

# Coastline Housing Limited



## HATE CRIME / INCIDENT POLICY & PROCEDURE

In partnership with



**CREC**

**The Intercom Trust**  
Lesbian gay trans people and communities in the south  
west Peninsula

**Customer Services Team**

Coastline Housing Limited  
Ferris House  
Dolcoath Avenue  
Camborne  
Cornwall  
TR14 5DS

Customer Services Line: 0808 202 7728  
Text: 07800 140 997  
Fax: 01209 722418  
Email: [customerservices@coastlinehousing.co.uk](mailto:customerservices@coastlinehousing.co.uk)  
Web site: [www.coastlinehousing.co.uk](http://www.coastlinehousing.co.uk)

**Get out information in other formats**

**Cantonese**

本文件可以應要求，製作成中文(繁體字)版本。

**Thai**

เอกสารนี้มีให้เป็นภาษาไทยตามความต้องการ

**Filipino**

Ang dokumentong ito ay may interpretasyon sa wikang Tagalong kung kailangan ninyo.

**French**

Ce document est disponible en français sur simple demande.

**Lithuanian**

Pagal pageidavimą šį dokumentą galite gauti lietuvių kalba.

**Polish**

Dokument ten jest na życzenie udostępniany w języku polskim.

**Portuguese**

Este documento encontra-se disponível em Português, a pedido.

**Russian**

По отдельному запросу настоящий документ предоставляется также на русском языке.

**Spanish**

Este documento puede solicitarse en español.

**Turkish**

Isterseniz bu belgenin Türkçe'sini size gonderebiliriz.

**Vietnamese**

Tài liệu này có sẵn bằng tiếng Việt khi được yêu cầu.

<b>CONTENTS</b>	<b>PAGE</b>
<a href="#"><u>Introduction</u></a>	4
<a href="#"><u>Background</u></a>	4
<a href="#"><u>Legislation</u></a>	5
<a href="#"><u>Definition of Hate Incident / Crime</u></a>	6
<a href="#"><u>Policy Statement</u></a>	6
<a href="#"><u>Principles</u></a>	7
<a href="#"><u>Service Standards</u></a>	8
<a href="#"><u>Data Protection, Confidentiality and Disclosure</u></a>	9
<a href="#"><u>Prevention &amp; Publicity</u></a>	10
<a href="#"><u>Recording Incidents</u></a>	12
<a href="#"><u>Supporting Victims &amp; Witnesses</u></a>	12
<a href="#"><u>Supporting Perpetrators and Tackling the Causes</u></a>	17
<a href="#"><u>Monitoring Cases</u></a>	19
<a href="#"><u>Training</u></a>	21
<a href="#"><u>Supporting Staff</u></a>	21
<a href="#"><u>Satisfaction Surveys</u></a>	22
<a href="#"><u>Reviewing Policy</u></a>	22
<a href="#"><u>Compliments, Comments &amp; Complaints</u></a>	22
<a href="#"><u>Useful Contacts and Support Services</u></a>	23
<a href="#"><u>Violent Hate Crime / Incidents Procedure</u></a>	26

## COASTLINE HOUSING LIMITED HATE CRIME / INCIDENT POLICY

### AN INTRODUCTION TO COASTLINE HOUSING LIMITED

Coastline Housing Ltd is an independent, not-for-profit housing association. The Company's mission is to: build as much new affordable housing as possible, invest in the maintenance and improvement of the homes it already owns, and offer first class services to its many customers.

Based in the heart of Cornwall, Coastline was established in 1998 and employs more than 150 people.

As a social business and registered charity, we always strive for the highest standards, and pursue the continuous improvement of our services in a manner that underlines our commitment to corporate social responsibility.

Our ethos places our customers and their communities at the very centre of our business, and we work openly and honestly with local people and partners to deliver our objectives sustainably and efficiently.

We understand the importance of recognising, encouraging and valuing diversity and seek to reflect the wide variety of society in our own corporate culture.

### BACKGROUND TO POLICY

Nationally, the police recorded 50,000 racially or religiously motivated hate crimes last year. The British Crime Survey, which is based on interviews with a wide sample of people and picks up crimes that are not reported to police, indicated that there were 260,000 such offences last year.

The Metropolitan Police alone reported 11,799 incidents of racist and religious hate crime and 1,359 incidents of homophobic hate crime in the 12 months to January 2006.

However, the police estimate that most racist and religious hate crime, and as much as 90% of homophobic crime, goes unreported (source: Hate Crime: Delivering a Quality Service) because victims are too frightened or embarrassed to let someone know.

The typical hate offender is a young white male (most homophobic offenders are aged 16-20, and most race hate offenders under 30) who lives locally to the victim. The majority of hate crimes happen near to the victim's home while they are going about their daily business, and an offence is most likely to be committed between 3pm and midnight.

## LEGISLATION & STATUTORY DUTIES

A range of legislation places responsibility on public services to develop effective policies and procedures for responding and addressing hate crime / incidents.

