

Social media, cyberbullying and harassment, hate crime

This activity could be Anti-Social Behaviour (ASB) if it's classed as a harassment or hate crime.

Harassment and Hate Crime

This can affect individuals, or groups, and can be a single isolated event or a series of repeated incidents. The police can take legal action against hate crime after a single incident.

Examples of hate crimes or harassment include:

- intimidation, threats or verbal abuse
- offensive letters, hate mail or online abuse
- offensive leaflets or posters
- vandalism or criminal damage
- bullying, physical attacks or violence.

What you can do:

- Create screen shots of all harassment
- Block the person or people harassing you
- Have your friends/relatives block the people as well
- If the person calls you, do not answer the phone
- Do not respond to the person
- Provide the evidence and report it to the social media platform.

If you are being harassed:

- You can report this as the victim to the police.
- Once reported to the police, please ring our Customer Contact Centre on 01473 432000. We can work with you and the police going forward if we have your incident report number and the name of the Police Officer involved. Our Housing Officers will work sensitively around what's happened.

Further information can be found on the Suffolk Police website at: [Stalking and harassment | Suffolk Constabulary](#)

How to report hate crime

If you're being victimised – or suspect someone else is being victimised – you should report online to Suffolk Police www.suffolk.police.uk/contact-us/report-something/report-crime. If you are unable to do this, call the police on 101 when it's safe to do so. If it is an emergency, then dial 999.

You can also report abuse to us via our [ASB Reporting Form](#), if you are unable to do this then phone our Customer Contact Centre on 01473 432000. Please advise the police incident number and the name of the officer you spoke to as we may need to liaise with them in their investigations. Further information can be found on the Ipswich Borough Website. [Hate Crime | Ipswich Borough Council](#)

Will everything said be kept confidential?

Every report of harassment or hate crime we receive is treated with the utmost confidence. We want you to feel as comfortable as possible, so we'll ask you to tell us the safest ways to contact you. Any interviews or conversations will be carried out in private and, if we need to meet you, we'll agree a safe location.

However, if we're worried about your immediate safety and welfare, or that of any children or vulnerable adults living with you, we have the right to contact the police or social services without your permission.

How can we help?

Your safety is the most important thing to us, and we'll do everything we can to make sure you get the support you need. This might include working with the police to get you specialised services or extra safety measures.

Some of the measures we can take include:

- mediation
- verbal or written warnings
- acceptable behaviour agreements
- restraining orders or injunctions
- criminal prosecution
- eviction.

All forms of harassment or hate crime are completely unacceptable and committing any of them is considered a breach of the terms of a tenancy agreement or lease. We'll take legal action to evict people found guilty of harassment or hate crimes under certain situations.

Hate crime support groups

Victim Support

Support for victims of crime and traumatic incidents.

Website: www.victimsupport.org.uk

Phone: 08081 689111

Stonewall

LGBTQ+ support across the UK.

Website: www.stonewall.org.uk/help-advice/hate-crime

Phone: 08000 502020

Tell MAMA – Measuring Anti-Muslim Attacks

Independent organisation tackling anti-Muslim hatred.

Website: www.tellmamauk.org