

get the offender to change their behaviour.

To do this we'll need to interview the person causing the problem (you can tell us not to do this, but it could then be difficult to take the case further). We'll tell them to change their behaviour and warn them that we will take firm action if they don't. In addition to visiting the offender; we may write to them to formally warn them that they must stop causing racial harassment, otherwise more serious legal action will be taken.

Where the offender is not known

There may be cases where the offender is not known by the victim and still cannot be identified even after investigations by Cosmopolitan to find out who they are. In these cases, the only option available is to inform the police (if this has not already been done) to open their own investigation into the matter. As the victim you will be able to say if the police should be informed.

Legal Action (Civil and Criminal)

For serious cases of racial harassment, criminal or civil legal proceedings may be used.

Criminal proceedings will be decided upon by the police if they think the offender has a case to answer: Charges such as criminal damage, public order offences or assault may be brought against the offender.

Civil action may be used by Cosmopolitan to control the behaviour of one of our residents.

This could involve us seeking one or more of the following against the offender:

- Anti-social behaviour orders
- Parenting orders
- Injunctions
- Abatement notices in conjunction with other agencies
- Acceptable behaviour contracts
- Evictions

Racial Harassment Support Groups

There are a number of support groups that will provide help and information to people who are victims of racial harassment. These include:

Merseyside Racial Harassment Prevention Unit

Tel: 0151 702 6976 / 702 6911

E-Mail: mrphu@merseymail.com

Merseyside Racial Incidents Hotline

Freephone number: 0800 138 1688

(for Liverpool, Sefton, Wirral and Knowsley)

Cheshire Racial Equality Council

2 Hunters Walk, Canal Street, Chester CH1 4EB, Tel: 01244 400730

Fax: 01244 400722

(for Warrington, Halton and Chester)

Website: www.chawrec.org.uk

If you require an immediate response to an emergency, you should dial 999 and report the incident to the police.

If you wish to obtain further information on dealing with racial harassment please contact us at the address overleaf.

NUMBER NINE

a guide

to dealing with racial harassment

This is number nine in a series of information leaflets published by Cosmopolitan Housing Association. If you require any further information about this or other services please contact: **0151 227 3716**

This document is also available translated into your own language please see the "Guide to our service leaflets" publication, available from this office, for details.

यह दस्तावेज़ आपकी भाषा में अनुदित रूप में भी उपलब्ध है। विवरण के लिए कृपया इस कार्यालय से उपलब्ध "हमारी सेवा पुस्तिकाओं की गाइड" प्रकाशन देखें।

ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿੱਚ ਅਨੁਵਾਦ ਉਪਲਬਧ ਹੈ। ਵੇਰਵਿਆਂ ਲਈ ਦੇਖੋ ਪ੍ਰਕਾਸ਼ਨ "ਸੇਵਾ ਸੇਵਾ ਲੀਫਲੈਟਾਂ ਸੰਬੰਧੀ ਗਾਈਡ", ਜੋ ਇਸ ਦਫਤਰ ਤੋਂ ਮਿਲ ਸਕਦੀ ਹੈ।

یہ دستاویز آپ کی زبان میں ترجمہ شدہ شکل میں بھی دستیاب ہے۔ کتابچہ بعنوان "ہماری سہاری خدمات" (گاؤڈ تو اور سروس لیفلٹس) دیکھیں۔

هذا المستند متوفر أيضا بلغيتكم ،
للمزيد من التفصيل برجاء إطلاع على نشرة " دليل خدماتنا "
المتوفر من هذا المكتب

এই ডকুমেন্টটি /লেখটি আপনার নিজের ভাষায় অনুদিত পাওয়া যাবে , 'গাইড টু আওয়ার সার্ভিস লিফলেটস'
(আমাদের পরিষেবা পত্রিকার নির্দেশিকা) প্রকাশনা দেখুন, বিশদ বিবরণের জন্য, যা এই অফিসে পাওয়া যাবে।

這份資料冊已有中文譯本，請參閱《我們的服務
介紹資料冊指引》，請向我們辦公室詢問這份
摺之詳情。

Waxaad kalood heli kataa dukumeentigani oo ku qoran luqaddaada, fadlan waxaad eegtaa "Kaaliyaha xaashida adeegyadana" oo laga heli karo xafiiskani.

Ky dokument është poashtu i përkthyer në gjuhën tuaj, ju lutemi shikoni botimin "Udhëzime për shërbimet tona në fletpalosjet", që mund t'i gjeni në këtë zyrë, për të dhëna.

