

10. Racial harassment & hate crimes



beech



This document is available in other languages, larger text, Braille and on audio cd or cassette.



What is Racial Harassment or a Hate Crime?

Racial harassment is an incident which the victim, or any other person, feels to be racist. A hate crime is any incident which is felt by the victim, or any other person, as being motivated by prejudice or hate.

Such incidents are the deliberate interference with the peace, comfort and safety of someone on the grounds of their race, religion, sexual orientation, disability, age nationality or ethnic origin. These types of harassment can take many forms – examples include: verbal abuse; intimidation; physical attacks on people or property.

What is our Policy?

The Association values equality, and condemns all forms of racial harassment or hate crimes, and adopts a ‘zero tolerance’ approach. We aim to create safe and welcoming environments for people to report racist incidents or hate crimes, and we will deal with reported incidents promptly and effectively.

We will work in partnership with other agencies and communities to achieve this and will provide support to residents and witnesses who experience racial harassment or hate crimes.

What should you do if you, or someone you know, experiences harassment?

Don't suffer in silence. **IT IS IMPORTANT THAT YOU TELL SOMEONE.** If you report it to us we will offer support and advice and may be able to take legal action against the person causing the harassment.

Who can you contact?

You can report incidents of racial harassment or hate crime to any of the Association's offices (details on the back of this leaflet). You can also report direct to the Police. If you are not comfortable making the report yourself you could do it through another party, such as a friend or relative, your local councillor or another agency.

The Association operates an out of hours service for repairs and anti-social behaviour and you can speak to an operator out-of-hours on tel: **0845 345 7808** or if you are a tenant in Miles Platting, call your regional office on 0800 234 6826.

If you are concerned about your safety you should contact the Police on **999**.

What will we do?

We will contact you and arrange to see you on the day you report this to us, or within 24 hours of your report. We will arrange to see you at a place convenient for yourself, for example at your home, at the office or another mutually agreeable location.

If the report is made out of hours to our contractor 'Orbis' they will arrange for a manager to contact you. Arrangements will be made for you to be interviewed on the next working day.

We will provide same sex interviewers, translators or other similar requirements.

Racist or hate graffiti will be removed from Association property within 24 hours of being reported to us.

What happens next?

We will take details of what has happened and explain how we can help. Once we have met with you we will agree an action plan with you, a copy of which you will receive.

Depending on what we agree with you we will take action to deal with the harassment/hate crime incident. This action could range from urgent legal action such as an injunction to protect you; interviewing the perpetrator(s); issuing warnings, through to providing support and other interventions with partner agencies.

Whatever we do we will make sure you are agreeable to the action. Our priority is to stop the harassment and to ensure you feel safe.

What support can we provide?

The support we provide will depend upon your circumstances and requirements and the type of incident you have experienced. Support could range from provision of an alarm; additional security measures or repairs to make you feel safer in your home; referral to a specialist support agency; regular contacts and updates from your Housing Officer and so on.

If you feel there is a threat to your personal safety an assessment will be carried out at the first meeting and action agreed, which could include temporary rehousing, additional security measures, working with partners to provide alarm monitoring or other similar measures.

We have an out of hours reporting service for repairs and anti-social behaviour which is operated on our behalf by Orbis. They are able to take reports and refer them to us the next working day. In emergency cases, such as racial harassment or hate crimes, they will refer the report to a manager immediately.

Orbis can be contacted on **0845 345 7808**, or if you are a tenant in Miles Platting, call your regional office on 0800 234 6826.

What happens next?

We will keep you informed at all stages of our investigations and of what action is being taken. This may range from interviews and warnings with the person responsible, through to legal action against them. As outlined previously, the action taken will depend on the incident and what you wish us to do.

Even if you do not wish us to take any action you should contact us to let us know what has happened so that we are aware of what is happening in your area.

Confidentiality

We will treat all reports in confidence. If you wish to remain anonymous we will act upon your wishes. We may pass reports of racial harassment and hate crimes to the Police for monitoring purposes, however, this can be done anonymously to protect confidence.

Working with partners and residents:

We will work in partnership with other agencies, such as the Police and local authorities, to deal with incidents of racial harassment and hate crime.

We will also work with residents and community groups to prevent and deal with such incidents for example by working with residents on community events; providing diversionary or educational activities for young people; developing 'Good neighbour Agreements' and so on.

If you have any ideas or suggestions or would like to get involved then please contact us at any of our offices (details at the back of this leaflet)

Compliments, Comments, Complaints and Appeals Procedure

If you are dissatisfied with the way your case has been dealt with, or if you have any comments or suggestions, staff can advise you on the compliments, comments, complaints and appeals procedure which is available at each office or via our website: www.adactushousing.co.uk

Getting in touch

Head office: 01942 608715

Turner House, 56 King St
Leigh, Lancs WN7 4LJ

North office: 0161 230 4070

Elizabeth House, off Victoria St,
Openshaw, Manchester M11 2NX

South office: 0161 232 6030

Parkway 5, Parkway Business Centre,
Princess Road, Manchester M14 7HR

Lãngüagê Liñè

West office: 01942 263630

82 Railway Road,
Leigh, Lancs WN7 4AN

**Neston & Parkgate office:
0151 353 0917**

43 Liverpool Road, Neston,
Cheshire CH64 3RB

Bootle office: 0151 284 5756

34 Eleanor Road, Bootle,
Merseyside L20 6BR

ARABIC

هذه الوثيقة متاحة باللغة العربية
عند الطلب.

BENGALI

অনুরোধ করলে এই ডকুমেন্টটি
বাংলা ভাষা ও উপলব্ধ

CANTONESE

本文件可以應要求，製作成中文
(繁體字) 版本。

FARSI

این مدرک در صورت درخواست به فارسی
موجود است.

FRENCH

Ce document est disponible en français
sur simple demande.

GUJARATI

આ દસ્તાવેજ વિનંતી કરવાથી ગુજરાતીમાં
માળી રહેશે.

HINDI

अनुगोध पर यह दस्तावेज़ हिन्दी में भी
उपलब्ध है

KURDISH

ئەم بەلگەیه بە پێی داواکاری بە زمانێ
کوردی ش دەس دەکەوێت

MANDARIN

本文件可以应要求，制作成
中文(简体字)版本。

POLISH

Dokument ten jest na życzenie udostępniany
w języku polskim.

PUNJABI

ਪੰਜਾਬੀ ਵਿਚ ਵੀ ਲਿਖਿਆ ਜਾ ਸਕਦਾ ਹੈ
ਇਹ ਦਸਤਾਵੇਜ਼ ਮੰਗ ਕੇ

SOMALI

Dokumentigaan waxaa lagu helaa Soomaali
haddii la codsado.

URDU

درخواست پر یہ دستاویز اردو میں بھی مل سکتی ہے۔

VIETNAMESE

Tài liệu này có sẵn bằng tiếng Việt khi
được yêu cầu.

