

Hate Crime

Information and advice for residents



This leaflet explains what you can do if you are experiencing a hate crime. We know that hate crimes can ruin lives and we are committed to supporting anyone suffering to provide you with a safe and secure place to live.

Anyone who has signed a Peabody tenancy or lease is responsible for their behaviour and the behaviour of everyone that lives with them, including their children, lodgers, visitors and pets. Our tenancy agreements and leases have clauses that mean they agree not to harass anyone or cause any antisocial behaviour.

Our promise to you

We are fully committed to dealing with any issues relating to hate crime and we will:

- not tolerate hate crime;
- provide a safe and secure place for you to live, and we will support you if you are suffering from hate crime;
- work with you, and with other agencies, to deal with the problem;
- promote equal opportunities and value diversity (people's differences) to make sure that you get the right services; and
- deal with all types of unfair discrimination.

What is hate crime?

Hate crime is any crime committed against someone because of their:

- ethnic group;
- religion or faith;
- age;
- sex;

- sexuality;
- physical or mental health; or
- disability.

A hate crime can include:

- threatening words and behaviour;
- offensive graffiti;
- damage to property; or
- physical attacks.

Harassment is when someone deliberately creates fear in someone, is aggressive or violent towards someone or intimidates someone.

Acts of harassment and hate are criminal offences and we will work with you and the police to support a case for criminal prosecution. Depending on the outcome, if the offender is a Peabody tenant or leaseholder we may take action against them for breaking their tenancy or lease agreement. A hate crime can be one incident or it can be an ongoing problem.

If the offender is a resident of another housing provider or is a private home owner, we will work with the relevant landlord or the local authority to resolve your issues.

What can you do?

You can help us tackle hate crime and make your community a safer place by reporting hate crime to us, the police and your local council.

Speak to us

Don't suffer in silence. Tell us – we're here to help you. We will always respond in a sensitive way and agree with you what action we are going to take.

Help us to help you – keep a diary

If you are a victim of hate crime, we have a better chance of helping you if you give us the information

we need to take action. You should keep a written account of all incidents so we have a record of everything that has happened.

You should keep a note of the date and time of the incident, details of anyone that witnessed it, and, most importantly, how you have been affected by it. To help you record this information, we have a diary sheet you can fill in. You must fill this in as it will show when the problem happens and how it affects you. If you want a copy of our diary sheet, you can contact us by calling **020 7021 4444** or **0800 022 4040** (calls are free from landlines). You can also download the diary sheet from our website at www.peabody.org.uk.

Phone the police

You should tell the police if you are the victim of a hate crime. A hate crime is a criminal offence and the police will investigate it and offer you advice and support.

What will we do to help you?

24-hour response (one working day)

If you report an incident to us, we will get in touch with you within 24 hours, Monday to Friday (one working day). If the crime involves offensive graffiti we will remove it within 24 hours.

If something happens to you over the weekend, for serious incidents, you should contact the Police. You can report this to us via email or our website.

Advice

We know every case is different so we will tell you what options you have and work with you to deal with the hate crime.

We may also give you information about other agencies and organisations that can help you and offer you advice and information. We will work together with these organisations to keep you informed and to sort out the problem.

Action plan

We will agree a clear action plan with you that sets out what steps we will take to investigate your case and how we will support you. We will provide you with a copy of this action plan. We will take action quickly and try to let you know how long it will take.

Keeping your information private

We will not give your details or the information you provide to anyone without your permission. We will

treat your reports sensitively and we will respect your decision if you decide you want your information to be treated as an anonymous report.

Check the risk to your safety and the safety of your home

We will carry out a risk assessment and safety planning to support you and your family. This may involve providing better security to your home, panic alarms and mobile phones. If it isn't safe for you to stay in your home, we will give you advice, information and support to help you find emergency temporary accommodation.

Support

Our Community Safety Team will work with all victims of hate crime. We work around you and your individual needs.

