



www.enehl.org.uk

A company with a passion for communities

Hate Crime



Here to help... 0800 915 1600

Other

If you would like this document in another format or language, please tick as required and return to East North East Homes Leeds, Freeport

RRJX-YRTK-TACE, Leeds, LS7 3YY.

Your name:

Your address:

Telephone

Formats



CD print Large



Braille Text



أود أن يكون هذا المستند باللغة العربية.

ARABIC



لطفاً اكتب لي ما به زبان فارسی در اختیار من قرار دهید.

FARSI



ئەم وەرەقیەکەم بە کوردی دەنوێت

KURDISH



Chciał(a)bym otrzymać ten dokument w języku polskim.

POLISH



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TIGRINI



میں یہ دستاویز اردو زبان میں چاہوں گا/گی

URDU



Another language (write in the box)

For more information call us on 0800 915 1600.



Hate Crime Service Standards

When you report a Hate Crime to East North East Homes Leeds these are the standards you can expect from us

We will:

- Act on Hate Crime Incidents reported within the same day
- Pass on information, with your permission, to the Police, Anti Social Behaviour Unit and other relevant parties once a Hate Crime has been reported, within 2 days
- Give advice and information on what support is available to victims of Hate Crime
- Follow up within the first 5 working days of a Hate Crime Incident being reported
- Provide translation and interpreting facilities as required
- Arrange for the removal of Hate Crime graffiti within 24 hours
- Enforce the tenancy agreement where the alleged perpetrator is an Arms Length Management Organisation tenant
- Advise other landlords, where possible and with the customer's permission, of the incident, where the alleged perpetrator is their tenant
- Hold meetings with the Police and other Agencies to combat Hate Crime on a quarterly basis
- Monitor and review recording of Hate Crime Incidents on a quarterly basis
- Monitor and review Customer Satisfaction with the response to Hate Crime incidents on a quarterly basis and use this information to inform future policy development
- Publicise information on Hate Crime to our Customers and staff on a quarterly basis
- Report Hate Crime Incidents to our Arms Length Management Organisation Board Directors on a quarterly basis

What is Hate Crime?

A hate crime is a serious criminal offence committed against a person or property due to hatred of that person's gender, race, religion, colour, ethnicity, disability or sexual orientation

Hate Crime Hurts

Harassment does not only harm the victim or damage their property; it can affect the whole family, friends and the wider community. It can do serious harm as many victims do not report incidents but endure harassment for a long time – sometimes for years

You do not have to be a member of a minority to be a victim of hate crime or someone who is generally considered to be 'vulnerable'. For example, the friends of a visible minority ethnic person, lesbian or refugee may be victimised because of their association.

Hate Crime can Take Many Forms

Physical Attacks

- Damage to property
- Offensive graffiti
- Neighbour disputes
- Arson.

The Threat of Attack

- Offensive letters
- Abusive or obscene telephone calls
- Groups hanging around to intimidate
- Unfounded, malicious complaints

Verbal Abuse or Insults

- Offensive leaflets and posters
- Abusive gestures
- Dumping of rubbish outside homes or through letterboxes
- Bullying at school or in the workplace

Victims can take Action Against their Attackers

People who do these sorts of things can be prosecuted in the courts. Those who attack others because of their gender, disability, sexuality, race or religion can be evicted from their homes, fined, be subject to Anti-Social Behaviour Orders or put in prison.

Hate crime is under reported as a crime. If more victims and witnesses report incidents it can prevent other people becoming victims of hate crime.

How you can report it

- 1 Call the Police. In an emergency call 999. Ask for an officer to attend your home.
- 2 Call into any Police Station. Speak to the member of staff on duty who will take the details.
- 3 Report on the Internet npt@westyorkshire.pnn.police.uk
- 4 Report via Another Agency eg Stop Hate UK
There are a number of reporting centre's in Leeds. Details from East North East homes Leeds or the Police.
- 5 Call Crimestoppers 0800 555 111. You do not have to give your name

Who can help you?

Authorities such as the police, local authorities and schools have a duty to protect you. There are practical steps that agencies can take to help challenge harassment and support the victims.

