



Tackling Hate Crime

...our commitment



creating communities to be proud of

If you would like to receive this information in another language or in another format such as large print, Braille or audio, please contact communications on 0845 849 2000 or email communications@shorelinehp.com.

A → A



Key

Complainant - the person who brings the hate crime to our attention

Perpetrator - who carried out the hate crime

Victim - who the hate crime is directed at

This leaflet provides you with important information and guidance if you are suffering from hate crime. It informs you of the help and support available to victims or complainants and what action we will take against people who carry out hate crime.

Our commitment to tackling hate crime

We will not tolerate any form of hate crime by or against our tenants. We are committed to working with the Police and other agencies to take effective action against the perpetrators of hate crime incidents.

We believe that you have the right to live in your own home and neighbourhood free from the fear of harassment and discrimination. We are committed to;

- providing a responsive service to victims of hate crime
- taking effective action against perpetrators
- eliminating unlawful discrimination and harassment
- promoting good relations between people of different groups
- working with other agencies (such as the Police) to tackle hate crime incidents
- encouraging people to report incidents so that effective action can be taken
- supporting complainants, their families and witnesses

What is hate crime?

Hate crime is where harassment is directed at specific individuals or groups and is motivated by the offender's dislike of someone because of their:

- Race, colour or ethnic origin
- Age
- Disability
- Sexual orientation
- Nationality or national origin
- Religion or belief
- Gender or gender identity
- HIV status

The above list is not exclusive, and there could be other reasons why somebody will suffer from hate crime. Our definition of a hate crime incident is adapted from the Home Office as follows:

‘any incident, which is perceived by the victim or any other person as being motivated by prejudice or hate’

For the purposes of investigation all reported incidents which are perceived to be harassment because of hate crime, either by the victim, witness or officer taking the report will be treated as such. If after investigation the allegation is unfounded then an alternative conclusion will be reached.

Examples of such incidents could be;

- verbal or physical threats, including malicious telephone calls
- written abuse, including graffiti.
- threatening or abusive behaviour
- physical assault
- damage to property
- incitement, stirring up hatred by displaying or sending offensive material.
- arson or attempted arson

What should I do if I am suffering from hate crime?

If you suffer from hate crime or you witness an incident you should contact us straight away. We will provide you with the advice and support you are entitled to. We do not want you to suffer in silence. You can contact us by:

Visiting one of our offices;

Customer Service Centre
11-13 Osborne Street
Grimsby
DN31 1EY

Make the Neighbourhood Better Centre
60 Second Avenue
Grimsby
DN33 1NN

Telephoning;

0845 849 2000 (for your Neighbourhood Officer)
01472 572174 (for our confidential 24-hour Anti-Social Behaviour Message Line)

By email; info@shorelinehp.com

In writing to;

Shoreline Housing Partnership
Neighbourhood Services
Shoreline House
Westgate Park
Charlton Street
Grimsby
DN31 1SQ

What we will do once you have reported an incident to us

Once you have reported an incident to us it will be referred to one of our trained officers who will contact you within two days. We will contact you much sooner if there is a risk of serious harm to you or your property.

We will arrange to meet with you, either at your home or at one of our offices. One of our officers will make a detailed report and discuss the case with you, taking details on the type of abuse and how it has affected you and other members of your household.

As part of the interview process we will draw up an action plan stating what we will do and what you should do to resolve the problem.

You could be asked to complete incident diary sheets to record any anti-social behaviour that you see or hear. If you are asked to do this it is important that you do, as without suitable evidence it is not possible for us to take action.

We will visit the alleged perpetrator(s) as long as you are happy for us to do so. We will discuss the situation with them and also visit any witnesses to see if they are prepared to supply evidence.

Your opinions and wishes are important to us and we will not take any action without consulting you. If you do not wish for us to carry on, we will still record the incident and monitor the situation.

If we feel it is in the best interests of the wider community to continue we will.

What action can Shoreline take against perpetrators of hate crime?

When the interviews have been completed and the evidence collected, we will decide what action to take. We will consider all the practical and legal solutions available to resolve the issue. We might suggest that other agencies become involved such as the Police or community mediation.

Every Shoreline tenant has a tenancy agreement which states that we will not tolerate any form of harassment. This does not only cover the tenant's behaviour, but also the behaviour of those people living with them (including children) and any visitors to their home. The extract from the tenancy states;

You (or anyone living with you or visiting your home or locality, including children) must not:

' Commit or incite or allow others to commit any form of harassment on the grounds of race, religion, age, gender (including reassigned gender), sexual orientation, disability or other status which may interfere with the peace and comfort of, or cause offence to, a person residing, visiting or otherwise engaging in a lawful activity in your or their home or in the locality.'

If any resident breaks this agreement we will take the most appropriate course of action based on the evidence available to us. We will make full use of the methods available to make sure that anyone breaching the conditions of their tenancy do not continue to do so.

There are a range of actions we can take against those responsible for hate crime. The actions we take are determined by the nature of the complaint and any previous action taken. These include;

- visiting or writing to the perpetrator warning them that we will take action if their behaviour does not change.
- an Injunction – A legal order that instructs the perpetrator to stop acting anti-socially.
- an Anti-Social Behaviour Order – This bans the perpetrator from acting in a certain way or from entering specific areas.
- seeking a Possession Order – This enables us to evict the tenant regardless of whether it is them or someone else connected to their home who is causing the harassment.

The support you can expect to receive

We will deal with your case in a confidential, sensitive and understanding manner. Our officers are experienced in dealing with nuisance and harassment and they will give you all the guidance and support you need so that we can resolve any problems as quickly as possible.

