



Housing Services Hate Crime Policy

V0.1

Document Control

Document details

Name	Hate Crime Policy
Version number	3
Status	Final
Author	Onyema Agbebi
Lead Officer	Peter Doherty
Approved by	
Scheduled review date	March 2018

Supersedes	
Target audience	All staff
Related to	Hate Crime Strategy, Anti-social Behavior Policy, Domestic Abuse Policy

Version history

Version	Change	Date	Dissemination
V0.1			
V0.2			

Approval history

Version	Change	Date	Approving body
V0.1			
V0.2			

Equality analysis record

Date	Completed by	Review date
March/April 2015	Onyema Agbebi	May 2017

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1. Introduction

Purpose

Housing Services has an important role in reducing the incidence of Hate crime and in providing support to victims of hate crime. We recognise that hate crime is unacceptable.

This policy recognises that while hate crime is not restricted to a specific gender, race, religion or class. It is important to ensure that appropriate service responses are in place to support all victims of hate crime. Housing Services will seek to ensure those services are able to meet individuals' needs with a consistent approach in line with good practice and relevant legislation.

The Policy aims to:

- ensure that the service meets the housing needs of those experiencing hate crime;
- ensure that Housing Services response is appropriate to the needs of the individual and in line with good practice to provide secure and safe accommodation;
- outline our responsibilities and the support that is available to people who are experiencing hate crime;
- raise awareness of the issue across our whole workforce and enable relevant employees to provide appropriate support.

The policy also explains how we will hold perpetrators to account for their behaviour in such a way that not only acts as a future deterrent for them, but also a deterrent to potential perpetrators.

This policy outlines the service provision that Housing Services can offer to those suffering hate crime.

Policy summary

This Hate Crime Policy affirms London Borough of Havering's commitment to deal with all incidents of hate crime. It is the policy's intention to ensure that victims are able to live in any part of Havering without fear of harassment, intimidation or attack. We are working with our residents to prevent and reduce hate crime harassment in Havering.

Scope

This policy defines how Havering's Housing Services will manage any reported incidents of hate crime which are experienced by our residents.

The changing demographics in Havering, means the Borough has become more diverse; consequently Housing Services must be prepared to deal with a potential increase in Hate Crime.

This policy includes the service's definition of hate crime. It details how we will deal with reports of hate crime and how the service will ensure that victims receive quality support. It is not within the scope of this policy to deal with hate crime against employees. This is addressed in the Single Equality Scheme and Equality in Employment Policy.

Our approach to domestic abuse is also dealt with as a separate policy, for a copy of this please visit our website at www.havering.gov.uk. In addition, Adult Social Care have a published Adult Abuse policy.

Housing Services condemns all forms of hate crime and will use all available powers and resources to deal effectively with individuals, groups and perpetrators involved in any hate motivated incident - where either the person suffering harassment or the perpetrator is a resident of Housing Services.

Timescales

This policy is applicable for the next two years.

Aims, objectives and outcomes

We will take a 'victim centred' approach when responding to cases of hate crime. If the victim feels the case is motivated by hate it will be treated as a hate crime. The perception of the alleged victim will be used as a starting point to help focus the investigation.

We will take reports of harassment from anyone wishing to give us this information and will not insist that it has to come from a Havering resident.

We will make a distinction between the handling of complaints of hate crime and ordinary complaints.

We consider that hate crime is a problem that Housing Services and the community can work together to resolve. The community and our staff are encouraged to report any incidents which they may feel are motivated by hate even if a resident may not have reported an incident as such. We will treat all victims and witnesses with dignity and respect. We will provide them with guidance but will not force them into any action that they may not be comfortable with.

We are committed to prevention, increasing reporting and supporting victims. We challenge and work with perpetrators (using alternative forms of conflict resolution and restorative justice where possible). We will work with other agencies and partners as appropriate adopting clear performance standards.

We will treat leaseholders in exactly the same way as tenants in the application of this policy. For home owners or those in privately rented accommodation, we will refer them to the Safer Neighbourhood Police Team. We may also refer cases to a Tenant Management Organisation (TMO) if the victim lives within their management area.

2. Policy

Detail

Definition of Hate Motivation

Hate crimes and incidents are taken to mean any crime or incident where the perpetrator's hostility or prejudice against an identifiable group of people is a factor in determining who is victimised. This is a broad and inclusive definition. A victim does not have to be a member of the group. In fact, anyone could be a victim of a hate crime.

Definition of a Hate Crime/Incident

In 2007, the Police Service and Crown Prosecution Services (CPS), Prison Service (now the National Offender Management Service) and other agencies that make up the criminal justice system agreed a common definition of 'hate crime' and five 'strands' that would be monitored centrally. Hate crime is defined as **'any criminal offence which is perceived,**

by the victim or any other person, to be motivated by hostility or prejudice towards someone based on a personal characteristic’. The five monitored strands are:

- race;
- religion/faith;
- sexual orientation;
- disability ; and
- gender-identity.

Crimes based on hostility to age, gender, or appearance, for example, can also be hate crimes, although they are not part of the five centrally monitored strands.

A victim of hate crime does not have to be a member of a minority group or someone who is generally considered to be vulnerable. In reality anyone can become the victim of a hate crime. Hate crime can be a **signal crime**. A signal crime is any crime that causes a change in people’s behaviour and/or beliefs about security.

The Housing and Communities Agency (national regulator of local authorities) has adopted a range of standards from the previous regulator. The neighbourhood and community standard from the Homes and Communities Agency states that residents must be made aware of their responsibilities and rights concerning all forms of ant-social behaviour. In line with the standard we aim to:

- show strong leadership, commitment and accountability in tackling hate crime
- work with other agencies in dealing with hate crime
- take prompt and decisive action to deal with hate crime before it escalates
- ensure the reporting of hate crime is easy and that victims are supported

Disability Hate Crime

The Equality Act 2010 generally defines a disabled person as someone who has a physical or mental impairment that has a substantial and long term adverse effect on his or her ability to carry out normal day to day activities.

The Equality Act includes special rules that ensure people with HIV, cancer and multiple sclerosis are deemed to be disabled people effectively from the point of diagnosis, rather than from the point when the condition has some adverse effect on their ability to carry out normal day to day activities.

The definition of disability hate crime would include anyone who was targeted as a result of his or her disability or impairment, as defined by the Act. This includes hidden disabilities such as epilepsy, diabetes and those with HIV status.

In addition, the Equality and Human Rights commission has made recommendations specifically for housing providers to address disability-related harassment and abuse.

Housing Services will investigate reports of anti-social behaviour to establish if vulnerable people have been targeted because of their disability. We will support the victim to sustain their tenancy and deal with abusers. This may include serving an injunction, re-housing, securing the property to prevent entry, Police intervention or arrest.

People are often targeted because they are disabled. This is hate crime and should be reported as such. So-called 'mate crime' is when people are befriended or groomed for exploitation and abuse.

If a perpetrator of hate crime is suffering from a mental health condition or a learning difficulty, we will establish capacity before making an application to court and will ensure they receive access to an advocate to act on their behalf. We will work with our colleagues in Adult Social Care and from the voluntary sector to signpost residents to the appropriate advocacy services.