The legislation includes:

[Race Relations Act 1976](#)

[Housing Act 1985 \(as amended\)](#)

[Housing Act 1988 \(as amended\)](#)

[Housing Act 1996 \(as amended\)](#)

[Crime & Disorder Act 1998 s28](#) – Racially aggravated offences

[Anti-terrorism, Crime and Security Act 2001](#) – Religiously aggravated offences

[Children's Act 1989 s27](#)

[Disability Discrimination Act 1995](#)

[Human Rights Act 1998](#)

[Anti-Social Behaviour Act 2003](#)

[Local Government Act 2003](#)

[Race Relations Act 2000 s71](#) - Requires all Social Landlords to identify and eradicate racial discrimination in all its forms and develop a strategy to promote racial integration, racial equality and reduce eliminate racial conflict. Racial equality must be a primary consideration in the construction and delivery services.

[Criminal Justice Act 1988 s23](#) – Witness Statements in Court Proceedings

[Powers of Criminal Courts \(Sentencing Act\) Act 2000 s153](#) - requires the courts to consider racial or religious hostility as an aggravating factor when deciding on the sentence for any offence which is not a specific racially or religiously aggravated offence under the Crime & Disorder Act 1998

[Criminal Justice Act 2003 s145 and s146](#) - requires the courts to consider disability or sexual orientation hostility as an aggravating factor when deciding on the sentence for any offence.

## DEFINITION OF HATE INCIDENT / CRIME

Hate Crimes are incidents or criminal acts committed on an individual because of the actual or perceived age, ethnicity, sexuality, religion, disability or gender of the targeted victim.

A **Hate Incident** is defined as:-

Any incident, which may or may not be a crime, which is felt by the victim or another person to be motivated by prejudice or hate.

To provide consistency in the recording of hate incidents the following categories have been adopted:

- Age (including young and old)
- Disability (including mental health)
- Gender (including transgendered)
- Race (including ethnicity)
- Religion or belief
- Sexual Orientation (including Lesbian, Gay and Bi-sexual)
- Any other group identity

Definition of Hate Crime

A **Hate Crime** is defined as:-

'Any Hate incident, which constitutes a criminal offence, perceived by the victim or any other person, as being motivated by prejudice or hate.'

Hate Crime can take many forms including:

- Physical attacks – such as physical assault, damage to property, offensive graffiti, neighbour disputes and arson
- Threat of attack – including offensive letters, abusive or obscene telephone calls, groups hanging around to intimidate and unfounded malicious complaints
- Verbal abuse or insults – offensive leaflets and posters, abusive gestures, dumping of rubbish outside homes or through letterboxes, and bullying at school or in the workplace

## POLICY STATEMENT

Coastline Housing Limited will not tolerate hate crime in any form and will work in partnership with other agencies and local communities to reduce its prevalence and encourage the victims to report hate incidents and crimes.

We will encourage all victims to report hate crime / incidents by providing an accessible and supportive service that will record all reports of hate crime / incidents.

We will provide a consistent and sympathetic approach and treat victims with sensitivity. We will also work with other agencies such as the Police and the West Cornwall Anti-Social Behaviour Team to take legal action against perpetrators.

If all other non-legal and legal remedies have been exhausted, we may also use the ultimate sanction of eviction proceedings against tenants who are perpetrators, except for in exceptional circumstances where the incident or crime is so severe that immediate possession action is appropriate.

This policy and procedure will ensure that we will provide a consistent and high quality approach to dealing with the victims of hate incidents / crimes.

## PRINCIPLES

We will:

- adopt a victim centred approach, that should encourage a victim to make a complaint.
- use the Coastline Housing Limiteds' definitions of hate crime / incident to determine if a complainant is the victim of a hate incident or a hate crime.
- base our decision on the victim's perception of the incident and the perception of any individual who witnessed the incident.
- only undertake an investigation of a hate crime / incident with the agreement of the victim.
- advise of the actions and support Coastline Housing Limited can offer; the housing options that may be available either through Coastline Housing Limited or other housing providers; and the action and support that may be available through a range of partner agencies operating locally or nationally;
- allow the victim to decide which course of action will be taken.
- treat all information relating to a domestic abuse incident confidentially and we will not exchange information with other agencies without the express permission of the victim, unless legislation permits or requires us to do so.
- seek to prevent and minimise the risk of further harm occurring to the victim and / or witness.

## SERVICE STANDARDS

We will:

- where violence has been threatened or occurred - speak to you on the same day as your complaint to discuss and agree the action you would like taken
- where no violence has been threatened or occurred - speak to you within two working days of your complaint to discuss and agree the action you would like taken
- remove any offensive graffiti within one working day
- repair any damage to your property within one working day
- provide advice and assistance on extra security to your home if there is a risk of further abuse
- provide ongoing support, with the help of partner agencies, if appropriate, to help you cope with any stress or trauma
- work with the police and other agencies to protect you and any other witnesses
- take action against those who are committing the abuse, using injunctions, possession proceedings or Anti-Social Behaviour Orders, or supporting criminal prosecutions recommended by the police to the Crown Prosecution Service
- work with other agencies to help perpetrators realise why they are acting in this way and work out ways to help them avoid doing it again.

You can help us by:

- reporting any abuse to us quickly
- keeping us informed of any changes in your circumstances
- letting us know what you think about the service we and other partner agencies give you.

