



HOW ORBIT DEALS WITH HATE CRIME

Don't Suffer In Silence

RESPECT
STANDARD
FOR HOUSING
MANAGEMENT

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Arabic

إذا كنت بحاجة لترجمة هذه الوثيقة (أو اتحاليثها بصياغة مختلفة أو طباعة أكبر أو طباعة البريل للمكفوفين أو على شريط التسجيل المسموع)، الرجاء الاتصال بنا هاتفيا في مركز خدمة أو 024 7643 8000 الزبون برقم بالبريد الإلكتروني info@orbit.org.uk

Bengali

আপনি যদি এই দলিলের অনুবাদ (বা অন্য ফর্ম্যাট, বড় হরফ, ব্রেল বা অডিও) চান, তাহলে 024 7643 8000 নম্বরে আমাদের গ্রাহক পরিষেবা (কাস্টমার সার্ভিস) সেন্টারে ফোন করুন বা ইমেল করুন info@orbit.org.uk

French

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Kurdish

ئەگەر دەتەوێت ئەم نووسراوەت بۆ تەرجومە بکەیت (یان بە شتیوازێکی تر، بە چاڵی پیتی گەورە، بە بریل یان بە شریتی دەنگ بۆت دا بین بکەیت)، تکایە لەسەر ژمارە تەلەفۆنی 024 7643 8000 یان بە ئیمێلی info@orbit.org.uk پەیوەندی بە سەنتەری کاروباری هاوڵاتیانی دەزگاکەمانەوه بکە.

Polish

Aby uzyskać tłumaczenie tego dokumentu (lub jego tekst w innym formacie, wydrukowany dużą czcionką, alfabetem Braille'a albo w wersji dźwiękowej), należy skontaktować się z naszym centrum obsługi klienta pod numerem telefonu 024 7643 8000 lub wysłać e-mail na adres info@orbit.org.uk.

Portuguese

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Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਅਨੁਵਾਦ (ਜਾਂ ਇਹ ਇਕ ਵੱਖਰੇ ਰੂਪ ਵਿਚ, ਮੋਟੇ ਅੱਖਰਾਂ, ਬ੍ਰੇਲ ਜਾਂ ਆਡੀਓ ਦੇ ਰੂਪ ਵਿਚ) ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਕਸਟਮਰ ਸਰਵਿਸ ਸੈਂਟਰ ਨਾਲ 024 7643 8000 'ਤੇ ਸੰਪਰਕ ਕਰੋ ਜਾਂ ਸਾਨੂੰ info@orbit.org.uk 'ਤੇ ਈ-ਮੇਲ ਭੇਜੋ।

Turkish

Bu belgenin dilinize çevrilmesini istiyorsanız (ya da belgeyi başka bir biçimde, iri puntuyla ya da Braille alfabesiyle basılmış olarak veya kaset halinde arzu etmekteyseniz) lütfen 024 7643 8000 numaralı telefondan müşteri hizmetleri merkezimizi arayın ya da info@orbit.org.uk adresine e-posta gönderin

What is Hate Crime?

It can be any violence or harassment, which **YOU** think is motivated by a person's prejudice – their opinion about something or somebody, without knowing the full facts.

The most common forms of Hate Crime are motivated by someone's prejudice about a persons or peoples :-

Race	Colour
National or ethnic origin	Gender
Sexual orientation	Gender identity
Disability	Religious belief

An incident of Hate Crime may include

- Violence or threats of violence.
- Abusive or insulting words or behaviour.
- Damage or threats of damage to property.
- Graffiti.
- Starting a fire or attempting to start a fire.

Anything, which you find threatening or abusive - **report it!**

Our aim

We believe that all our residents have a right to live free from the fear of harassment and abuse. We have what is called a “**Zero Tolerance**” approach to dealing with abusers and harassers. This means that we will take action against anyone who harasses other people in any way, whether or not the people being abused or harassed are tenants, licensees, leaseholders, family or friends, staff or contractors working on behalf of Orbit.

Our promise to you ...

We will

- always take your complaint seriously.
- keep what you said private unless you agree that we can talk to others to help us solve the problem.
- act quickly to deal with the situation; e.g. we will remove offensive graffiti and carry out repairs caused during the incident as a matter of urgency.
- be honest with you about the possible outcome of the case.

- put you in contact with the best people to offer you help.
- support you in contacting the Police about the problem, but take no action without your agreement.
- if we are unable to solve the problem, we will do all we can to help you move into an alternative home.
- support you to remain in your home, if you don't want to move.
- take legal action where appropriate against those causing the problems.
- give you the opportunity to let us know what we did well, and not so well in handling your case.

Prevention

We aim to prevent abuse from occurring in the first place. To do this we will:-

- tell all our residents about our Hate Crime policy.
- ensure that our tenancy agreements enable us to take legal action against harassers where possible.
- publicise legal action taken to stop others from harassing people in the community.
- offer accommodation to you, where we know that you will not be in danger of abuse in that property.

How can you help us

- report and record all incidence of Hate Crime.

