

ANTI-SOCIAL BEHAVIOUR

Hate Crime Service Standards



Hate Crime Service Standards

1. Reporting Hate Crime

- We will make it as easy as possible for you to contact us when you report Hate Crime. You can contact us by telephone call **0121 464 7269**, make a report via our website **www.birmingham.gov.uk** or your **BRUM Account**
- You can request a personal visit to your home or at a location that is mutually agreeable
- When you contact us, we will assess your level of risk and vulnerability and make reasonable adjustments if necessary
- If we are unable to assist you, our Customer Service Team can help to signpost you and offer advice about contacting relevant agencies

Our response time when you report Hate crime

- We will respond to your hate crime complaint within one working day

2. Progressing your case

We will:

- Provide you with the name of a dedicated investigating officer that you can contact easily, who will work with you to resolve the hate crime issue
- Be decisive and impartial, considering sustainable solutions
- Ensure that you feel we have listened to you
- Be open and honest with you, focussing on solutions whilst being realistic about what we can deliver
- Consider the wellbeing of all parties involved and provide support in order to prevent further incidents
- Identify any complex needs and obtain your consent to facilitate referrals for suitable support
- Your assigned investigating officer will agree on an action plan with you and provide you with a copy so that you can monitor and review the progress of your case together
- Work in partnership with you to identify any potential witnesses to incidents of hate crime
- Your investigating officer will keep you updated on a regular basis on the progress of your case using a communication method that you both agree on, and this will happen at least once every two weeks

- Discuss informal tools with you such as discussing the issues through Mediation, Acceptable Behaviour Contracts, and Good Neighbour Agreements
- Consider and discuss the full range of legal powers and partnerships available
- Collaborate with partner agencies to gather evidence such as Police, Social Services, Mental Health, attendance at multi-agency meetings and participating in ASB Case Reviews (previously known as Community Trigger)
- Offer initiatives that can help us to work together to prevent and improve the community where you live to be a safer space
- Raise awareness and encourage reporting by conducting surveys, holding community events, taking part in national and local campaigns, and providing our multiple reporting options
- Remain committed to working with partners and supporting campaigns that help victims and witnesses of hate crimes
- If you report offensive graffiti, we will aim to remove this within one working day

3. Case closure

- We want to keep you informed and involved in the process of closing a case. Before formally closing your case, we will contact you to discuss this and confirm the reasons to you. All case closures will be followed up with a case closure letter

Obtaining feedback

- We will provide instructions and encourage you to complete a customer satisfaction survey, so you can tell us about your experience with how we handled your case
- We will listen to you and take your views into account by offering ways for you to get involved in improving the safety of where you live, such as becoming a block or street champion or setting up a resident's group for your block or street

4. Monitoring our hate crime standard

- Managers will conduct fortnightly reviews on cases, to ensure that we are keeping to our word and following through with our commitments to you
- We will provide our tenant scrutiny group monthly progress reports so that tenants can monitor our performance against these standards
- We will use performance reports to monitor that we are meeting these standards
- We will review this standard based on the feedback we receive through complaints and compliments, and strive to incorporate it into our policies, procedures, and future delivery plans

5. What we expect from you

- Be a thoughtful and considerate neighbour
- Make us aware of any support needs or vulnerabilities in the household and any adjustments that you require
- Engage and communicate with Birmingham City Council as per agreed action plan
- Keep records of incidents and work with us to gather evidence to support the case
- Report incidents to the police and other relevant partners
- Be respectful to all our staff and contractors, and do not engage in any form of harassment, abuse, or insulting behaviour towards them
- Where appropriate, consider mediation to resolve complaints and disputes with your neighbour
- Complete a customer satisfaction survey through the link provided in your closure letter. Please tell us about your experience in how we handled your hate crime case. This will help us to continuously improve our service to you and respond in the best way possible.