



# Tackling Racial Harassment



*creating communities to be proud of*

**If you would like to receive this information in another language or in another format such as large print, Braille or audio, please contact communications on 0845 849 2000 or email [communications@shorelinehp.com](mailto:communications@shorelinehp.com).**

A → A



## Key

**Victim** - who the racial harassment is directed at

**Complainant** - the person who brings the racial harassment to our attention

**Perpetrator** - who carried out the racial harassment

If you are suffering from racial harassment, this leaflet gives you important information and guidance. It tells you about the help and support available to victims or complainants and what action we will take against people who carry out racial harassment.

## Our commitment to tackle racial harassment

We will not tolerate any form of racial harassment by or against our tenants. We are committed to working with the police and other agencies to take effective action against the perpetrators of racial harassment or racist incidents.

We believe that you have the right to live in your own home and neighbourhood free from the fear of harassment and discrimination. We are committed to;

- providing a responsive service to victims of racial harassment;
- taking effective action against perpetrators;
- eliminating unlawful discrimination and harassment;
- promoting good relations between people of different racial groups;
- working with other agencies (such as the police) to tackle racial harassment;
- encouraging people to report incidents so that effective action can be taken;
- supporting complainants, their families and witnesses.

## What is racial harassment?

Our definition of racial harassment is that recommended by the Stephen Lawrence enquiry as;

***‘a racist incident is any incident which is perceived to be racist by the victim or any other person’***

Examples of such incidents could be;

- verbal or physical threats, including malicious telephone calls;
- written racist abuse, including racist graffiti;
- threatening or abusive racist behaviour;
- physical assault;
- damage to property (including fences, cars or other property);
- incitement, stirring up racial hatred by displaying or sending racially offensive material;
- arson or attempted arson.

## What should I do if I am suffering from racial harassment?

If you have been racially harassed or witnessed an incident of racial harassment you should contact us straight away. We can provide you with advice and support. We do not want you to suffer in silence. You can contact us by:

### Visiting one of our offices:

Customer Service Centre  
11-13 Osborne Street  
Grimsby  
DN31 1EY

Make the Neighbourhood Better Centre  
60 Second Avenue  
Grimsby  
DN33 1NN

**Telephoning:**

**0845 849 2000**  
**(01472) 572174**

(for your Neighbourhood Officer)  
(Shoreline 24 hour confidential Anti-Social Behaviour message line)

**By email** [info@shorelinehp.com](mailto:info@shorelinehp.com)

**In writing to:**

Shoreline Housing Partnership  
Neighbourhood Services  
Shoreline House  
Westgate Park  
Charlton Street  
Grimsby  
DN31 1SQ

**What we will do when you report an incident to us**

When you report an incident to us it will be referred to one of our trained officers who will contact you within two days. We will contact you much sooner if there is a risk of serious harm to you or your property.

We will arrange to meet with you, either at your home or at one of our offices. The officer will discuss the case with you and make a detailed report, taking details on the type of abuse and how it has affected you and members of your household. As part of the interview process, we will draw up an action plan stating what we will do and what you should do to resolve the problem.

You may be asked to complete incident diary sheets recording any racist anti-social behaviour that you see or hear. If you are asked to do this, it is important that you do. It is not possible for us to take action without suitable evidence

If you are happy for us to do so, we will visit the alleged perpetrator(s) to discuss the situation with them. We will also visit any witnesses to see if they are prepared to supply evidence.

Your opinions and wishes are important to us. No action will be taken without talking to you first. If you do not wish for us to carry on, we will still record the incident and monitor the situation.

If we feel it is in the best interests of the wider community to go ahead we will.

## What action can Shoreline take against perpetrators of racial harassment?

When the interviews have been completed and the evidence collected, we will decide what action to take. We will consider all the practical and legal options available to solve the issue. We might suggest that other agencies become involved such as the police or community mediation.

All our tenants have a tenancy agreement which says that we will not tolerate any form of racial harassment. This includes the tenant's behaviour and the behaviour of those people living with them (including children) and of any visitors to their home.

The extract from the tenancy agreement states;

*You (or anyone living with you or visiting your home or locality, including children) must not:*

*Commit or incite or allow others to commit any form of harassment\* on the grounds of race, religion, age, gender (including reassigned gender), sexual orientation, disability or other status which may interfere with the peace and comfort of, or cause offence to, a person residing, visiting or otherwise engaging in a lawful activity in your or their home or in the locality.*

\* Examples of harassment can be found on page one.

Should any residents break this agreement we will take the most appropriate course of action to make sure that those breaching the conditions of their tenancy do not continue to do so.

There are a range of actions we can take against those responsible for racial harassment. The course of action we take depends upon the nature of the complaint and any previous action we have taken. These include;

- visiting or writing to the perpetrator to warn them that we will take action if their behaviour does not change;
- getting an injunction – a court order that instructs the perpetrator to stop acting anti-socially;
- getting an Anti-Social Behaviour Order – this bans the perpetrator from acting in a certain way or from entering specific areas;
- seeking a Possession Order – this allows us to evict a tenant regardless of whether it is them or someone else connected to their home who is causing the harassment;
- getting a demoted tenancy which means the tenant will lose the important rights they have as a secure tenant making it much easier for us to evict them.

## The support you will receive

We will deal with your case in a confidential, sensitive and understanding manner. Our officers are experienced in dealing with nuisance and harassment. They will give you guidance and support so that we can resolve any problems as quickly as possible.

