslim incidents.
- [Community Security Trust \(CST\)](#) - A charity protecting British Jews from antisemitism and related threats.
- [Galop](#) - A national charity providing advice and support to members of the LGBT community.
- [Stop Hate UK](#) - telephone 0800 138 1625. Offer a free 24-hour phone service and a video relay service for the hearing impaired or a New Generation Text Relay on 18001 0800 138 1625. They also offer a service for reporting online at talk@stophateuk.org as well as by text on 07717 989 025, web forum or post.

Employees of Wigan Council

If you are an employee of Wigan Council and you experience a hate incident from another employee or contractor, report it to your line manager as soon as possible.

If you are an employee and witness another employee or a customer who you feel has experienced a hate crime or incident, please ask them to report it.

If an employee or customer complains to you that another employee has committed an alleged hate crime or incident, you will need to report the issue to their manager, another colleague, or Human Resources. Where appropriate the matter will be investigated in line with Wigan Council's Code of Conduct, Disciplinary and Grievance Policy

5. Wigan Council's commitment

We commit to:

- Recognise that customers of all races, ages, religions, gender, sexual orientation, literacy levels and disability should be treated equally and fairly and will make every reasonable effort to ensure that no-

one is discriminated against on the basis of any protected characteristic as defined by the Equality Act 2010.

- Provide a high-quality service to tackle and resolve hate crime within our communities, responding to reports in a timely manner.
- Communicate effectively with partners by sharing intelligence and where appropriate use 'joint working' to tackle hate crimes.
- Collaborate with communities and partners to find the most appropriate resolution to the issues they face so that communities feel engaged and empowered.
- Proactively target hate crime repeat locations.
- Protect those most vulnerable from the effects of hate crimes.
- Manage those who cause hate using appropriate and proportionate intervention, rehabilitation, support, and/or enforcement depending on the facts of the case with the aim of preventing anti-social behaviour, promoting community resilience, and deterring and rehabilitating perpetrators.
- Help individuals and groups to reach a common understanding about what does and does not constitute hate behaviour.
- Provide safe neighbourhoods, communities, and town centres in the Wigan Council local government area.
- Provide consistent and clear information through our website, contact centre and other publications to enable customers to understand our policies and procedures, who to contact with any query or report of hate crimes and to help customers to understand how and by whom a report will be investigated and managed.
- Ensure a service for reporting hate behaviour is available and accessible for all customers, colleagues, partner agencies and members of the public.
- Acknowledge that each case of hate behaviour is different and take a harm centred approach that considers the impact of the behaviour on individuals, families and neighbourhoods when dealing with the issue, tailoring the support offered to victims and witnesses appropriately.

- Support those who are experiencing incidents of hate related behaviour, and stay in contact with them, keeping them informed of progress throughout their case.
- Use a risk assessment tool to assess levels of risk and vulnerability and identify appropriate levels of support, including target hardening where appropriate.
- Identify additional support needs of victims and make appropriate referrals to specialist agencies with their consent.
- Manage customer expectations by being clear from the outset on the range of interventions and solutions available.
- Consider publication of outcomes where appropriate.
- Encourage customer groups to support victims and give evidence of hate incidents.
- Function as a third-party reporting centre for those wishing to report any incidents of hate related behaviour or hate crimes and will report all cases to the Police.
- We operate a harm centred approach when dealing with reports of hate related behaviour, and where a customer is assessed as vulnerable, for example is isolated/has poor mental or physical health/has support needs, will offer support as well as signposting to other agencies.
- We will provide target hardening solutions for those who have been victims of hate in their home.
- Publish this statement of policy on the Wigan Council website www.wigan.gov.uk and make it available on request in printed hard copy form as well as translation and alternative formats including Braille and large print.

6. Expected Standards of Behaviour

(a) General

All individuals and groups irrespective of tenure are expected to act with respect to others and in a manner which does not interfere with the comfort or well-being of other individuals or groups in our communities,

whether those individuals or groups live and/or work and/or are lawfully visiting our communities.

