

**Housing**  
Executive



# Hate Harassment Toolkit



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This Pack has been supported by a wide range of people and organisations working in and with the Black and Minority Ethnic sector including local Councils and the PSNI. Particular thanks must go to the Hate Crime Advocacy Scheme in Victim Support NI for providing information.

Please note that this document can be made available on request in alternative formats including Braille, Large Font, DAISY (Digital Accessible Information System), Audio and other languages.

All Housing Executive Offices and hostels have access to a telephone interpreting service 24 hours a day and/or face to face interpreters if required. The Housing Executive can also offer a loop system at each Local Office for people with a hearing related disability. Additionally, deaf customers can get in touch with us using British (BSL) and Irish Sign Language (ISL) interpreting via our Video Relay System. For further information on these Communication Support services, please contact:

**[Andrew.Murray@nihe.gov.uk](mailto:Andrew.Murray@nihe.gov.uk)**  
**Equality Unit, Housing Executive**

|  |                            |
|--|----------------------------|
| <b>Housing Executive Main Number</b>             | <b>03448 920 900</b>       |
| <b>Housing Executive Text Phone</b>              | <b>18001 03448 920 900</b> |
| <b>Repairs and Emergency Services</b>            | <b>03448 920 901</b>       |
| <b>Repairs and Emergency Services Text Phone</b> | <b>18001 03448 920 901</b> |



# Foreword

**Northern Ireland is becoming an increasingly diverse society with more than 200,000 people having been born outside Northern Ireland and over 32,000 people belonging to an ethnic minority group (2011 Census).**

As a Social Landlord, the Housing Executive has a vision in which housing plays its part in making an important contribution to creating a peaceful, inclusive and fair society. We aim to provide a safe environment within our estates where residents, their families and visitors can live in peace and quiet, free from the effects of hate crime and harassment, intimidation and anti-social behaviour. The Housing Executive is committed to dealing quickly and positively with any hate incidents within our estates, and supporting victims by working in partnership with PSNI, other statutory agencies and the community and voluntary sectors thus strengthening the multi-agency response to hate incidents. It also seeks to use the full range of remedies available to take action against perpetrators and to work with others on awareness raising and educational strategies to ensure that incidents do not take hold or increase.

An effective approach to preventing and dealing with hate incidents is central to efforts to achieve a society in which equal opportunities exist and where differences between people are respected. People who suffer harm at the hands of others because of their race, religion, gender, disability, sexual orientation or other attributes are denied things we should all be able to take for granted, such as being able to go about our business in peace, to have some choice about where we will live and to be free to adopt a lifestyle that reflects our background and preferences.

Hate incidents, whether or not they are crimes, are a form of anti-social behaviour (ASB). The drive to deal effectively with ASB through our Community Safety Strategy - Working together for safer communities 2020-23 and its themes of Building Community Confidence, Ensuring Local Solutions and Working Together should bring positive outcomes for the victims of hate incidents. It recognises that community safety is a quality of life issue impacting on all of society, individually and collectively. The distinct nature and seriousness of these hate incidents needs to be recognised.

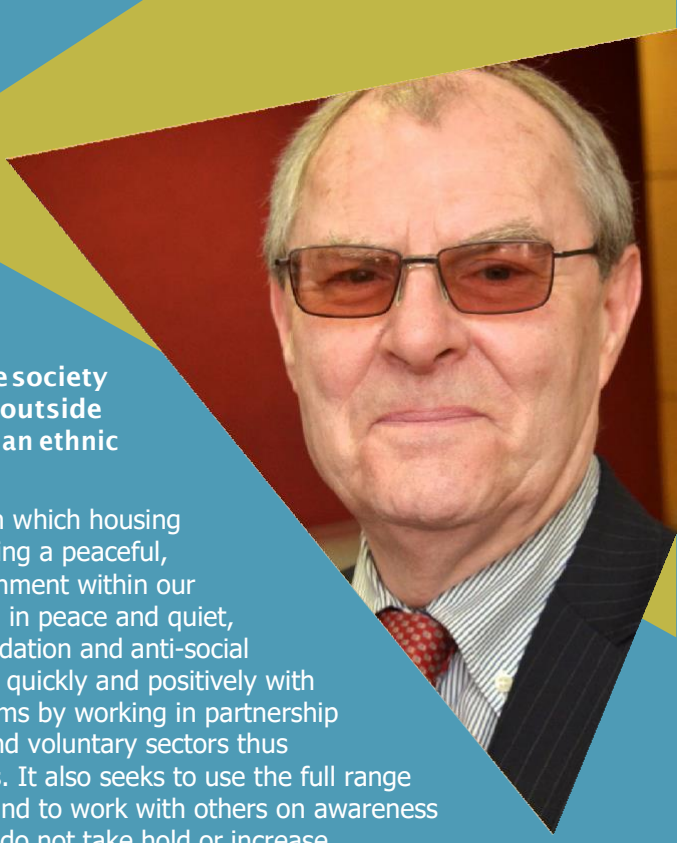
In 2020 there was a review of Hate Crime legislation in Northern Ireland carried out by Judge Marrinan, the recommendations are currently being considered by the Department of Justice (DOJ) and further details can be found on the DOJ website.

This toolkit has been updated since its launch in 2015 and aims to provide practical information and advice to staff and other practitioners throughout Northern Ireland so that they are able to provide a comprehensive service to victims and witnesses of hate incidents.

I would like to personally thank all those who have contributed and who are working to address these issues. Dealing with hate harassment is a vital part of the drive to further the causes of equality and diversity and we will continue to seek ways to encourage and empower our staff and Housing Community Network groups to support victims and to express their opposition to hate harassment.



Professor Peter Roberts, Chair



# Introduction

The Housing Executive aims to provide a safe environment in our estates where residents, their families and visitors can live in peace and quiet, free from the effects of harassment, intimidation and anti-social behaviour.

The Hate Harassment Toolkit has been developed to help those who are experiencing or know someone who is experiencing harassment, persecution and / or intimidation, all of which can be described as hate harassment. The Housing Executive acknowledges that hate harassment has been identified as a very present issue in Northern Ireland, and the Hate Harassment Toolkit enables hate harassment to be explored and explained in greater detail.

The Housing Executive is committed to dealing quickly and positively with any hate harassment within our estates, whether it amounts to a crime or not.

Action against perpetrators will be implemented to the fullest extent of the law.

Members of the general public experiencing harassment but not living in Housing Executive properties or estates may also be able to use Housing Executive services, such as the facilitation of temporary accommodation and the provision of advice and assistance if faced with or threatened by homelessness. Repairs to property following a hate incident reported to the PSNI may also be facilitated (See HIPA Scheme on page 20).



# What is hate harassment?

Hate harassment can be loosely defined as harassment, intimidation or abuse on the grounds of actual or perceived:

- ethnicity
- sexual orientation
- gender identity
- religion
- political opinion
- disability

Examples of harassment, intimidation or abuse may include but is not limited to:

- Assault
- Verbal abuse such as offensive remarks and insulting comments
- Abusive or insulting graffiti
- Attacks on people or property
- Arson

The following pages explain the definitions adopted by the Housing Executive which rely on the "perception" of the victim or any other person.

It is the impact on the individual victim, their family and the wider community that needs to be considered.

Additional considerations in relation to hate harassment:

- It may involve multiple perpetrators
- Victims can suffer increased psychological and emotional distress
- It can create higher levels of anxiety and anger
- It can be associated with community unrest and can provoke retaliation
- It often targets members of negatively stereotyped groups - perpetrators make justifications or excuses for their actions
- Perpetrators are often strangers (70% compared to 40% involved in other crimes)
- The victim may perceive the attack to be driven by deeper psychological motives
- Victims feel like they have no security (either at home, work, school or in the street)
- It is often characterised by higher levels of brutality than other forms of harassment
- It can result in problems such as depression and loss of self-esteem: victims often ask 'Why Me?'
- For perpetrators it may be used as a way to stigmatize the minority
- The local community may feel that they are all being blamed for the damage caused by a marginal section of the community.

## Taking a Stand Against Hate Harassment

Each individual has a personal responsibility to treat everyone with respect and tolerance.

The Housing Executive is committed to improving the quality of life within our estates but we cannot do it without your help and support. If your quality of life is being adversely affected by hate harassment you do not have to tolerate it; work with us to take action.

If you have a specific complaint about anyone causing harassment in your area, contact your local Housing Executive office and / or the PSNI as soon as possible.

Details can be found at:

[nihe.gov.uk](http://nihe.gov.uk)

[psni.police.uk](http://psni.police.uk)

## Working Together to Tackle Hate Harassment

The motive of a crime which involves hate harassment is prejudice based on race, ethnicity, disability, sexual orientation, gender identity or religion. Victims are chosen because they, or someone who they associate with, are different from the perpetrators. Victims of hate harassment are likely to be targets again if action is not taken to deal with the perpetrators. Even if the victims are not targeted again many will live in fear of this happening.

The Housing Executive works in partnership with the PSNI, local councils, and voluntary and community groups to provide an appropriate response.

Hate incidents and crimes should be reported to the PSNI. For non-emergencies contact 101 and if it's an emergency call 999. Hate crimes and incidents can also be reported through third party support agency such as Victim Support NI or the Hate Crime Advocates.