We will aim to provide an excellent supportive service and treat all victims sympathetically and courteously.

If requested, an officer of the same sex will speak to the victim on the same day as the complaint is received.

We will also continue to work with our partners in the West Cornwall Anti-Social Behaviour Team and West Cornwall Community Safety Partnership to develop supportive strategies for victims and effective enforcement and preventative strategies for perpetrators of hate crime / incidents.

If a victim believes the standards of service have not been provided then a complaint can be made using our Customer Complaints Policy and Procedures, which are outlined in summary, to the rear of this policy and are outlined in detail in our Complaints Policy & Procedure.

## **PARTNERSHIP WORKING, DATA PROTECTION POLICY, CONFIDENTIALITY & DISCLOSURE**

All information provided by a victim of hate crime / incident must be treated in strict confidence. Information cannot be exchanged without the consent of the victim who has provided the information. At the first interview a victim should be asked if consent is given to discuss the incident with the perpetrator. If consent is not given, then we should explain to the victim that we will continue to provide support, but that we may not be able to successfully resolve the case or take action against the perpetrator unless we are given permission to collect additional supporting evidence from other people.

Where permission is given by the victim an exchange of information can take place. If this is done at a case conference, all participants will be asked to sign a declaration of confidentiality before the case conference commences.

The Crime and Disorder Act 1998 Section 115 also allows the exchange of information with other organisations providing it is for the purposes of preventing crime. Information can be given to the Police about the incident but the informant cannot pass on any information that may identify the victim.

An information sharing protocol exists between Coastline Housing Limited and other organisations in the area. The protocol allows the exchange of information with our partners to prevent crime and reduce anti-social behaviour.

All information about cases of hate incidents / crimes will be kept in a separate file independent of the house file.

Coastline Housing Limited is working with its partners to achieve:

- raising awareness of hate crimes and incidents;
- providing an effective and consistent hate crime service;
- developing and delivering inter-agency action.
- To reduce the number of Hate Crime incidents.
- To increase detection levels of Hate aggravated crimes

- To increase confidence in the criminal justice system amongst minority groups
- To reduce the fear of crime amongst minority groups

We will provide awareness training to our recognised residents and community groups to help them identify and report hate crime / incidents to the appropriate agency.

Representatives from partner agencies and customer groups will be invited to actively participate in the development, monitoring and review of our hate crime / incidents policies and procedures.

## PREVENTION & PUBLICITY

### Allocations

We will work closely with Kerrier District Council's Housing Options Team - within the framework of their Allocations Policy - to ensure that allocations of properties are sensitive to the balance of the local community, in order to promote community cohesion and reduce the likelihood of anti-social behaviour including hate crime / incidents. We will ensure that local lettings policies are implemented, where required, to reduce anti-social behaviour in "hotspot" areas.

Local lettings policies have currently been developed and implemented to achieve sustainable communities and overcrowding within our housing stock.

### Tenant Information

New tenants will be made aware of Coastline Housing Limited Hate Crime / Incident Policy and Procedures, and the relevant clause in the tenancy agreement which stipulates that harassment is a breach of tenancy. We consider that hate crime is a form of harassment.

*"Harassment' or to 'harass' someone includes*

- *acting in a way that threatens someone's physical or mental health, safety, security or sense of well-being*
- *acting in a way that has a hurtful, detrimental or destructive effect on someone's peaceful enjoyment of their home or surrounding environment*
- *damaging or threatening damage to property, including damage to any part of someone's home*
- *writing threatening, abusive, offensive, racist or insulting graffiti, and*
- *acting or failing to act in a way that is likely to interfere with someone's peace or comfort or to inconvenience them."*

Coastline Housing Limited will enforce this clause and any breaches will be taken seriously and acted upon promptly.

All new tenants will be advised that unacceptable behaviour includes verbal abuse and threats of violence. Tenants will also be advised that they could lose their home if they are identified as perpetrators of hate crime / incidents.

Similar advice will be given to shared owners and leaseholders including possible legal action.

### **Publicity**

Publicising successful legal actions against the perpetrators of hate crime / incidents and making people aware of how to recognise and report hate crime / incidents can have positive benefits the tenants, leaseholders and shared owners of Coastline Housing Limited.

Successful legal action and public commitments to tackle perpetrators and support victims helps to send out a clear message that hate crime / incidents are not tolerated and that all perpetrators will be challenged and dealt with through various forms of legal / non-legal intervention and referral to support agencies who can help prevent further offending. Good publicity should also encourage the reporting of incidents by victims who will feel their complaints will be acted upon.

We will display posters and leaflets in prominent positions e.g. our reception area, sheltered housing schemes and estate notice boards, about how we, in partnership with other agencies, tackle hate crime / incidents. The information will include advice on how to report them and we hope will act as a deterrent to perpetrators.

In addition we will encourage partner agencies to display our publicity material in their offices, in other public areas and in their communications with the public e.g. resident newsletters.

This form of publicity should help demonstrate both Coastline Housing Limited' commitment to tackling hate crime / incidents and the support of this stance by other agencies and customer groups.

