



Hate incidents – zero tolerance

Nobody has to suffer in silence – we can help.

Turning homes and neighbourhoods
into places where people
want to live and choose to stay



This leaflet provides advice on hate incidents, which are any incidents committed out of hatred that is based on, for example, someone's sexuality or personal belief, such as their religion. In this leaflet we tell you how we will deal with reports of hate incidents, including criminal offences, and how we will support you if you have been affected by this kind of behaviour.



If you would like the help of an interpreter to understand this document, or to talk to us, please contact your local Neighbourhood Office or Harvest Response on LoCall 0845 345 0272 or Minicom 0845 345 7484.

This leaflet is also available in other formats, such as Braille, large print or audio (CD or tape).

French

Ce dépliant explique comment signaler des incidents de délit haineux ou de harcèlement, quelles dispositions nous prendrons à cet égard et comment nous pouvons vous venir en aide, que vous soyez directement ou indirectement impliqué.

Si vous souhaitez l'aide d'un interprète pour comprendre ce document, ou pour nous parler, veuillez contacter soit votre bureau de proximité (Neighbourhood Office) soit Harvest Response on 0845 345 0272 (prix d'un appel local) ou au 0845 345 7484 (pour les utilisateurs de Minicom).

Ce dépliant est également disponible dans d'autres formats notamment en braille, en gros caractères ou sur support audio (CD ou cassette).

Russian

W tej ulotce znajdują się informacje, jak można zgłaszać przestępstwa z nienawiści, incydenty lub szykanowanie oraz jakie działania podejmiemy i jakie wsparcie możemy zaoferować, niezależnie od tego, czy dana osoba jest pośrednio czy bezpośrednio związana ze sprawą.

Если вы нуждаетесь в помощи переводчика, чтобы понять текст настоящего документа или поговорить с нами, свяжитесь с ближайшим айонным представительством (Neighbourhood Office) или отделением Harvest Response по телефону службы LoCall 0845 345 0272 или Minicom 0845 345 7484.

Данная листовка также доступна в других форматах – брайлевская печать, крупный шрифт или аудио-формат (CD-диск или кассета).

Punjabi

ਇਹ ਕਿਤਾਬਚਾ ਘਰੇਲੂ ਹਿੰਸਾ ਬਾਰੇ ਹੈ। ਇਹ ਵਰਣਨ ਕਰਦਾ ਹੈ ਕਿ ਇਹ ਕੀ ਹੈ ਅਤੇ ਜੇ ਤੁਹਾਨੂੰ ਜਾਂ ਕਿਸੇ ਹੋਰ ਨੂੰ ਘਰੇਲੂ ਹਿੰਸਾ ਦਾ ਤਜਰਬਾ ਹੋ ਰਿਹਾ ਹੈ ਤਾਂ ਕੀ ਕਰਨਾ ਚਾਹੀਦਾ ਹੈ।

ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਸਮਝਣ ਲਈ ਜਾਂ ਸਾਡੇ ਨਾਲ ਗੱਲ ਕਰਨ ਲਈ ਇਕ ਦੁਬਾਰੀਏ ਦੀ ਮਦਦ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੇ ਸਥਾਨਿਕ ਨੇਬਰਹੁੱਡ ਦਫਤਰ ਜਾਂ ਹਾਰਵੈਸਟ ਰਿਸਪਾਂਸ ਨਾਲ ਲੋਕਲ 0845 345 0272 ਜਾਂ ਮਿਨਿਕਮ 0845 345 7484 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

ਇਹ ਲੀਫਲੈੱਟ ਦੂਜੀਆਂ ਟਰਾਮੇਟਾਂ ਜਿਵੇਂ ਕਿ ਬੋਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਦੀ ਛਪਾਈ ਜਾਂ ਆਡੀਓ (ਸੀਡੀ ਜਾਂ ਟੇਪ) ਵਿੱਚ ਵੀ ਉਪਲਬਧ ਹੈ।

Farsi

طوبیرم رازاً و تېذا ای و شدوح ای می‌اراج دین‌اوت می‌نوگچ امش دک دد می‌حیضوت روشورب نی‌ا یگن‌وگچ و می‌د می‌ماچن‌ا ام‌ک ار می‌مالق‌ا زین و دینک شرازگ ار شرفن و عزررو ن‌یک هب نتسا هدم‌ا ر‌د ن‌ای دی‌ش‌اب ح‌وب ط‌ی‌س‌م نی‌ا ری‌گ‌رد می‌ق‌ت‌س‌م ر‌وط‌ب هچ امش‌ا ز‌ا ام‌ت‌ی‌ا‌ح