**All minority ethnic groups can experience racist victimisation particularly where families are isolated and removed from familiar networks. There may be a lack of social support for these people, from agencies, family and friends. They adopt their own ways of coping, often with severe constraints on their lifestyles.**

*Chahal Kushminder,  
Ethnic Diversity, Neighbourhoods and Diversity  
Joseph Rowntree Foundation*

| Motivation     | Total no. of incidents |         |         | Total no. of crimes recorded |         |         |
|----------------|------------------------|---------|---------|------------------------------|---------|---------|
|                | 2017/18                | 2018/19 | 2019/20 | 2017/18                      | 2018/19 | 2019/20 |
| Racist         | 1056                   | 1075    | 881     | 643                          | 695     | 583     |
| Homophobic     | 285                    | 265     | 344     | 182                          | 181     | 244     |
| Sectarian      | 856                    | 879     | 870     | 560                          | 637     | 624     |
| Disability     | 103                    | 101     | 84      | 48                           | 65      | 55      |
| Faith/Religion | 63                     | 47      | 31      | 21                           | 26      | 1       |
| Transphobic    | 36                     | 50      | 68      | 13                           | 24      | 34      |

Overall summary of Incidents and Crimes with a Hate Motivation Recorded by the Police in Northern Ireland

[psni.police.uk/quarterly\\_hate\\_motivations\\_bulletin\\_period\\_ending\\_mar15.pdf](https://psni.police.uk/quarterly_hate_motivations_bulletin_period_ending_mar15.pdf)



# Types of hate harassment

## Disability

The Police Service of Northern Ireland defines a disability related incident to be:

**Any incident which is perceived to be based upon prejudice towards or hatred of the victim because of their disability or so perceived by the victim or any other person.**

People who have a physical or mental impairment can be more vulnerable to victimisation than others in society. People with a mental impairment can be less able to recognise and avoid danger and people with a physical impairment can be less able to protect themselves or escape harm. Furthermore, victims of crime who have a disability can be less able to contact someone for help.

If you believe a crime has been committed against you because of your disability it is important to report this to the police and/or to the Housing Executive and please do not hesitate to contact the Disability Hate Crime Advocate to assist you at any stage of the process. Contact details for Leonard Cheshire and other useful organisations can be found on page 9.

## Support Available for Victims of Disability Hate Harassment

### Leonard Cheshire

Leonard Cheshire Disability provides a Disability Hate Crime Advocacy Service which can support victims across Northern Ireland. Leonard Cheshire is one of the UK's largest voluntary sector providers of services for disabled people. They offer a wide range of services providing support, respite and care for people with disabilities and their carers.

The Disability Hate Crime Advocacy Service exists to ensure disabled people can get fair and equal access to the criminal justice system. The advocate can discuss options and possible outcomes so the individual needing support can make an informed decision. The advocate will only work on behalf of an individual with their consent and will keep them informed at all times.



The advocate can liaise with PSNI, PPS, the Housing Executive and other agencies on behalf of the individual, including making third party reports to PSNI or the Housing Executive. They can also sign post or make referrals to other support agencies if the need arises.

Please contact the advocate using the details on page 9. There is no obligation to work with the advocate but they will be happy to discuss your circumstances with you.

|   |  |
|---|--|
| <b>Leonard Cheshire Disability/Disability Hate Crime Advocate</b> | 1st floor, Cheshire House, 12 Derryvolgie Avenue, Belfast BT9 6FL<br>Tel: 07827 318 631<br>Email: <a href="mailto:advocacy@leonardcheshire.org">advocacy@leonardcheshire.org</a>   |
| <b>Disability Action</b>  | Portside Business Park, 189 Airport Rd West, Belfast BT3 9ED<br><a href="http://www.disabilityaction.org">www.disabilityaction.org</a><br>Tel: (028) 9029 7880<br>Textphone: 02890297882<br>Email: <a href="mailto:hq@disabilityaction.org">hq@disabilityaction.org</a>                                  |
| <b>Action on Hearing Loss NI</b>                                  | Harvester House, 4-8 Adelaide Street, Belfast BT2 8GA<br><a href="http://www.actionhearingloss.org.uk">www.actionhearingloss.org.uk</a><br>Tel: (028) 9023 9619<br>Textphone: 02890249462<br>Email: <a href="mailto:information.nireland@hearingloss.org.uk">information.nireland@hearingloss.org.uk</a> |
| <b>Action Mental Health</b>                                       | 27 Jubilee Road, Newtownards, Co Down BT23 4YH<br><a href="http://www.amh.org.uk">www.amh.org.uk</a><br>Tel: (028) 9182 8494   |
| <b>Equality Commission for NI</b>                                 | Equality House, 7-9 Shaftesbury Square, Belfast BT2 7DP<br><a href="http://www.equalityni.org">www.equalityni.org</a><br>Tel: (028) 9050 0600<br>Textphone: 02890500589<br>Email: <a href="mailto:information@equalityni.org">information@equalityni.org</a>   |
| <b>Royal National Institute for the Blind</b>                     | Victoria House, 15-17 Gloucester Street, Belfast BT1 4LS<br><a href="http://www.rnib.org.uk">www.rnib.org.uk</a><br>Tel: (028) 9032 9373<br>Email: <a href="mailto:rnibni@rnib.org.uk">rnibni@rnib.org.uk</a>  |
| <b>MindWise</b>   | Head Office, Pinewood House, 46 Newforge Lane Belfast BT9 5NW<br><a href="http://www.mindwisenv.org">www.mindwisenv.org</a> Tel: (028) 90402323<br>Email: <a href="mailto:info@mindwisenv.org">info@mindwisenv.org</a>   |



## Race

The Police Service of Northern Ireland have adopted the definition for racially motivated incidents recommended by the Stephen Lawrence enquiry, namely

**Any incident which is perceived to be racist by the victim or any other person.**

Racist victimisation attacks the beliefs and identities of those who are perceived as being “different” because of their ethnic, national or cultural origins. Although anyone can be a victim of racist harassment, members of visible minority ethnic groups are far more likely to be victimised.

Harassment on grounds of race, ethnicity or national origin is unlawful. The Race Relations (NI) Order 1997 defines harassment as unwanted behaviour which has the purpose or effect of violating a person’s dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person.

The Housing Executive is committed to identifying those who commit racially motivated harassment within our estates and taking appropriate action against them.

Reporting racist harassment provides essential information which may enable the prevention of further escalation and the identification of those responsible.

The PSNI Hate and Signal Crime Officers can provide support and advice. The PSNI have copies of their leaflet on Racial Incidents on their website, these are available in all languages using the linked google translate facility. Visit [www.psnipolice.uk](http://www.psnipolice.uk) for more information.

Irish Travellers are recognised under the Race Relations (NI) Order 1997 as a specific racial group.

### Support available for victims of Race Hate Harassment

Northern Ireland Association for the Care and Resettlement of Offenders (NIACRO) works with the Housing Executive and has staff who are available to support Housing staff and tenants when dealing with threats and/or incidents of hate crime or hate harassment. This support will be parallel to the work of Base 2, and staff will work with the community to address any issues.

### Supporting Tenancies for people from Ethnic Minorities (STEM)

STEM, which is delivered by NIACRO is available in the greater Belfast area, it provides support and assistance to people whose tenancy may be at risk due to harassment or intimidation because of their ethnicity.

STEM also works to improve the social inclusion of people from ethnic minority backgrounds and it promotes positive community responses in dealing with incidents of intimidation.

Contact details for NIACRO as well as other important organisations, are provided on pages 11.



|   |  |
|---|--|
| African and Caribbean Community Support Organisation, Northern Ireland (ACSONI) | 1st Floor, 9 Lower Crescent, Belfast BT7 1NR<br>www.acsoni.org<br>Tel: (028) 9043 4090<br>Email: info@acsoni.org   |
| NI Association for the Care and Resettlement of Offenders (NIACRO)              | Amelia House, 4 Amelia Street, Belfast BT2 7GS<br>www.niacro.co.uk<br>Tel: (028) 9032 0157   |
| Migrant Centre NI   | Ballynafeigh Community Development Association,<br>283 Ormeau Road, Belfast, BT7 3GG<br>http://migrantcentreni.org/<br>Tel: (028) 9043 8962<br>Email: info@migrantcentreni.org<br>bilingualsupportworker@migrantcentreni.org |
| Omagh Ethnic Communities Support Group  | Omagh Community House,<br>2 Drumragh Avenue, Omagh BT79 1DP<br>www.omaghcommunityhouse.com<br>Tel: (028) 8224 2040<br>Email: info@omaghcommunityhouse.com  |
| Ballymena Inter-Ethnic Forum  | 20 William Street, Ballymena BT43 6AW<br>Tel: (028) 2564 8822<br>Email: admin@bief.org.uk  |
| Romanian Self-Support Group   | 7 Holland Park, Ballymena BT43 6JS<br>Tel: +44 (0)7725 128544<br>Email: danstaicu@msn.com  |
| Belfast Islamic Centre  | 38 Wellington Park, Belfast BT9 6DN<br>www.belfastislamiccentre.org.uk<br>Tel: (028) 9066 4465<br>Email: info@belfastislamiccentre.org.uk  |
| South Tyrone Empowerment Programme (STEP)                                       | The Junction, 12 Beechvalley Way, Dunganon, BT70 1BS<br>www.stepni.org<br>Tel: (028) 8775 0211<br>Email: info@stepni.org   |
| Magherafelt Community Support Centre  | 13 Queen Street, Magherafelt BT45 6AA<br>www.stepni.org<br>Tel: (028) 7963 3079<br>Email: magherafelt@stepni.org   |
| Belfast Jewish Community Centre   | Belfast Synagogue, 49 Somerton Road, Belfast BT15 3LH<br>www.belfastjewishcommunity.org.uk<br>Tel: (028) 9077 5013   |
| Indian Community Centre   | 86 Clifton Street, Belfast BT13 1AB<br>www.iccbelfast.com<br>Tel: (028) 9024 9746<br>Email: iccnibelfast@gmail.com   |
| Chinese Welfare Association   | Stranmillis Embankment, Belfast BT7 1GB<br>www.cwa-ni.org<br>Tel: (028) 9028 8277<br>Email: office@cwa-ni-org  |

## Sectarian/Political

The Police Service of Northern Ireland defines a sectarian incident to be:

**Any incident perceived to be sectarian towards the victim, by the victim or any other person.**

The term sectarian, whilst not clearly defined, is broadly understood to describe incidents by one individual or group against another on the basis of perceived religion or political opinion. These groups or individuals are generally regarded to be associated with either of the two main identities in Northern Ireland i.e. Catholic/Nationalist/Republican (CNR) or Protestant/Unionist/ Loyalist (PUL).