## **REPORTING AND RECORDING HATE CRIME / INCIDENTS**

Coastline Housing Limited will develop a culture that encourages the reporting of hate crime / incidents.

Victims or witnesses are able to report hate crime / incidents to us via our Coastline Housing Limited web site: [www.coastlinehousing.co.uk](http://www.coastlinehousing.co.uk) , by telephone 0808 202 7728, by fax: 01209 722472, by text 07800 140 997 or email: [customer.services@coastlinehousing.co.uk](mailto:customer.services@coastlinehousing.co.uk) 24 hours a day or report the incident in person either at Coastline Housing Limited main reception at Ferris House, Dolcoath Avenue, Camborne, Cornwall TR14 5DS between Monday – Friday 8:45am – 5:15pm.

All reports will be recorded on our database and initially sub-divided into priority 1 or priority 2 crime / incidents and then by category.

There are currently 15 categories, which allow Coastline Housing Limited to carry out benchmarking against other organisations. All categories and types will be fully investigated.

The 15 categories are:

- Hate Crime
- Harassment
- Noise
- Vandalism
- Animals
- Vehicles
- Drugs
- Domestic Abuse (see separate policy & procedure)
- Sex related
- Other violence
- Litter
- Gardens
- Communal areas
- Other crime
- Alcohol

All staff at Coastline Housing Limited will be trained to identify a hate crime / incident to encourage consistency and accurate recording and the service will be regularly audited and validated to ensure Policies & Procedures are being complied with.

## SUPPORTING VICTIMS & WITNESSES

We recognise that hate crime / incidents may leave the victim feeling vulnerable and reluctant to report an incident. We will therefore take a supportive, sympathetic and practical approach and will offer to arrange counselling for the traumatised victims of hate crime / incidents.

We will also explain the options available for:

- reporting the incident to the police for possible enforcement action;
- referring the victim to other agencies who can provide practical help and support;
- considering alternative accommodation;
- carrying out security improvements to their home.

We will not permit alleged perpetrators to hold up an investigation by making counter-allegations against a victim. Counter allegations will however be taken equally seriously and will be investigated separately.

We will also maintain regular contact with the victim / witness to advise and keep them informed of any developments and to support the victims / witnesses of hate crime / incidents.

Where there is a language barrier an interpreter will be provided.

Victims will be supplied with information regarding what will happen when a report of hate crime / incidents is made and it will also include details on the practical / emotional support and guidance offered by Coastline Housing Limited and its partner agencies.

Coastline Housing Limited will also work closely with its multi-agency partners to ensure the safety of victims. Referrals will be made to the relevant partners in the multi-agency partnership and supportive voluntary agencies.

Where the victim or witness is a private resident we will ensure that we work with partner agencies to offer the best possible support. Under homelessness and housing legislation, Kerrier District Council has a duty of care to those who are fleeing violence regardless of tenure.

Housing options at this stage are:

- to remain in the property with additional security and support;
- look at HOMESWAPPER (mutual exchange);
- apply for a transfer;
- make an approach as homeless to Kerrier District Council;
- apply directly to another authority's waiting list.

Management moves will be considered in exceptional circumstances and must be authorised by the Housing Services Manager (or in their absence by the Director of Housing and Support).

All victims and witnesses will be advised of the options available to them. We will recognise that the ultimate choice lies with the victim and/or witness and will fully support their decision.

Measures will be taken to ensure victims are safe in their homes by improving the security of the property. Whilst increasing the sense of security for the victim, care must be taken to ensure the security measures do not attract attention.

During an investigation into a hate crime / incident we will protect and support victims and witnesses by:

- providing a Coastline Housing out-of-hours contact number and the police emergency number 999.

- advising and updating on developments in the investigation;
- agreeing an action plan to jointly decide on a way forward;
- carry out a risk assessment on their property to implement target hardening measures, including door safety chains and/or door viewers, a secure letter box, external lighting, window locks where necessary;
- offering the use of a mobile phone and/or personal alarm where appropriate;
- accessing resources available from the local constabulary and / or other agencies.

Early intervention and prompt action against the perpetrators of hate crime / incidents will be taken. The perpetrator will be advised of the seriousness of the action and if there is a violent dimension to the abuse then an immediate application may be made for a “without notice” injunction. Other civil legal action will be considered including the ultimate landlord sanction of eviction.

### **Support During Legal Proceedings**

If legal action is taken, victims and/or witnesses may need to attend court. We will aim to do this with their consent and will provide assurance that they receive optimum support throughout the process in accordance with the Criminal Justice System’s Code of Practice for Victims of Crime.

During legal action proceedings we will ensure that victims and witnesses are supported by:

- ensuring they have access to their witness statement for reviewing before the court date;
- having the opportunity to meet with our legal representative to ask any questions about the proceedings;
- having the opportunity pre-court to meet other victims and witnesses;
- attending court together and providing transport where necessary;
- doing our best to ensure a separate waiting room is set aside away from the defendant;
- accessing resources from Victim Support, if appropriate;
- accessing Devon & Cornwall Constabulary’s Witness Care Unit, if appropriate.