افضل دیراد می‌چرتم کسک هب ج‌ای‌ت‌ح‌ا ام‌اب ندرک تب‌حص ی‌ارب ای دنس نی‌ا ندیم‌هف ی‌ارب ر‌گا هرامش‌اب س‌ن‌س‌ور‌ا ه ای و (س‌ی‌ف‌ا د‌و‌ر‌وب‌ن‌ن) ل‌ح‌م ن‌ک‌س‌م ر‌ت‌ع‌د‌اب د‌ی‌ر‌ی‌گ‌ب س‌را‌م‌ت 08453457484 ام‌ک‌ی‌ن‌م‌ ای و 08453450272

ی‌ت‌وص‌ ت‌ر‌وص‌ب‌ ای و ت‌ش‌ر‌د‌ ن‌ی‌ا‌ج‌ ن‌ای‌ان‌ع‌بان ط‌خ ط‌م‌ج‌ ز‌ا ی‌ر‌گ‌ی‌ ل‌اک‌ش‌ا ر‌د ن‌ی‌ن‌چ‌م‌ و‌ج‌ ن‌ی‌ا ن‌ش‌اب می‌ت‌و‌ی‌م (راون‌ ای و ع‌د‌ ای‌س)

Polish

W tej ulotce znajdują się informacje, jak można zgłaszać przestępstwa z nienawiści, incydenty lub szykanowanie oraz jakie działania podejmiemy i jakie wsparcie możemy zaoferować, niezależnie od tego, czy dana osoba jest pośrednio czy bezpośrednio związana ze sprawą.

Jeśli w celu zrozumienia niniejszego dokumentu lub kontaktu z naszą firmą chcieliby Państwo skorzystać z pomocy tłumacza, prosimy o kontakt z miejscowym Neighbourhood Office lub Harvest Response pod numerem LoCall 0845 345 0272 lub Minicom 0845 345 7484.

Niniejsza ulotka dostępna jest również w innych formatach, takich jak druk pismem Braille'a lub duża czcionka, bądź format audio (na dysku CD lub taśmie magnetofonowej).

Gujarati

ਮਦਰਤਮਿਤਿ ਯੁਗ, ਭਗਵਾ ਕੇ ਕੇਯਨਗਤੀਨੀ ਜ਼ਾਤੁ ਤਮੇ ਕੇਵੀ ਵੀਤੇ ਕਰੀ ਖਕੋ, ਅਨੇ ਤੇਨੀ ਸਾਮੇ ਅਮੇ ਸੁੰ ਪਯਕਾਂ ਕਰਿਯੁੰ ਅਨੇ ਜੋ ਤਮੇ ਤਮੇ ਅੰਧੀ ਕੇ ਆਡਕਰੀ ਵੀਤੇ ਸੰਗੋਵਾਏਕਾਂ ਭੋ ਤੋ ਅਮੇ ਕੇਵੀ ਵੀਤੇ ਤਮਨੇ ਟੋਕੋ ਆਪੀ ਖਕੀਏ ਊਏ ਤੇ ਆ ਪਤਿਕਾਮਾਂ ਸਮਝਾਵਾਮਾਂ ਆਯੁੰ ਊ

ਜੋ ਤਮਨੇ ਆ ਫ਼ਤਾਵੇਜ਼ ਸਮਝਾਵਾਮਾਂ ਅਥਵਾ ਅਮਾਰੀ ਸਾਥੇ ਵਾਚਵੀਤ ਕਰਵਾਮਾਂ ਚੰਦਰਪਿਟਰੀ ਮਫਦ ਜੋਓਰੀ ਭੋਯੇ ਵੀ, ਕੁਯਾ ਕਰੀ ਤਮਾਰੀ ਸਥਾਨਿਕ ਨੇਬਰਹੁੱਡ ਓਫਿਸ-ਨੋ ਸੰਪਰਕ ਕਰੋ ਅਥਵਾ ਫ਼ਾਰਿੰਸਟ ਰਿਸਪਾਂਸ-ਨੋ (Harvest Response) ਥੀਕੋਲ (LoCall 0845 345 0272) ਓਪਰ ਅਥਵਾ ਮਿਨਿਕੋਮ 0845 345 7484.

