

Hate Crime & Harassment



Advice and support for victims

Halton Housing Trust will not tolerate intimidating behaviour and will take prompt and effective action against all forms of hate crime and harassment.

We will not hesitate to take legal action against those responsible for inflicting physical and/or verbal abuse, or those who intimidate any of its customers, their families or visitors or members of its staff or anyone employed on behalf of the Trust.

What is Hate Crime?

Hate crime can be any incident or action which is perceived by the victim or any other person as being motivated by prejudice or hate.

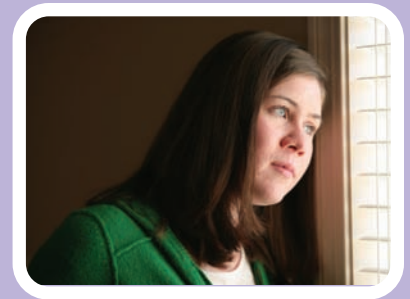
Hate crime can be against people because of a particular group they belong to or a group they are thought to belong to. This may include, but is not limited to, incidents against people because of their race, faith, disability, age or because they are lesbian, gay men, bisexual or transgender, refugees, asylum seekers or travellers.

What is a Hate Incident?

This is any incident which may or may not constitute a criminal offence and is perceived by the victim or victims as being motivated by prejudice or hate. A victim of a hate crime incident does not have to be a member of a minority or someone who is considered vulnerable. Anyone can be a victim of hate crime.

Hate Crime incidents can take many forms. It can be physical, verbal or non verbal abuse such as:

- Physical assault
- Threats of violence or assault
- Harassment
- Written or verbal abuse or threats
- Damage to property or possessions
- Racist, hate-motivated or offensive graffiti
- Arson
- Neighbour disputes
- Abusive or obscene telephone calls
- intimidating groups hanging around
- Offensive leaflets and posters



How we deal with hate crime is stated in our Tenancy Agreement and Customer Handbook. All of the Trust's current Tenancy Agreements and leases contain clauses requiring tenants or leaseholders not to harass anyone. Tenants and leaseholders are also responsible for the actions of other members of their household, including children, lodgers, visitors and pets.

The Trust works closely with Halton Borough Council, the Police, other Housing Associations, Agencies and Support Groups on incidents of harassment.

What should I do if I think I am a victim of Hate Crime?

If you think you are a victim of hate crime you can report it to the Trust by phone, email or at any of our customer contact points.

How will Halton Housing Trust respond to a report of Hate Crime?

The Trust appreciates that hate crime can have a serious impact on customers and, if left unchallenged, can disrupt the whole community. It can also have a prolonged negative effect on the health, welfare and confidence of the victim. The Trust will then carry out the following :

- Respond to all reports of hate crime however they are reported to us
- Treat all reports of hate crime incidents we receive seriously while undertaking the investigation within 24 hours
- Provide a customer-centred approach when dealing with hate crime incidents
- Investigate all hate crime incidents that are reported to us.
- Make sure that Housing Officers are sensitive to the needs of those experiencing hate crime
- Where possible, arrange for the person reporting the hate crime incident to speak to an officer of the same sex, upon request
- Provide interpretation support if required
- Arrange for racist, hate-motivated or offensive graffiti to be removed within 24 hours once reported and fix any related damage as quickly as possible



Continuing Support

Following the initial interview we will continue to support victims of hate crime in the following way:

- By conducting a prompt and thorough investigation into all alleged cases
- By providing information and support to enable and empower victims of hate crime incidents to make informed choices using the Trust and advocacy services, as appropriate
- Liaising, on your behalf with external agencies such as the police and victim support groups. We will only do this with your agreement or if we are required to do so by law in relation to child protection issues
- Discuss all the options available to you with regard to housing, welfare benefits, obtaining legal advice, specialist support and advice about your safety
- Wherever the victim feels able to remain in his/her home either temporarily or permanently but requests additional security measures, these will be arranged on an emergency basis
- Where appropriate legal action will be taken for breach of conditions of tenancy against the perpetrator;
- Where appropriate the Trust will seek other legal remedies on behalf of victims;
- We will adopt a multi-agency approach to harassment and domestic violence with the voluntary sector and other agencies;
- Victims will also be re-housed wherever appropriate;

Action taken against the Perpetrator

The Trust will take legal action against the perpetrator providing there is enough evidence in place. However action would only take place providing the case is serious enough and the victim supports such action.

