

# Hate incidents

*How can Northwards help?*

Available in large print, Braille and on CD



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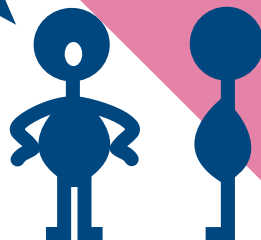
## Introduction

Northwards Housing believe that it is the right of every individual to be treated with respect and dignity, and to live in an environment free from harassment, hatred and abuse regardless of their:

- Race
- Ethnicity
- Gender
- Age
- Disability
- Sexual orientation
- Religious belief
- Immigration status

Northwards Housing recognise racism and other forms of hate incidents as a serious problem which can threaten the safety and comfort of communities. Hate incidents can be harmful to the physical and mental well-being not just of those affected, but also to their families.

Northwards Housing take a zero tolerance approach to all forms of hate crime or incident.



**ZERO  
TOLERANCE  
APPROACH**



## What is a hate incident?

A hate incident is any incident that someone believes has happened because of a person's:

- Ethnicity
- Race
- Sexual orientation
- Disability
- Age
- Religious belief
- Gender
- Immigration status



The term hate incident includes both actions that are regarded as criminal offences and actions that are considered as 'non-crimes'. A hate incident requires no evidence but is based on the point of view of the individual.

## How we define a hate incident

### Racist

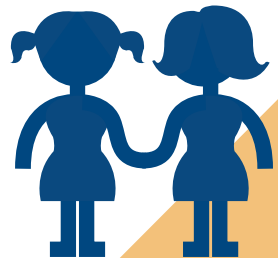
Any incident that occurs on the grounds of a person's presumed membership of a particular racial group.

The Stephen Lawrence Inquiry Report (The MacPherson Report) recommended the following definition of a racist incident, which has been formally adopted by Northwards Housing, Manchester City Council, the Police, and other partner agencies;

*"A racist incident is any incident which is perceived to be racist by the victim or any other person."*

### Homophobic

Any incident which is considered to be based upon prejudice or hatred of a person because of their sexual orientation or perceived sexual orientation.



## **Transphobic**

Any incident which is considered to be based upon prejudice or hatred of a person because they are transgender.

## **Disability related**

Any incident which is considered to be based upon prejudice or hatred of a person because they are disabled.

## **Age related**

Any incident which is considered to be based upon prejudice or hatred of a person because of their age.

## **Religious or faith related**

Any incident which is considered to be based upon a prejudice or hatred of a person because of their membership, or perceived membership of a religious group.

## **Immigration related**

Any incident which is considered to be based upon a prejudice or hatred of a person because of their immigration status (for example as an asylum seeker or refugee).

**A person can report a hate incident if it happens to them, or if they see it happen to someone else.**



## Examples of hate incidents

- Assault
- Criminal Damage
- Harassment
- Verbal abuse and threats
- Bullying
- Threatening and/or abusive behaviour including spitting
- Offensive jokes or comments
- Incitement; stirring up racial hatred by a variety of means such as leaflets and stickers
- Offensive graffiti and fly posting (e.g. of a racist or homophobic nature)
- Ridicule for cultural differences (e.g. language, dress, food, music etc)



For an incident to be classified as a **Hate Crime** it must be one of the following types of incident:

- Assault
- Criminal Damage
- Public Order Offence
- Harassment

In making judgements about 'Hate Incidents' it is the behaviour and its **impact on the recipient**, and **not the intention of the perpetrator**, that is important.

## How to report a hate incident

There are three ways you can report a hate incident.

### **1 Contact the Police on 0161 872 5050, or call 999 in an emergency.**

The switchboard is open 24 hours a day.

### **2 Call the Race and Hate Crime Report Line on 0800 0830 007**

This is a confidential telephone number available to any resident or visitor in Manchester. You will be able to speak to friendly and trained staff and will only be asked for information that you are comfortable giving.

### **3 Call Northwards Housing anytime on 03000 123 123 or report on-line [www.northwardshousing.co.uk/atyourservice](http://www.northwardshousing.co.uk/atyourservice)**

You can report an incident that has happened to you or someone you know. You will be put in contact with our Neighbourhood Services Team who will work with you to investigate the incident.

### **4 Call into your nearest Northwards Housing Office (see below), and talk in confidence to one of our trained members of staff.**

549 Cheetham Hill Road, Cheetham Hill,  
Manchester, M8 9NW

1 Monsall Street (junction of Queens Road)  
Collyhurst, Manchester, M40 8QZ

White Moss Road, Blackley, Manchester, M9 6NZ.

**If you feel you or your family are in immediate danger you should always call 999 and speak to the Police directly.**



## What Northwards can do

We are determined to play a full and effective role in tackling the harmful effects of racism and hate abuse. To do this, we will respond seriously to reports and offer support to those affected by the incident.

