


**'Make a stand and report a hate crime,
this will make a difference to your quality of life'**

This leaflet has been approved by tenants



This leaflet can be provided in Braille, on audio cassette tape/disk and
large print on request to
Cannock Chase Council on 01543 462621.

? =  **01543 462621**

Cannock Chase Council

Civic Centre,
PO Box 28,
Beecroft Road,
Cannock, WS11 1BG

Tel: 01543 462621

Fax: 01543 462317

Email: customerservices@cannockchasedc.gov.uk

Updated August 2015

Reporting Hate Crimes



How we can help

Cannock Chase Council is committed to offering help and support to its tenants who are suffering anti-social behaviour, harassment and threats of abuse/violence either from someone inside or outside their home.

Cannock Chase Council condemns all forms of harassment and aims to ensure that all tenants can enjoy their homes free from harassment, victimisation or abuse.

What is Hate Crime?

A hate crime is any incident where someone has been targeted because they are believed to be of a different race, religion or gender or because of their sexuality or disability.

A hate crime can be:-

- Verbal abuse
- Physical assault
- Threatening or abusive behaviour
- Damage or threats of damage to property
- Written abuse
- Arson or attempted arson

Our Pledge

- As a council housing provider, we will not tolerate any form of hate crime.
- We are committed to helping you to report hate crimes
- We will work in line with the legal definition of racial harassment which is 'unwanted conduct on the grounds of race or ethnic or national origin which has the effect of violating that person's dignity or creating an intimidating hostile degrading, humiliating or offensive environment'
- We will investigate all reports of hate crimes and work with you to find a solution
- Offensive graffiti

- Offensive literature
- Unprovoked assault
- Harassment
- Bullying

What we will do

- Deal with hate crimes from the victims point of view confidentially appropriately and sensitively
- Offer an interview within the same or the next working day of a hate crime being reported
- Provide immediate advice and information on support agencies and emergency contacts. We can also arrange for you to be contacted by Chase Against Crimes of Hate (CACH) where appropriate.
- Make our services accessible to everyone
- Give both men and women the option of being interviewed by the same gender
- Support victims to remain in their own home
- Work in partnership with CACH (Chase Against Crimes of Hate)
- Raise awareness of tackling all forms of harassment with our staff
- Enforce our anti-social behaviour policies and procedures and ensure everyone gets the help and support they need

Useful telephone numbers

In an emergency, please call **999** or for more information and support, please call:

Staffordshire Police (non-emergency)	101
Cannock Chase Council	01543 462621
Staffordshire Victim Support	0300 303 1977
Cannock Chase Council ASB out of hours service	01543 464657
Chase Against Crimes of Hate - Phone:	01785 619775
Text:	07971 497988