To further protect victims and witnesses who are vulnerable or intimidated the Courts may implement special measures, to allow:-

- evidence to be given from behind a screen to keep their identity anonymous;
- evidence to be given anonymously by withholding personal details;
- evidence to be given via video link, keeping them outside the courtroom;
- evidence to be given in private, clearing the court of most people;

- an interview with the witness, which has been recorded before a trial to be shown as evidence;
- an approved intermediary to help a witness communicate with the police, legal representatives and the court;
- communication aids such as a symbol book or alphabet boards.

These measures are not granted routinely, but in cases where there is clear danger to the victim and/or witness.

### **Support Following Legal Proceedings**

At the conclusion of legal proceedings victims and witnesses will be formally advised of the outcome and whether or not we wish to publicise the result.

We will review the matter six months following the conclusion of the investigation to ensure that there is no further anti-social behaviour.

We will work with Devon & Cornwall Constabulary's Witness Support Unit and Devon & Cornwall Victim Support to develop an ongoing level of support.

### **Examples of local support agencies with whom we work include:**

#### **Devon & Cornwall Constabulary**

Devon & Cornwall Constabulary has its own Diversity Unit within the Community Partnership Department. This Unit exists to ensure that the constabulary provides fair and equitable services, both externally in local communities and internally to all staff.

**Tel:** 08452 777 444 (999 in emergencies)

**Web:** <http://www.devon-cornwall.police.uk>

**Email:** [clodiversity@devonandcornwall.pnn.police.uk](mailto:clodiversity@devonandcornwall.pnn.police.uk)

#### **Cornwall County Council**

Cornwall County Council Housing Options Team can provide advice and assistance to people suffering hate crime / incidents, and who wish to move away from their current home but stay within the city. They can also offer advice about moving away to other parts of the UK.

**Tel:** 01209 614008

**Email:** [housing.advice@cornwall.gov.uk](mailto:housing.advice@cornwall.gov.uk)  
**Web:** [www.cornwall.gov.uk](http://www.cornwall.gov.uk)

### **Victim Support Cornwall**

Victim Support helps people cope with the effects of crime. They do this by providing confidential support and information to victims and witnesses of crime and attending local courts. Services are free, independent of the police and courts, and available to everyone, whether or not the crime has been reported and regardless of when it happened.

**Tel:** 0845 0567 999  
**Fax:** 01209 204276  
**Email:** [wccs@vscornwall.org.uk](mailto:wccs@vscornwall.org.uk)  
**Web:** [www.victimsupport.org.uk](http://www.victimsupport.org.uk)

If you prefer, you can contact Victim Support's national telephone supportline - Victim Supportline - on 0845 30 30 900

### **CREC**

Cornwall Racial Equality Council assist individuals in cases of racial discrimination by advising, supporting and where necessary, assisting with legal action; policy development work with other agencies; consultation with minority ethnic communities; working with multi-agency groups to monitor public services, prevent hate crime / incidents and creates anti-discrimination strategies to improve policies and practices.

**Tel:** 01637 852410  
**Email:** [crec@f2s.com](mailto:crec@f2s.com)  
**Web:** [www.crec.org.uk](http://www.crec.org.uk)

### **Intercom Trust**

Intercom provide a range of services for anyone concerned about their sexuality or gender.

**Tel:** 0845 60 20 818  
**Email:** [helpline@intercomtrust.org.uk](mailto:helpline@intercomtrust.org.uk)  
**Web:** [www.intercomtrust.org.uk](http://www.intercomtrust.org.uk)

## SUPPORTING PERPETRATORS AND TACKLING THE CAUSES OF HATE CRIME / INCIDENTS

Coastline Housing Limited aims to tackle perpetrators of hate crime / incidents by challenging their behaviour and enforcing legal sanctions to prevent further abuse, however we also recognise that alongside enforcement we need to give perpetrators the opportunity to take responsibility for their actions and choose to change their ways.

If a perpetrator chooses to take the strength and courage to admit that what they are doing is wrong, Coastline Housing Limited will work with them and signpost them in the direction of support agencies. We will provide information packs to perpetrators that will explain what will happen when a report of hate crime / incidents is received, and will also include support available to them by Coastline Housing Limited and other agencies.

Coastline Housing Limited will work closely with its multi-agency partners to assist perpetrators self-refer to support agencies.

### Examples of Local Support Agencies

#### **Mind**

Mind is the leading mental health charity in England and Wales, working to create a better life for everyone experiencing mental distress, treating them fairly, positively and with respect. Mind offers confidential help on a range of mental health issues including anger management, violent impulses, and low self-esteem. Mind also provides a special legal service to the public, lawyers and mental health workers.

**Local Office:** First Floor, 16a Commercial Street, Camborne, Cornwall, TR14 8JY

**Tel:** 01209 71 45 50

**Email:** [westcornwallmind@btinternet.com](mailto:westcornwallmind@btinternet.com)

**Web:** [www.mind.org.uk](http://www.mind.org.uk)

**National Contact:** Mind, PO Box 277, Manchester, M60 3XN

**Tel:** 0845 766 0163

**Email:** [info@mind.org.uk](mailto:info@mind.org.uk)

**Web:** [www.mind.org.uk](http://www.mind.org.uk)

#### **Cornwall Youth Offending Service**

The Youth Offending Service works with young offenders to prevent and reduce re-offending by children and young people in Gloucestershire.

