

Contacting us

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rockferryhousing@wphomes.org.uk

North End Housing Office 0151 666 7003
northendhousing@wphomes.org.uk

Response Centre 0808 100 9596
housingrepairs@wphomes.org.uk

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Alternative language

إذا لم تكن اللغة الإنجليزية لغتك الأولى وتحتاج إلى المساعدة في ترجمة هذا المستند أو كنت تطلبه بتنسيق مختلف، أو بحروف طباعة كبيرة، أو صوتيًا أو بطريقة برايل، فيرجى الاتصال هاتفياً بالرقم **0151 606 3000**.

ইংরেজি যদি আপনার মাতৃভাষা না হয় এবং এই ডকুমেন্ট অনুবাদের জন্য আপনার সাহায্য দরকার হয় অথবা এটাকে আপনি অন্য কোনো ফরম্যাটে, বড় হরফের ছাপায়, অডিও বা ব্রেইলে পেতে চান, তাহলে অনুগ্রহ করে **0151 606 3000** নম্বরে যোগাযোগ করুন।

如果英語不是您的第一語言，而您需要這份文件翻譯版的協助，或您需要不同的格式，大字體印刷版，錄音版或盲人點字版，請撥電話 0151 606 3000 洽詢。

यदि अंग्रेजी आपकी प्रथम भाषा नहीं है और आपको इस दस्तावेज के भाषांतरण में मदद चाहिए या आपको यह किसी अन्य फॉर्मेट में, बड़े अक्षरों में, श्रव्य रूप में या ब्रेल में चाहिए, तो कृपया इस नंबर पर फोन कीजिए: 0151 606 3000.

Jeśli język angielski nie jest dla Państwa językiem ojczystym i potrzebują Państwo pomocy z przetłumaczeniem tego dokumentu, albo też chcą otrzymać go w innym formacie, większą czcionką, w wersji audio lub napisany językiem Braille'a, prosimy o kontakt pod numerem telefonu 0151 606 3000.

ਜੇ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਮੁੱਖ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ ਅਤੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਅਨੁਵਾਦ ਕਰਵਾਉਣ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਜਾਂ ਤੁਸੀਂ ਇਸਨੂੰ ਕਿਸੇ ਵੱਖਰੇ ਰੂਪ/ਤਰ, ਵੱਡੇ ਅੱਖਰਾਂ, ਆਡੀਓ ਜਾਂ ਬ੍ਰੇਲ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0151 606 3000 'ਤੇ ਫ਼ੋਨ ਕਰੋ।

Haddii Ingiriiska uusan ahayn luqaddaada koowaad iyo aad uu baahan tahay in lagugu caawiyo turjubaanka dokumentigaan ama aad ku rabto qaab kale, Daabacad Far Waa-weyn, dhegaysi ama farta indhoolaha Braille fadlan soo wac 0151 606 3000.

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو اس دستاویز کے ترجمے میں مدد کی ضرورت ہے یا آپ کو یہ کسی دوسری شکل جیسے چھاپے کے بڑے حروف، آڈیو یا بریل میں چاہیے تو مہربانی فرما کر **0151 606 3000** پر ٹیلیفون کریں۔

Tackling hate crimes

WPH



If you need this leaflet in large print, Braille, audio or a different language call **0151 606 3000**



Tackling hate crimes

This leaflet:

- tells you about our policy on hate crime
- explains what we are doing to help ensure good community relations, and
- describes how we will deal with people who harass others and commit hate crime.

By 'hate crime' we mean any unlawful actions that stem from someone's hatred of another person because of their race, disability, gender (including transgender), sexual orientation, religion or belief, age or perceived membership of a social group.

This includes things like:

- physical assault
- damage to property
- graffiti
- arson
- verbal abuse
- derogatory (insulting) language or comments
- hate mail and texts

Hate-motivated harassment is different from ordinary neighbour disputes because the incidents:

- are motivated by racism, disability, gender, sexuality, religion or belief, age or perceived membership of a social group
- can be premeditated (pre-planned)
- can be done by people who are not your immediate neighbours
- are likely to reoccur over a period of time.

What is WPH's position on hate-motivated harassment?

We take a strong stand against all forms of hate-motivated harassment. We are committed to taking appropriate action on harassment against or by any of our tenants, their relatives, visitors, staff or contractors.

We will take all reports of hate incidents seriously and will investigate them promptly, fairly and sensitively. We can take legal action against any tenant, members of their household, or invited visitors who commit any harassment or threat of harassment.

We will work closely with other agencies and organisations and exchange information about alleged perpetrators (people committing the harassment) of hate incidents and victims, if necessary. We will do this in accordance with the Data Protection Act 1998, the Crime and Disorder Act 1998 and other relevant legislation.

What should I do if someone is harassing me?

It is vital you tell us immediately if you experience hate-motivated harassment. There are various things we and other agencies can do to deal with it. To help us, it is important that you:

- tell us as much as possible about the incident(s)
- consider all the help on offer and let us know what you have decided is best for you and your family
- keep a record of all the incidents including dates, times and any witnesses.

We may also need you to make a formal statement.

We can't take action if we don't know about the problem – so please don't suffer in silence.

What will you do to help me?

If you tell us you are receiving hate-motivated harassment:

- ✓ your local Estate Officer will contact you, in person or by phone within 24 hours, where possible

- ✓ we will arrange for emergency repairs and for offensive graffiti to be removed within 24 hours
- ✓ if you agree, we will contact the police and work with them
- ✓ we will consider re-housing you if you are at high risk or the alleged perpetrator cannot easily be moved
- ✓ we will keep you informed of progress.

Will I get extra support?

We will do our best to put you in contact with other agencies that can help you in various ways. If you agree, we can:

- involve Wirral Council
- contact the local police and Victim Support
- put you in contact with local support groups and community groups, who may be able to offer extra help and advice.

What will happen to the person harassing me?

We will take action against them. Depending on the evidence and the severity of the harassment, we can:

- interview or write to them telling them to stop harassing you
- take out an injunction to stop them from coming near your home
- take them to court and apply for them to be evicted if they are one of our tenants.

We will only contact the person harassing you if this is what you want.

Useful contacts

Victim Support Line - 0845 30 30 900

Wirral Victim Support – 0151 645 8901

Merseyside Police – Wirral 0151 777 7234

In an emergency dial 999

www.report-it.org.uk