### Support available for victims of Sectarian Hate Harassment

#### *The Police Service of Northern Ireland*

PSNI Officers have been specially trained to support victims of sectarian incidents. The officers carrying out the Hate and Signal Crime role have an additional responsibility to engage with individuals and groups who work to support and assist victims of sectarian incidents. They can also provide support and advice.

[psni.police.uk/index/advice-and-legislation/advice\\_hate\\_crime.htm](https://psni.police.uk/index/advice-and-legislation/advice_hate_crime.htm)

## Religion/Faith

Incidents may also be perceived to be on the grounds of a particular person's religion or faith but not Sectarian. The Police Service of Northern Ireland defines a faith/religious incident to be

**Any incident which is perceived to be based upon prejudice towards or hatred of the faith of the victim or so perceived by the victim or any other person.**

A faith or religious group can be defined as a group of persons defined by reference to religious belief or lack of religious belief. This would include Christians, Muslims, Hindus, Sikhs and different sects within a religion. It also includes people who hold no religious belief at all.

## Sexual Orientation

The Police Service of Northern Ireland defines homophobic incidents as:

**Any incident which is perceived to be homophobic towards the victim, by the victim or any other person.**

These can include incidents perpetrated on those perceived to be lesbian, gay, bi-sexual, transsexual or transgender. Anyone can demonstrate homophobic or transphobic behaviour and actions, be it a stranger, a housemate, a family member, a colleague, or a neighbour. This can have a direct impact on your safety, your property, your family and your mental health. Perpetrators of hate harassment on the basis of sexual orientation may be verbally or physically abusive towards you; you may be asked to leave your family home or made so uncomfortable that you feel you have to. The Housing Executive recognises the impact that any level of homophobic or transphobic harassment can have on the victim and the wider community. We encourage the reporting of incidents of hate harassment as it can enable support to be put in place and may prevent hate crime.

## Gender Identity

The Police Service of Northern Ireland defines transphobic incidents as:

**Any incident which is perceived to be transphobic towards the victim, by the victim or any other person.**

Due to the confusion for many people between sexual orientation and gender identity, you may find that you are a victim of a homophobic incident or crime even though you are transgender. Many transgender people experience hate crimes and incidents but do not report it because they fear being misunderstood by the police. It is important however to challenge and address prejudice and ignorance in whatever form it takes.

There are a range of support organisations which can provide support if you have been a victim of harassment based on your perceived sexual orientation or gender identity. The PSNI Hate and Signal Crime Officers can also provide support and advice.

### **Support available for victims of Hate Crime based on Sexual Orientation and Gender Identity**

#### ***The Rainbow Project***

Rainbow provides an LGBT Housing Advocacy Service & an LGBT Hate Crime Advocacy Service which can deliver support and information to individuals, couples and families who are victims of hate harassment due to their sexual orientation or gender identity. The Advocacy Service can also assist you with finding somewhere else to live in partnership with the Housing Executive. Contact details can be found on page 14.

#### ***Support Acceptance Information and Learning (SAIL NI)***

SAIL is a support group for the families of gender variant or Transgender individuals of any age who are in need of help, support or advice, whatever the circumstances. SAIL organise meetings and social gatherings at a variety of locations across Northern Ireland. SAIL is also available to meet and talk one-to-one or just to telephone or email. Contact details can be found on page 14.

#### ***Knowing Our Identity (KOI)***

KOI is a regional service provided by Belfast Health and Social care Trust which supports young people who are experiencing difficulties in the development of their gender identity and provides specialist intervention for them and their families. Contact details can be found on page 14.



### ***FOCUS: The Identity Trust***

Focus- the Identity Trust exists to provide support to transgender and intersex people and their families. Members deliver targeted support, education and awareness training. It has lobbied the government locally, nationally and throughout Europe to achieve equal rights in healthcare, education, employment, housing and the judiciary in every aspect of life. The Identity Trust has helped to develop guidance and policy for organisations, employers and others, assisting organisations to stay in line with current equality legislation and work toward best practice.

The key objectives include increasing social inclusion, reducing social isolation and providing services to develop self-esteem of individuals and empower them to be valued members of society. Contact details can be found below.

|  |  |
|--|--|
| The Rainbow Project<br>Lesbian, Gay, Bisexual<br>and Transgender, LGBT +<br>Advocate | Belfast LGBT Centre, 1st Floor, 9-13 Waring Street<br>Email: <a href="mailto:advocacy@rainbow-project.org">advocacy@rainbow-project.org</a><br><a href="mailto:Joe@rainbow-project.org">Joe@rainbow-project.org</a><br><a href="http://www.rainbow-project.org/crime-and-violence">www.rainbow-project.org/crime-and-violence</a>  |
| The Foyle LGBT+ Centre   | Orlan House, 20 Strand Road, Londonderry BT48 7AB<br><a href="http://www.rainbow-project.org">www.rainbow-project.org</a><br>Tel: (028) 7128 3030<br>Email: <a href="mailto:info@rainbow-project.org">info@rainbow-project.org</a><br><a href="mailto:eimear@rainbow-project.org">eimear@rainbow-project.org</a>   |
| Cara-Friend/ GLYNI/Gay<br>Helpline/Belfast<br>Lesbian Line                           | 9-13 Waring Street, Belfast BT1 2DX<br><a href="http://www.cara-friend.org.uk">www.cara-friend.org.uk</a><br><a href="http://www.cara-friend.org.uk/projects/glyni">www.cara-friend.org.uk/projects/glyni</a><br>Tel: (028) 9089 0202<br>Email: <a href="mailto:admin@cara-friend.org.uk">admin@cara-friend.org.uk</a><br>Switchboard operates Tues-Thurs 6pm-9pm<br>Email: <a href="mailto:switchboard@cara-friend.org.uk">switchboard@cara-friend.org.uk</a> |
| SAIL NI  | 51 Downshire Road, Newry, BT34 1EF<br>Tel (028) 9532 0023<br>Email: <a href="mailto:info@sailni.com">info@sailni.com</a>   |
| FOCUS The Identity Trust   | c/o BURC, 4-6 Donegall St Place, Belfast, BT1 2FN<br>Tel 07718 836 382<br><a href="http://www.the focustrust.com">www.the focustrust.com</a><br>Email: <a href="mailto:focustheidentitytrust@gmail.com">focustheidentitytrust@gmail.com</a>  |
| Knowing our Identity KOI   | Belfast HSCT , Beechcroft, Forster Green hospital, 110<br>Saintfield Road Belfast BT8 8GR Tel 028 961500333  |
| Here (A Place for Lesbian<br>and Bisexual Women)                                     | 2nd Floor, 9-13 Waring Street, Belfast BT1 2DX<br><a href="http://www.hereni.org">www.hereni.org</a><br>Tel: (028) 9024 9452<br>Email: <a href="mailto:tracey.mcdowell@hereni.org">tracey.mcdowell@hereni.org</a>  |

# Anti-social behaviour and hate harassment

## What is Anti-Social Behaviour?

Anti-social behaviour can be explained as activities, actions and conduct of households or individuals in a neighbourhood which adversely affects other people's use and enjoyment of their home.

## What can the Housing Executive do?

The Housing Executive has specific powers to take action against its tenants. This can include possession, injunction proceedings and Anti-Social Behaviour Orders.

The Housing Executive will seek to respond to instances of anti-social behaviour by Housing Executive tenants, whether the complainant is a tenant, private tenant or owner-occupier. In addition the Housing Executive will endeavour to take action on behalf of Housing Executive tenants where they are the victims of nuisance caused by Housing Executive and non-Housing Executive tenants.

## Mediation

The Housing Executive continues to give focus to the use of mediation as a way of resolving neighbour disputes where a Housing Executive tenant is involved. While many disputes are resolved through informal discussion or negotiation by the parties involved, mediation provides an alternative when that is unsuccessful. Research has shown that the use of mediation at an early stage of a dispute can prevent a conflict from escalating to the point at which court action is necessary.

Mediation allows the people involved in a dispute to reach their own solutions through a mediator as an independent third party. Both sides are helped to find an acceptable agreement and the process is often faster, less stressful and more cost effective than enforcement measures.