**Tel:** 01872 274567

**Fax:** 01872 242436

**Email:** [yot@cornwall.gov.uk](mailto:yot@cornwall.gov.uk)

**Web:** [www.cornwall.gov.uk](http://www.cornwall.gov.uk)

#### **Connexions Cornwall and Devon**

Connexions is a free information and advice service for all 13-19 year-olds offering help and support with a wide range of issues including education, careers, health, housing, personal issues and life choices.

Connexions runs Positive Activities for Young People (PAYP) which has provided diversionary activities since April 2003. Young people across the country aged 8-19, who are at risk of social exclusion and community crime, are able to participate in positive activities during the school holidays and access out of school activities throughout the year. Those young people who are most at risk are encouraged to engage in learning and/or employment with key worker support.

**Tel:** 0800 9755111

**Web:** [www.connexions-cd.org.uk/index.asp](http://www.connexions-cd.org.uk/index.asp)

### **Cornwall Youth Service**

The Youth Service has a network of youth workers across the county offering young people, 13-19 years, wide ranging youth work programmes in the arts, awards, dance and music, sports and outdoor education, discussions and debates, information and advice, healthy lifestyles, youth participation in decision-making.....and much more.

These programmes are provided in the Service's youth centres and clubs; in specialist arts, sports and outdoor education centres; and by detached youth workers in local neighbourhoods.

**Tel:** 01872 326326

**Fax:** 01872 326325

**Email:** [youthservice@cornwall.gov.uk](mailto:youthservice@cornwall.gov.uk)

**Web:** [www.cornwall.gov.uk/index.cfm?article=267](http://www.cornwall.gov.uk/index.cfm?article=267)

### **Examples of National Support Agencies**

#### **British Association of Anger Management**

The only UK centre of expertise for all aspects of anger and conflict management. We offer support, programmes and training for the general public and anyone dealing with anger directly or indirectly. Services range from individual support, workshops, seminars, bespoke packages through to training and career development with certification and associate membership.

**Tel:** 0845 1300 286

**Email:** [info@angermanage.co.uk](mailto:info@angermanage.co.uk)

**Web:** [www.angermanage.co.uk](http://www.angermanage.co.uk)

### **Everyman Project**

The Everyman Project aims to help men to change their violent or abusive behaviour, with respect and dignity for every man, every woman, and every child. At the Everyman Project, men are helped to learn to understand their angry thoughts and feelings, and to control their violent and/or abusive behaviours.

**Tel:** 0207 263 8884

**Email:** [everymanproject@btopenworld.com](mailto:everymanproject@btopenworld.com)

(office hours are Monday 10:00-2:00, Wednesday 10:00-5:00, Friday 1:00-5:00)

### **SupportLine**

SupportLine provides a confidential telephone helpline offering emotional support to any individual on any issue. SupportLine is able to take calls on a wide range of issues including anger, self-harm, domestic violence, rape and sexual assault, disability, mental health, conflict, sexuality, and racial harassment.

SupportLine, PO Box 1596, Ilford, Essex IG1 3FW

**Tel:** 020 8554 9004 (*hours vary so ring for details*)

**Email:** [info@supportline.org.uk](mailto:info@supportline.org.uk)

**Web:** [www.supportline.org.uk](http://www.supportline.org.uk)

## **MONITORING HATE CRIME / INCIDENT CASES**

All cases of hate crime / incidents will be recorded on our database.

Coastline Housing Limited has categorised its hate crime / incidents complaints into violent and non-violent incidents. Violent incidents are treated with urgency particularly if there is the threat of injury or threats to kill.

The Anti-Social Behaviour system will prompt staff to take further action and will remind staff if they are in danger of missing deadlines.

Weekly team meetings will take place to monitor progress on individual cases. Staff will be appraised annually on their work performance in this area and have monthly one-to-one meetings to identify any possible difficulties or training needs. This is all in addition to daily support from the appropriate line manager.

Regular reports (at least monthly) will be taken from the Anti-Social Behaviour system to help us understand the size and nature of the problem, to allow us to appropriately resource our response.

The system will also generate a requirement for customer satisfaction surveys to be completed by victims and perpetrators at the end of the case to ensure that we learn from any compliments, comments or complaints, and consequently continually improve our service.

Reports on numbers, categories and satisfaction levels will be shared with staff, the Senior Management Group and the executive management group monthly. Quarterly reports will be made to the Board of Directors and HouseMark.

In addition general performance information will be made available to our multi-agency partners through the multi agency meetings.

Finally general performance information will also be made available to our customers through performance reports included within our customer newsletters and on our website.