(b) Wigan Council tenants

In addition to the standards of behaviour expected [set out at part (a) above] Wigan Council tenants are bound by the specific terms of a tenancy agreement which is a legal contract between the tenant(s) and Wigan Council. The current version of the Wigan Council tenancy agreement contains several conditions relating to the conduct of tenants, those who live with tenants and those who visit tenants.

Sections 25-36 of the current Wigan Council tenancy agreement sets out tenancy conditions relating to anti-social behaviour, criminal conduct, and community protection (see below).

Under the Wigan Council tenancy agreement, a tenant is not only responsible for their own conduct but is also responsible for the conduct of any person residing at or occupying their property (whether adults or children). A tenant is also responsible for the conduct of any lawful visitor to their property, whether that visitor is an adult or a child.

Wigan Council Tenancy Agreement

Sections 25-36 of the current Wigan tenancy agreement provide as follows:

Anti-Social Behaviour and Criminal Conduct and Community Protection

25. The effect of this Agreement is to make the Tenant responsible for:

(1) their own conduct; and

(2) the conduct of any person residing at or occupying the property (whether adults or children); and

(3) the conduct of any lawful visitor to the property (whether adults or children)

26. The Tenant or any person residing in, occupying or visiting the property must not engage in conduct causing or likely to cause a nuisance or annoyance to any person or do anything which interferes with the peace, comfort or convenience of any person (who need not be a particular identified person) residing, occupying, visiting or otherwise engaging in a lawful activity in the property or in the locality of the property

Examples of the sort of behaviour covered by this clause may include, but are not limited to:

- *noise at any time of day or night (whether from a music, television, or other source or from arguing, shouting or door slamming)*
- *verbal abuse, harassment, or intimidation*
- *violence or the threat of violence*
- *insulting words or behaviour*
- *racist language or behaviour*
- *damage to property or threats of damage to property or possessions*
- *graffiti and/or vandalism.*
- *displaying posters or messages (whether on the inside or outside of the property or in any Communal Area or Communal Garden Area within the locality of the property)*
- *dumping rubbish or accumulating rubbish*
- *dogs barking or fouling.*

These conditions are designed to protect people, including, but not limited to:

- *Neighbours and residents in the locality of the property*
- *Visitors to the locality of the property*
- *Employees of Wigan Council*
- *Contractors employed by Wigan Council or by its agents.*

27. The Tenant or any person residing in, occupying, or visiting the property must not use the property or allow it to be used for any immoral or illegal purpose.

28. The Tenant or any person residing in, occupying, or visiting the property must not be convicted of an indictable offence committed in, or in the locality of, the property.

7. Investigation

Prevention & Support

We recognise that prevention and support is an essential part of the approach to dealing with hate related incidents and will seek to use a full range of measures.

Where the victim or the person responsible for the incidents has identifiable vulnerabilities and support needs, the case officer will encourage and support referrals and engagement to appropriate support services.

In those cases, where there is no ongoing serious risk of harm or imminent danger, in agreement with the victim we will look at early intervention and prevention remedies, for example:

- conflict resolution
- restorative solutions
- good neighbour agreements
- accessing rehabilitation or support

Enforcement

We will consider enforcement action.

- Where early intervention techniques have not been successful, and the hate behaviour is continuing.
- Where victims need protection to prevent further incidents from occurring and where the person causing the behaviour is refusing to engage with us and/or appropriate support services.
- Where there is evidence that the behaviour is of a criminal nature
- Where the behaviour is in breach of the tenancy

Managing the expectation of complainants is essential from the outset, we will only take enforcement action where there is evidence available, and it is proportionate and reasonable to do so.

We adopt a victim centred approach and therefore would seek permission first from victims and witnesses to use their evidence in any legal action we were considering. We will also consider using 'hearsay' evidence during an investigation to support the case.