Homophobic and Transphobic Hate Crime

Homophobia is an irrational fear and dislike of people who identify themselves as lesbian, gay or bisexual (LGBT). Homophobic attitudes can impact upon anyone who is perceived to be lesbian, or gay. It could impact on someone who has association with the gay community or it can impact on a person who does not conform to stereotypical expectations of masculine or feminine behaviour. A seemingly low level homophobic incident can have a devastating effect on an individual. LGBT, harassment and incidents occur regardless of age, and can affect both young and older people.

Transphobia is an irrational fear and dislike of people who identify themselves as Transgender. It is often linked to homophobic hate as it is partially motivated by an assumption that transgender people are always lesbians or gay but this is not necessarily the case.

Many people from the LGBT communities avoid disclosing their sexuality to family, neighbours, colleagues etc. because they fear negative consequences. This sometimes means that they are reluctant to report homophobic/transphobic abuse to the police/others. We will support victims by contacting them and relating to them in a way that builds their confidence in the process and is in accordance with their wish.

If a victim is unable to cope and may become homeless or driven away by relentless abuse we will make a referral for support and practical advice to an appropriate agency.

We recognise that each time a gay, lesbian, transsexual, transvestite or bisexual person has to inform someone of their sexuality it can be the same as them 'coming out' for the first time. This process may leave the person feeling vulnerable while they are awaiting the response from us. Housing Services will remain mindful and careful not to 'out' the person experiencing the harassment; maintaining and upholding the principals of confidentiality.

Religious Hate Crime

A religious or faith related incident is defined as any incident which is perceived to be based prejudice towards or hatred of the faith of the victim (or perceived as such by the victim or any other person

.

This policy refers to all religions and recognises that some people have no religious belief. Equality of religious belief relates to stopping discrimination on the grounds of religious belief. This includes, but is not limited to, anti-Semitism (discrimination against Jews),

Islam phobia (discrimination against Muslims) and sectarianism (discrimination within faiths, usually referring to Christian faiths) and discrimination against Hindus.

We recognise that as well as racism there is a level of religious prejudice and intolerance in society. There is general lack of knowledge about different religions and ignorance feeds fears and prejudice.

It is sometimes argued that religious discrimination is different from other types of discrimination in that religion is a matter of choice. However, religious identity is often not chosen and even where individuals choose to leave their tradition they may still be seen as belonging to their original roots.

The Racial and Religious Hatred Act 2006 created the new offence of 'stirring up hatred against persons on religious grounds'. Offences apply to the use of words, behaviour, or display of written material, publishing or distributing written material, public performance or broadcasting.

Sex/Gender Hate Crime

It is mainly, but not exclusively women and girls who experience sexual harassment, domestic abuse and other types of abuse. It is mainly, but not exclusively, men who cause harassment and abuse. Women have particular concerns about safety at work, in the home and in society generally.

Domestic abuse is the most commonly reported incident against women. For further information about domestic abuse and related issues of gender violence, including forced marriage and sexual violence, please refer to our Domestic Abuse policy which can be obtained from our web site www.havering.gov.uk

In addition there is a rising trend of crimes by females against females, notably in relation to female genital mutilation (FGM), particularly amongst certain BME communities. Our policy on Domestic Abuse also covers forced marriage, sexual violence and coercive behaviour.

Race Hate Crime

The most recorded hate crime/incident is racial hate crime. Race is one of the characteristics that the Home Office requires local authorities to record and monitor against.

Housing Services has developed our policies and procedures in order to help provide appropriate protection to people of different races, ethnic backgrounds, or nationality who may become victims of hate crime, and support those that have experienced hate crime. Our policy and procedure on hate crime raises awareness on racist hate incidents which explicitly sets out those groups that are sometimes not considered as protected by legislation relating to racially aggravated offences and hate incidents, including refugees, asylum seekers, Gypsy/Traveller and Eastern European communities, groups defined by nationality (e.g. Welsh, or English communities).

Hate crime on the grounds of race alongside religion is the most common type of hate incident to be reported. There is also specific legislation around racially aggravated offences that provide capacity for enhanced sentencing at prosecution stage.

Multiple oppression

We recognise that there are differences within all equalities communities and nobody should be defined by a single part of their identity. Individuals who are members of two or more communities may face 'layers' of oppression. For example, people with a disability can also be women, black, lesbian, gay, bisexual or transgender. The effect of this oppression will vary depending on the social, cultural, economic and political situation.

For example, black gay men experience a complicated combination of racism, homophobia within wider society but can also be discriminated against in different ways within their own black and minority ethnic and lesbian, gay bisexual and transgender communities.

Prejudice within communities often denies individuals cultural and emotional support and may lead to an increased sense of isolation. While recognising layers of oppression, we reject the concept of a 'hierarchy' of oppression. An individual's experience of inequality is no more significant if he or she is a member of many communities.

Reporting Hate Crime.

It is recognised that there is under-reporting and under-recording of hate crime incidents. Many incidents are unreported and others may not be recorded as hate-related harassment. Housing Services will address this by raising public awareness of its commitments to combatting harassment and by ensuring that our services are tailored to the needs of individuals and the community. There will be training for staff to help raise awareness and recognise crimes of this nature. This will enable our staff to signpost alleged victims to the appropriate support agency where required.

Housing Services will encourage victims and witnesses to report all incidents or potential incidents of harassment by publicising and promoting its policies and procedures and offering appropriate support.

Effective publicity will:

- Increase confidence in individuals and communities to report incidents
- Send a strong message that hate crime will not be tolerated
- Highlight our commitment to deal with perpetrators thus deterring others

All reports will be accurately recorded, investigated and monitored in line with this policy.

Reports can be made by a third party. They may have witnessed an incident, heard of or been told of an incident that has happened or is about to happen or where they have seen evidence of such an incident. We will investigate all incidents reported to us. Third party reporters may include friends, neighbours, and relatives, community leaders, including religious leaders or members of the public.

Why report a Hate Crime

No one has the right to harass, threaten or assault someone because of who they are. If hate crime is reported, victims can be offered help and support, and action can be taken against the perpetrators. It is important to report any incident however small so that early intervention can take place to avoid escalation and other victims suffering in the same way.

Reporting all hate crime incidents helps the Police, our Community Safety Team and Housing Services to identify victims and help us provide a quicker response. It also helps us to understand the profile of our residents which we can use to target specific areas for prevention and intervention work.

What we will do with a report of hate crime

- We will make a distinction between reports of general anti-social behaviour and hate crime. We will direct all reports of hate crime to our Tenancy Sustainment Officers to investigate with their Team Leaders monitoring all cases to ensure effective handling of hate crime.
- We will contact the victim within 24 hours and complete an incident report form with the victim together with an action plan.
- We will let the victim know what action we will be taking and indicate how long we believe this will take.
- We will keep the victim up to date with our actions and ensure that we speak to them at least once a week while the incident is open and being investigated.
- Our Tenancy Sustainment Services Manager will be aware of each report of hate crime to ensure responses to incidents can be monitored and followed up at a very senior level in Housing Services.
- We will notify the victim of our conclusion by personally contacting them and reiterating this in writing.
- Following our investigation if we find the incident was not motivated by hate we explain our conclusion to the victim. We will also treat any future report from the victim as hate crime if the victim reports it as such.

The impact of Hate Crime

Victims can feel there is no escape; they are unable to change or hide their identity to protect themselves. Hate crimes can often include subtle name calling which over time can lead to victims feeling depressed, traumatised and isolated from the community around them. People adapt their lives to protect their family and friends from victimisation, for example by not showing affection to a same sex partner in public, not wearing a hijab, avoiding certain areas or not letting their children play outside. Hate crime incidents can impact negatively on all aspects of the victims' health and wellbeing.

