

Resident Summary

Hate Crime

Version: 03/2011

Hate Crime

Hate crime is any incident which is perceived by the victim as having been motivated by prejudice or hate. It can be directed towards an individual or a group of people and is not just limited to members of minority groups, or those who are vulnerable.

Incidents of hate crime can relate to:

- Age
- Disability
- Sexual orientation
- Race or ethnicity
- Religion and belief
- Gender or gender identity

Hate crime can include but is not restricted to:

- Abusive or insulting words or behaviour
- Offensive or other written material
- Actual or threatened violence

Our Policy

Our hate crime policy applies to all residents and leaseholders of Southern Housing Group.

We take a victim centred approach to dealing with hate crime. This means that we will:

- Treat all reports of hate crime seriously sympathetically and in confidence
- Treat all reports of hate crime as high risk, and contact the victim within 1 working day
- Carry out thorough investigations of all reports of hate crime
- Conduct a risk assessment with the victim
- Provide advice and information, and signpost victims to support agencies where we are unable to help
- Work in partnership with other agencies
- Provide a range of options to deal with perpetrators of hate crime
- Take action against perpetrators if appropriate

- Agree an action plan with the victim, and keep them regularly updated
- Take account of the residents' safety when taking action.

How do we work?

Hate crime cases are usually handled by our specialist ASB Caseworkers, supported by the ASB Team.

We monitor and record all complaints of hate crime made to the Group, and only close cases in line with our procedures and with the knowledge of the victim. We benchmark numbers of cases (but not details) against other similarly sized social landlords.

We work in partnership with other agencies, such as Safer Neighbourhood or community policing teams, local authorities, and other social landlords. In cases of hate crime, the police will usually be the lead agency, and we will support the police in any criminal prosecution for hate related crime.

Equality & Diversity

Southern Housing Group is committed to eliminating discrimination and valuing diversity in the communities where we work and in our own workforce.

We recognise that disadvantage and discrimination are more likely to be experienced by particular groups in society because of their race, ethnic origin, colour or national origin, disability, sexual orientation, religion, gender or transgender identity, or age.

As part of our approach to equality and diversity, we are committed to tackling all forms of hate crime and ensuring that our residents can live in their homes and communities safe from abuse and fear regardless of their background.

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Further information

If you are the victim of DV, or suspect someone else is, you can speak to your Resident Services Manager, or telephone our Service Centre. If you would like any more information on this or any of our other policies please contact us using the details at the bottom of the next page. We have a leaflet about hate crime, which contains contact telephone numbers of advice and support agencies. This is available on our website or from the Service Centre.

Owner of the version: ASB Team

Date of next review: April 2012

Contact us

If you live anywhere in the UK except the Isle of Wight, phone us on **0300 303 1771**

If you live on the Isle of Wight, phone us on **0300 303 1772**

All residents

Service Centre opening hours
8am to 8pm, Monday to Friday

Email us at
service.centre@shgroup.org.uk

Write to us at **Service Centre,**
Southern Housing Group,
PO Box 643, Horsham RH12 1XJ

Visit our website at
www.shgroup.org.uk

For help with translations, or if a large type, Braille or audio summary would be useful, please contact the Service Centre.

Arabic

لمساعدتك في الترجمة يرجى الاتصال بمركز الخدمة على هاتف 0300 303 1771.

Bengali

অনুবাদ সাহায্য পেতে হলে সার্ভিস সেন্টারে 0300 303 1682 নম্বরে ফোন করুন।

French

Si vous souhaitez recevoir de l'aide avec vos traductions, appelez le 0300 303 1771.

Somali

Wixii ah caawimo turjumaan ka soo wac Xarunta Adeegga telefoonka 0300 303 1771.

Spanish

Si necesita que le ayudemos con alguna traducción, llámenos al 0300 303 1771.

Turkish

Tercüme konusunda yardım için 0300 303 1683 'den Hizmet Merkezi'ni arayın.