



Hate Crime, Harassment & Racial Harassment

Beechdale Community Housing Association

Putting Tenants at the Heart of Our Business



What is Hate Crime and Harassment?

Hate crime is ***“any incident which constitutes a criminal offence, which is perceived by the victim or any other person as being motivated by prejudice or hate”***.

Our definition of a racist incident, as stated in the Stephen Lawrence Inquiry Report 1999, is “any incident which is perceived to be racist by the victim or any other person”.

Harassment is any deliberate attack suffered by an individual or group.

If you are our tenant, hate crime or harassing someone is a serious breach of your tenancy conditions. We will investigate reports of such behaviour and take action, including legal action, which may result in us seeking possession of your home from the Court.

What is Hate Crime and Harassment?

Victims of hate crime can suffer:

- Threats
- Verbal abuse and harassment
- Physical and sexual assault
- Violence
- Psychological and emotional abuse
- Damage to their homes or property
- Bullying
- Arson
- Attempted murder
- Murder
- Extortion or blackmail
- Racist or other offensive graffiti

Are you a Victim?

You may become a victim of hate crime or harassment because of your

- race, colour, ethnic origin, nationality or national origins
- religious, cultural or political beliefs
- gender or gender identity
- sexual orientation
- disability (physical, mental and/or learning)
- spent criminal convictions
- marital or civil partnership status
- family circumstance
- age

However, you do not have to be from a minority group or considered to be 'vulnerable' to be a victim - **anyone at any time may be a victim.**

We believe that it is your view of what has happened and how it has made you feel that is important

If you are a victim of Domestic Abuse, please see our leaflet 'Are you suffering Domestic Abuse?'



What to do

What can you do?

If you

- are a victim, or
- have witnessed an incident of hate crime, or
- know someone who is being harassed, or
- know someone who is suffering in silence

Come and talk to us – we're here to help.

You can talk to us in confidence, we won't judge you and we will give you help on what you can do. We encourage you to report all incidents to us.

We can help you contact other agencies who can help and offer you support, such as Victim Support or the Police.

You can tell us in several ways:

- ✓ in person, at our office or we'll visit you at home or somewhere else convenient to you
- ✓ telephone
- ✓ letter
- ✓ email
- ✓ using our complaints form available in our reception or on our website
- ✓ by a third party (member of your family, neighbour, Police, etc)

Remember – you are not to blame. Hate crime and harassment are criminal offences and are always wrong - there are **no** excuses.

We want to stop it.

What to do

What else can you do?

- If you receive nuisance telephone calls, ask the operator about having calls monitored and ask for an ex-directory number.
- If stones are thrown at your windows, pull the curtains to stop flying glass. **Don't go out to investigate.**
- Write down the time and date of the incident and the names and addresses of the persons causing you harm if you know who they are.

Call the Police. In an emergency always call 999.



What we can do

We have a zero tolerance of hate crime and harassment. You do not have to be a BCHA tenant to talk to us - we will investigate **every** incident reported to us and offer you help and support.

If you are a victim, we will

- see you immediately where possible, or within 1 working day, and treat you sensitively and professionally
- agree action plans with you and be guided by what you want to do
- give you the name and contact details of our investigating officer
- remove racist or offensive graffiti from our property within 24 hours
- make sure your home is safe and if you are our tenant we will treat any damage caused by perpetrators as an emergency repair. A 'perpetrator' is the person carrying out the offence.
- carry out regular visits to you (or arrange to see you elsewhere if you prefer)
- refer you to Victim Support (if this is what you want) and other supportive agencies
- take appropriate action at the right time
- accompany you to court and support you through the process.

What we can do

Legal action we take may include:

- Anti Social Behaviour Orders
- Injunctions, which may include a power of arrest
- Demotion of tenancy
- Possession proceedings.

We can look at re-housing options but this is not always the best solution for you and doesn't always stop the problem.

If the perpetrator is not one of our tenants we may need to involve other agencies, such as Walsall's Safer Partnership, including the Police. If the person is the tenant of another landlord we will need to tell their landlord. We will then work with the landlord and other agencies to deal with the matter.

Local Support

Police

Hate crime and harassment are criminal offences. The Police take all reports very seriously and are available 24 hours a day.

They can support and help you in various ways:

- Protect you from further injury or harm
- Arrest and remove the perpetrator
- Arrange first aid or medical help (such as an ambulance) if you are injured
- Investigate what has happened and gather evidence
- Help you to access other support agencies, such as Victim Support
- Find a safe place for you to stay if necessary.

A Police Officer will attend all reported incidents of hate crime and/or harassment. You can report any incident to them.

They will:

- Respond sensitively
- Give you guidance
- Advise you during an investigation
- Advise you during any prosecution processes
- Signpost you to support agencies.

Bloxwich Police Station
Station Street
Bloxwich
WS3 2PD
Tel: 0845 113 5000

Always call 999 in an emergency.