Hate crime might affect a person's self-esteem and their relationships, leading to long or short term mental health problems and in extreme cases self-harming, violence or suicide.

Action to support victims of hate crime

Housing Services will provide advice and assistance to victims of hate crime and offer appropriate support.

Where appropriate, we will treat repairs to a victim's home as an emergency repair if it is as a result of hate crime.

Where appropriate and practicable we will offer security measures to protect the victims' homes. This will allow the victim to continue living without fear in their home. In extreme cases where the victims' safety is at risk, we may offer alternative accommodation. This may be temporary or permanent, depending on the circumstances. We may consider a 'special transfer' to a like for like property. A special transfer is not a move to improve the size or location of the home; in this instance the focus is on the safety of the victim and we will seek advice from the Police at a senior level before doing so. Housing Services will have final approval.

There are specialist agencies that can provide emotional and practical support to victims of hate crime. We can refer victims to Victim Support for counselling if needed. They offer free confidential support to victims and vulnerable witnesses.

Additionally, Havering's Youth Service offers support for victims aged between 11 and 25 years who have a physical or learning disability. This includes youth clubs and projects for confidence building, socialising with other young people and activities.

Havering's youth service also offers a weekly support for young people up to the age of 20 who have been the victim of homophobic abuse.

Where a victim is required to attend a court hearing, we will offer the following support:

- Offer to show the victim around the court beforehand
- Explain the court procedure and possible outcomes
- Offer practical help(for example reasonable travel expenses)
- Where possible arrange a room at court for them to wait
- Attend court with them and stay with them throughout the proceedings
- Address any additional needs(for example language or mobility needs)
- Provide a personal or home panic alarm, where necessary
- Liaise with employers to explain why time off work is needed.
- Provide a contact telephone number for out of hours
- Ensure that our community wardens patrol the area where the victim lives before, during and after the court hearing.

Action against perpetrators

Housing Services will not pre-judge alleged perpetrators prior to the investigation. Actual or potential perpetrators will be made aware of the consequences of their actions including how it may affect their tenancy or leasehold agreement and the risk they face of losing their home.

Where there is evidence of hate crime appropriate action will be taken. This will be taken in accordance with the nature and severity of the incident using the options available to Housing services. This may include working with the Police. The full range of civil legal remedies will be considered including the new powers established by the Anti-social Behaviour crime and policing Act 2014. For more details please see the Anti-social Behaviour policy.

Leaseholders are ultimately responsible for their tenants and their visitors. We will take legal action against leaseholders on the grounds of nuisance if they or their tenants cause harassment.

Working with other agencies

We will work with other agencies to combat hate crime including the Council's Community Safety Partnership, the Police, Victim Support and other registered Landlords. Housing Services is an active member of Havering's Community Safety Partnership and have a presence on hate crime panels and groups, working to exchange information to help support victims.

Confidentiality is crucial to the safety of anyone experiencing hate incidents. We will only involve other agencies or share information with the consent of the individual unless:

- We are required to share information by law , or
- The information is necessary for the protection of children

Ownership and authorisation

The Head of Housing Services has overall responsibility for the policy and for ensuring that its principles are understood. Third Tier Service Managers are responsible for ensuring the implementation of this policy and its principles. This is to be achieved through planning and implementing appropriate procedure and strategies to support the policy.

3. Related documents

In implementing this policy, Housing Services will pay due regard to relevant legislation and guidance, specially:

- Protection from Harassment Act 1997
- Crime and Disorder Act 1998
- Disability Discrimination Act 1995
- Racial and Religious Hatred Act 2006
- Housing Act 1985 and 1996
- Civil Partnership Act 2004
- Mental Capacity Act 2005
- Equality Act 2010
- The Public Sector Equality Duty (PSED)2010
- Protection of Freedom Act 2012
- Mayor of London 's Hate Crime Reduction Strategy 2014
- The Care Act 2014
- Anti-social Behaviour crime and policing Act 2014
- The Equality Act 2010
- Public sector equality duty(PSED)
- The European Convention on Human Rights
- The Human Rights Act 1998
- Criminal Law (Criminal Justice Act 2003)
- The United Nations Convention on the Rights of Persons with Disabilities(2008)
- The Autism Act 2009
- The Anti-social Behaviour Act 2003
- Anti-social Behaviour Crime and Policing Act 2014

4. Dissemination and communication

Housing Services will consult with tenants, leaseholders, relevant partners and all appropriate stakeholders to review this policy prior to publication. The policy will be available to view to the public on the internet and to Council Officers on the intranet.

We will use a range of methods to obtain feedback, including, Community panels/focus groups, mystery shopping, survey responses and service improvement groups. This enables us to tailor service delivery and improvements to reflect the needs of individuals.

5. Implementation

1. The aims and procedures of the policy will be available to view on the intranet and will be communicated to staff at briefings and team meeting. The policy will be available to view for the public on the Havering Website and for all Council Officers on the intranet.
2. We will ensure that employees who deal with hate crime are trained to identify the needs of victims and witnesses of hate crime incidents so that they can provide a positive, responsive, and effective service whilst respecting the need for sensitivity and confidentiality.
3. We will ensure that employees who deal with hate crime are aware of all relevant legislation. We will also engage with specialist supporting agencies from the voluntary sector so that victims receive effective support.

6. Monitoring and review

Housing Services will continually seek to adopt good practice in managing hate crime reports and aims to improve its response times and handling of cases, year on year.

We will also look at identifying trends in hate crime, where they are occurring around our estates, looking to deploy our resources to these areas which will include the Community Wardens, CCTV Officers, Estates Inspectors and Tenancy Sustainment Officers as an effective deterrent.

Housing Services is committed to ensuring that its hate crime policy and procedure are open and transparent and will continually monitor and review their effectiveness. If residents feel that their case or report of hate crime has not been handled correctly in accordance with this policy, they can follow the Council's Corporate Complaints Procedure.

We will review this policy every two years and consult with service users, other residents and the council.

7. Further information

All staff in the Service, including those contracted by the Service to deliver services in council tenants' homes, will receive basic training to increase the likelihood of them identifying Hate crime and to assist them with responding to this.

Equality Impact Assessment (EIA)

Document control

Title of activity:	Hate Crime Policy
Type of activity:	Policy Update (Draft)
Lead officer:	Onyema Agbebi Policy Development Officer, Housing Services Children, Housing and Adults
Approved by:	Neil Stubbings, Acting Head of Housing Services Children, Adults and Housing
Date completed:	March 2016
Scheduled date for review:	March 2018

The Corporate Policy & Diversity team requires **5 working days** to provide advice on EIAs.

Did you seek advice from the Corporate Policy & Diversity team?	Yes
Does the EIA contain any confidential or exempt information that would prevent you publishing it on the Council's website?	No

1. Equality Impact Assessment Checklist

The Equality Impact Assessment (EIA) is a tool to ensure that your activity meets the needs of individuals and groups that use your service. It also helps the Council to meet its legal obligation under the [Equality Act 2010 and the Public Sector Equality Duty](#).