If you need to communicate with us or you need information in another language or in another format such as large print, Braille or audio we will arrange this for you. We will provide an interpretation service for interviews and we will aim to allow you to give evidence in a way in which you are comfortable with.

If there are concerns about your security within your home, we will arrange for a security check to be completed. This could involve a visit from a police crime prevention officer.

If you need to give evidence in court, we will support you. We will take you on a pre-court visit so that you are able to understand what will happen during the hearing.

If you have suffered from crime we will direct you towards Victim Support so that their trained advisors can give you specialist advice and support on how to deal with any problems you may have.

## The importance of reporting racial harassment

It is important to report and record all incidents of racial harassment, whether it is directed at you or witnessed by you. Incidents that may only seem minor could be part of a wider pattern of abuse or they could lead to more serious instances if left unchecked. Any incidents you report will help us to take action against the alleged perpetrator(s). It is difficult for us to take any legal action without any evidence.

If you feel you or anyone else is in physical danger you must report the incident to the police by calling 999. We will only contact the police if you want us to but we suggest that any incident is directly reported to them especially if you feel it is racially motivated. Their contact number for non-emergency calls is 0845 60 60 222.

## Making a report from our Customer Service Centre

We work in partnership with Humberside Police and take part in the True Vision Hate Crime Reporting Scheme.

The True Vision Hate Crime Reporting Scheme is a self-reporting system which allows a victim, witness, parent, carer or any concerned person to report an incident to the police by giving as little or as much personal information as they want.

The True Vision Reporting Scheme participants are compassionate to your needs and will keep your information confidential.

Our Customer Service Centre at 11-13 Osborne Street, Grimsby is an authorised True Vision Hate Crime Reporting Centre. We offer two ways to report hate crimes:

1. Self-reporting packs are available at reception for you to discreetly pick up if you wish. They contain information, forms and advice for victims to confidentially report hate crimes.
2. Our confidential interview room is available for hate crime reporting and our officers are fully trained in True Vision report-taking.

Reporting racial harassment under the scheme does not mean a Shoreline officer will automatically become involved. Should you need our support or wish to report an incident to us you should ask for a referral to be made to your Neighbourhood Officer at the same time.

Other True Vision reporting centres are listed in the other useful contacts section at the back of this booklet.

## Our assurance

We take racial harassment seriously. It is important that you report any incident to us. We have set ourselves a number of service standards on how we react to any reported incidents. When you report an incident to us, we will;

- listen to you;
- manage your case in a sensitive and sympathetic manner, respecting your wishes at all times;
- take action in accordance with your wishes (unless it is felt action needs to be taken in the interests of the wider community);
- treat your complaint with confidentiality;
- respond to your complaint quickly by contacting you within two days of your report;
- provide help with interpreting or translating if you need it;
- tackle the perpetrators of racial harassment;
- report the incident to the police with your permission;
- report the incident to True Vision so they can record where racial harassment is happening;
- explain and agree what action we will take against the perpetrator(s);
- support you and any witnesses to the incident;
- take appropriate action against anyone who harasses other people, this could mean evicting them from their home;
- remove any racist graffiti within 48 hours of you reporting it to us;
- provide extra security measures or where necessary re-house you, so as the victim you are protected.

## What do you think of our service?

You have the right to expect us to investigate your complaint and take the appropriate action to make sure that you can live peacefully in your home without the interruption or interference of others. If you feel we have not dealt with your complaint correctly, or we have failed to resolve your problems let us know and we will look into your concerns and respond accordingly.

When we have finished investigating your complaint we will ask you to complete a satisfaction survey. Please take five minutes to complete this. We use customer feedback to improve the services we provide.

## Other Useful Contact Numbers

### True Vision reporting centres

- Body Positive, Victoria Street South, Grimsby, DN31 1NX  
Telephone 01472 358886
- Community Mediation Service, 100 Garibaldi Street, Grimsby, DN32 7DU  
Telephone 01472 251054
- Foresight, 50 Hainton Avenue, Grimsby, DN32 9BT  
Telephone 01472 269666
- Grimsby Institute of Further and Higher Education, Nuns Corner, Grimsby, DN34 5BQ  
Telephone 01472 311222
- Grimsby Rape Crisis, Freeman Street Resource Centre, 41-43 Kent Street, Grimsby, DN32 7DH
- North East Lincolnshire Council,  
Civic Offices Customer Access Point, Knoll Street, Cleethorpes, DN35 8LN  
Telephone 01472 313131
- North East Lincolnshire Council,  
Municipal Offices Customer Access Point, Town Hall Square, DN31 1HU  
Telephone 01472 313131
- North East Lincolnshire Council,  
Kennedy Way Customer Access Point, 1-3 Kennedy Way, Immingham, DN40 2AB  
Telephone 01472 313131
- Victim Support, 10 Town Hall Street, Grimsby, DN31 1HN  
Telephone 01472 250251
- Voluntary Action North East Lincolnshire, 14 Town Hall Street, Grimsby, DN31 1HN  
Telephone 01472 231123

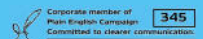
### Useful local support agencies

- Victim Support, 10 Town Hall Street, Grimsby, DN31 1HN  
Telephone 01472 250251  
Offers free and confidential support to victims of crime.
- Citizens Advice Bureau, 4 Town Hall Street, Grimsby, DN31 1HN  
Telephone 01472 232200  
Helps people resolve their legal, money and other problems by providing free, independent and confidential advice.

**0845 849 2000**

**[www.shorelinehp.com](http://www.shorelinehp.com)**

**[info@shorelinehp.com](mailto:info@shorelinehp.com)**



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