ਆ ਪਤਿਕਾ ਭੀਯਾ ਰਯਨਾਓਮਾਂ ਜੇਵੀਕੇ ਅੰਧਵਿਪਿ (ਐਰੰਠ), ਮੋਟਾ ਊਪੇਲਾ ਅਕ਼ਰੋਮਾਂ ਅਥਵਾ ਓਫਿਸੋਮਾਂ (CD ਅਥਵਾ ਟੇਪ) ਪੜਾ ਮਥੀ ਰਫੇ ਭੋ.

Urdu

یہ کتابچہ خانگی تشدد کے بارے میں ہے۔ یہ اس کی وضاحت کرتا ہے اور بتاتا ہے کہ اگر آپ یا آپ کا کوئی ششاک خانگی تشدد کا شکار ہو تو کیا کریں۔

اس دستاویز کو سمجھنے یا پڑھنے کے لیے اگر آپ کو ترجمان (انٹریٹر) کی ضرورت ہے تو برائے مہربانی اپنے مقامی 'نئے رہنما' آفس یا 'ہارویسٹ ریسپانس' سروسز کے نمبر 0845 345 0272 یا فیکس نمبر 0845 345 7484 پر رابطہ کریں۔

یہ کتابچہ دیگر شکلوں میں بھی دستیاب ہے، جیسے بریل، بڑے حروف کی چھاپی، یا سنسنے والی ٹیپ یا ڈی ڈی پر۔

Harvest Response
LoCall 0845 345 0272

Everyone has the right to live peacefully without the fear of harassment or acts of hatred from others. Harvest does not tolerate behaviour that is motivated by hate.

What is a hate incident or hate crime?

A **hate incident** is any incident that the victim or anyone else perceives is motivated by hate.

Hate crime is any criminal behaviour that you – or anyone else – believes is motivated by the offender's prejudice or hatred of their victim because of their:

- race
- colour
- ethnicity
- nationality or national origin
- religion
- gender
- gender identity
- sexual orientation
- disability.

Being a victim of behaviour motivated by hate can be hurtful, confusing and frightening. Your attacker picks on you for who you are, or for who or what they think you are.

Hate incidents can take many forms, including:

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

Most people who carry out hate crime or incidents live in the same neighbourhood as their victims.

By reporting it, you may be able to prevent these crimes happening to someone else.

If you are a victim or witness, make sure you report it. All reports of hate crime are taken very seriously and treated in the strictest confidence.

Reporting makes a difference... to you, your friends and your community.

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How to report a hate crime or incident

All incidents should be reported to the Police. However, if you do not want to do this you can speak to someone at Harvest who will help you (in confidence if you wish).

In an emergency

If anyone is injured or you think someone is in immediate danger, dial **999**.

In working hours

If no-one is injured or in immediate danger, contact your nearest Neighbourhood Office.

Our Neighbourhood Offices are 'Third-Party Reporting Centres' for hate incidents. This means we have trained our staff to deal with reports of hate crime and incidents. They will pass your report to the Police, with your permission. You can remain anonymous if you prefer.

You can call in person, phone, email or write.

If an interpreter is needed, we will make these arrangements.

Outside working hours

Contact our antisocial behaviour line **0845 456 1399**.

Crimestoppers

You can also call Crimestoppers on 0800 555 111. Remember that you can report anonymously if you wish.



Contacting the Police

If you prefer, you can report hate crime directly to the Police by calling in to your local station, phoning your local Police force, or using the relevant Police web page:

Cheshire	0845 458 0000	www.cheshire.police.uk
Cumbria (Workington)	0845 330 0247	www.cumbria.police.uk
Derbyshire	0845 123 3333	www.derbyshire.police.uk
Lancashire	0845 125 3545	www.lancashire.police.uk
Greater Manchester	0161 872 5050	www.gmp.police.uk
Staffordshire	0300 123 4455	www.staffordshire.police.uk

Who can report a hate incident?

You can make a report if you are a victim of a hate incident, or if you have witnessed a hate incident. However, we must get the victim's permission before passing a witness report to the Police, who will then investigate to see if a crime has taken place.

What we'll do

We will:

- treat your report in the strictest confidence
- take your concerns very seriously
- respond within one working day
- arrange to meet you outside the area if you prefer
- arrange an interpreter if you need one
- send the report to the Police, with your permission – or, if you wish, we can give your report to the Police without revealing your identity.