Please complete the following checklist to determine whether or not you will need to complete an EIA. Please ensure you keep this section for your audit trail. If you have any questions, please contact the Corporate Policy and Diversity Team at diversity@havering.gov.uk

About your activity

1	Title of activity	Hate Crime Policy
2	Type of activity	Policy
3	Scope of activity	<p>This policy is a statement of intent concerning how Housing Services, in acting on behalf of London Borough of Havering, will tackle hate crime experienced by its residents.</p> <p>It includes Housing Services definition of hate crime, how Housing Services will deal with reports of hate crime and ensure that victims receive quality support.</p> <p>It is not the scope of the policy to deal with hate crime against employees.</p>
4a	Is the activity new or changing?	Yes
4b	Is the activity likely to have an impact on individuals or groups?	Yes
5	If you answered yes:	<i>Please refer to the EIA on the next page.</i>
6	If you answered no:	N/A

Completed by:	Onyema Agbebi
Date:	March 2015

2. Equality Impact Assessment

Background/context:

Purpose

This Hate Crime Policy confirms London Borough of Havering's commitment to deal with all incidents of hate crime; ensuring that victims are able to live in any part of Havering free from fear of harassment, intimidation and attack. We are working together with our residents to prevent and reduce hate crime harassment in Havering.

Scope

This policy defines how the London Borough of Havering's Housing Services will manage hate crime experienced by our residents.

Hate crime is a criminal offence which is perceived, by the victim or any other person, to be motivated by hostility or prejudice based on a person's actual or perceived:

- Disability.
- Race or ethnicity.
- Religion or belief.
- Sexual orientation.
- Gender identity.

We will deal with reports of hate crime and ensure victims receive quality support. It is not in the scope of this policy to deal with hate crime against employees. This is addressed in a separate policy/procedure.

Our approach to domestic abuse is also dealt with as a separate policy, for a copy of this please visit our website at www.havering.gov.uk.

Housing Services condemns all forms of hate crime and will use all available powers and resources to deal effectively with individuals, groups and perpetrators involved in any hate motivated incident where either the person suffering harassment, or the perpetrator, is a resident of Havering.

Perception by anyone that a hate incident has occurred is all that is required to report/record an incident whether a crime has been committed or not or whether there is any evidence to identify the hate element or not. All incidents need to be recorded if perceived by anyone to be a hate incident.

A person does not have to belong to a particular group to be a victim of hate crime

Aims, Objectives and outcomes

We will take a 'victim centred' approach when responding to cases of hate crime. If the victim feels the case is motivated by hate it will be treated as a hate crime. The perception will be used as a starting point to help focus the investigation.

We will take reports of harassment from anyone wishing to give us this information and not insist that it has to come from a Havering resident.

We will make a distinction between the handling of complaints of hate crime and ordinary complaints, and will prioritise those that are hate crime related.

We consider that reporting and dealing with hate crime is a responsibility for the community and Housing Services to resolve. The community and our staff are encouraged to report incidents that they may feel are motivated by hate even if a resident may have not reported it as such. We will treat all victims and witnesses with dignity and respect. We will provide them with support and guidance but not force them into any action they may not be comfortable with.

In implementing this policy, Housing services will also have due regard to relevant legislation and guidance, specially:

- Protection from Harassment Act 1997
- Crime & Disorder Act 1998
- Disability Discrimination Act 1995
- Racial and Religious Hatred Act 2006
- Housing Act 1996
- Housing Act 1985
- Civil Partnership Act 2004
- Mental Capacity Act 2005
- Equality Act 2010 and The Public Sector Equality Duty (PSED)
- Protection of Freedoms Act 2012
- Mayor of London 's Hate Crime Reduction Strategy 2014
- The Care Act 2014
- Anti-social Behaviour, Crime and Policing Act 2014

We will treat leaseholders the same as tenants in the application of this policy. For home owners or those in private rented accusation, we will refer them to the Safer Neighbourhood Police Team. However if it affects a Havering tenant we will work in partnership with the relevant department. We may also refer cases to a Tenant Management Organisation (TMO) if the victim lives within their management area.

Under-reporting of hate crimes:

Hate incidents and crime motivated by prejudice of race, religion, faith, sexual orientation or disability for example is rarely reported. It is estimated less than 10% of such crimes are reported to police across all tenure types in the Borough. There were 250 crimes reported to and recorded by police in Havering throughout 2013, the majority being racially and religiously aggravated. There were 13 reports of homophobic crimes and 0 reports of disability hate crimes (*Havering Community Safety Partnership Strategic Assessment, 2013/14*)

Table data shows the current and previous financial year to date (YTD) figures up to 2015, and also the current previous 12 month rolling figures to July 2015 for all tenure types across the London Borough of Havering

Year	Homophobic	Disability	Faith Hate	Racist & Religious	Total
2010-11	26	4	10	220	260
2011-12	6	2	5	212	225
2012-13	9	2	8	193	212
2013-14	17	1	12	231	261
2014-15	28	1	20	221	270
Change 2014-15 vs. 2012-13	+211.1%	-50.0%	+150.0%	+14.5%	+27.4%
Change 2014-15 vs. 2013-14	+64.7%	0.0%	+66.7%	-4.3%	+3.4%
Apr-Jul 2014	8	0	5	88	101
Apr-Jul 2015	6	1	7	94	108
Change Financial Year to Date	-25.0%		+40.0%	+6.8%	+6.9%

Age: Consider the full range of age groups	
<i>Please tick (✓) the relevant box:</i>	
Positive	<input checked="" type="checkbox"/>
Neutral	<input type="checkbox"/>
Negative	<input type="checkbox"/>
<p>Overall impact:</p> <p>Age is not is not one of the characteristics/strands protected by hate crime legislation. It is however intrinsically correlated to other protected characteristics particularly around disability and health issues.</p> <p>Moving forward as a service, it would be advantageous if Housing Services' began to monitor the age profile, in terms of the incidence of hate crime. The Council is responsible for the management of sheltered and older people's accommodation as well as for the running of telecare and social care services for older adults. The housing diversity survey also shows an increasing older age profile of tenants.</p> <p>Although we hold very limited local data, it is estimated that there are around one million lesbian, gay and bisexual people in England & Wales over the age of 55 and growing older is a real area of concern. Our staff members, especially those delivering these frontline services need to be aware that older gay, lesbian, bisexual and transgender people could face social isolation, intimidation, bullying and harassment, particularly in a sheltered accommodation setting. Staff should therefore have a good understanding of the specific needs and challenges facing this group.</p> <p>Children and Young Children: With the 10- 19 age range in the Havering's population estimated to grow by 25% in 2021, there is a risk that crime levels will increase or plateau. The HSPC plan therefore prioritises activities focussed on children and young people which aim to prevent harm and reduce reoffending at an early age.</p>	

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Evidence:

The mean age of people living in Havering is 4.8 years greater than people living in London (35.6) and 1.1 years greater than the national average. See table below.

Table 1: Havering JNSA Report (Age)

	2001 Census	2011 Census
Havering	39.8	40.4
London	36.0	35.6
England	39.3	38.6

Table 2: Housing Services Diversity Report - Profile of Council tenants by age

AGE BAND	Total	
16-25	402	3.5%
25-34	1599	13.9%
35-44	1995	17.4%
45-54	2369	20.6%
55-59	988	8.6%
60-64	890	7.8%
65-74	1527	13.3%
75-84	1021	8.9%
85+	595	5.2%
		0.8%
Unknown	97	
Grand Total	11483	

There is no available hate crime reporting data for Havering where the incidence among the various age groups can be seen.