Mediation is also confidential and information discussed during the process cannot be used in court or for any other legal action that may occur later.



## Obligations of Housing Executive tenants

Housing Executive tenants may be held responsible for the behaviour of every person, including children, living in or visiting the tenant's home, on surrounding land, in communal areas (stairs, lifts, landings, entrance halls, paving, shared gardens, parking areas) and in the locality of the dwelling house.

## Anti-Social Behaviour and Hate Harassment

While the majority of anti-social behaviour on our estates is random i.e. noisy parties that affect everybody living in a particular area, hate incidents on the other hand are targeted. Hate harassment is behaviour committed by people who want a particular family or person to suffer.

The Housing Executive will treat any racist or sectarian harassment or harassment on the grounds of sexual orientation, gender identity, religion/faith, political opinion or disability as a form of nuisance or annoyance likely to cause alarm or distress.

By reporting hate harassment, you are helping us to help you. If you report harassment we will be able to:

- a) Respond in a sensitive way and take appropriate action, taking your wishes into account.
- b) Refer you to organisations which can provide further support and advice for harassment that has already occurred.
- c) Seek to take appropriate action to stop the harassment and to deal with the perpetrator.
- d) Gain a better understanding about the way the harassment is affecting those living on Housing Executive estates and so plan further prevention or support strategies.
- e) Work in partnership with other agencies to create an environment which encourages community cohesion and racial harmony and prevents further harassment.

Even reporting low level harassment that is not a crime allows us to identify underlying trends and to spot tensions early on. This information can be used to prevent further harassment or further escalation in the local area.



# How to report

Hate incidents and crimes should be reported to the PSNI.

For non emergencies contact 101 - if it's an emergency call 999.

Hate incidents and crimes can also be reported through a third party.

Victim Support NI can be contacted on (028) 9024 3133 or [Belfast@victimsupport.org.uk](mailto:Belfast@victimsupport.org.uk) and any of the hate crime advocates can report to the PSNI on your behalf.

A report of harassment occurring in any of our homes or estates can also be made at any Housing Executive Office. The report can be made in person by visiting the local Housing Executive office, over the phone or via email. All offices have telephone translation facilities available so reports can be made in many languages and alternative formats.

## Who can report?

Anyone within the locality of Housing Executive properties can report experiencing harassment. This includes Housing Executive tenants, private tenants, owner-occupiers or any other visitors.

## What details are needed?

The member of staff dealing with the report will complete an anti-social behaviour record sheet and will record the following information:

- Your details (unless you wish to remain anonymous)
- Details of those who initiated the harassment (if known)
- Nature of the harassment
- Where it occurred (was it in the street, at home etc.)
- When the harassment took place (this will include the date and time)
- Has it been reported to any other agencies

Anti-social behaviour (including hate incidents) can be reported through the Housing Executive's online 24 hour service on our website [nihe.gov.uk](http://nihe.gov.uk) or by phoning 03448 920 900.

## What happens next?

Depending on the circumstances of the harassment reported, the Housing Executive can proceed with a range of actions aimed at supporting the victim, stopping the harassment and dealing with the perpetrator.

# Damage to property

If there has been physical damage to your property through hate harassment, the Housing Executive may be able to provide some support. There are a range of practical support schemes operating across Northern Ireland and you can contact your local Housing Executive office for current information. There may also be support available for non-Housing Executive tenants and owner-occupiers.

## Housing Executive properties

Housing Executive tenants who require emergency repairs following hate harassment may ring the Repairs Helpline on 03448 920 901. There is an Emergency out of Hours Service and the phone number is the same. Tenants can also text the Repairs and Emergency Out-of-Hours Service on 18001 03448 920 901 or report a repair online through the Housing Executive tenant portal, My Housing Executive, which allows you to access information about your tenancy and to contact us securely 24 hours a day.

When you register and sign up to the new tenant portal you will be able to request and track a repair. An incident must carry the risk of immediate injury to people or major damage to property in order to be treated as an emergency. Tenants should report less serious repairs during normal office hours. Staff will assess the repair and, if necessary, will arrange for a contractor to call.

Some forms of help, such as those funded under the Hate Incident Practical Action Scheme (HIPA) can only be provided if the PSNI confirm that a hate crime / incident has been committed, or if the Housing Executive requests this from the PSNI. HIPA is dealt with in more detail on page 20.



## Hate Graffiti on Housing Executive properties

The Housing Executive, as with other public authorities, is responsible for the removal of all graffiti from its properties. Complaints in relation to graffiti on Housing Executive property should be made to the local housing executive office. See details of offices page 36.

## Hate Graffiti on non-Housing Executive properties

It is usually the property owner's responsibility to remove offensive graffiti from their own property. If it is targeted at a home or an individual based on a person's sexual orientation, disability, gender identity or any racial, religious, sectarian or cultural slur which would offend, it should be reported to the PSNI, where they will issue an incident number and the incident will be recorded under the HIPA Scheme (see page 20). The Housing Executive can then arrange for it to be removed. Hate motivated graffiti reported through the PSNI in this way may also be removed from privately owned or rented homes and Housing Association properties.

## Physical Injuries

If you have been physically injured and require emergency treatment you should go to your nearest Accident and Emergency Unit or phone an Ambulance by dialing 999.



# Hate Incident Practical Action Scheme (HIPA)

The HIPA scheme is available to support victims of hate harassment where the motive of the perpetrators has been discrimination based on disability, race, sexual orientation/gender identity, sectarianism or religion. Victims may be owner- occupiers, tenants renting privately, Housing Executive tenants or Housing Association tenants. If the home has been damaged or the incident has occurred in close proximity to the property the scheme can provide personal and home protection measures.

The HIPA Scheme is available 24 hours each day to provide support and reassurance to victims. Contact the Housing Executive on 03448 920 901.

## How the Scheme works:

In order to be eligible for support all hate incidents ("hate" being based on the victim or any other person's perception) must be reported to the police by ringing 101 where you will be connected to the PSNI Call Handling Centre. Prior to any work commencing the Housing Executive will confirm with the PSNI that the incident has been reported.

If the call is urgent and you or someone else or your property is in immediate danger then dial 999.

## Level 1 - Initial Incident

When any hate harassment is confirmed as reported by the police and an incident number has been issued, the PSNI Officer can ask the Housing Executive to organise Level 1 repairs. These are the necessary minimum repairs needed to secure the property and any additional emergency measures required to make the home wind and watertight. The home-owner's consent will be required.

The PSNI Officer will be able to provide basic security advice and details of other support organisations and if requested there will be a follow up visit by your local police officer or Crime Prevention Officer. Personal protective items such as personal alarms may also be available

Victim Support NI have specialist advocates to deal with victims of hate harassment motivated by a person's race, ethnicity, disability, sexual orientation, gender identity or religion. For example they have bi-lingual staff who can speak a range of languages. Contact Details are available on page 28.

If a victim cannot continue to stay in their home, the Housing Executive can provide support such as removal of their property for storage or providing homeless assistance. Details on dealing with homelessness can be found on page 23.

## Level 2 - Support following a hate incident

Following a Level 1 response to hate harassment, the PSNI will arrange for an assessment of the property to be carried out by a Crime Prevention Officer (CPO) who will consider what additional work is appropriate to enable the person to remain in their home (up to a specified financial limit).

For example, the PSNI CPO can recommend, with the owner's consent, that window glass be replaced, security lighting be put at front / back doors, locks changed or replaced and stronger doors installed.

The HIPA scheme is jointly supported by:

- Department of Justice (DOJ)
- Police Service of Northern Ireland (PSNI)
- Northern Ireland Housing Executive (NIHE)
- Department for Communities (DfC)

If you require housing advice and assistance or further information about the scheme you can contact your local Housing Executive office.

The PSNI have a dedicated hate crime reporting service which can be accessed on

[psni.police.uk/crime/hate-crime/reporting-a-hate-crime](https://psni.police.uk/crime/hate-crime/reporting-a-hate-crime)



# Other housing support

## Scheme for the Purchase of Evacuated Dwellings (SPED)

The Housing Executive operates a Scheme for the Purchase of Evacuated Dwellings (SPED) to assist owner-occupiers who are forced to leave their dwellings because of threat or intimidation. Under the Scheme the Housing Executive may acquire houses from owner-occupiers, where they, or any member of their household residing with them, have been threatened or intimidated.

To apply for SPED the property must be your only or main home and the PSNI must confirm that it is unsafe for you or a member of your household to continue living in the house because either you or a person who lives with you has been directly or specifically threatened or intimidated and is at risk of serious injury or death as a result.

Initial enquires about the SPED scheme may be made through your local Housing Executive office, or to the SPED coordinator on 0344 892 0900, where further details of the scheme can be provided and application arrangements made. The actual degree of intimidation will not be assessed by Housing Executive staff but by the PSNI.

[housingrights.org.uk/news/hate-crimes-what-housing-help-available-victims](https://housingrights.org.uk/news/hate-crimes-what-housing-help-available-victims)

## Emergency Re-housing Grant

The Housing Executive may be able to help you with the costs of setting up your new home if you have been forced to leave your home because of acts of violence or other intimidation and you are unable or unwilling to return to your accommodation as a result. This may be following a terrorist, racial or sectarian attack, or threats of such violence, to persons or property because of an individual's race, community background, disability or sexual orientation; or as a result of an attack by a person who falls within the scope of the Housing Executive's statutory powers to address neighbourhood nuisance or other similar forms of anti-social behaviour. You need to have been a housing executive, housing association or private rented sector tenant, had your housing needs assessed and have secured permanent rehousing in Northern Ireland to be eligible. Please contact your local Housing Executive office, where staff will be available to assist with this support. Details can be found on pages 36.