If you have a another language or communication requirement we will support you. We can arrange for documents to be translated, or for them to be produced in large print, Braille or audio. We can provide an interpretation service for interviews if required, and we will aim to allow you to give evidence in a way which you are comfortable with. We will provide a same sex interviewing officer if you request one.

If there are concerns about your security within your home, we will arrange for a security check to be completed, which could involve a crime prevention officer from the police visiting you.

If you are required to give evidence in court, we will support you by taking you on a pre-court visit. This will allow you to see the court, and understand what will happen during the hearing.

If you have suffered from crime we will direct you towards Victim Support so that their trained advisors can give you specialist advice and support on how to deal with any problems you may have.

The importance of reporting hate crime

It is important to report and record all incidents of hate crime, whether directed at you or witnessed by you. Seemingly minor incidents could be part of a wider pattern of abuse or could lead to more serious instances if left unchecked. This will also assist us in taking action against the alleged perpetrator(s), because without evidence it could be difficult for us to take any legal action.

If you feel you or anyone else is in physical danger you must report the incident to the police by calling 999. We will only contact the police if you want us to but we suggest that any incident is directly reported to them especially if you feel it was motivated by prejudice or hate. Their contact number for non-emergency calls is 0845 60 60 222.

Making a report from our Customer Service Centre

We work in partnership with Humberside Police and participate in the True Vision Hate Crime Reporting Scheme.

The True Vision Hate Crime Reporting Scheme is a self-reporting system which allows you as the victim, witness, parent, carer or any concerned person to report an incident to the police by giving us as little or as much personal information as you wish.

The True Vision Reporting Scheme participants are compassionate to your needs and will keep your information confidential.

Our Customer Service Centre at 11-13 Osborne Street, Grimsby is an authorised True Vision Hate Crime Reporting Centre. We offer two ways to report hate crimes:

1. Self-reporting packs are available at reception for you to discreetly pick up if you wish. They contain information, forms and advice for victims to confidentially report hate crimes.
2. Our confidential interview room is available for hate crime reporting and our officers are fully trained in True Vision report-taking.

Reporting hate crime under the scheme does not mean a Shoreline officer will automatically become involved. If you require our support or wish to report an incident to us you should ask for a referral to be made to your Neighbourhood Officer at the same time.

Other True Vision reporting centres are listed at the back of this leaflet.

Our assurance

We take harassment and hate crime seriously and have set ourselves a number of service standards on how we will react to any reported incidents. It is important that you report any incident to us. We give you our assurance that we will;

- listen to you
- manage your case in a sensitive and sympathetic manner, respecting your wishes at all times
- only take action in keeping with your wishes
- treat your complaint with confidentiality
- respond to your complaint quickly by contacting you within two days of your report
- provide help with interpreting or translating if you need it
- tackle the perpetrators of hate crime
- report the incident to the police with your permission
- report the incident to True Vision so they can record where hate crime is happening
- explain and agree what action we will take against the perpetrator(s)
- support you and any witnesses to the incident

- take appropriate action against anyone who harasses other people, this could mean evicting them from their home
- remove any offensive graffiti within 48 hours of you reporting it to us
- provide extra security measures or re-house you where necessary to protect the victim
- respect the anonymity of residents who report cases even though this may limit our ability to take action
- make sure complainants are told as soon as possible if it is felt that their complaint has no basis or cannot be pursued due to lack of evidence.

What do you think of our service?

You have the right to expect us to investigate your complaint and for us to take appropriate action so that you can live peacefully in your home without the interruption or interference of others. If you feel we have not dealt with you or your problem correctly or you have any suggestions as to how we can improve our service please let us know. We use customer feedback to improve the services we provide. To make a complaint, compliment a service or make a suggestion please telephone 0845 849 2000, email letusknow@shorelinehp.com, visit www.shorelinehp.com or complete a 'let us know' form available from any of our offices.

Other useful contact numbers

True Vision reporting centres

- Body Positive, Victoria Street South, Grimsby, DN31 1NX (Tel. 01472 358886)
- Community Mediation Service, 100 Garibaldi Street, Grimsby, DN32 7DU (Tel. 01472 251054)
- Foresight, 50 Hainton Avenue, Grimsby, DN32 9BT (Tel. 01472 269666)
- Grimsby Institute of Further and Higher Education, Nuns Corner, Grimsby, DN34 5BQ (Tel. 01472 311222)
- Grimsby Rape Crisis, Freeman Street Resource Centre, 41-43 Kent Street, Grimsby, DN32 7DH
- North East Lincolnshire Council, Civic Offices Customer Access Point, Knoll Street, Cleethorpes, DN35 8LN (Tel. 01472 313131)
- North East Lincolnshire Council, Municipal Offices Customer Access Point, Town Hall Square, DN31 1HU (Tel. 01472 313131)
- North East Lincolnshire Council, Kennedy Way Customer Access Point, 1-3 Kennedy Way, Immingham, DN40 2AB (Tel. 01472 313131)
- Victim Support, 10 Town Hall Street, Grimsby, DN31 1HN (Tel. 01472 250251)
- Voluntary Action North East Lincolnshire, 14 Town Hall Street, Grimsby, DN31 1HN (Tel. 01472 231123)

Useful local support agencies

- Victim Support, 10 Town Hall Street, Grimsby, DN31 1HN (Tel. 01472 250251)
– Offers free and confidential support to victims of crime.
- Citizens Advice Bureau, 4 Town Hall Street, Grimsby, DN31 1HN (Tel. 01472 232200)
- Helps people resolve their legal, money and other problems by providing free, independent and confidential advice.

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www.shorelinehp.com

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