Sources used:

Demographic, diversity and Socio-economic Profile of Hovering's Population 2014
Housing Diversity Profile 2014
[Stonewalls Yougov polling](#) of 1,036 LGBT group and 1,050 Heterosexual group.
Havering Community Safety Partnership Strategic Assessment (2014)

Disability: Consider the full range of disabilities; including physical mental, sensory and progressive conditions	
<i>Please tick (✓) the relevant box:</i>	
Positive	✓
Neutral	
Negative	

Overall impact:

Disability hate crime is one of the most under reported types of hate crime, despite anecdotal evidence suggesting it is frequently experienced by disabled people.

In London over the last three years, the highest monthly volume reported was 20 incidents in January 2012. The volume of disability hate crime has also increased over this period. There is evidence to suggest that disabled victims are among those least likely to report hate crime to the Police (Mayor's office for Policing And Crime).

People are targeted because they are disabled. This is hate crime and should be reported as such. So-called 'mate crime' is when people, particularly people with Learning Disabilities or Mental Health needs, are befriended or groomed for exploitation and abuse.

With the forthcoming Transformation project within Housing Services, it is envisaged that we will develop better reporting mechanisms to use for strategic analysis and service provision when dealing with Hate Crime.

Evidence:

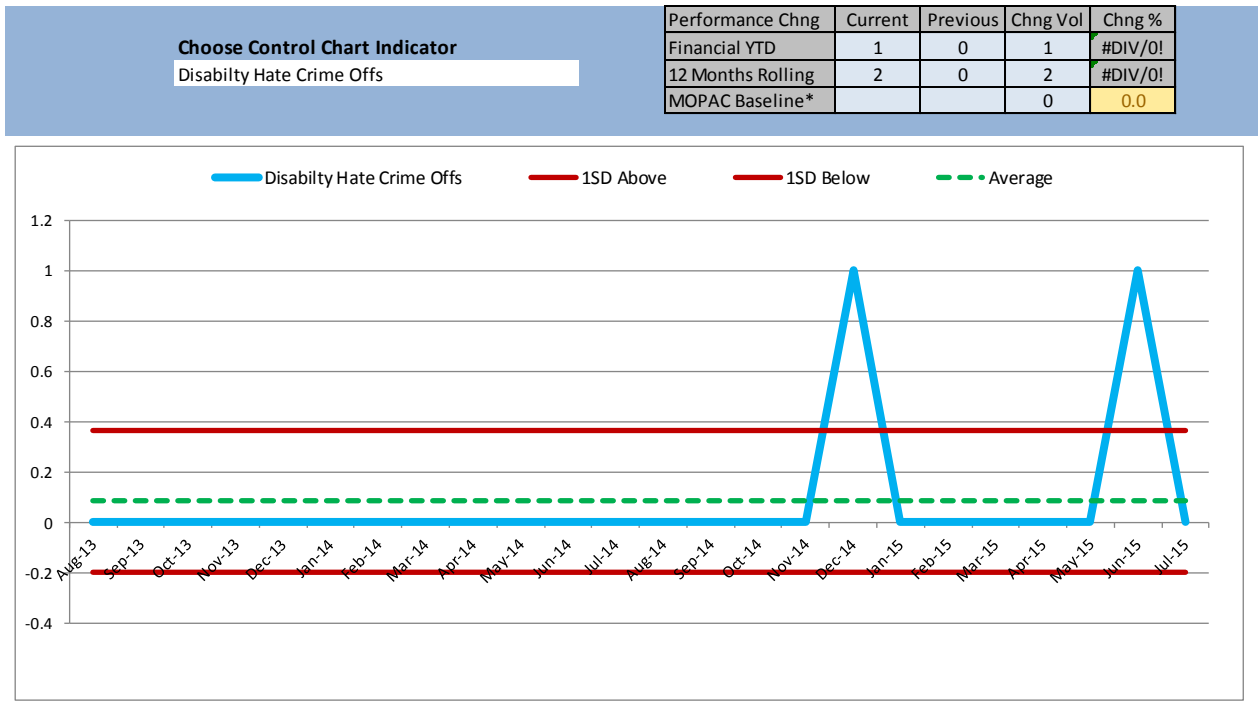
Table 3: Housing Services Diversity Report - Percentage of disabled people who are Council Tenants

<u>Disability information</u>		
Disabled	Total	
Yes	1240	10.8%
No	142	1.2%
Not Recorded	10101	88.0%
Grand Total	11483	

According to the latest Annual Population Survey (2012- 13), 21 per cent (or 31,400) of working age (aged 16-64) people living in Havering have disclosed that they have a disability or long term illness.

It is also estimated that that more than 14,000 adults (aged 18-64) in Havering have a moderate or severe disability, with the number of adults with learning disabilities increasing by roughly the same amount. This number will increase by around 7 per cent in the next ten years with more than 15,000 adults in havering having a physical disability by 2021.(2011/12 Joint Strategic Needs Assessment Data)

Table 4: Disability Hate Crime Offences (Havering) -



Sources used:

- Housing Services Diversity Survey/Report July 2014
- Demographic, Diversity and Socio-economic Profile of Havering’s Population March 2014.
- Social Care Institute for Excellence: [Dealing with anti-social behavior: Disability Hate and Mate crime; Guide for housing managers \(issue 53\).](#)
- Mayor of London’s Hate Crime Reduction Strategy 2014
- “[Hidden in Plain Sight](#)” (Equality and Human Rights Commission 2011)
- Hate Crime Control Charts - Met Police Data 2014/15

Sex/gender: Consider both men and women		
<i>Please tick (✓) the relevant box:</i>		<p>Overall impact: Sex/gender like age is not recognised within the strands protected by hate crime legislation. People may, however, have more than one characteristic which could make them more vulnerable and could increase the risk of being harassed or abused. In the future, under the Transformation Project, Housing Services will have greater diversity data about our tenants and leaseholders. This will enable us to target our resources in order to provide the most appropriate support, but also to look at ways to prevent such incidents.</p> <p>It is mainly, but not exclusively women and girls who experience sexual harassment, domestic abuse and other types of abuse. It is mainly, but not exclusively, men who cause harassment and abuse.</p> <p>Domestic abuse is the most commonly reported incident against women. In addition there is a rising trend of girl on girl crime and the issues on female genital mutilation (FGM), particularly amongst certain BME communities. We have a separate policy on domestic abuse which also covers forced marriage, sexual violence and coercive behaviour.. This is available at please refer to our Domestic Abuse policy and leaflet which can be obtained from our web site www.havering.gov.uk.</p> <p>In Havering, the proportion of female residents who are victims of domestic abuse is higher than the male This is higher than the London and national average.</p>
Positive	✓	
Neutral		
Negative		

Evidence:

Data for the London Borough of Havering, produced by the Metropolitan Police Service (MPS), shows that where MPS initiated proceedings against hate crime, 80 per cent were perpetrated by males, almost 30 per cent were aged between 20 and 29, and 45 per cent were White British. This corresponds with national hate crime offender profiles.

Table 5: Housing Services Diversity Report (Sex/Gender)

Gender	Total	
Female	7262	63.2%
Male	4193	36.5%
*Other	28	0.2%
Grand Total	11483	

This in in line with wider borough population, there is a higher percentage and number of females compared to males. Of Havering’s population, 52% (123,023 people) are female and 48% (114,209) are male. The percentage of females in.Havering is slightly above the average for London (50%) and England (51%).

