



Helping you with

HARASSMENT & HATE CRIME



HARASSMENT & HATE CRIME

1. Commitment

The Association will not tolerate any form of harassment or hate crime and is committed to ensuring that residents are able to live without fear of abuse, harassment, intimidation or attack.

2. Definition

Harassment is deliberate or intentional behaviour that is targeted at individuals or distinct groups because of their particular race, ethnic origin, gender or gender identity, sexual orientation, disability, age, religion or belief. It is persistent and recurs.

Harassment is unlawful under the Equality Act 2010.

Hate crime is a crime in which the perpetrator's conduct is motivated by hatred, bias or prejudice based on the actual or perceived race, ethnic origin, gender or gender identity, age, religion or belief, disability or sexual orientation of an individual or group.

Harassment and hate crime can include name calling, physical or verbal abuse, intimidation, attacks on or damage to property including graffiti. It is perceived by the victim or any person as being motivated by prejudice or hate.

3. Making a Complaint

A complaint of harassment or hate crime can be made to the Association verbally, in writing, or by someone acting on the victim's behalf. A complaint can also be made anonymously, although this may limit the action that the Association can take in dealing with it.

The complaint will be promptly recorded and then investigated in accordance with the victim's wishes. An anonymous complaint will be considered by a senior officer to decide whether the case can be investigated further.

4. Confidentiality

All complaints and information will be treated as confidential and in accordance with the Data Protection Act. This will not be shared with other parties, or a victim's identity made known, without their consent. However, information may be shared with a statutory agency, such as the Police, if this may help to prevent or detect a crime or serious incident or if there is a child protection issue.

5. Immediate Action

If the Association thinks that the victim may be at serious risk, immediate action will be taken.

This may include emergency repairs to the property, contacting the Police and any other agencies that may offer additional support e.g. Social Services, Victim Support, Environmental Health, and the Local Council's Anti Social Behaviour or Equality Officer/Team. Security measures will be implemented wherever possible to make the victim feel safer.

Victims will be encouraged to report incidents of harassment and hate crime to the Police; and to accept help from appropriate agencies that can provide dedicated support, assistance and advice.

6. Re-housing

If the victim feels unable to remain in their home due to fear for their safety, a referral will be made to the local Council's homelessness service.

If the victim does not feel at immediate risk but wishes to move away from the harassment, the Association may offer a priority transfer to alternative accommodation or help to secure alternative accommodation with another social housing landlord if the Association does not have any suitable accommodation available.

7. Investigation of a Complaint

The Association will interview the victim within 1 working day of the report of harassment or hate crime being received if the victim may be at serious risk; or within 5 working days if no one is considered to be at immediate risk. The purpose of the interview is to obtain more information and to discuss the actions that could be taken. Detailed notes will be made of all incidents including dates, times and the names/addresses of any witnesses and other agencies that may be involved.

The Association will offer and arrange an interpretation service if English is not the victim's first language, and the interview will take place at a mutually agreed location.

An appropriate course of action will be agreed with the victim and this may include:

- No immediate action, monitor the situation
- Collect more details, contact witnesses and other agencies
- Visit the perpetrator and try to stop the harassment
- Liaise with the Police and other agencies to take action against the perpetrator
- Legal action against the perpetrator
- Provide practical support, such as repairs or extra security

8. Interviewing the Perpetrator

If the alleged perpetrator is not living in one of the Association's properties, then the Association will contact their landlord and request that prompt action is taken in accordance with the victim's wishes, or consider taking appropriate legal action.

If the perpetrator is living in one of the Association's properties and it is the wish of the victim, the Association will arrange to interview the tenant of that property within five working days of interviewing the victim.

The purpose of the interview is not to accuse the alleged perpetrator but to try and establish the facts. The alleged perpetrator will be informed of the complaint and asked for their comments.

Assistance will be offered to perpetrators where it is identified that they are vulnerable and need support. The Association will work with relevant support agencies such as social service, probation, mental health services, drug and alcohol treatment services.

9. Collecting Evidence

The Association will collect as much evidence as possible. This may include diary sheets kept by the victim; interviewing other witnesses; photographing any visible evidence; information from other agencies - Police, Environmental Health, Social Services; and checking for any previous complaints.

If English is not the victim's first language they may complete the incident diaries in their own language and the Association will arrange for these to be translated.

Other witnesses will be interviewed within five working days of interviewing the victim, and statements taken. Ideally a witness should be an independent third party i.e. not a friend or relative of the complainant. If a witness does not want to become involved then their wishes will be respected.

Information will be requested from other agencies, confirmation of reported incidents and details of any action they intend to take.

The Association will contact the victim and witnesses on a weekly basis, by telephone or visits, to check if there have been any further problems.





10. Action Following Investigation

As soon as evidence has been gathered the Association will consider an appropriate course of action, taking into account the victim's wishes. This may include -

- Liaising with the Local Council's Equality or Anti Social Behaviour Officer/Team
- Liaising with the Police and/or other agencies
- Tenancy enforcement action
- Legal proceedings
- Recharging the perpetrator for the cost of repairing damage
- Transfer of the victim to alternative accommodation.

Legal action may be appropriate if there is sufficient evidence and the victim agrees to this course of action. The Association will consult with a Solicitor for legal advice on whether there is sufficient evidence to proceed.