The Police

If you are attacked - contact the police immediately. Dial 999. Tell the police that the attack was a hate crime. Always tell the police about hate crime, even if you do not think anything can be done. The Police may be able to gain evidence against offenders by putting together information given by a number of victims. People who carry out these crimes may be harming other people.

If you believe the incident (whether a crime or not) is racist, homophobic or motivated by hatred based on religion, gender or disability, West Yorkshire Police will record it as such. This means that if you tell the police about something that you think is a hate crime then the police will believe you and they will record what you are saying as a hate crime without question.

Advice

You can get advice from the following organisations:

Leeds Citizens Advice Bureau 0870 120 2450

Westminster Buildings, 31 New York Street, LS2 7DT

Leeds Victims Support 0113 247 0910

ASB Unit, Springwell Road, PO Box 214, Leeds, LS12 1AX

Stop Hate UK 0800 138 1625

Stop Hate UK deals with all types of Hate Incident. If you are abused or harassed at work, or at school or when you receive a service due to your gender, race, religion, colour, ethnicity, disability or sexual

orientation. There are Acts of Parliament to protect you. Stop Hate UK can help you with your case.

The Local Authority

Contact Safer Leeds **0113 3984701**

Your Landlord

East North East Homes Leeds can take action against any tenant who harasses others. They can help with security measures to make you feel safer.

If you want to contact us by telephone during normal office hours then you can call 0800 915 1600 (its free) If you are using your mobile phone and you are charged for making 0800 numbers you can ring **0113 398 4711** which will get you through to the contact centre exactly the same.

or you can write to:

Tribeca House, 71 Roundhay Road, LEEDS, LS7 3BE

Leeds Refugee and Asylum Service 0113 39 507 47

If you are an Asylum Seeker who is being supported by Social Care and Health, you can contact the team for advice and support.

Leeds Refugee and Asylum Service, Kimberley House, 11 Woodhouse Square, LS3 1AD

The Commission for Equality and Human Rights (CEHR)

The Commission can advise or assist people with cases before courts and employment tribunals and can conduct its own investigations when it has grounds to believe discrimination may be taking place.

Equal Opportunities Commission

If you have been unfairly treated at work or by anyone providing a service – and you believe it's because you're a woman, or because you're a man - contact the EOC's free and confidential Helpline on **0845 601 5901** for practical advice (calls are charged at local rates).

Disability Rights Commission

Research conducted by the DRC over recent years reveals the harassment and fear felt by disabled people. One in four disabled people - and nine in 10 people with learning difficulties - have endured verbal or physical abuse and harassment. The DRC Helpline gives advice and information about the Disability Discrimination Act 1995 (DDA). It is the first place to contact if you want to talk to the DRC.

08457 622 633 Textphone: **08457 622 644**

(You can speak to an operator at any time between 8am and 8pm, Monday to Friday), 08457 778 878

Stonewall 020 7881 9440

This organisation has helped increase awareness of homophobic attacks by working with the police and conducting research on hate crimes. Homophobic hate crime is now recognised as an offence in England and Wales.

While Stonewall can provide information on the current laws affecting Lesbian, Gay and Bisexual people, it cannot provide legal advice and representation to victims of such discrimination. Stonewall can help you to find someone who does provide legal advice.

Leeds Lesbian and Gay switchboard 0113 2453588



Are we getting it right?

We're always trying to improve the quality of our information.

You can help us by filling in this form and:

- ✓ hand it in at any East North East Homes Leeds Housing Office
- ✓ send it to us at East North East Homes Leeds FREEPOST
RRJX-YRTK-TACE Leeds LS7 3YY

Thank you for your help

What do you think about this booklet overall?

Please tick whichever applies.

Good Average Poor

What part(s) of it should we improve?

Did you understand the information?

Yes No

If not, please say what you didn't understand

Do you think the layout is

Good Average Poor

How could we improve it?

Your name _____

Your address _____

Your phone no. _____

Email address _____



Hate Crime

Designed by Communications and Information Team

April 2007

Updated January 2008

Updated August 2009

Updated February 2010