

GGHT is now a third party reporting centre, working in partnership with Cheshire Police. This leaflet sets out what you should do if you are subjected to, or a witness to hate crime, and how we support you and the local community to make it stop.

What is hate crime?

Hate crime is any offence committed against a person or property, which is motivated by the offender's hatred of people because they are seen as being different.

It could be because of a number of things including:

- ❖ Race, ethnicity or nationality
- ❖ Religion or belief
- ❖ Sexuality
- ❖ Gender or transgender
- ❖ Disability, health or mental health
- ❖ Age

This could include incidents of:

- ❖ Verbal abuse
- ❖ Harassment or threats
- ❖ Physical assault of any kind
- ❖ Damage to home or property
- ❖ Bullying
- ❖ Graffiti and vandalism
- ❖ Any other form of intimidation not listed above

How to report hate crime

Many people for various reasons are reluctant to report crime directly to the Police. Third party reporting is an important way to overcome this. GGHT have taken on the role as a third party reporting centre as we want to make it easier and more accessible for local residents to report hate crime. Our staff have received the appropriate training and will provide the support and advice required.

You can report a Hate crime by contacting us in any of the following ways:

To your local Housing Officer

Free Phone: 0800 25 26 27

Mobile phone users: 01925 452 452 (standard rate)

Email: hate.crime@gght.org.uk

Text-Phone: We use the BT RNID Typetalk service for deaf or hard of hearing customers. To contact us dial 18001 0800 25 26 27.

In writing: Golden Gates Housing Trust, PO Box 1181, Warrington, WA1 9FB

In person at your nearest Housing Office

Bank House Area Office:

Bank House, Sankey Street, WA1 1RH

Open: Monday to Friday, 9am-5pm.

Festival Area Office:

2 Festival Avenue, Orford, WA2 9EP

Open: Monday to Friday, 9am-5pm.

Westy Area Office:

Westy Lane, Latchford, WA4 1QY

Open: Mon to Friday, 9am-1pm and 2pm-5pm
(closed for lunch).

Bewsey Community Park Centre:

Troutbeck Avenue, Bewsey, WA5 0AS

Open: Monday to Friday, 9am-12pm and 1pm-5pm
(closed for lunch)

If it's an emergency, call the Police on 999

Please note; we use interpretation services for customers whose first language is not English or who communicate using British Sign Language. Please request this service when contacting us and we will organise an interpreter.

When we receive a report:

All reports will be taken in confidence. You will be contacted within one working day by a member of GGHT staff to discuss the incident(s). Incidents of hate crime are criminal behaviour therefore we encourage you to report incidents to the police. We can then work with the police to prevent future incidents to support you and make sure the right action is taken against those responsible.

What happens next?

With your permission the Police will:

- ❖ Record the incident
- ❖ Investigate the incident and if a criminal offence has been committed they will prosecute the offenders when possible
- ❖ The Police may, with your permission, inform another agency that can assist or support you

At every stage you will be consulted as to how you wish to proceed