A Violence against Women and Girls strategic group and Multi-Agency Risk Assessment conference is established in Havering to identify , support and protect women and girls at risk of domestic abuse(with high importance around those groups at high risk, i.e. in pregnancy, sexual violence, female genital mutilation, honour based violence, sexual exploitation and prostitution.

Sources used:

Demographic, diversity and Socio-economic Profile of Hovering's Population 2014

Housing Diversity Profile 2014

Mayor of London's Hate Crime Reduction Strategy 2014

Gov.UK Equality and Human Rights Commission Web Page.

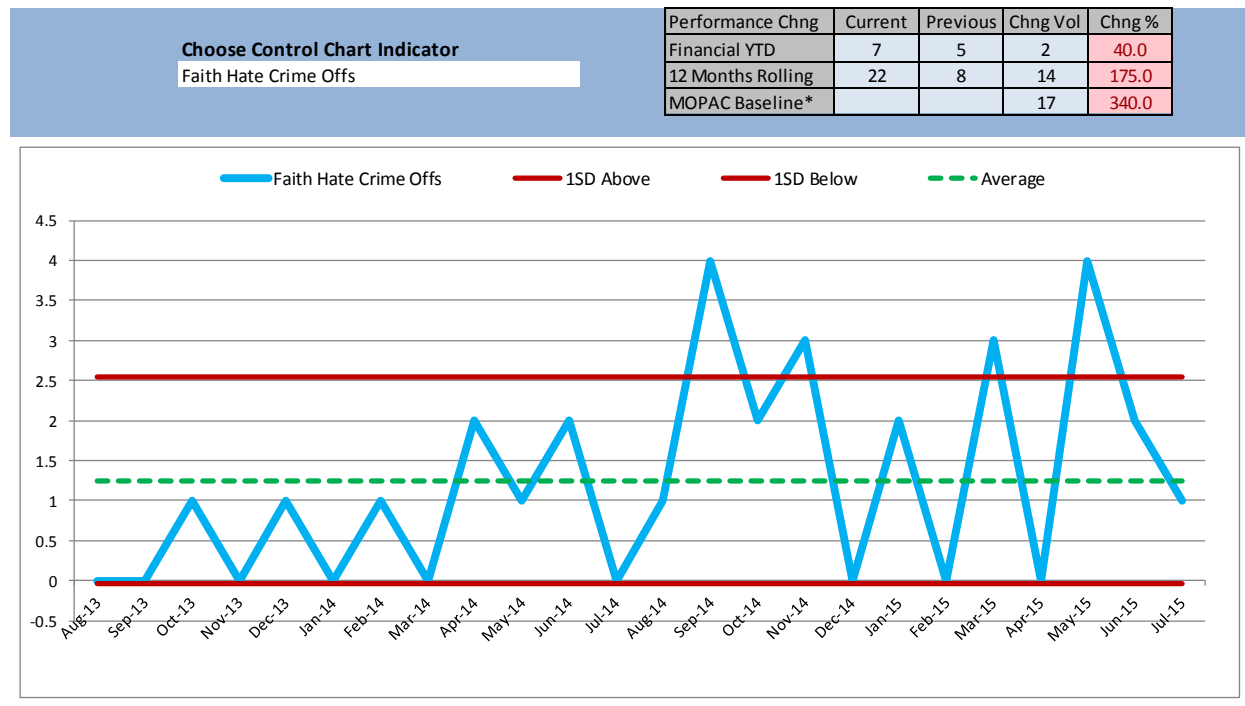
Havering Community Safety Partnership Strategic Assessment (2014)

Ethnicity/race: Consider the impact on different ethnic groups and nationalities	
<p><i>Please tick (✓) the relevant box:</i></p>	
Positive	<p>Overall impact: There is specific legislation around racially aggravated offences that provide capacity for enhanced sentencing at prosecution stage.</p>
Neutral	<p>Our policy and procedure on hate crime gives a definition of racist hate incidents and explicitly sets out those groups that are sometimes not considered as protected by legislation relating to racially aggravated offences and hate incidents. This includes refugees, asylum seekers, Gypsy/Traveller and Eastern European communities, groups defined by nationality (e.g. Welsh, or English communities).</p>
Negative	<p>In Havering, there were 250 reports of hate crime in 2013 across all tenure types. Recording systems used by the police do not clearly differentiate between racial or religious however, qualitative data has shown that perpetrator often is expressing prejudice based on the victim's skin colour. The volume of reports represents 8% of Havering's community (including non –British white, White other- Eastern Europe for example, and Gypsies and Travellers), which is notable considering most hate crime is believed to go unreported. (<i>Data: Havering Community Safety Partnership Strategic Assessment, 2013/14</i>)</p>
<p>Evidence:</p> <p>The ethnic profile for housing services is in line with the wider borough profile for ethnicity. Havering and housing services have the highest percentage and number of white English residents.</p> <p>Ethnic profile for Havering: Havering has the highest percentage (83.3%, 207,815 people) of White English/ Welsh/ Scottish/ Northern Irish/ British compared to London (44.9%) And E&W (80.5%). The ethnic minority population in Havering is 12.4% (29,417 people). This percentage is well below the London average (52.9%) and the average for England (19.2%). Of the ethnic minority population in Havering, 4.8% are Black or Black British, 3.2% are Asian or Asian British, 2.1% are from Mixed origin.</p> <p>Within the ethnic categories⁷, the largest ethnic groups in Havering are Black African (3.2%) followed by Other White (3%) and Indian (2.1%).</p>	
<p>Sources used: Demographic, diversity and Socio-economic Profile of Havering's Population 2014 Housing Diversity Profile 2014 Mayor of London's Hate Crime Reduction Strategy 2014 Havering Community Safety Partnership Strategic Assessment (2014)</p>	

Religion/faith: Consider people from different religions or beliefs including those with no religion or belief																													
<i>Please tick (✓) the relevant box:</i>		Overall impact: Religious discrimination and hate crime is often related to racial discrimination and hate crime. Members of black and minority ethnic groups often feel that in practice religious and racial discrimination are inseparable.																											
Positive	✓																												
Neutral																													
Negative		<p>This policy refers to all religions and recognises that some people have no religious belief. Equality of religious belief relates to stopping discrimination on the grounds of religious belief including, but not limited to, anti-Semitism (discrimination against Jews), Islamophobia (discrimination against Muslims) and sectarianism (discrimination within faiths, usually referring to Christian faiths) and discrimination against Hindus. People who don't have a religion are also protected.</p> <p>It can be argued that religious discrimination is different from other types of discrimination because religion is a matter of choice. Religious identity is often not chosen and even where an individual chooses to leave their tradition they may still be seen as belonging to their original roots.</p> <p>The Racial and Religious Hatred Act 2006 created new offences of 'stirring up hatred against persons on religious grounds'. Offences apply to the use of words, behaviour, or display of written material, publishing or distributing written material, public performance or broadcasting.</p>																											
<p>Evidence: Given the diverse nature of London's communities, the Metropolitan Police Service monitors anti-Semitic and anti-Muslim faith hate so as to ensure the most appropriate response. The data indicates that the volume of faith hate crime offences is increasing overall. The impact of national and international events on hate crime against some particular communities is understood, and has most recently been evidenced by the spike in faith hate offences since 2013, related mostly to anti-Muslim incidents following the murder of Fusilier Lee Rigby in May that year. This incident cut across a number of London Boroughs including Havering. (Mayor of London for Policing And Crime).</p> <p>Table 6: Religious Breakdown of Havering's population by count and percentage</p> <table border="1"> <tr> <td>Christian</td> <td>155,597</td> <td>66%</td> </tr> <tr> <td>No religion</td> <td>53,549</td> <td>23%</td> </tr> <tr> <td>Religion not stated</td> <td>15,799</td> <td>7%</td> </tr> <tr> <td>Muslim</td> <td>4,829</td> <td>2%</td> </tr> <tr> <td>Hindu</td> <td>2,963</td> <td>1%</td> </tr> <tr> <td>Sikh</td> <td>1,928</td> <td>1%</td> </tr> <tr> <td>Jewish</td> <td>1,159</td> <td>0.5%</td> </tr> <tr> <td>Buddhist</td> <td>760</td> <td>0.3%</td> </tr> <tr> <td>Other religion</td> <td>648</td> <td>0.3%</td> </tr> </table>			Christian	155,597	66%	No religion	53,549	23%	Religion not stated	15,799	7%	Muslim	4,829	2%	Hindu	2,963	1%	Sikh	1,928	1%	Jewish	1,159	0.5%	Buddhist	760	0.3%	Other religion	648	0.3%
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Christian is the predominant religion followed amongst Housing services residents as well as Havering residents. There are also similarities in the proportion of population that did not state a religion or belief and the other counts which followed are Muslim, Hindu, Sikh, Jewish and Buddhist.

