



RACIAL HARASSMENT SERVICE STATEMENT



OUR AIMS

- To take steps to identify and monitor incidents of racial harassment.
- To take effective action against people carrying out racial harassment (perpetrators) in order to provide a safe environment for all tenants and residents.
- To prevent acts of racism and violence.

THE SERVICE YOU CAN EXPECT

WHAT IS RACIAL HARASSMENT?

Although there is no legal definition of racial harassment, there is a working definition adopted by the Commission for Racial Equality. It is as follows:

"Racial Harassment is violence, which may be verbal or physical and which includes attacks on property as well as on a person, suffered by individuals or groups because of their race, colour, nationality or ethnic or national origins, when the complainant believes that the perpetrator was acting on racial grounds and/or there is evidence of racism".

The definition set out in the report of the Stephen Lawrence Inquiry 'should be universally adopted by the Police, Local Government and other relevant agencies' (Macpherson, 1999). This definition states:

"A racist incident is any incident which is perceived to be racist by the victim or by any other person".



WHAT WILL HAPPEN IF I REPORT RACIAL HARASSMENT?

- We will deal with reports of racial harassment in a sensitive manner and make sure that the needs of people suffering racial harassment are central to our response.
- We will agree a programme to meet your support needs which will be set out in an action plan, which you will get a copy of.
- You will also be provided with an information pack which will explain our policy, the types of support we can offer and useful telephone numbers.

WHAT SUPPORT WILL I BE OFFERED?


We will provide victim and witness support as necessary. This may include one or more of the following:

- **Temporary or permanent re-housing.** Where a victim wishes to leave their home and EHA is satisfied that this is reasonable, we will seek to provide like for like housing. Where re-housing is not possible (due for example to the lack of availability of suitable alternative housing), EHA will seek help from other landlords.
- **Arranging counselling and other support services.**
- **Arranging panic alarms or mobile phones.**
- **Arranging physical security measures (eg: security lighting and fire proof letter boxes).**

WHAT ACTION WILL EDEN HOUSING ASSOCIATION TAKE AGAINST THE PERPETRATOR?

- If we decide that further action isn't appropriate, we will have to justify this to you.
- We will consider all possible legal remedies and where appropriate will ask the court to take action to evict perpetrators of racial harassment.

WHAT STANDARDS OF SERVICE SHOULD I EXPECT?

- You will be contacted within one working day of an incident involving violence being reported.
 - You will be contacted within three working days of a non-violent incident being reported.
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- Urgent repairs will be carried out within one working day of being reported.
- Racist graffiti will be removed from an Eden Housing Association property within one working day of being reported.
- If you wish to move home because of racial harassment, we will try to make sure this happens as quickly as possible.
- All information provided by you will be treated confidentially and will not be disclosed to any other party without your full consent. Any action taken will only be with your full knowledge, consent and involvement.
- In order to monitor and develop our policies and procedures on tackling racial harassment and to develop and maintain good practice, Eden Housing Association will consult with tenant representatives, the police, the Local Authority, community groups and with other stakeholders, on a regular basis.

USEFUL CONTACTS

In an emergency dial 999

Cumbria Police (non-emergencies)
Tel: 0845 3300 247

Crimestoppers
Tel: 0800 555 111

Victim Support (national helpline)
Tel: 0845 3030 900

Safer Homes Scheme
Tel: 01228 558 255



OTHER FORMATS, OTHER LANGUAGES

We will provide this information in large print, Braille, audiotape, or in other languages. Please just ask us.

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如果您欲获得此文件的其它语言版本或格式，或如果您需要一位口译，请联络我们。

Jeżeli chcieliby Państwo otrzymać ten dokument w innym języku czy formie lub potrzebują Państwo skorzystać z usług tłumacza, prosimy o skontaktowanie się z nami.

Bu belgeyi Türkçe ya da bir başka formatta edinmek istiyorsanız veya sözlü olarak çeviri hizmetlerinden yararlanmayı düşünüyorsanız, bize başvurabilirsiniz.