[nihe.gov.uk/getmedia/0c4ffb35-d831-4038-8c3b-388edf815799/emergency-grant-scheme-leaflet.pdf.aspx?ext=.pdf](https://nihe.gov.uk/getmedia/0c4ffb35-d831-4038-8c3b-388edf815799/emergency-grant-scheme-leaflet.pdf.aspx?ext=.pdf)

## Compensation for Home Improvements

If you are a Housing Executive secure tenant who has been forced to end your tenancy due to hate harassment, and you have carried out improvements to your home on or after the 29 July 2003, you may be able to receive compensation for the improvements provided they were approved by us. Contact your local housing executive office or check the Housing Executive website for further details.

[nihe.gov.uk/Housing-Help/Repairs-and-maintenance/Compensation-for-home-improvements](https://nihe.gov.uk/Housing-Help/Repairs-and-maintenance/Compensation-for-home-improvements)

# Homelessness

If you have been rendered homeless or you are in danger of losing your home because of fear due to harassment, intimidation and/or violence, you should seek help at your local Housing Executive office (03448 920 900) and from the PSNI (101/999).

The Housing Executive can offer different levels of help depending on your particular circumstances. Beginning with a Housing Solutions interview to explore all options available to you, this may include implementing security measures around your home and providing safe temporary accommodation to securing permanent alternative accommodation and advice and assistance on finding somewhere else to live.

The Housing Executive will make enquiries to establish the facts of your case and what help is available to you pertaining to your particular circumstances. It is very important that you tell us all the facts, and if possible, bring with you all relevant documents, so that all of your circumstances can be taken into account.

Support may be available even if the incident is not reported to the PSNI.

## **Housing Executive Homeless Service**

If you find yourself in a homeless situation you can contact the local Housing Executive office on 03448 920 900 from 9am to 5pm Monday to Friday.

Further information on homelessness is available at all Housing Executive offices and on the Housing Executive website. Interpreter services are available at all offices. Details of Housing Executive offices are on page 36.

## **Housing Executive Out of Hours Emergency Homeless Service**

The Housing Executive delivers an emergency out- of -hours homelessness service. If you find yourself in an emergency crisis situation you can contact the Out of Hours team on 03448 920908 from 5pm to 9am Monday to Friday as well as week-ends and bank holidays.

Your situation will be assessed and if necessary temporary accommodation may be provided pending a comprehensive assessment being carried out by the day service the next working day.

If you have a housing problem you can also access free online advice at

[housingadviceni.org](https://housingadviceni.org)

This advice service is managed by Housing Rights.

# Renting privately

## Advice on Harassment and Illegal Eviction

All private tenants have within current law certain basic rights, including freedom from harassment and illegal eviction.

## Harassment in Terms of a Tenancy Agreement

Harassment will occur where the landlord or agent commits acts which are likely to interfere with the peace and comfort of the tenant. Examples include the persistent withdrawal or withholding of services, such as interfering with water or electrical supplies.

## What is an Illegal Eviction?

All landlords are required to give their tenant a period of four weeks' notice to quit the property. If the tenant does not leave at the end of this period the landlord must apply to the court for an order. If the landlord does not follow this procedure, by changing the locks of the property for example, it is likely that they have carried out an illegal eviction.

If you are the Licensee of a property then different rules apply. If you are unsure of your position you should seek advice on your rights (see below for who to contact).

## What should I do?

If you believe that you have been the subject of any action by your landlord or their agent which may be harassment or has led to an illegal eviction then you should report the matter to the local district council who will investigate and may prosecute the landlord or agent concerned.

Further advice on these issues can be found from:

- Environmental Health Officer at the local district council
- Any Housing Executive Office
- Housing Rights Service

### Housing Rights Service

The Skainos Centre, 239 Newtownards Road, Belfast, BT4 1AF  
[www.housingadviceni.org](http://www.housingadviceni.org)  
Tel: (028) 9024 5640  
Textphone: (028) 9073 1577  
Fax: (028) 9045 3009

# Police Service of Northern Ireland

## What to do if you are a victim of Hate Harassment

You can call to your local police station and ask to speak to the Hate Incident and Signal Crime Officer for the area where the incident occurred. These officers have been specifically trained to support victims of hate incidents and they will record and respond to harassment, intimidation or abuse on the grounds of an individual's ethnicity, sexual orientation, religion, political opinion or disability. Hate Incident and Signal Crime Officers can be spoken to in confidence; they offer a sympathetic service and respond appropriately to the individual needs of the victim. They can also provide information on crime prevention, police powers and procedures and appropriate support groups.

You should not delay reporting the incident and you can report it to the police by dialling 101 and telling the operator you wish to report a hate crime or incident. In an emergency always dial 999.

Hate Incident and Signal Crime Officers will record and respond to all hate incidents reported to them, whether or not they amount to a crime. The PSNI are committed to dealing with your complaint in a professional, confidential and sensitive manner. Even if you do not want the police to investigate the incident, it is important that you report it, as it may prevent future hate harassment from occurring.

If you do not wish to contact the police directly, you may do so through a third party, such as one of the organisations detailed in this pack. The PSNI Hate Incident and Signal Crime Officer will be advised if you have agreed to provide your contact details. This Officer will contact the victim to provide advice and support, unless they have been asked not to.

## Relevant police powers to deal with Hate Crimes in a housing context



## Enhanced Sentencing Powers

Under the Criminal Justice (No2) Northern Ireland Order 2004, courts have been given the power to impose increased sentences for persons convicted of offences where it can be shown that the offence was aggravated or motivated by hostility towards the victim based on their race, religion, sexual orientation or disability. This is commonly referred to as Northern Ireland's Hate Crime Legislation.

Further information, is available at

[psni.police.uk](https://psni.police.uk)

The police have an extensive database of local interpreters and 24 hour access to multilingual telephone translator services. You can phone the Police Exchange and ask for your local station on by dialling the Police non-emergency number on 101

In an emergency dial 999 or 18000 for text phone users.

PSNI also have a dedicated hate crime reporting service which can be accessed on

[psni.police.uk/crime/hate-crime/reporting-a-hate-crime](https://psni.police.uk/crime/hate-crime/reporting-a-hate-crime)

This section and other relevant sections may be impacted by the out workings of the current review of the hate crime legislation and will be kept under review.



# Complaints

If you report hate harassment and you are not satisfied with the service you have received from the Housing Executive we want to hear from you.

The Housing Executive wants to sort out problems quickly and locally where possible. If you have a problem please contact your local Housing Executive office where staff will do their best to help resolve your issues straight away. You can contact us on 03448 920900, via email, in writing or by using the "My Housing Executive" Customer Portal.

If this does not resolve the situation, or you do not feel the local Housing Executive office can help you, then you can use our formal Complaints Procedure. We will fully investigate any complaint received. We will do our best to resolve the situation and take the necessary steps to improve our service.

Our Complaints Procedure is explained in a leaflet, titled How to Make a Complaint, which is available from any housing executive office. Alternatively download a copy from our website:

[nihe.gov.uk/getattachment/About-Us/Complaints/How-our-complaints-procedure-works/How-to-make-a-complaint.pdf.aspx?lang=en-GB](http://nihe.gov.uk/getattachment/About-Us/Complaints/How-our-complaints-procedure-works/How-to-make-a-complaint.pdf.aspx?lang=en-GB)

You can make a complaint in person, over the phone, via email to [centralcomplaints@nihe.gov.uk](mailto:centralcomplaints@nihe.gov.uk) or online through our website:

[nihe.gov.uk/Transactions/Complaint](http://nihe.gov.uk/Transactions/Complaint)

If you require assistance with making your complaint you can contact Housing Rights:

## Housing Rights Service

The Skainos Centre, 239 Newtownards Road, Belfast, BT4 1AF  
[www.housingadviceni.org](http://www.housingadviceni.org)  
Tel: (028) 9024 5640  
Textphone: (028) 9073 1577  
Fax: (028) 9045 3009

# Support organisations

## Working in Partnership

This Hate Harassment Toolkit has been produced in consultation with a range of voluntary organisations, public sector bodies and support organisations that deal with minority interests. The following organisations can offer an array of support for victims of any type of hate harassment. Your local Library or Citizens Advice Bureau may also be able to provide some information. Contact details for your nearest Citizens Advice Bureau can be found on page 29.

## Victim Support NI

Victim Support NI is an independent charity which helps people affected by crime. They offer a free and confidential service, whether or not a crime has been reported and regardless of how long ago the event took place. Victim Support NI provides help through two hubs based in Foyle and Belfast. Their specially trained staff and volunteers are based across Northern Ireland and give people emotional and practical help to recover from the impact of the crime and harassment.

This includes:

- information on police and court procedures
- liaison with other organisations on your behalf
- advice and information on compensation and insurance matters
- contact with other sources of help
- pre-familiarisation visits to court, and someone to be with you on the day of your case.