What the Police will do

With your permission, they will:

- record the incident
- investigate the incident
- prosecute the offender(s) where possible.



Some Police forces have a dedicated hate crime officer in your area. With your permission, they may inform another agency that may be able help and support you.

Contacting us

Harvest Response

Monday–Friday

8am–8pm

Saturday

9.30am–1pm

LoCall

0845 345 0272

Minicom

0845 345 7484

Harvest antisocial behaviour line – out-of-hours service

Monday–Friday

5pm–8am

Saturday, Sunday and bank
holidays, 24 hours

0845 456 1399

Calls to all the above numbers
are charged at a local rate.

Email: response@harvesthousing.org.uk

Write to us at:

Harvest Response

PO Box 593

Preston PR2 2WU

Who can help?

Victim Support

0845 3030 900

ChildLine

0800 1111

NSPCC Helpline 24 hours

0800 800 500

Shelterline

0808 800 4444



If you don't want to ring or tell us in person to report a hate crime or incident, you can write to your local Neighbourhood Office.

The addresses that you can write to are listed below.

It would help us if you let us know your name, but you can remain anonymous if you wish.

Derwent & Solway, Stoneleigh, Park End Road,
Workington, Cumbria CA14 4DN

Eaves Brook, Hyndburn Road, Accrington BB5 1PY

Eaves Brook, Civic Hall Basement,
Arthur Street, Clayton-le-Moors BB5 5NR

Eaves Brook, 36 Ormskirk Road, Preston PR1 2QP

Frontis, 25 Benson Road, Birchwood Centre,
Warrington WA3 7PQ

Partington, Gilmour House, 95 Wood Lane,
Partington, Manchester M31 4LW

M&D, Shrewsbury Street Centre, Shrewsbury Street,
Old Trafford M16 9AX

M&D, Wulvern House, Electra Way,
Crewe, Cheshire CW1 6GW

M&D, Fulstone House, 130 Mile End Lane,
Stockport SK2 6BY

Grove Village, 19 Guide Post Road, Ardwick,
Manchester M13 9HP

Moorlands Housing, Eaton House, Buxton Road, Leek,
Staffordshire, Moorlands ST13 6EQ



Harvest Housing Group

Established in 1963, Harvest Housing Group is a not-for-profit housing group providing over 18,000 affordable, high-quality homes supported by comprehensive neighbourhood services. Our unique way of working delivers group-wide resources at a truly local level.

Our expertise means we have the experience to work with communities to deliver high-quality local services to a variety of people all with very different needs in a friendly and professional way.

Group members



Harvest

Parent body and service provider – strategic direction, corporate services, finance, business and service development and Harvest Response, our shared service centre.



Derwent & Solway Housing Association

Delivering affordable housing and neighbourhood services in Cumbria.



Eaves Brook

Delivering affordable housing, neighbourhood services and housing market renewal services in Lancashire.



Frontis

Developing NHS key worker, affordable and other new housing products across the country. Responsible for the housing and neighbourhood services in Warrington.



Manchester & District Housing Association

Delivering affordable housing and neighbourhood services and Private Finance Initiatives in Manchester, Greater Manchester and Cheshire.



Moorlands

Delivering affordable housing and neighbourhood services in Leek, Cheadle, Biddulph, High Peak and Cheshire.



Outlook Homes

Delivering management services for our own market rent and key worker housing and for other landlords, both commercial and residential services.



Partington Housing Association

Delivering affordable housing and neighbourhood services in Partington.



M&D and D&S are charitable organisations



Harvest Response

Winner of Customer Contact Association Award 2007 & 2008

Telephone: LoCall **0845 345 0272** – Minicom **0845 345 7484**

All calls are charged at a local rate. Incoming and outgoing calls are recorded for training, security and monitoring.

Opening times:

Monday to Friday 8am to 8pm. Saturday 9.30am to 1pm

Email: response@harvesthousing.org.uk

Write to us at: Harvest Response, PO Box 593, Preston PR2 2WU



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CCA MEMBER 2008

The registered office for all Group members is:

Harvest Housing Group Limited

Apex House, 266 Moseley Road,
Levenshulme, Manchester M19 2LH

Telephone: 0161 248 2300

Fax: 0161 248 2401

email: info@harvesthousing.org.uk

www.harvesthousing.org.uk