 Telephone us:

- **Orbit Heart of England Housing Association** 0845 8 500 500 (or 01789 404400 if your local office is Stratford-Upon-Avon)
- **Orbit East** 0845 600 2535
- **Orbit South Housing Association** 0800 678 1221
- **Orbit First Step** 0845 8 50 20 50



Write to us:

Write to us at your local office address or visit your local office

- ✓ We can visit you to take a note of the details of your claim.



Email us:

- Email info@orbit.org.uk if your home is managed by **Orbit South Housing Association, Orbit Heart of England Housing Association or Orbit East**
- Email ofs@orbit.org.uk if your home is managed by **Orbit First Step**



Go to our Website:

Our Policy can also be found on our website at www.orbit.org.uk

- try to remember everything you see or hear.

What will happen next ...

We will :-

- act on reports of Hate Crime, within 24 hours of them being reported.
- arrange to visit you at home (or another place) to talk to you about what has happened and agree with you what action needs to be taken next. You can, if you wish, have a friend or relative with you.
- arrange for you to talk to someone from a local support group or Victim Support.
- contact witnesses, and arrange to interview any people you identified as being your harassers, but we will only do this with your agreement.
- keep you informed of what we are doing at all times.
- make sure that the action we have taken has worked, by keeping in touch with you until you tell us that you are happy that the problem has stopped.
- monitor reports of hate crime and provide reports to our Boards of Management.

Immediate Temporary re-housing

We understand how frightening it must be to have your home put under any kind of threat. If this should be the case, our first priority will be the safety of you and your family.

You may feel unable to remain in your home due to

- Fear for your safety.
- Damage to your home as a result of the harassment.

Please contact us on the following numbers and we will be please to help you

- **Orbit Heart of England Housing Association** 0845 8 500 500 (or 01789 404400 if your local office is Stratford–Upon-Avon)
- **Orbit East** 0845 600 2535
- **Orbit South Housing Association** 0800 678 1221
- **Orbit First Step** 0845 8 50 20 50

Non urgent re housing request

Some people may wish to move to another home permanently and request a move. Our approach to such requests will be sympathetic, however, we see moving someone out of their home as the last resort. We will consider moving someone only after we have tried all other ways of stopping the harassment. We have a limited number of homes available and often re-housing the victim is not an something that will help prevent harassment. If we always move people who are being harassed, this sends out the wrong messages to people who harass others.

Action against the perpetrators

The action we take will depend on the evidence or proof available. Where there is little evidence, or there are no witnesses, or the information from different people is not the same, we may not be able to take much if any action until we can gather more evidence. We may be limited to talking to the offender, but we will review your case regularly until you tell us you are happy that the problem has stopped.

If there is a lot of clear evidence or proof we may work with other partners such as the police (with your permission).

Where a young person commits the act we will talk to the parents or guardians and possibly the local youth service. We may ask them to enter into an agreement not to harass you again – this is called an acceptable behaviour contract.

In the most severe cases we will consult with our legal advisors to consider criminal or civil proceedings – this may result in a fine, an injunction, an anti social behaviour order being awarded against an abuser or harasser. In extreme cases we will seek to evict someone from their home, if they are an Orbit tenant.

Orbit Group Limited, Orbit South Housing Association Limited and Heart of England Housing Association Limited are all exempt charities.

What Words Mean

Abuser - is someone causes hurt to someone else this maybe

- physical or psychological harm
- hurt by using offensive language, insults
- hurt by doing something wrong to another person

Anti social behaviour order- anti-social behaviour it is about acting in a way that causes or is likely to cause harassment, alarm or distress to someone else. To be anti-social behaviour, the behaviour must be repeated.

An Anti Social Behaviour order is a made by the court to stop someone doing those things that cause harassment, alarm or distress.

Colour - see Race

Disability - A person has a disability if he or she has a physical or mental impairment, which has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities. (Disability Discrimination Act 1995)

Ethnic Origin - see Race

Evict - where a landlord can prove to a court that someone has broken their tenancy agreement, for example because they have caused harassment to others. The court may decide to evict or remove them from their home.

Fine - money that somebody has to pay because they have broken a law or rule

Gender - also called a persons sex – to be a male/ man or female / woman.

Gender Identity - to feel that you belong a particular sex or gender. This may not be the same as your physical characteristics. You may have the physical characteristics of a woman but you may feel like you should be a man.

Harassment - where an individual or group of people are continually or repeatedly annoyed or attacked.

Harasser - is someone who keeps annoying or attacking somebody

Injunction – an order made by a court to stop someone doing something that hurts another.

National Origin - see Race

Race / National origin or Ethnic origin / Colour

Taken from the Race Relations Act 1976

Racial Group & Sub-Categories	Examples
Colour	Black, White
National Origin	German, Greek
Ethnic Origin	Indian, Gypsy – groups that share common national or cultural traditions, a shared history or sense of identity
National Origin	Scottish, Welsh, Irish, English

Sexual orientation - somebody's sexual preference, which maybe towards people of the opposite sex, people of the same sex, or people of both sexes.

Religious Belief - a set of beliefs and practices generally agreed upon by a number of people.

Witness - someone who sees or hears something happen

Zero tolerance – without exception we will take action against anyone who harasses other people in any way.