Action includes

- Injunctions (to enforce or prevent behaviour)
- Demotion of tenancies – to reduce security of tenure
- Possession action and Court action to evict a perpetrator from their home

Support for victims

The Trust will work with other agencies to support victims of Hate Crime and to provide further information. The following organisations may provide additional information and provide support to victims of hate crime:

Helpful numbers

Cheshire Halton and Warrington Racial Equality

2 Hunters Walk
Canal Street
Chester CH1 4EB
Telephone: 01244 400730
Fax: 01244 400722
Email: chawrec@btconnect.com

Cheshire Police

Hate Crime Advisor
Cheshire Constabulary HQ
Clemonds Hey
Oakmere Road
Winsford
Cheshire CW7 2UA
Telephone: 01244 614549
Email: hate.crime.reporting@cheshire.ppn.police.uk

Lesbian and Gay Foundation

0845 330 3030

Lesbian, Gay Bisexual and Transgender Advisor Group

07952 970 813

Victim Support

0845 303 0900

Samaritans

08457 909090

ChildLine

(24 hour helpline for children and young people)
0800 111 111

Alternatively contact the Trust direct on 0151 510 5000, www.haltonhousing.org or info@housing.org

You can call into one of our offices

Runcorn Area Office

Grange House
930 Grangeway
Runcorn WA7 5LT
Tel: 0151 510 5027

Widnes East

Simms Cross
120-124 Widnes Road
Widnes WA8 6AX
Tel: 0151 510 5026

Widnes West

Halton Direct Link
Queens Avenue
Ditton WA8 8HR
Tel: 0151 510 5025

This document can be provided in large print, audio, electronic and Braille formats.
We are also RNID Typetalk compatible.
If you require this information in another language, please ring 0151 510 5000.

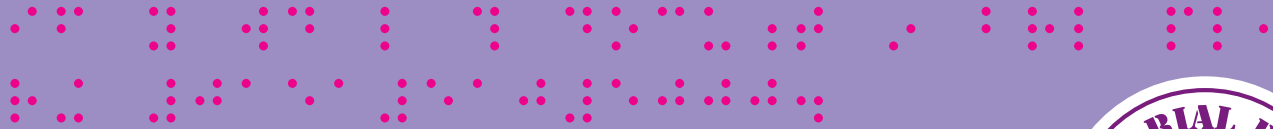
যদি আপনি এই তথ্য অন্য ভাষায় পেতে চান, তাহলে দয়া করে 0151 510 5000 নম্বরে ফোন করুন।

यह सूचना यदि आपको किसी अन्य भाषा में चाहिये तो कृपया नंबर 0151 510 5000 पर फोन करें।

یہ معلومات اگر آپ کو کسی دیگر زبان میں چاہیے تو برائے مہربانی نمبر 0151 510 5000 پر فون کریں۔

如果你需要其他語文版本的本資訊，請致電 0151 510 5000

Jeśli chcieliby Państwo otrzymać powyższe informacje w innym języku prosimy zadzwonić pod numer 0151 510 5000



How to contact us

Halton Housing Trust, Daresbury Point, Green Wood Drive, Manor Park, Runcorn, Cheshire WA7 1UG
Telephone: 0151 510 5000 Fax: 0151 510 5100
email: info@haltonhousing.org website: www.haltonhousing.org

Company registration number: 5099862 Registered charity number: 1111346 Housing Corporation Registration: L4456

To report a repair call freephone 0800 195 3172