## Victim Support NI and Hate Crime

Victim Support manages the Hate Crime Advocacy Scheme funded by the Department of Justice. The scheme is comprised of a Hate Crime Advocacy coordinator based in Victim Support NI and Hate Crime Advocates based in host organisations - Leonard Cheshire (Disability Hate Crime), Migrant Centre NI (Racial Hate Crime) and The Rainbow Project (LGB&T Hate Crime). Victim Support NI is also the lead support organisation for victims of Sectarian Hate Crime.

Victim Support NI can help signpost victims to other services such as legal advice, housing issues, as well as health and psychological support. Victim Support NI will also facilitate contact with the police if need be. They are always willing to support Housing Executive staff with any related issues.

Anyone who has been a victim of hate crime may contact Victim Support NI directly whether or not they report the incident to the PSNI. Victims can also contact the Hate Crime coordinator directly for advice and assistance or for further information about contacting other Advocates. The Hate Crime Coordinator at Victim Support NI can be contacted directly at email: [hatecrime@victimsupportni.org](mailto:hatecrime@victimsupportni.org).

Details of Victim Support NI offices are available below, or you can visit their website at [www.victimsupportni.com](http://www.victimsupportni.com). You can contact Victim Support's National Telephone Support Line on 0800 1689 111.

|             |   |
|-------------|---|
| Belfast Hub | 2nd Floor Albany House, 73-75 Great Victoria Street, Belfast, BT2 7AF<br>Tel: (028) 90 243133<br><a href="mailto:belfast@victimsupportni.org.uk">belfast@victimsupportni.org.uk</a> |
| Foyle Hub   | 6th Floor, Embassy Building, 3 Strand Road BT48 7BH<br>Tel: (028) 7137 0086<br><a href="mailto:foyle@victimsupportni.org.uk">foyle@victimsupportni.org.uk</a>                       |

## Additional support

### Ardoyne Association Advice Centre

111 Etna Drive, Belfast BT14 7NN

Tel: (028) 9071 5165 Email: [ardoyneassociation@hotmail.co.uk](mailto:ardoyneassociation@hotmail.co.uk)

The Ardoyne Association is focused on community development and the delivery of a free, private and confidential full time generalist advice service. The service covers all aspects of Social Security including Disability & Carers, Income based and Contribution based benefits, Housing Issues and Consumer, Debt & Employment Rights.

### Belfast South Community Resources (BSCR)

127-145 Sandy Row, Belfast BT12 5ET

[www.bscr.co.uk](http://www.bscr.co.uk) Tel: (028) 9024 4449 Email: [enquiries@bscr.co.uk](mailto:enquiries@bscr.co.uk)

Belfast South Community Resources develop awareness and community action in relation to crime. They promote the rights and needs of individuals and groups and provide initial support to victims, survivors and witnesses. BSCR also value diversity and take great pride in promoting equality.

### Centre for Health and Well-Being

689 Upper Springfield Road, Belfast BT12 7FP

[www.chwbbelfast.org](http://www.chwbbelfast.org) Tel: (028) 9022 3220

The Centre for Health and Well-Being delivers complimentary therapies, counselling and educational programmes to those affected by crimes and their families.

### Childline

Jennymount Business Park, North Derby Street, Belfast BT15 3HN

[www.childline.org.uk/www.nspcc.org](http://www.childline.org.uk/www.nspcc.org) Childline Tel: 0800 1111

NSPCC Tel: 0808 800 5000 Email: [help@nspcc.org](mailto:help@nspcc.org)

### Citizens Advice Bureau

**Belfast:** Central: Merrion Business Centre, 58 Howard Street BT1 6PJ

North: 40-44 Duncairn Gardens BT15 2GG

East: The Arches Centre, 1A Westminster Avenue BT4 1NS

South & East: 20A Beechfield Street, Short Strand BT5 4EQ Tel: (028) 9045 6889

Falls: 77A Springfield Road, BT12 7AE

Shankill: Spectrum Centre, Unit 2, 331-33 Shankill Road BT13 3AA

Andersonstown: 208 Andersonstown Road BT11 9EB

**Newry:** 28 Corn Market, Newry, BT35 8BG

**Downpatrick:** 8-10 Irish Street, Downpatrick, BT30 6BP Tel 4461 4110

**Craigavon:** Health Centre, Tavanagh Ave, Portadown BT62 3BE Tel: (028) 3835 3260

55 Edward Street Lurgan, BT66 6DG Tel: (0298) 3836 1181

**Armagh:** 9 McCrums Court, Armagh BT61 7RS Tel: (028) 37524041

**Lisburn:** 50 Railway Street, Lisburn BT28 1XP

**Ballymena:** 39 Mount Street, Ballymena BT43 5BW

**Larne:** 2 Station Road, Larne, BT40 1AA

**Causeway:** 1-5 Brook Street, Coleraine BT52 1PW Tel: (028) 7034 4817

**Antrim/:** Arches Lane, Main Street, Randalstown BT41 3AB Tel: (028) 9590 6505

**N'abbey:** 1 Ballygore Road, Antrim BT41 2RN Tel: (028) 95906505

2 Foundry Lane, Ballyclare BT39 9BQ Tel: (029) 95906505

70 Rathmullan Drive, N'abbey BT37 9DQ Tel: (028) 9085 2271

**Newtownards:** 75 West Street, Newtownards, BT23 4EN

[www.citizensadvice.co.uk](http://www.citizensadvice.co.uk) Tel: 03001 233 233

## Community Relations Council

2nd Floor, Equality House, 7-9 Shaftsbury Square, Belfast, BT2 7DB  
[www.nicrc.org.uk](http://www.nicrc.org.uk) Tel: (028) 9022 7500 Email: [info@nicrc.org.uk](mailto:info@nicrc.org.uk)

The core aim of the Community Relations Council is promoting a peaceful and shared society based on reconciliation and mutual trust.

## Community Restorative Justice Ireland (CRJI)

[www.crji.ie](http://www.crji.ie)

Central Office, 105 Andersonstown Road, Belfast, BT11 9BS  
Tel: (028) 90 301 521

Greater, 1st Floor, Slemish Buildings, 105 Andersonstown Road, Belfast, BT11 2BS  
Tel: (028) 9030 1521

Colin Area, 6 Jasmine End, Twinbrook, Dunmurry, Belfast BT17 0BX  
Tel: (028) 9062 5020

South and East Belfast Area, 20A Beechfield Street, Short Strand, Belfast, BT5 4EQ  
Tel: (028) 9045 6889

Falls Area, 111A Springfield Road, Belfast, BT12 7AE  
Tel: (028) 9031 4188

North Belfast Area, 253 Oldpark Road Belfast BT14 6QR  
Tel: (028) 9075 3043

Newry and Armagh Area, Ballybot House, 28 Cornmarket, Newry, BT35 8BG  
Tel: (028) 3026 6337

Derry/Londonderry Area, 1 Westend Park, Bogside, Derry BT48 0RF  
Tel: (028) 7127 1131

CRJI provides a safe and confidential community service which is available to all. CRJI's trained staff and practitioners are impartial; their role is to provide a safe and structured format that brings local people together to enable them to resolve issues that are affecting their quality of life. All staff and practitioners have been checked by Access NI to ensure the protection of children and vulnerable adults.

## Corpus Christi Services

2B Springhill Drive, Belfast BT12 7SH  
[www.corpuschristiservices.co.uk](http://www.corpuschristiservices.co.uk) Tel: (028) 90 240 653

Corpus Christi Services promotes sustainable development and thereby alleviates the worst conditions of social exclusion and poverty. Corpus Christi Services offer one-to-one counselling to those affected by a range of trauma, ranging from 'The Troubles' to mental health related issues.

The Welfare Advice Project also offers free independent advice on a range of services including: Social Security Benefits, Housing, Pension Credits, Debt related issues, Tribunal Representation and more.

## Depaul Ireland

449 Antrim Road, Belfast, BT15 3BJ  
[www.depaulireland.org](http://www.depaulireland.org) Tel: (028) 9064 7755 Email: [depaulni@depaulcharity.net](mailto:depaulni@depaulcharity.net)  
Depaul Ireland supports people who are homeless or at risk of homelessness.

### East Belfast Mission; Care Community Counselling

Skainos Square, 239 Newtownards Road, Belfast BT4 1AF  
[www.ebm.org.uk](http://www.ebm.org.uk) Tel: (028) 9045 8560 Email: [info@ebm.org.uk](mailto:info@ebm.org.uk)

East Belfast Mission provides a variety of services to the wider East Belfast community: a homeless hostel, employability support, work experience and community outreach services. Care Community Counselling can be helpful for people who are looking for one-to-one support for a range of issues. Simply phone to arrange an appointment with a counsellor.

### Falls Women's Centre

256-258 Falls Road, Belfast BT12 6AL [www.fallswomenscentre.org](http://www.fallswomenscentre.org)  
Tel: (028) 9032 7672

Falls Women's Centre provides advice, support, counselling and complementary therapies to women survivors of domestic or sexualised violence, or any type of crime. They also provide support in benefit analysis, debt management and housing issues.

### Groundwork NI Office

63-75 Duncairn Gardens, Belfast BT15 2GB  
[www.groundwork.org.uk/hubs/northernireland](http://www.groundwork.org.uk/hubs/northernireland)  
Tel: (028) 9074 9494 Email: [info@groundworkni.co.uk](mailto:info@groundworkni.co.uk)

This organisation works in the areas of community development, good relations, neighbourhood issues, ethnic minorities, policing and community safety, anti-sectarianism and anti-racism and usually through environmental projects.