If action is necessary through the Courts, we will support victims and witnesses through that process, and in exceptional circumstances, where

legislation permits and with the permission of the Court seek to present that evidence on a witness's behalf.

8. Data Protection, Confidentiality, and Information Exchange.

All information will be kept confidential and only passed to other agencies with the permission of the complainant, where required to by law or, where necessary for the protection of children and vulnerable adults.

We recognise that some types of hate behaviour will be crime related and cannot be effectively tackled without collaborative working relationships with the police as the lead agency, as well as those members of the public who are being directly affected.

Where a hate crime is being reported to the Council, with consent we will seek to share this information with the police and support the police to investigate the crime, in addition we will encourage the victim to

- Report it directly to the Police, or
- Report via Crimestoppers if they wish to remain anonymous. or,
- Report it via one of the other support networks detailed within this document.

All information shared in respect of perpetrators will adhere to the principles of the UK General Data Protection Regulation (UK GDPR) and Data Protection Act (DPA) 2018, as it relates to information sharing between agencies for the purposes of the prevention and detection of crime and disorder.

9. Customer satisfaction

Service Complaints

Wigan Council aims to provide the best possible service to our customers, and to act on any feedback we receive.

We hope that customers receive a high-quality service whenever they contact us to make an enquiry, request a service, or to ask for advice and information.

A customer can [raise a formal complaint](#) with us about the Council or those acting on our behalf if they are not happy with:

- A standard of service delivered.
- Our failure to deliver a service.

If a resident indicates that they wish to make a formal complaint to staff, you must ensure that you direct them to how they can raise a formal complaint.

Anti-social behaviour case review

We have powers to tackle anti-social behaviour and a duty to ensure that all local agencies are working together effectively to take the right action to meet the needs of victims.

This means that individuals, groups, or businesses can now request a review of how the Community Safety Partnership have responded to their complaints and have dealt with their case. This is called an anti-social behaviour (ASB) case review (it may also be referred to as the Community Trigger).

You can ask for an ASB case review if:

- You have reported three separate incidents to any local agency, relating to the same or similar issue of ASB, within the last 6 months.

Local agencies may include Greater Manchester Police, Wigan Council, or a housing association.

Before requesting a case review, please be aware that if you are dissatisfied with an individual agencies service response, the ASB case review process does not replace individual organisations' own complaints procedures.

If you think that your situation meets the criteria, you can [request a review of your case](#) in a number of ways, including:

- Completing our [online ASB case review form](#)
- Calling 01942 486199
- Writing to ASB Case Review, Wigan Council, Community Resilience Team, PO Box 100, Wigan, WN1 3DS
- Emailing ASBcasereviews@wigan.gov.uk

You will need to provide details of:

- Each time you have complained.

- Who you have complained to (name of officer/s, if known, details of the organisation and/or any reference numbers)
- Information about the anti-social behaviour - It is important you provide us with as much information as possible to allow us to investigate your case effectively.

If a victim has a language or literacy issue or will have trouble completing a form, we will accept applications by phone or in person, but we will require a signed consent from them before any investigation can take place.

10. Consultation, Monitoring and Review

We will monitor and learn from the feedback we receive about how we manage and respond to hate related cases to ensure a high standard of our services, in line with the Tenants Satisfaction Measures Standard introduced in April 2023 by the Regulator for Social Housing

We will invite scrutiny of our service to provide feedback for improvements. Wigan Council will also ensure we benchmark our community safety services to understand how we are performing and to share and gather best practice. We will from time to time share the benchmarking results with our customers.

Key Performance Indicators that will be monitored include:

- Number of new hate related cases arising including by type and locality
- Percentage of cases successfully resolved.
- The use of legal action.
- The use of non-legal action to remedy the case.
- Customer Satisfaction.

An annual report to the Community Safety Partnership Board will provide an assurance of our compliance with the guidance and our customer engagement.

The Hate Crime Guidance and Procedure will be reviewed on a 3-year cycle dependant on any significant changes in legislation.