We have signed up to a benchmarking service for social landlords that is run by HouseMark. This involves providing figures quarterly in respect of the following indicators:

1. Number of new ASB cases
2. Number of New ASB cases broken down by category
3. Actions taken to tackle ASB
  - 4a. Number of Live cases
  - 4b. Number of cases successfully resolved
  - 4c. Number of cases closed (definitions are given in the report)
- 5a. Number of cases resolved broken down by category
- 5b. Number of cases closed broken down by category
6. Resolved cases by last action taken
7. Satisfaction with the landlords handling of ASB cases (process NOT the outcome)
8. Satisfaction with the outcome of ASB cases

To assist in determining how effective our actions are satisfaction surveys will be sent to both the victim and perpetrator when the case is closed. These will be used to evaluate Coastline Housing Limited's response to the reporting of the incident and help ensure that the victim is satisfied with the outcome.

## TRAINING

We will ensure all staff are trained to offer a sympathetic and supportive approach and to understand the perceptions of victims of hate crime / incidents. We will train all staff to provide a sensitive and sympathetic approach to victims / witnesses of hate crime / incidents. We will also ensure that staff are trained to deliver effective solutions to stop hate crime / incidents and send out a clear message that Coastline Housing Limited will take action against perpetrators.

Staff will undergo hate crime / incidents awareness and cultural diversity training, and will be aware of the legislative framework and the implications of not working within it, and will receive training to ensure they can cope with violence and aggression.

Staff who are the initial contact for a victim and / or witness of hate crime / incidents will show empathy and understanding of how the victim is feeling.

## SUPPORTING STAFF

We will not tolerate threats or violence against a member of staff or our partners. We will work with the police and other agencies to use existing legal remedies against any person using or threatening violence.

If that person is a tenant, there are specific powers in the Conditions of Tenancy to deal with threats or violence against employees of Coastline Housing Limited or its contractors. Where such behaviour can be proved to the satisfaction of the County Court then an injunction and/or a possession order will be obtained, which could lead to the tenant being evicted, either straight away or if the behaviour re-occurs.

We will ensure:

- that perpetrators of threats, intimidation or violence against staff will be prosecuted and action will be taken against them under the terms of their tenancy agreement, where applicable and under the relevant civil or criminal legislation;
- injunctions will be obtained where necessary banning the person from contacting the officer threatened and/or banning them from the office or a specific area;
- that Health and Safety risk assessments are undertaken as it is recognised that the management of anti-social behaviour can pose an additional risk to staff;
- that staff report all incidents of verbal abuse, threats and assaults and appropriate action will be taken by line managers and/or the Anti-social Behaviour Team;
- that staff have access to protective equipment and clothing;

that we work closely with the local police and ensure a police presence on visits, especially evictions, where the perpetrator is known to be violent or a risk of violence is perceived.

## SATISFACTION SURVEYS

Satisfaction surveys will be sent to both the victim and perpetrator when the case is closed. These will be used to evaluate Coastline Housing Limited's response

to the reporting of the incident and help ensure that the victim is satisfied with the outcome.

## REVIEWING HATE CRIME / INCIDENTS POLICY

This policy will be reviewed every three years and when either internal or external influences prompt a review of the Policy and Procedure in accordance with our Continual Improvement Policy & Procedure.

Internal Prompts include: Complaints / Under Performance / Internal Audit

External Prompts include: Change in Legislation / Inspection / External Audit

## COMPLIMENTS, COMMENTS & COMPLAINTS

Coastline Housing Limited has a Customer Complaints Policy and Procedure. We accept compliments, comments or complaints made in person, over the phone, by text, in writing, by e-mail, by website feedback and by other customer feedback (customer satisfaction forms, focus groups, customer events, resident groups etc), in English, Braille or any other community language.

Compliments, comments or complaints can be made either by the customer or by someone acting on their behalf such as a relative, friend, Councillor, Member of Parliament or member of staff from another agency, statutory or voluntary.

We will acknowledge complaints within 2 working days and give a full response within 10 working days.

## USEFUL CONTACTS AND SUPPORT SERVICES

### **Devon & Cornwall Constabulary**

#### **In an emergency call 999**

An emergency is where

- there is a threat to life
- you suspect a crime is in progress
- offenders are nearby
- a serious accident has occurred

To report a non-emergency 08452 777 444

Or Visit: [www.devon-cornwall.police.uk](http://www.devon-cornwall.police.uk)

### **Victim Support**

National Helpline: 0845 3030900 (24hour)  
Cornwall: 0845 0567 999

### **Local Authority Homelessness Services**

Cornwall County Council: 01209 614008

### **Cornwall Citizens Advice Bureau**

The CAB offers free, independent and confidential advice and information on a range of subjects including consumer problems, debt, personal and family affairs, assistance with form filling etc.

**Tel:** 01209 210121

**Fax:** 01209 219736

**Web:** [www.kerriercab.org.uk](http://www.kerriercab.org.uk)

### **CREC**

Cornwall Racial Equality Council assist individuals in cases of racial discrimination by advising, supporting and where necessary, assisting with legal action; policy development work with other agencies; consultation with minority ethnic communities; working with multi-agency groups to monitor public services, prevent hate crime / incidents and creates anti-discrimination strategies to improve policies and practices.

**Tel:** 01637 852 410

**Email:** [crec@f2s.com](mailto:crec@f2s.com)

### **Intercom**

Providing support to gay, lesbian, bi-sexual, trans gender and trans sexual people, their families and friends.

