

## Hate Crime Reporting Service Standards Our Commitment to you

**ENEHL serves a very diverse community and we are striving to develop an environment where everyone feels safe and secure and free from the fear of crime.**

### **If you suffer the effects of a hate crime we will:**

- Act on all hate crime incidents within the same day.
- Work with partner agencies such as the Police and Anti-Social Behaviour Unit to reduce the impact of hate crime.
- Pass on information, with your permission, to our partner agencies within 2 days of your reporting a hate crime incident, and sooner if it is of a serious nature.
- Follow up any hate crime incident within 5 working days
- Arrange for removal of hate crime graffiti within 24 hours of it being reported.
- Ask you how satisfied you are with how we dealt with your problem and report this to our Board on a quarterly basis.
- Provide access for you to report hate crime incidents at any one of our Housing Offices or One Stop Centres.