We value how diverse our community is and we know that everyone has different needs, so we will make sure we consider your individual circumstances, support needs and concerns. We can also put you in touch with a tenant or family support worker. Our Tenant and Family Support Team have access to specialist advice services. We can also refer you to our Welfare Benefit Advice Team if you need support with your finances.

Regular updates

We will keep you up to date and provide you with a contact person for your case, who will look after your case, keep in touch with you and will be the first person you speak to if you have any questions. This is known as 'third-party reporting'.

Report incidents for you

With your permission, we can support you when you report an incident to the police, or even do it for you. We know that you may be frightened of or might not trust the police. You can let us know about an incident and we can pass the information to the police. The police will then deal with this as if you had reported the incident to them directly. This is known as 'third-party reporting'.

Provide translation and interpretation services

If you need this, we will provide translation and interpretation services for you. Please contact us on the number below to arrange a translation service.

Housing management and legal action

If we need to take legal action against the person or group causing the hate crime, we can:

- give formal warnings to someone if they break the conditions of their tenancy or lease;
- use good neighbour agreements;
- use acceptable behaviour contracts (ABCs) – these are generally used for youth-related antisocial behaviour;
- get an injunction
- work with the police and the local authority to get an antisocial behaviour order (ASBO); and
- as a last resort, go to court to repossess their property if their behaviour is serious.

We will make sure the action we take is strong, effective and fair.

We will also provide support for people that cause hate crime but we will quickly take action against them if they refuse the support we offer.

We are stronger working together

We work in partnership with other agencies, including your local authority, police, Community Safety Units and support agencies, to stop hate crime. We will make sure we offer you co-ordinated services that prioritise your and your family's safety.

If possible, and with your agreement, we will refer your case to multi-agency hate crime panels (these are normally run by the local authority) to make sure you get the support you need.

Don't suffer in silence. Tell us and we are here to help you. We will work with you to resolve your issues and show our commitment to making your home a safer place to live.

More help and advice

Peabody Direct

You can phone us on **020 7021 4444** or **0800 022 4040** (free from landlines). Lines are open Monday to Friday, 8am to 8pm. Or you can email us at peabody.direct@peabody.org.uk.

Police

Unless it is an emergency, call the Metropolitan Police Services on **0300 123 1212** at any time.

In an emergency (a crime is happening, someone suspected of committing a crime is nearby, someone is injured, you are being threatened or you are in danger) call **999**.

If it's not an emergency, you can also contact your local Safer Neighbourhood Team, which is a team of Metropolitan Police officers dedicated to each London neighbourhood. You can find details at www.met.police.uk/saferneighbourhoods/.

You can also report a crime online at <https://online.met.police.uk/>.

Victim Support

Phone: **0845 30 30 900**

Typetalk users: **18001 0845 30 30 900**

(If you want to keep your number private, press **141** before you dial the number.)

Opening hours:

Monday to Friday: 9am to 9pm

Saturdays and Sundays: 9am to 7pm

Bank holidays: 9am to 5pm

The support line has an interpretation service for you if English is not your first language.

Website: www.victimsupport.org.uk

Email: supportline@victimsupport.org.uk

Samaritans

Phone: **08457 90 90 90**

Website: www.samaritans.org

Equality and Human Rights Commission

Phone: **0845 604 6610**

Website: www.equalityhumanrights.com

London Lesbian and Gay Switchboard

Phone: **020 7837 7324** (10am to 11pm every day of the year)

Website: www.llgs.org.uk.

Stonewall

A lesbian, gay and bisexual charity

Phone: **08000 50 20 20** (Monday to Friday, 9.30am to 5.30pm)

Website: www.stonewall.org.uk.

Press For Change

Campaigning for respect and equality for all transgender people.

Phone: **0161 432 1915**

Website: www.pfc.org.uk

Email: transequality@pfc.org.uk

Racial equality councils

Website which will help you find your local racial equality council: <http://www.csas.org.uk/REC>

Race Equality Foundation

Promotes race equality in social support and care.