### HAVEN Victims' Support Group

Richview Regeneration Centre, 339-341 Donegall Road, Belfast BT12 6FQ  
[www.victimsservice.org](http://www.victimsservice.org) Tel: (028) 90 314080 Email: [havenvsg@btconnect.com](mailto:havenvsg@btconnect.com)

HAVEN provides services such as advocacy support, complementary therapies, respite day breaks, befriending and personal and professional courses. Individuals can be referred to HAVEN from the Victims and Survivors Service or an appointment can be arranged by telephone.

### Homeplus NI

113 University Street, Belfast, BT7 1HP  
[www.homelessuk.org](http://www.homelessuk.org) Tel: (028) 9031 1836 Email: [info@homeplusni.com](mailto:info@homeplusni.com)

Homeplus NI operate a Street Outreach project for rough sleepers in Belfast and a daily Drop-In Centre for homeless migrant workers, refugees and asylum seekers. The Centre provides food, clothing, washing and showering facilities, access to internet, emergency health care, alternative therapies, assistance in securing housing and employment, and practical and emotional support.

### Horn of Africa People's Aid Northern Ireland (HAPANI)

Botanic House, 1-5 Botanic Avenue, Belfast BT7 1HP  
[www.hapani.org](http://www.hapani.org) Tel: (028) 9031 5778 Email: [info@hapani.org](mailto:info@hapani.org)

HAPANI works to support individuals across a range of concerns. They offer sensitive and holistic assistance to victims of hate crimes ranging from legal advice to personal support. All cases will be treated in the strictest confidence.

### Jigsaw Community Counselling Centre

815 Crumlin Road, Belfast, BT14 8AA  
[www.jigsawccc.co.uk](http://www.jigsawccc.co.uk) Tel: (028) 9543 8166/0753 925 0941 Email: [info@jigsawccc.co.uk](mailto:info@jigsawccc.co.uk)

Jigsaw offers culturally sensitive counselling for people with emotional or mental health issues, at minimal cost to adults and children. Jigsaw provides completely non-discriminatory outreach and drop-in services and mentoring. Counselling referrals are welcomed from all sections of the local community.

## MACS

303 Ormeau Rd, Belfast BT7 3GG [www.macsni.org](http://www.macsni.org)

Tel: (028) 9031 3163 Email: [info@macsni.org.uk](mailto:info@macsni.org.uk)

MACS provide a range of support services for disengaged young people aged 16-25 years. Their core services are Supported Housing, Mentoring and Floating Support. MACS work across the highest areas of deprivation within the Belfast, Lisburn and Co Down areas. Their main role is to help young people to improve their circumstances. MACS accept referrals from a range of services and organisations and young people can also self-refer.

## Mediation Northern Ireland

83 University Street, Belfast BT7 1HP

[www.mediationnorthernireland.org](http://www.mediationnorthernireland.org)

Tel: (028) 9043 8614 Email: [info@mediationnorthernireland.org](mailto:info@mediationnorthernireland.org)

Mediation NI works to support victims of hate incidents, and they offer a listening ear to people who have been targeted because of their religious belief, political opinion, racial background, gender, socio economic status, marital status, age, ability or sexual orientation.

## Mencap

Mencap Centre, 5 School Road, Newtownbreda, Belfast, BT8 6BT

[www.mencap.org.uk/northern-ireland](http://www.mencap.org.uk/northern-ireland)

Tel: (028) 9069 1351 Helpline: 080 8808 1111 Email: [helplineni@mencap.org.uk](mailto:helplineni@mencap.org.uk)

Mencap value and support people with learning disabilities, and provide support to families and carers. Mencap are focal in campaigning for an end to discrimination experienced by many people with learning disabilities.

## New Life Counselling

25 Ardoyne Road, Belfast BT14 7HX [www.newlifecounselling.net](http://www.newlifecounselling.net)

Tel: (028) 9039 1630 Email: [info@newlifecounselling.net](mailto:info@newlifecounselling.net)

New Life Counselling is a voluntary counselling organisation committed to supporting the emotional health and wellbeing needs of its clients through the provision of one-to-one and group counselling and therapeutic services. Typically referrals are received from those affected by stress, anxiety, depression, drug/alcohol issues and victims of bullying, self-harming, crime and violence.

## Northern Ireland Alternatives (NIA)

Working with victims and communities NIA offer a wrap-around approach, taking into account victim, offender and community, to deal with hurt, harm and breakdown in relationships which can be experienced when low-level crime and anti-social behaviour disrupts the life of individuals and communities. Northern Ireland Alternatives have offices throughout Belfast and in North Down, please ring for an appointment or visit: <http://www.alternativesrj.org/>

East Belfast: Isthmus House, Isthmus Street, Belfast BT6 9AS

Tel: (028) 9045 6766 Email: [mandy@alternativesrj.co.uk](mailto:mandy@alternativesrj.co.uk)

South Belfast: 33 Donegall Pass, Belfast BT7 1DQ

Tel: (028) 9031 5763 Email: [debbiehammill@alternativesrj.co.uk](mailto:debbiehammill@alternativesrj.co.uk)

North Belfast: 254-256 Ballysillan Road, Belfast, BT14 6RA

Tel: (028) 9071 7077 Email: [joan@alternativesrj.co.uk](mailto:joan@alternativesrj.co.uk)

Greater Shankill: 137 Agnes street, Belfast, BT13 1GG

Tel (028) 90311420 Email : [billy@alternativesrj.co.uk](mailto:billy@alternativesrj.co.uk)

North Down: 2 Kilcooley Square, Bangor, BT19 1SH

Tel: (028) 9185 7812 Email : [pete@alternativesrj.co.uk](mailto:pete@alternativesrj.co.uk)

## Northern Ireland Association for the Care and Resettlement of Offenders (NIACRO)

Amelia House, 4 Amelia Street, Belfast BT2 7GS [www.niacro.co.uk](http://www.niacro.co.uk)

Tel: (028) 9032 0157 Email (for referral to STEM) [apac@niacro.co.uk](mailto:apac@niacro.co.uk)

NIACRO's Base 2 project is a crisis intervention service for individuals and families at risk of violence or exclusion from their community, part of the Base 2 remit is to support victims of hate crime. The project works directly with people to support them to deal with conflict or difficulties they are experiencing within their local community, it offers a verification and mediation service to assist individuals to remain within their homes, or practical support to safely relocate out of the area. NIACRO also manage the Supporting Tenancies for people from Ethnic Minority Communities (STEM) project.

## Northern Ireland Commissioner for Young People

Equality House, 7-9 Shaftsbury Square, Belfast BT2 7DP

[www.niccy.org](http://www.niccy.org) Tel: (028) 9031 1616 Email: [info@niccy.org](mailto:info@niccy.org)

The Commissioner's role is to safeguard and promote the rights and best interests of children and young people using the United Nations Convention on the Rights of the Child (UNCRC). This is a list of 42 basic rights which every child and young person in Northern Ireland should have.

## Northern Ireland Women's Aid

The Annex, 30 Adelaide Park, Belfast, BT9 6FY

[www.womensaidni.org](http://www.womensaidni.org) Tel: (028) 9024 9041 Email: [info@womensaidni.org](mailto:info@womensaidni.org)

24 Hour Domestic & Sexual Violence Helpline

Tel: 080 8802 1414 Email: [help@dsahelpline.org](mailto:help@dsahelpline.org)

Women's Aid is a voluntary organisation in Northern Ireland addressing domestic and sexual violence and providing services for women and children. The Women's Aid movement in Northern Ireland began in 1975 and is made up of nine local groups and a Women's Aid Federation Northern Ireland. Each Women's Aid group offers a range of specialist services to women, children and young people who have experienced domestic violence.

## Relatives for Justice

39 Glen Road, Belfast BT11 8BB

[www.relativesforjustice.com](http://www.relativesforjustice.com) Tel: (028) 9062 7171 Email: [info@relativesforjustice.com](mailto:info@relativesforjustice.com)

Relatives for Justice are a region wide support organisation for individuals and families affected by conflict-related bereavement and injury. The organisation runs a holistic range of support programmes including advice, advocacy support, youth provision, counselling, complementary therapies, classes and a drop in service.

## Samaritans

5 Wellesley Ave, Belfast, BT9 6DG

[www.samaritans.org](http://www.samaritans.org)

National Support Line: 0330 094 5717 Tel: (028) 9066 4422 Email: [jo@samaritans.org](mailto:jo@samaritans.org)

Samaritans offer listening and support to people and communities in times of need.

## Shankill Women's Centre

3 Mayo Link,

Belfast

BT13 3BD

[Shankillwomenscentre.org](http://Shankillwomenscentre.org)

Tel: (028) 9024 0642

The Shankill Women's Centre provides a weekly advice clinic and a weekly legal advice clinic to assist with any legal queries.

## Simon Community NI

25-27 Franklin Street, Belfast BT2 8DS [www.simoncommunity.org](http://www.simoncommunity.org)

Tel: (028) 9023 2882 Helpline: 0800 171 2222 Email: [help@simoncommunity.org](mailto:help@simoncommunity.org)

Simon Community NI is a local homelessness charity operating a 24/7 helpline for anyone who is homeless or at risk of losing their home.

