



Tackling Hate Crime



HackneyHomes

In partnership with **Hackney Council**



Introduction


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

Hate crime can be against a person or persons because of a particular group they belong to or are thought to belong to. This may include, but is not limited to incidents against people because of their race, faith, disability, age or because they are lesbian, gay men, bisexual or transgender, refugees, asylum seekers, Romany peoples or Irish travellers.

A victim of a hate crime incident does not have to be member of a minority or someone who is generally considered to be a vulnerable person. Anyone can be a victim of hate crime. The crime can take many forms including physical, verbal or non verbal.

Hate crime incidents not only harm the victim or damage their property; it can affect the whole family, friends and wider community.

We hope you find this leaflet informative and useful.



Our commitment

We will respond quickly to all contact about nuisance, anti-social behaviour, hate crime and domestic violence whether reported by phone, email, in person or through a third party. All reports will be treated with confidence.

We aim to support residents and provide a range of services to tackle hate crime.

We will carry out interviews promptly and agree a written action plan. Where appropriate we will carry out a risk assessment and ensure that contact and agreements made with complainants, witnesses and perpetrators is recorded and confirmed in writing.

We are committed to funding a specialist advice, advocacy, counseling and support service for Hackney Homes' residents who are experiencing hate crime or domestic violence. This services is provided by Hackney Council's Domestic Violence and Hate Crime team and can be accessed by a free phone number **0800 056 0905**.

We will provide information about services available for victims of nuisance, anti-social

behaviour, hate crime and domestic violence in all Neighbourhood Housing Offices, in the Tenants' Handbook, on the website

www.hackneyhomes.org.uk and, in the newsletter Hackney Homes News

Our service standards

We will.....

- arrange emergency accommodation for a tenant or leaseholder who is a victim of domestic violence or hate crime, and is assessed as being in immediate danger, if this will reduce the risk
- respond to neighbour disputes, reports of nuisance and incidents of anti-social behaviour and hate crime within 3 days



- respond to serious incidents of Anti-Social Behaviour, Hate Crime, Nuisance and Domestic Violence by offering an interview or personal visit within 24 hours
- ensure that an interview will take place within 5 working days of receiving the initial complaint, and an action plan will be agreed
- ensure that all complainants will be contacted to review cases at an agreed frequency (at least monthly)
- ensure that all complainants, witnesses and perpetrators will be informed in writing, within 5 days of a case being closed, giving the reasons for doing so
- remove offensive or hate crime graffiti within 3 hours of this being reported to us. Other graffiti will be removed within four working days

Useful Contacts

- Domestic Violence and Hate Crime Team
0800 056 0905
Monday - Friday 9.30am - 5pm
dvrhadvice@hackney.gov.uk
- Hackney Police Community Safety Unit
020 7275 3087

In an emergency telephone 999

- Hackney and City Victim Support
020 8533 5332
- The Housing Advice Centre
020 8356 5869
- ChildLine
(24 hour helpline for children and young people)
0800 111 111
- Commission for Racial Equality (CRE)
020 7939 0000
- Hackney Homophobic Crime Forum
(Frontline services)
020 7275 3087
- ELOP (East London Out Project)
(Lesbian, gay men, bisexual and transgender victim support group)
020 8509 3898
- GALOP (Lesbian, gay, bisexual and transgender community safety charity)
020 7704 2040



Your local neighbourhood housing offices

Homerton Neighbourhood Office

92 Well Street, London, E9 7JA

Tel: 020 8356 7800

Queensbridge and De Beauvoir Neighbourhood Office

31 De Beauvoir Road, London, N1 5SJ

Tel: 020 8356 6600

North East Neighbourhood Office

Clock House, 149 Stamford Hill, London, N16 5LG

Tel: 020 8356 6500

North West Neighbourhood Office

Stoke Newington Municipal Building,
Stoke Newington Church Street,
London, N16 OJR

Tel: 020 8356 6100

Shoreditch Neighbourhood Office

1 Crompton Street, Bletchley Court,
London, N1 7PT

Tel: 020 8356 6705





Tenant Management Offices

Arden TMO

16A Malcolm House,
Arden Estate
Shoreditch
London N1 6PN
Tel: 020 7739 7075

Clapton Park TMO

The Housing Office
4A Gilpin Square
London E5 0HL
Tel: 020 8356 6300

Cranston South Estate TMO


13 Daniell House
Cranston Estate
London N1 5EH
Tel: 020 7684 6873

Downs Estate TMO

5 Kingsdown House
Amhurst Road
London E8 2AS
Tel: 020 7923 9053

Lordship South TMO

14 Lordship Grove
London
N16 OQA
Tel: 020 8211 8363



Suffolk Estate TMO

The Housing Office
Welshpool Street
London E8 4PF
Tel: 020 7923 3774

Tower TMO

Grange Court
355 Queensbridge Rd
London E8 3JB
Tel: 020 7254 8314

Wenlock Barn TMO

Wenlock Barn
Shoreditch
London
N17NX
Tel: 0207 253 2371

Wick Village TMO

Anchor House
25 Meadow Close
Wick Village
London E9 5NZ
Tel: 020 8533 4311

Wyke Estate TMO

Estate Office
10 Wick Road
London E9 5AZ
Tel: 020 8533 6077

You can also access information
through our website at

www.hackneyhomes.org.uk