Local Support

Victim and Witness Support:

Offers a confidential service and will help you cope with crime.

Upper Rushall Street, Walsall WS1 2HA

Tel: **0845 3030 900 or 01922 644000**

Equality and Diversity Team:

Walsall Council, Lichfield Street,

Walsall WS1 1TP

Tel: **01922 653306**

Citizens Advice

Bureau:

Lichfield Street,

Walsall WS1 1SE

Tel: **01922 700600**



Local Support

Samaritans:

Walsall & District Branch

Bott Lane, Walsall WS1 2JQ

Tel: **01922 624000 or**

0845 790 9090 (24 hour help line)

Deaf callers only Minicom Tel: **0845 790 9192**

Textphone callers Tel: **0845 790 9192**

Walsall Council Supported Housing:

Civic Centre, Darwall Street, Walsall

Tel: **01922 650000 / 653405**

Walsall Domestic Violence Forum:

Tel: **01922 406767**

www.wdvh.co.uk

CrimeStoppers:

Report crime anonymously

Freephone: **0800 555 111**

If you require any help in understanding this Hate Crime, Harassment & Racial Harassment leaflet or you need an interpreter to read it to you please ask someone to contact us on your behalf.

If you would like this information in **LARGE PRINT** or audio tape, please contact us on **01922 648252**

এই ঘৃণা অপরাধ, হয়রানি ও জাতিগত হয়রানি সংক্রান্ত লিফলেটগুলি বুঝতে আপনার যদি কোন সাহায্যের প্রয়োজন হয় বা আপনার যদি এটা পড়ার জন্য কোন দোভাষীর প্রয়োজন হয়, তাহলে কাউকে আমাদের সাথে আপনার হলে যোগাযোগ করার জন্য অনুগ্রহ করে বলুন।

Bengali

अगर आपको इस घृणा-आधारित अपराध, उत्पीड़न और जातीय उत्पीड़न सूचना-पत्र को समझने में किसी मदद की ज़रूरत है या आप चाहते हैं कि कोई दुभाषिया इसे आपको पढ़कर सुना दे, तो कृपया किसी से कहें कि आपकी ओर से संपर्क हमसे संपर्क करें।

Hindi

اگر آپ کو اس نفرت کے پرچم، ڈرانے دھمکانے اور نسلی طور پر ڈرانے دھمکانے کے در تپے کو سمجھنے میں کوئی مدد درکار ہے یا آپ کو یہ پڑھ کر سنانے کے لیے مترجم کی ضرورت ہے تو براہ مہربانی آپ کی جانب سے کسی کو ہم سے رابطہ کرنے کے لیے کہیں۔

Urdu

જો તમને આ ધુણાસ્પદ ગુનો, અત્યાચાર અને જાતીય અત્યાચાર માહિતી પત્રિકા સમજવામાં અથવા તમને તે ઊંઘ દુભાષિયો વાંચી સંભળાવે તેવી મદદ જોઈતી હોય, તો કૃપા કરી તમારા વતી ઊંઘને અમારો સંપર્ક સાધવા કહો.

Gujarati

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਹੇਟ ਕ੍ਰਾਇਮ, ਉਤਪੀਡਨ ਅਤੇ ਨਸਲੀ ਉਤਪੀਡਨ ਵਿਤਾਬਚੇ ਨੂੰ ਸਮਝਣ ਵਿਚ ਕਿਸੇ ਤਰ੍ਹਾਂ ਦੀ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਜਾਂ ਤੁਹਾਨੂੰ ਇਸ ਨੂੰ ਤੁਹਾਡੇ ਲਈ ਪੜਨ ਵਾਸਤੇ ਕਿਸੇ ਦੁਭਾਸ਼ਿਏ ਦੀ ਲੋੜ ਹੈ, ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੇ ਵੱਲੋਂ ਕਿਸੇ ਨੂੰ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰਨ ਲਈ ਕਹੋ।

Punjabi

Si vous avez besoin d'aide pour comprendre ce dépliant sur les crimes haineux, le harcèlement et le harcèlement à caractère raciste, ou si vous souhaitez qu'un(e) interprète vous lise le dépliant, veuillez demander à quelqu'un de nous contacter de votre part.

French

Eğer Nefret Suçu, Taciz ve Irksal Tacizle ilgili bu broşürü anlamak için yardım istiyorsanız ya da size okuması için bir çevirmene ihtiyacınız varsa, lütfen sizin adınıza bize başvurabilecek birisini arayın.

Turkish

Jeżeli potrzebujesz pomocy w zrozumieniu broszury o przestępstwach z nienawisci, nękanii (w tym z powodów rasowych) lub pomocy tłumacza, poproś kogoś o skontaktowanie się z nami w Twoim imieniu.

Polish



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A Charitable Industrial and Provident Society



Language Line
SERVICES