## Suicide Awareness and Support Group

209 Falls Road, Belfast BT12 6FB

[www.suicideawareness.co.uk](http://www.suicideawareness.co.uk)

Tel: (028) 9023 9967 Email: [info@suicideawareness.co.uk](mailto:info@suicideawareness.co.uk)

Suicide Awareness works with the three key elements of the Protect Life Strategy, which are Prevention, Intervention and Postvention. They provide crisis intervention, support groups for those bereaved by suicide and training within the community i.e. ASIST (Applied Suicide Intervention Skills Training) and SuicideTalk.

## Supporting Communities

34-36 Henry Street, Harryville, Ballymena BT42 3AH

[www.supportingcommunities.org](http://www.supportingcommunities.org)

Tel: (028) 2564 5676 Email: [info@supportingcommunities.org](mailto:info@supportingcommunities.org)

Supporting Communities supports existing groups and the formation of new groups, enhancing their skills, knowledge and expertise thus enabling them to fully participate in matters impacting on their communities. Embedded within this role is the ethos of partnership work and the need for sustainability.

## Survivors of Trauma

151 Cliftonville Road, Belfast BT14 6JP [www.survivorsoftrauma.com](http://www.survivorsoftrauma.com)

Tel: (028) 9074 9944 Email: [survivorsoftrauma@live.co.uk](mailto:survivorsoftrauma@live.co.uk)

Survivors of Trauma aims to help and provide support to those in the Belfast area who have suffered from the Troubles. Counselling and complementary therapies as well as education and training programmes are provided.

## Tar Anall

Conway Mill, 5-7 Conway Street, Belfast BT13 2DE

[www.taranall.ie](http://www.taranall.ie)

Tel: (028) 9032 3631

Tar Anall address the social, economic, educational and emotional needs of republican ex-prisoners and their family members. They want to attain equality, inclusion and emotional well-being, improve personal capacity through focused training and increase employment opportunities for their target group. They provide a range of services and support to their target group and the wider community, such as training and education, counselling, family support, welfare and rights advice, complimentary therapies and drug and alcohol addiction support.

## Tar Isteach

244 Antrim Road, Belfast BT15 2AR [www.tar-isteach.org](http://www.tar-isteach.org)

Tel: (028) 9074 6665 Email: [info@taristeach.org](mailto:info@taristeach.org)

Tar Isteach provides advice, counselling, training and youth work for all sections of society with access to referral pathways for provision of other services where appropriate. Tar Isteach is a member of Greater New Lodge Community Empowerment Partnership (GNLCEP), Coiste na n-Iarchimí and the North Belfast Advice Partnership (NBAP).

## Trauma Resource Centre

Everton Complex, 585-587 Crumlin Road, Belfast BT14 7GB

Tel: (028) 9504 3488

The Trauma Resource Centre is a specialist service within the Belfast Health and Social Care Trust specifically set up to work therapeutically with individuals who have been adversely affected by 'the Troubles'. There are 4 different professions working within the team offering Psychological Therapy, Occupational Therapy and Physiotherapy. An individual can self-refer to the service by contacting them directly by telephone or alternatively speak to their G.P. who will oversee their referral into the service.

## Victims and Survivors Service

1st Floor, Seatem House, 28-32 Alfred Street, Belfast BT2 8EN

[www.victimsservice.org](http://www.victimsservice.org) Tel: (028) 9027 9100 Email: [enquiries@vssni.org](mailto:enquiries@vssni.org)

The Victims and Survivors Service (VSS) is an arm's length body of the Office of the First Minister and the deputy First Minister (OFMDFM). VSS administers OFMDFM funding to enable the delivery of services to meet the needs of victims and survivors of the Troubles, as defined in the Victims and Survivors (Northern Ireland) Order 2006. Individual victims and survivors should be advised that the best way to avail of the assistance delivered by VSS is to make an appointment for an Individual Needs Review.

## Victims and Survivors Trust (VAST)

Unit 12, Social Economy Village, Hannahstown Hill, Belfast BT17 0XS

[www.victimsandsurvivorstrust.com](http://www.victimsandsurvivorstrust.com)

Tel: (028) 9062 7501 Email: [contact@victimsandsurvivorstrust.com](mailto:contact@victimsandsurvivorstrust.com)

The Victims and Survivors Trust is a member-based organisation serving people who have been affected by 'The Conflict' in Northern Ireland. Members meet the legal definition of a victim as outlined in Article 3 of the Victims and Survivors (Northern Ireland) Order 2006. VAST provides ongoing support to members who are undertaking a VSS assessment, see above, which is required to access individual financial assistance, education support and individual respite.

## Wave Trauma Centre

[wavetraumacentre.org.uk](http://wavetraumacentre.org.uk)

5 Chichester Park South, **Belfast** BT15 5DW. Tel: (028) 9077 9922

25-30 The Diamond, **Derry/Londonderry** BT48 6HP. Tel: (028) 7126 6655

15 Abbey Street, **Armagh** BT61 7DX. Tel: (028) 3751 1599

18 Holmview Ave, **Omagh** Co Tyrone BT79 0AQ. Tel: (028) 8225 2522

13 Castlecroft, Main Street, **Ballymoney**, Co Antrim BT53 6TD. Tel: (028) 2766 9900

WAVE helps and supports people bereaved of a spouse as a result of violence in Northern Ireland. WAVE offers regional cross-community support to anyone bereaved, injured or traumatised by the Troubles. Clients can avail of youth services, trauma training, complementary therapy, counselling and psychotherapy, outreach support, advocacy and casework service and welfare advice.

*This list of support organisations is only a small sample of those operating across Northern Ireland. Local Housing Executive office staff may be able to provide contact details for other support groups.*

## Housing Executive Offices

Belfast Region: **The Housing Centre, 2 Adelaide Street, Belfast, BT2 8PB**

### Belfast Area

**North Belfast Area** 2 Adelaide Street, Belfast, BT2 8PB

**South & East Belfast Area** 2 Adelaide Street Belfast BT2 8PB

**West Belfast Area** 2 Adelaide Street Belfast BT2 8PB

**Shankill Office** The Shankill Wellbeing Centre, 83 Shankill Road, BT13 1PD

### Lisburn/Castlereagh Area

**Lisburn Antrim St** 29 Antrim Street, Lisburn, BT28 3AU

**Lisburn Dairy Farm** Stewartstown Road, Belfast BT17 OSB

**Castlereagh Office** 30 Church Road, Dundonald, BT16 2LN

South Region: **Marlborough House, Central Way, Craigavon BT64 1AJ**

### Ards and North Down Area

**Bangor Office 2** Alfred Street, Bangor BT20 5DH

**Newtownards Office** 2-32 Frederick Street, Newtownards BT23 7NX

### South Down Area

**Downpatrick Office** 2nd Floor, Downshire Civic Centre, Ardglass Road, BT30 6RA

**Newry Office** 35/45 Boat Street, Newry, BT34 2DB.

**South West Area** Fermanagh Office: Riverview House, Head Street, Enniskillen BT74 7DA

**Omagh** MacAllister House, Woodside Avenue, Omagh, BT79 7BP

### South Area

**Armagh Office** 48 Dobbin Street, Armagh BT61 7QQ

**Portadown** 41 Thomas Street, Portadown, BT62 3AF

**Lurgan/Brownlow** 122 Hill Street, Lurgan, Craigavon BT66 6BH

**Banbridge** 56 Bridge Street, Banbridge, BT32

### Mid Ulster Area

**Magherafelt Office** 3 Ballyronan Road, Magherafelt BT45 6BP

**Dungannon Office** Ballygawley Rd, Dungannon BT70 1AT

**Cookstown Office** 15 Morgan's Hill Road, Cookstown BT80 8HA

North Region: **Twickenham House, Mount Street, Ballymena BT43 6BP**

### South Antrim Area

**Antrim** 48 High Street, Antrim BT41 4AN

**Newtownabbey 2** 2 Ballyearl Drive, New Mossley, Newtownabbey BT36 5XJ

**Newtownabbey 1** Rantalard House, Rathcoole Drive, Newtownabbey BT37 9AG

### Mid & East Antrim Area

**Ballymena** Twickenham House, Mount Street, Ballymena BT43 6BP.

**Larne** Sir Thomas Dixon Buildings, 47 Victoria Road, Larne BT40 1RU

**Carrickfergus Office** 19 High Street, Carrickfergus BT38 7AN

### West Area

**Derry/Londonderry** Collon Terrace Office, 14 Collon Terrace BT48 7QP

Waterside Office, 2 Glendermott Road, Waterside BT47 1AU

Waterloo Place Office, Ulster Bank Buildings, Waterloo Place BT48 6BS

**Strabane Office** 40-46 Railway Street, Strabane, BT82 8EH

### Causeway

**Coleraine** 19 Abbey Street, Coleraine, BT52 1DU

**Limavady Office** 33 Catherine Street, Limavady, BT49 9DA

**Ballycastle Office** Fleming House, Coleraine Road, Ballycastle, BT54 6EY.

**Ballymoney Office** 54 Main Street, Ballymoney, BT53 6AL





## Housing Executive

  [nihe.gov.uk](http://nihe.gov.uk)

 [facebook.com/housingexecutive](https://facebook.com/housingexecutive)

 [@nihecommunity](https://twitter.com/nihecommunity)

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