This document is also available in large print, braille and audio tape on request.



Cosmopolitan House, 2 Marybone
Liverpool L3 2BY

Tel: 0151 227 3716, Fax: 0151 227 4991

www.cosmopolitanhousing.co.uk

Cosmopolitan Housing Association is a Charitable Industrial and Provident Society.



NUMBER

9

in a series of
information
leaflets

A GUIDE to dealing with racial harassment

We use the term 'resident' to describe anyone living in one of our homes or receiving one of our services. This includes tenants, leaseholders and shared owners.

DEALING WITH RACIAL HARASSMENT

What is racial harassment?..

The definition of racial harassment used by Cosmopolitan in setting its policy on racial harassment is as follows:

'A racist incident is any incident which is perceived to be racist by the victim or any other person'. This definition was used for the Stephen Lawrence inquiry.

Racist acts include:

- Physical assault (including spitting)
- Damage to property
- Racist graffiti
- Arson and attempted arson
- Verbal racist abuse, threatening or abusive racist behaviour, abusive letters or telephone calls
- Dumping excreta, rubbish etc in or outside people's homes

Our policy

We totally condemn and are committed to fighting racial harassment. Any Cosmopolitan resident or employee who is a victim or racial harassment is encouraged to report the incident to us to enable us to take action against the offender. You are also encouraged to report it if you have witnessed racism being carried out by another resident

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or employee or seen it carried out against them.

Action will take the form of a full and thorough investigation of the complaint, informing the relevant agencies and, if appropriate and with the permission of the victim, reporting the incident to the police.

Following investigation, if sufficient evidence has been obtained against the offender; we will initiate proceedings to stop the racial harassment. This may include:

- personal visit(s) to the offender
- warning letter(s)
- charging the perpetrator for damage to property
- legal proceedings

Cosmopolitan, in consultation and agreement with the victim, will employ every possible means of stopping racial harassment, while at the same time minimising inconvenience and distress to the victim.

Reporting Racial Harassment

Any complaint of racial harassment can be reported by phoning, writing to or calling in at your local Cosmopolitan area office.

Alternatively, you can ask a friend, relative, councillor or other relevant agencies to report the problem for you. We will contact you within 24 hours of you contacting us to confirm that we are looking into your complaint.

The Tenancy Management Team can be contacted on 0151 224 0203.

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Immediate Response

If the victim is a Cosmopolitan resident and it is felt that there is an immediate threat of physical danger to them, we may be able to offer temporary or permanent rehousing, depending on availability.

Alternatively, additional security measures may be provided, such as door/window locks, additional lighting, spy holes, window reinforcement. If there is a threat of arson we can provide fireproof letterboxes, fireproof mats, smoke alarms and fire extinguishers.

Repairs or damage resulting from racially-motivated incidents will be carried out as soon as possible and racist graffiti will be removed immediately.

Other immediate steps may include informing the police (with the victim's permission), the relevant Hate Crime Unit and/or other organisations.

In addition, Cosmopolitan will begin its own investigation.

What happens next?

In most cases we will need to meet you to discuss your complaint in more detail and we will do this wherever it is convenient for you - at your home, in the area office or elsewhere. In serious cases, we will aim to meet with you within 24 hours of you reporting the problem.

To help us get a full picture, we'll ask some simple questions about it. For example;

- What is the nature of the racial harassment?

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- Where does it happen?
 - When does it happen?
 - Who is affected by it and how?
- We may need to speak to other people in your household who have been affected too.

Taking action/agreeing an action plan

At the end of the meeting, we will agree an action plan of further steps that need to be taken. This may involve actions such as:

- Informing the police (with the victim's permission), if not already done
- Referral to other agencies/authorities e.g. if the offender is a local authority tenant or a tenant of another housing association, so they can take action against them
- Tenancy Management Officers visiting the alleged offender
- Cosmopolitan staff and/or the police talking to witnesses or other victims
- Gathering of further evidence
- Initiating civil legal proceedings (injunctions, possession orders)

Dealing with the offender

When all of the evidence has been collected, we'll decide if the offender has a case to answer. If so, we'll take action. In very serious cases, where there is a real threat to your or another person's safety or where the harassment is very distressing, we'll take immediate legal action like initiating civil/legal proceedings (Injunctions) possession proceedings (based on evidence). In other less threatening situations, we'll take a more step-by-step approach to try to

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