

Hate Crime

June 2015

Introduction

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 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 aim to 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 Anti-social Behaviour (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 and 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.

Further information

If you would like any more information on this or any of our other policies or services please contact our customer service centre or go to our website www.shgroup.org.uk. Contact details

can be found on our webpage, on our Information Card or in Open Door- your residents' newsletter.

Feedback and Complaints

If you have something to say about the Group's policies and procedures or the information we provide on them then let us know. Please address this feedback to Policy Services Team c/o PO Box 643, Horsham RH12 1XJ or email to servicecentre@shgroup.org.uk marking the email 'Policy Feedback'.

If you have a complaint then either our Customer Service Centre or local staff will attempt to deal with it and resolve it. If we can't find a solution in this way, or if you prefer to deal with the matter more formally, then our complaints procedure will help you. Ask the Customer Service Centre for a leaflet which tells you how your complaint will be handled.

All complaints are dealt with in strict confidence. Our commitment to fairness means that you will not be treated differently if you make a complaint about our service.

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

Arabic	لتلقي المساعدة في الحصول على نسخ مترجمة أو إذا كان من المفيد بالنسبة لكم تلقي نسخ مطبوعة بطباعة مكبرة، أو بطريقة برايل للمكفوفين، أو مسجلة كملخصات على شريط تسجيل صوتي، فيرجى الاتصال بمركز الخدمة Service Centre .
Bengali	অনুবাদে সাহায্য পেতে হলে অথবা বড় অক্ষর, ব্রেইল অথবা টেপে রেকডকৃত সারসংক্ষেপ শুনতে চাইলে সার্ভিস সেন্টারকে 0300 303 1682 নাম্বারে ফোন করুন।
French	Contactez le Centre de services pour obtenir de l'aide sur les traductions, ou si un résumé en gros caractères, en Braille ou enregistré s'avère nécessaire.
Somali	Si lagaaga caawiyo turjumista ama haddii aad jeclaan lahayd farta waaweyn, farta indhoolayaasha (Braille) ama warbixin kooban oo cajilad ku duuban, la xirii Xarunta Adeegga.
Spanish	Si necesita traducciones o resúmenes en letra grande, Braille o casete, póngase en contacto con el Centro de Servicios.
Turkish	Tercüme konusunda yardım için, veya iri puntolu, Braille körler alfabesi ile yazılmış ya da ses kaydı olarak bir özet isterseniz, 0300 303 1683'ten Hizmet Merkezi'ni arayın.