We can also report the incident to other agencies including those who are a part of the local Crime and Disorder Reduction Partnership.

**All members of the local community can use our offices to report hate incidents.** Northwards local offices are 'Third Party Reporting Centres'. This means that anyone can report incidents and we can pass them on to relevant agencies.

### If we're told about a hate incident we can:

- Take fast and effective action against offenders, and give help and support to those affected by hate crime so they can remain in their home.
- Interview alleged offenders (with parents if they are minors) to discuss the allegations and explain the possible consequences.
- Issue verbal warnings and send warning letters.
- Pursue legal remedies such as Injunctions, demotion of tenancy.
- Provide any one affected (including witnesses) with diaries or dictaphones to keep an account of events.
- Keep in regular contact to offer support and information about any action that is being taken.



## We can provide the following support

- Arrange repairs and remove offensive graffiti.
- Improve security in the home such as installing window and door locks, door viewer and chain, security lights, CCTV cameras and fixing a secure letterbox to prevent arson attack.
- Put any one affected in touch with local support groups, such as Victim Support.
- Help those affected by hate crime to continue to live in their current home.
- Monitor and review the case for any further incidents.
- Provide practical support to prevent any further incidences.



## How we work with other agencies

Northwards Housing work closely with the Police, Manchester City Council and other partner agencies such as Victim Support and community representatives to tackle all forms of hate incidents.



Regular meetings are held to share information and discuss how to improve methods to combat racism and other forms of hate incident. We are also keen to ensure that everyone affected is given extra reassurance and support following incidents.

## Useful contacts:

Hate Incident Report Line	08000 830 007
Victim Support	0845 456 8800
Women's Aid	0161 636 7525
Citizens Advice Bureau	0845 221112
Lesbian & Gay Foundation Helpline	0845 330 3030
Samaritans	0845 790 9090
Refugee Action	0800 917 2719
Police non-emergency	0161 872 5050
Crimestoppers	0800 555 111
GMP Community & Race Relation Officer	0161 856 3847
Manchester Council for Community Relations	0161 227 8708



For information about hate incidents in large print,  
Braille, or on CD call: 03000 123 123.

Kjo broshurë ju shpjegon se si Northwards Housing mund t'ju ndihmojë t'i bëni ballë incidenteve të urrejtjes.

Për një kopje në gjuhën tuaj ju lutemi telefononi në numrin 03000 123 123

Albanian

يشرح هذا الكتيب كيف يمكن لنورتواردرز للإسكان (Northwards Housing) أن تساعدك على التعامل مع حوادث الكراهية.

للحصول على نسخة بلغتك، المرجو الاتصال بالرقم 03000 123 123

Arabic

本宣传册解释了 Northwards Housing 是如何可以帮助你处理仇恨事件的。  
如果你需要一份本宣传册的中文版本，请致电 03000 123 123

Chinese

Tento leták vysvětluje, jak Vám Northwards Housing může pomoci při řešení problémů nenávislného chování.

Pro kopii ve Vašem jazyce volejte prosím na číslo 03000 123 123

Czech

Ce livret vous expliquera comment Northwards Housing peut vous aider en cas d'incidents motivés par la haine.

Pour en recevoir un exemplaire dans votre langue, veuillez composer le 03000 123 123

French

ئەم نامپلکەمە ئەوە روون دەکاتەوێه که چۆن کۆمپانیای خانووبەرهی نورتووردس (Northwards Housing) دەتوانێت یارمەتیت بدات که مامەڵە لەگەڵ رووداوی رِق و کینهدا بکەیت.

بۆ دەست کەوتنی وێنەیک بە زمانی خۆت تەلەفون بکە بۆ 03000 123 123

Kurdish

Este folheto explica como a Northwards Housing pode ajudá-lo(a) a lidar com incidentes de ódio.

Para obter uma cópia no seu idioma, por favor ligue 03000 123 123

Portuguese

Buugyarahaan wuxuu sharax ka bixinayaa sida Northwards Housing (Guri-dejinta Northwards) ay kaaga caawin karto inaad xaliso dhacdooyinka colaadda ku salaysan. Si aad u hesho koobi ku qoran luuqaddaada, fadlan wac telefoonka 03000 123 123

Somali

یہ کتابچہ وضاحت کرتا ہے کہ کیسے نارتھ وارڈز ہاؤسنگ نفرت پر مبنی واقعات سے نمٹنے میں آپ کی مدد کر سکتا ہے۔

اپنی زبان میں اس کی نقل حاصل کرنے کے لئے برائے کرم 03000 123 123 پرفون کریں۔

Urdu

03000 123 123