Phone: **020 7619 6220**

Website: www.raceequalityfoundation.org.uk

Terrence Higgins Trust

Information about HIV and AIDS

Website: www.tht.org.uk

Age UK

Age UK (which used to be Age Concern and Help the Aged) is a charity working for and with older people.

Phone: **0800 169 6565**

Website: www.ageuk.org.uk

Disability Discrimination Act – information

If you need more information, visit the Government website at www.direct.gov.uk and search for 'Disability Discrimination Act'.

SCOPE

About cerebral palsy - for disabled people achieving equality.

Phone: **0808 800 3333**

Website: www.scope.org.uk

Email: response@scope.org.uk

RNID

Supporting deaf and hard of hearing people.

Phone: **0808 808 0123**

Website: www.rnid.org.uk

Email: informationline@rnid.org.uk

RNIB

Supporting blind and partially sighted people.

Phone: **0303 123 9999**

Website: www.rnib.org.uk

Email: helpline@rnib.org.uk

MIND

Information and advice, campaigning to promote good mental health for everyone.

Phone: **0845 766 0163**

Website: www.mind.org.uk

Email: info@mind.org.uk

Shelter

The housing and homelessness charity.

Phone: **0800 800 4444**

Website: www.shelter.org.uk

Email: info@shelter.org.uk

More information

You can get other leaflets and policies (see below) from our website at www.peabody.org.uk. Or, you can contact us on **020 7021 4444** or **0800 022 4040** (calls are free from landlines) and we can post you a copy.

- *Domestic Abuse and Violence (booklet 6)*
- *Antisocial Behaviour (booklet 5)*
- *Single Equality Policy*

Translation service

যদি আপনি এই লিফলেট বাংলায় পেতে চান, তাহলে :

- পলিসি এবং ইনসাইট সার্ভিসকে লিখুন 45 Westminster Bridge Road, London SE1 7JB; অথবা

- ই-মেইল করুন translate@peabody.org.uk

আপনার নাম ও ঠিকানা আমাদেরকে বলুন ও 'ARA Ben' উল্লেখ করুন।

Bu broşürün Türkçesini istiyorsanız lütfen şu adrese yazın:

- Policy and Insight, Peabody, 45 Westminster Bridge Road, London SE1 7JB ya da
 - İnternet üzerinden e-posta gönderin: translate@peabody.org.uk
- Adını-soyadınızı, adresinizi eklemeyi ve 'ARA Tur' referans numarasını belirtmeyi de lütfen ihmal etmeyin.

إذا أردت أن تحصل على هذه الكراسة باللغة العربية، فيمكنك أن:

- تكتب رسالة إلى: Policy and Insight, Peabody, 45 Westminster Bridge Road, London SE1 7JB

- تبعث برسالة عبر البريد الإلكتروني على العنوان: translate@peabody.org.uk أو: 'ARA Ara' بالعربية الإنجليزية.

Si vous désirez obtenir cette brochure en français, veuillez :

- Ecrire à Policy and Insight, Peabody, 45 Westminster Bridge Road, London SE1 7JB ; ou
- Adresser un courrier électronique à translate@peabody.org.uk en précisant votre nom, votre adresse et la référence 'ARA Fre'.

Se desejar este folheto em português, pode:

- Escrever para o serviço de política e inclusão (Policy and Insight) na morada Peabody, 45 Westminster Bridge Road, London SE1 7JB, ou
- Enviar um email para translate@peabody.org.uk apresentando o seu nome e a sua morada, e citando 'ARA Por'.

This document is also available in large print, braille or audio format



Peabody

45 Westminster Bridge Road,
London SE1 7JB

Tel: 020 7021 4444 or 0800 022 4040 (free from landlines)

Email: peabody.direct@peabody.org.uk

www.peabody.org.uk

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