11. Appeal

There is a right of appeal against any decision made by the Association in relation to dealing with harassment and hate crime. An appeal can be made through the Association's complaints procedure.

Information can be made available in other languages, or other formats such as Braille or Audio Tape, on request. Please ask a member of our staff for more information, or if you need any other help or advice. (They can arrange to speak to you in your own language if you need them to.)

L'information peut être rendue disponible dans d'autres langues, ou en d'autres formats tels que braille ou bande magnétique audio, sur demande. Veuillez demander à un membre de notre personnel pour plus d'information, ou si vous avez besoin de tout autre aide ou conseil. (ils peuvent organiser de vous parler en votre propre langue si vous avez besoin qu'ils le fassent.)

Bilgiler istenildi_inde_in der dillerde de temin edilebilir ayrıca görme özürülürin kullanabilece_in kabartma alfabesiyle veya Teyp kaseti_eklinde de hazırlanabilir. Daha fazla bilgi için veya herhangi bir konuda yardım ve tavsiye ye ihtiyacınız varsa lütfen görevli personelden birisiyle konu_unuz. (E_er ihtiyacınız varsa personelimiz sizinle kendi dilinizde konu_abilmek için bir tercüman ayarlayabilir).

نستطيع توفير المعلومات بلغات اخرى وصيغ اخرى مثل البريل (لفقادي البصر) والشرائط الصوتية، حسب الطلب. يرجى الاستفسار من احد موظفينا للحصول على المزيد من المعلومات او للحصول على المساعدة او الارشاد. (يستطيع موظفونا توفير وسائل اخرى للتحدث معكم بلغتكم اذا احتجتكم الى ذلك.)

该资料已被翻译为其它的语言，也有诸如盲文或录音磁带的其它形式供选。请询问我们的职员以便获得进一步的资料、其它帮助或建议。(如果你有需要，他们可以安排用你自己的语言来和你交谈。)

در صورت درخواست ، اطلاعات به زبانهای دیگر در دسترس قرار خواهد گرفت و یا به هر شکل دیگر از قبیل خط برجسته و یا صدا. جهت دریافت اطلاعات بیشتر و یا دریافت راهنمایی و کمک، لطفاً از یک کارمند سوال کنید. (آنها میتوانند ترتیبی بدهند که در صورت لزوم با زبان خودتان با شما صحبت کنند.)

ز انبار پانہ بہ زمانی خواتن ده ست ده کہ ویت، و یا بہ شیوہ کانی دیکہ، لہ وانہ بہ خہ تی گہ ورہ و یا بہ دہ نگ. نہ گہ ر پیویسنت بہ ز انباری زورتر، یارمہ تی و یا ناموزنگاری ہہ یہ، تکایہ پرسیار بکہ لہ گہ کیبک لہ کارمہ ندہ کان. (نہ وان کاریکی و ادہ کہ ن کہ بہ زمانی خوت لہ گہ لتا قسہ بکہ ن.)

ਬੇਨਤੀ ਕਰਨ ਤੇ, ਜਾਣਕਾਰੀ ਦੂਸਰੀਆਂ ਬੋਲੀਆਂ, ਜਾਂ ਹੋਰ ਰੂਪਾਂ ਜਿਵੇਂ ਕਿ ਬਰੇਲ ਜਾਂ ਆਡੀਓ ਟੇਪ ਤੇ ਵੀ ਦਿੱਤੀ ਜਾ ਸਕਦੀ ਹੈ। ਹੋਰ ਜਾਣਕਾਰੀ ਵਾਸਤੇ, ਜਾਂ ਜੇਕਰ ਤੁਹਾਨੂੰ ਹੋਰ ਸਹਾਇਤਾ ਜਾਂ ਸਲਾਹ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਸਾਡੇ ਸਟਾਫ਼ ਦੇ ਕਿਸੇ ਮੈਂਬਰ ਨੂੰ ਪੁੱਛੋ। (ਜੇਕਰ ਤੁਸੀਂ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਉਹ ਤੁਹਾਡੇ ਨਾਲ ਤੁਹਾਡੀ ਆਪਣੀ ਬੋਲੀ ਵਿਚ ਗੱਲਬਾਤ ਕਰਨ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਨ।)

یہ معلومات گندارش کرنے پر دیگر زبانوں یا دیگر صورتوں، جیسا کہ، بریل (اُبھری ہوئی کھائی، ہینا انخاص کے پڑنے کی کھائی) کی ای ڈی اور شیپ پر بھی فراہم کی جاسکتی ہیں۔ مزید معلومات یا اگر آپ کو کسی مدد یا مشورے کی ضرورت ہو، تو براہ مہربانی ہمارے عملہ کے ممبر سے بات کریں۔ (اگر آپ کو ضرورت ہو تو وہ آپ سے اپنی زبان میں بات کرانے کا انتظام کر سکتے ہیں۔)


Contact us

Our office in Darlington, Maple House, 11 Tillage Green, Westpark Village, DL2 2GL is open between 8.30 am and 4.30pm Monday to Friday.

Free phone: **0800 0287428** | Email: info@railwayha.co.uk

www.railwayha.co.uk

 /railwayha

 /railwayhousingassociation

Registered Social Landlord: A1855 | Registered Charity: 1188450

Member of the Housing Ombudsman Service

