

# Reporting harassment, hate incidents and hate crime



This leaflet explains:

- what harassment and hate crime are
- how to report incidents
- who you can talk to
- how we tackle the problem
- how we can support you and other victims

If you would like an interpreter or translator to help you read this document, please contact LMH connect on **0800 678 1894**

This leaflet is also available in other languages and other formats, such as Braille, large print or audio. See back cover for details.

## LMH will not tolerate harassment

Certain groups and individuals may face racism, victimisation or unlawful discrimination because of their gender, trans-gender status, ethnic and national origins, disability, sexual orientation, age, religion or cultural background.

We believe this is unacceptable. LMH takes a zero-tolerance approach to all hate crime and all forms of harassment. Hate crime and all forms of harassment are a clear breach of a tenancy agreement. We want everyone to feel confident about reporting incidents to us.

Please don't suffer in silence – we can and will help you.





## What is a hate incident?

A hate incident can be defined as 'any incident which is motivated by hate and leaves a victim feeling threatened.'

Hate incidents may be motivated by a person's:

- race
- disability
- sexuality
- religion
- gender
- age
- trans-gender status

## What is hate crime?

A hate crime occurs when a hate incident can be classified as a criminal offence. If the offender's actions are motivated by prejudice or hatred, they are committing a crime.

Hate crime can take many forms, including:

- physical assault
- damage to property
- offensive graffiti
- arson
- verbal threats
- offensive letters
- abusive or obscene phone calls
- abusive language
- intimidating groups/gangs
- malicious complaints
- offensive leaflets and posters
- abusive gestures
- rubbish dumping outside your home or through letterbox
- bullying at school or work

Being a victim can be a particularly frightening, confusing and hurtful experience. You may be attacked by someone who doesn't know you because of a single characteristic that you cannot change.

## **Reporting makes a difference to you, your friends and your community**

Most offenders who carry out this type of behaviour live in the same neighbourhood as their victims. By reporting it, you may be able to prevent these crimes from happening to someone else and make your whole neighbourhood a safer and more pleasant place to live.



## What is racial harassment?

Racial harassment is a hate crime. It means that someone is bothering you, threatening you, or treating you unfairly because of your race, ethnicity, colour, religion or nationality.

Racial harassment can take many forms – it can be written, verbal or physical. It may take the form of threats or attacks on you or your home. It can happen in any neighbourhood and anyone, young or old, could commit or suffer from it.

Racial harassment is “any incident which is perceived to be racist by the victim or any other person” (recommendation 12 of the Stephen Lawrence enquiry, McPherson report 1999).

## What should you do if it happens to you or someone you know?

Don't retaliate. You could risk violence or make a bad situation even worse. After the incident, note down the details and then report it to us.

## How do I report an incident of harassment?

Sometimes the hardest part is asking for help, but the sooner you ask, the sooner we can offer the support you need. We promise to take all reports seriously. You can report any incident in confidence – the first time you contact us you don't have to give us your name.

However, if you can tell us the names of all the people involved, it may help us sort out the problem more quickly. Even if you cannot identify the people involved, please make a report.

You can report an incident in person or by phone to any member of LMH staff in our neighbourhood housing offices.

Our staff will arrange for a Safer Estates Officer to contact you during the next working day to discuss the incident with you. The Safer Estates Officer will agree an action plan with you which will explain what will be done to resolve the issue.

Everything you tell us will be dealt with in the strictest confidence.

## Reporting hate crime

You can visit, write, telephone or email any of our offices to report that you, or someone you know, may have been involved in a hate incident/crime. The full addresses of all offices and telephone numbers are listed on the back page of this leaflet.

All LMH neighbourhood housing offices are now third party Hate Crime Reporting Centres. Our status as a third party reporting centre means that the report you make to us will be accepted by the Police. Reports will not be forwarded to the police without your permission and you can choose not to reveal your identity to the Police.

Both a victim and a witness can make a report, but a witness must get permission before revealing the identity or details of the victim.

If you have been a victim of, or witnessed, a serious hate crime incident we would encourage you to report it directly to the Police. Telephone numbers of local police are listed in this leaflet for your use. In a genuine emergency you should call **999**.

If you need an interpreter, LMH can arrange for one to visit you. All LMH staff and staff from partner organisations will always show you an identity card and will respect your home, privacy, customs and culture.

## Contact your neighbourhood housing offices

Contact details for all our neighbourhood housing offices can be found on the back page. Their telephone numbers are:



**0300 123 2300**



**0800 678 1894**

**LMH CONNECT**

Remember in a genuine emergency always dial 999 first.

### The police

You can report hate crime and harassment to the Merseyside Police online at [www.merseyside.police.uk](http://www.merseyside.police.uk) or call Merseyside Police on **0151 709 6010**.

You can also call Crimestoppers on **0800 555 111** – you can report anonymously. There are plenty of ways to report an incident. So make sure you do report it and get the help you and your community need.

## What happens next?

With your permission the Police will:

- record the incident
- investigate the incident and, if a criminal offence has been committed, they will prosecute the offenders when possible
- the police may, with your permission, inform another agency that can assist or support you

In some areas the police have a dedicated hate crime officer. At every stage you will be consulted as to how you wish to proceed.

## Extra support for you

Other useful contact numbers:

Victim Support: **08453 030 900**

Childline: **0800 1111**

NSPCC Helpline: **0800 800 500**

Shelterline: **0808 800 4444**

## Our promise to you

When you report harassment to LMH, we guarantee that we will do these things:

- treat it seriously and investigate it fully
- record full details of the problem and explain how we can resolve it
- take quick action so that problems don't get worse
- discuss a range of options with you and agree an action plan
- get permission from the victim before taking any action
- support you, your family, the victim and other witnesses for as long as is needed
- tell you and other witnesses about other services that can be offered, such as Victim Support, police protection and witness protection
- keep you informed at all times of our progress
- provide a freephone service during office hours (Please note calls to 0800 numbers are free from BT landlines. Charges from other operators and mobiles may vary.)
- find a solution that will stop the harassment

We believe that everybody has a right to enjoy the peace and quiet of their home, free from serious disturbance and intimidation.

People often choose not to report harassment or hate crimes but we want everyone to tell us about all incidents. Working together we can usually solve the problem. LMH will always treat you with respect and help as much as we can.