**Helpline:** 0845 6020 818 **Email:** [help@intercomtrust.org.uk](mailto:help@intercomtrust.org.uk)  
**Adminline:** 01392 201015 **Email:** [office@intercomtrust.org.uk](mailto:office@intercomtrust.org.uk)  
**Web:** [Intercom Trust](http://IntercomTrust)

### **Cornwall Drug and Alcohol Service**

For advice on drug and alcohol related issues.

Tolvean House, West End, REDRUTH, TR15 2SF

**Tel:** 01209 881907 or 01209 881925

**Web:** [www.cornwall.nhs.uk](http://www.cornwall.nhs.uk)

### **Cornwall Rape Crisis**

Cornwall Rape Crisis aims are to provide:

- A telephone advice and counselling service to women and children who have been raped or sexually assaulted.
- Practical information and support concerning the medical, legal and other issues involved.
- Counselling by phone or face to face for as long as required.

All calls are answered by women and are completely confidential.

PO Box 39, Bodmin, Cornwall, PL31 1XF

Helpline: 01208 77099

Mondays: 7.00pm - 10pm

Mondays to Thursdays: 10am to 1pm

### **Cornwall County Council**

Cornwall Rape Crisis aims are to provide:

- A telephone advice and counselling service to women and children who have been raped or sexually assaulted.
- Practical information and support concerning the medical, legal and other issues involved.
- Counselling by phone or face to face for as long as required.

All calls are answered by women and are completely confidential.

PO Box 39, Bodmin, Cornwall, PL31 1XF

Helpline: 01208 77099

Mondays: 7pm – 10pm

Mondays to Thursdays: 10am to 1pm

### **Shelter Cornwall Housing Aid Centre**

Helping people threatened with homelessness.

48 West End, Redruth. Cornwall TR15 2SQ

Tel: 0844 515 2300

Fax: 0844 515 2910

Email: [cornwall@shelter.org.uk](mailto:cornwall@shelter.org.uk)

Web: [www.shelter.org.uk](http://www.shelter.org.uk)

Opening hours:

**Monday:** 9.30am-1pm tel & drop-in, 2-4pm tel

**Tuesday:** 9.30am-1pm tel ,2-4pm tel

**Wednesday:** Closed

**Thursday:** 9.30am-1pm tel & drop-in, 2-4pm tel

**Friday:** 9.30am-1pm tel

Weekends: Shelterline 0808 800 44 44

### **NSPCC Child Protection Helpline**

The NSPCC work to achieve four objectives:

- To mobilise everyone to take action to end child cruelty
- To give children the help, support and environment they need to stay safe from cruelty
- To find ways of working with communities to keep children safe from cruelty
- To be, and be seen as, someone to turn to for children and young people

**Tel:** 0800 8005000

**Web:** [www.nspcc.org.uk](http://www.nspcc.org.uk)

### **Your Local Councillors**

Web: [www.mapping.cornwall.gov.uk](http://www.mapping.cornwall.gov.uk) for both Parish Counsellors and County Counsellors

Counsellors can ensure that the right people deal with the right issues, so you do not have to put up with problems for a minute longer than you have to.

### **Crimestoppers**

Crimestoppers is an independent UK-wide charity working to stop crime. Crimestoppers works for you, your family and your community. Call Crimestoppers anonymously with information about crime.

**Tel:** 0800 555 111

**Web:** [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)

## COASTLINE HOUSING LIMITED HATE CRIME / INCIDENTS PROCEDURES

### Priority 1 / Incidents Cases

Action	Timing	Person
1. <i>All reports of hate crime / incidents must be recorded on the Anti-Social Behaviour system under the Hate crime / incidents option.</i>	Immediately	TMO/CSA
2. Assess if a translator is required	Immediately	TMO/CSA
3. Allocate case to named officer	Immediately	CSA/TMO
4. Assess if abuse is violent or non violent	Immediately	TMO/CSA
5. Make contact with the victim to discuss, give advice and agree the action to be taken	Same day	TMO Officer
6. Assess if there is threat to life, threat of injury or damage to property	Same day	TMO/CSA
7. If there is offensive graffiti, removal it	Same day	TMO/CSA
8. If property is insecure, secure it (including window boarding)	Same day	TMO/CSA
9. Carry out risk assessment of property with regard to target hardening measures	1 working day	TMO Officer
10. Interview complainant and assess witness evidence for possible legal action against perpetrator	1 working day	TMO Officer
11. Send confirmation of action plan to victim	2 working days	TMO Officer
12. If agreed, contact perpetrator	2 working days	TMO Officer
13. Is referral to other agency required for support? If so make referral	2 working days	TMO Officer
14. Contact Police via Community Protection Team	2 working days	TMO Officer
15. If Legal action is agreed, make referral to ASBU / Legal	5 working days	TMO Officer
16. If there is damage to property, repair it	5 working days	TMO/CSA
17. Carry out perpetrator assessment, can referral be made, advice/ support given?	10 working days	TMO Officer
18. Re interview victim – review action plan	10 working days	TMO Officer
19. Maintain regular contact with victim	Weekly	TMO Officer