Table 7: Faith Hate Crime Offences(Havering)



Sources used:

- 2011 Census Data
- Demographic, diversity and Socio-economic Profile of Havering's Population 2014
- Housing Diversity Profile 2014
- Mayor of London's Hate Crime Reduction Strategy 2014
- Havering Community Safety Partnership Strategic Assessment (2014)
- Hate Crime Control Chats – Met Police 2014/15

Sexual orientation: Consider people who are heterosexual, lesbian, gay or bisexual	
<i>Please tick (✓) the relevant box:</i>	
Positive	✓
Neutral	
Negative	

Overall impact:

While the Equality Act 2010 protects everyone under this protected characteristics, including heterosexual people, evidence shows that lesbian, gay and bisexual people are much more likely to be bullied, harassed or abused based on the grounds of their sexual orientation, with young people and older adults being particularly vulnerable.

Ground breaking research on Lesbian, Gay, Bisexual, Transgender(LGBT) people in “Later Life” demonstrates that many older LGBT people have experienced, or fear discrimination because of their sexual orientation and they say this creates a barrier to receiving appropriate care and support. It is estimated that 41 per cent LGBT older people live alone compared to 28 per cent of heterosexual older people (You.gov.Poll). A significant proportion of older gay people are also more likely to have limited family support and rely on formal services for help in the future.

As can be seen from Havering Profile on Age, we have an aging population and this in turn will have implications on sexual orientation too.

There are still gaps in information about our residents’ sexual orientation and transgender profile but we will continue working towards addressing these gaps.

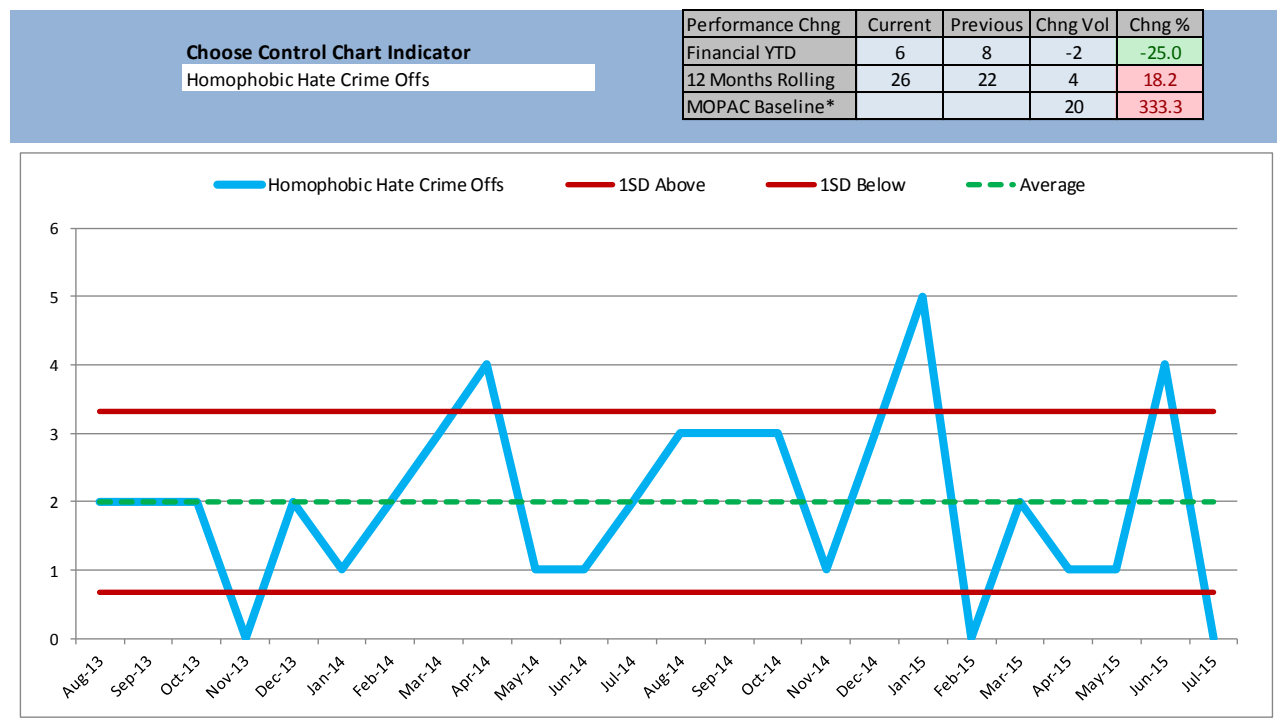
Evidence:

Table 8: Sexual Orientation Breakdown of Housing Services Residents.

SEXUAL ORIENTATION	Total	
Bisexual	21	0.2%
Gay Man	20	65.9%
Heterosexual	7568	0.2%
Lesbian	26	0.2%
other	19	6.8%
Prefer not to answer	776	26.6%
Not Known/ No Response	3053	
Grand Total	11483	

- There is no reliable information on sexual orientation at local or national levels. To date, the only information we hold is on same-sex civil partners
- Havering has the lowest percentage for registered same-sex civil partnerships (0.1%) compared to London (0.4%) and E&W (0.2%)
- Havering has the highest percentage (7.9%) of widowed (including surviving partner from a same-sex partnership) compared to E&W (7%) and London (5%)

Table 9: Homophobic Hate Crime Offences(Havering)



Sources used:

Demographic, diversity and Socio-economic Profile of Havering’s Population 2014
 Housing Diversity Profile 2014
 Stonewalls Yougov polling of 1,036 LGBT group and 1,050 Heterosexual group
 Stonewall, The School Report, 2012
 Hate Crime Control Chats – Met Police 2014/15

Gender reassignment: Consider people who are seeking, undergoing or have received gender reassignment surgery, as well as people whose gender identity is different from their gender at birth

Please tick (✓) the relevant box:

Positive	✓
Neutral	
Negative	

Overall impact:

Since the implementation of the Equality Act 2010, gender reassignment - the process of transitioning to the opposite sex, is considered to be a social or **personal process** rather than a medical one. The Equality Act 2010 protects anyone who is intending to undergo, is undergoing, or has undergone gender reassignment, even if they have not had or do not intend to have any medical gender reassignment treatments. It is unlawful to **discriminate** on grounds of gender reassignment in the provision of goods, facilities and services as well as in employment and vocational training.

Transphobia is an irrational fear and dislike of people who identify themselves as Transgender or are associated with transgender people.

		It is often linked to homophobic hate as it is partially motivated by an assumption that transgender people are always lesbians or gay.
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Evidence:

Data on gender reassignment is not available at Borough level, but a Home Office funded study for the Gender Identity Research and Education Society estimated there are 300,000-500,000 transgender people in the UK.

The NHS Choices website estimates that one in 4,000 people in the UK are undergoing medical treatment to make the transition from one gender to the other. This equates to around 60 people in Havering.

The following statistics from the 2011 Government report [Advancing transgender equality: a plan for action](#), illustrate the kind of discrimination transgender people can face:

- Nearly half of transgender respondents to a Government survey said they experienced discrimination or harassment at work
- More than half of respondents said they suffered discrimination in accessing public services because of their transgender status.
- Between 2009 and 2010, there was a 14% increase in transgender related hate crime - going up from 312 incidents to 357 incidents.

- **Sources used:** [Goods and services discrimination because of changing sex](#), Citizen's Advice Bureau
- [Voluntary and community sector quick start guide to gender reassignment for service providers](#), Equality and Human Rights Commission

Marriage/civil partnership: Consider people in a marriage or civil partnership		
<i>Please tick (✓) the relevant box:</i>		Overall impact: There is no evidence that this policy or associated procedure will have a negative or disproportionate impact on persons who are married. People who are in a civil partnership may experience homophobic hate incidents or crimes, which have been addressed throughout this document.
Positive		
Neutral	✓	
Negative		

<p>Evidence:</p> <p>There is no sufficient information on Marriage/civil partnership at national or local level.</p>
<p>Sources used:</p> <p>Demographic, diversity and Socio-economic Profile of Havering's Population 2014</p>

<p>Pregnancy, maternity and paternity: Consider those who are pregnant and those who are undertaking maternity or paternity leave</p>	
<p><i>Please tick (✓) the relevant box:</i></p>	<p>Overall impact:</p>
<p>Positive</p>	<p>There is no evidence that this policy or associated procedures will have a negative or disproportionate impact on persons who are pregnant or fall within the timeframe that affords protection on the grounds of maternity or paternity.</p>
<p>Neutral</p>	
<p>Negative</p>	
<p>Evidence:</p> <p>The only data which Housing Services collect for this protected characteristic is due dates for pregnancy, usually collated at the point of entry to the Housing Register. This data is used to ascertain the size of property/ the number of bedrooms a tenant is requires under the 'bedroom standard'.</p>	
<p>Sources used:</p> <p>None available</p>	

Socio-economic status: Consider those who are from low income or financially excluded backgrounds	
<i>Please tick (✓) the relevant box:</i>	
Positive	<input type="checkbox"/>
Neutral	<input checked="" type="checkbox"/>
Negative	<input type="checkbox"/>
<p>Overall impact:</p> <p>There is an on-going drive within the Borough to undertake work around financial inclusion necessitated by the current Welfare Reforms. There is no evidence that this policy or associated procedures will have a negative or disproportionate impact on this protected characteristic.</p>	
<p>Evidence:</p> <p>We do not hold any information on the socio-economic status of council tenants or leaseholders within the Borough other than the data that is collected at the point of entry to the Housing Register/or tenancy sign up.</p>	
<p>Sources used:</p> <p>None available.</p>	

Action Plan

In this section you should list the specific actions that set out how you will address any negative equality impacts you have identified in this assessment.

Protected characteristic	Identified negative impact	Action taken to mitigate impact*	Outcomes and monitoring**	Timescale	Lead officer
All	Not all staff have an up to date knowledge of hate crime issues, and in particular front facing staff who have responsibility for implementing this policy.	<p>Providing adequate briefing to all Housing Services' staff to ensure awareness of this policy and how we can work with residents to improve the levels of reporting of hate crime.</p> <p>Provide inclusive briefing so that key Adult Social Care staff have access to the learning.</p> <p>Any knowledge gaps of front facing staff will be addressed through appropriate/localised training and development plans..</p>	<p>Staff will be briefed on this policy once final approval made.</p> <p>Front facing staff are empowered to deal with reports of Hate Crime more effectively, this will be monitored through weekly case review</p>	On-going	<p>Strategy and Policy Manager/Tenancy Sustainment Manager</p> <p>Tenancy Sustainment Service Manager</p>

All	Hate crime-crimes which are motivated by prejudice of race, religion, faith, sexual orientation or disability for example are rarely reported. It is estimated less than 10% of such crimes are reported.	Consider initiatives to raise the awareness of reporting Hate crime to Housing Services e.g. article in “At The Heart” encouraging people to report incidents, make clear how to/what will happen as a result.	Monitored through weekly case reviews and monthly performance indicators.	On-going	Tenancy Sustainment Service Manager, Community Engagement Team
Ethnicity / Race	The growing BME and other diverse Communities in Havering may	Clear policy has been produced and new processes will be included and identified during	Processes and procedures are streamlined providing more efficient ways of	On-going	One Housing Transformation Project Team/Service

	require greater support should it be mirrored by a growth in hate crime.	<p>Housing Services Transformation Project</p> <p>Continuing to work and build external and internal relationships with stakeholders. Identifying community and faith groups to provide support and signpost residents. This will enable us to develop joint strategies, publicity campaigns and data sharing protocols, working to tackle potential growth in hate crime incidents.</p> <p>Build on greater use of customer data/demographic information to identify the protected characteristics who are likely to become more prevalent among our residents.</p>	<p>working.</p> <p>Improved joint working with internal and external partners leads to more effective resolution of Hate Crime incidents across the Borough including tenancies managed by Housing Services.</p> <p>The end outcome will be more finely tuned data which can be used to allocate our resources more effectively</p>	<p>Ongoing</p> <p>On-going</p>	<p>Improvement Team Manager</p> <p>Tenancy Sustainment Service Manager</p> <p>Tenancy Sustainment Service Manager/ Community & Support Service Manager</p>
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Feedback and result from the consultation with partner agencies, staff, voluntary sector and the wider community, has identified avenues by which Housing Services can encourage more reporting and recording of Hate crime incidents. These may include being involved with the Borough wide community road shows, public meetings, surveys and the newly formed Safer Neighbourhood Board. The Safer

Neighbourhood Board oversees the three location based cluster groups and eighteen ward panels in Havering and will provide an annual conference open to the public. Membership of the Safer Neighbourhood Board includes a wide sector of the community, including those groups with protected characteristics including Havering BME Forum, Havering Faith Forum, Youth Parliament, and Havering over 50's Forum, and disability groups.

This will lead to better joint working around data sharing, publicity and engaging with community groups, all of which were seen as priorities by those agencies and partners completing the consultation on this policy.

The other issue they raised is their perception that our staff would benefit from further training and this will be addressed as part of the restructure of the front facing team, with a wider briefing for the Service as a whole.

Review

Housing Services aim to carry out an EIA review every three years, with interim reviews where a legislative change or other initiative arises.