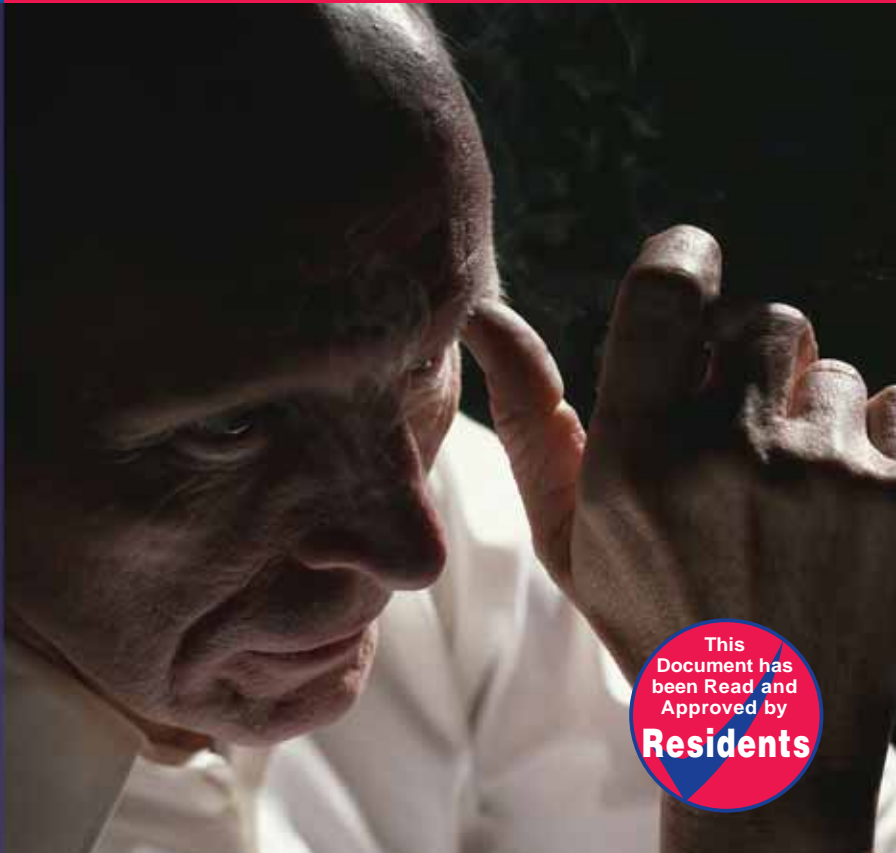


# A GUIDE

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, shared owners and those people living in supported or sheltered accommodation.

# 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 of 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 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 (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

If you are suffering from racial harassment – don't suffer in silence. You can report incidents direct to Cosmopolitan Housing Association and the Police.

You can report to Cosmopolitan Housing Association in the following ways:

By Telephone **0151 224 0203** during office hours or out of office hours (ie. 5pm - 9am) on free phone **0808 100 2578**

In writing to Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool L3 2BY.

In person or via an agency you have already contacted.

E-mail:

**[tenancymanagement@cosmopolitanhousing.co.uk](mailto:tenancymanagement@cosmopolitanhousing.co.uk)**

Or Via our website:

**[www.cosmopolitanhousing.co.uk](http://www.cosmopolitanhousing.co.uk)**

## 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 will ask some simple questions about it. For example;

- What is the nature of the racial harassment?
- 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 will decide if the offender has a case to answer. If so, we will 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 will take immediate legal action like initiating civil/legal proceedings (injunctions) possession proceedings (based on evidence). In other less threatening situations, we will take a more step-by-step approach to try to get the offender to change their behaviour.

To do this we will 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 will tell them to change their behaviour and warn them that we will take firm action if they do not. 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 the Association 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 the Association 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

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

### **Crimestoppers**

Tel: 0800 555 111, 24hrs, 7 days a week

### **True Vision (on-line reporting)**

[www.report-it.org.uk](http://www.report-it.org.uk)

### **Equality and Human Rights Commission**

Tel: 0845 604 6610

[www.equalityhumanrights.com](http://www.equalityhumanrights.com)

**Stop Hate UK**

Tel: 0800 1381 625, 24hrs, 7 days a week

**Police in an Emergency**

Tel: 999

**Merseyside**

**Victim Support**

Tel: 0151 353 4025

**Merseyside Police**

Tel: 0151 709 6010

**Cheshire**

**Cheshire Police**

Tel: 0845 458 0000

**Cheshire Racial Equality Council**

Tel: 01244 400 730

**Lancashire**

**Lancashire Police**

Tel: 0845 1253 545

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.**



If you wish to have this document translated into your chosen language, please tick the relevant box below and return to Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

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

إذا لديك الرغبة في الحصول على هذه الوثيقة مترجمة إلى اللغة التي تختارها، أرجو أن تضع علامة على الصندوق وترجعه إلى هيئة إسكان كوسموبوليتان.

Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

(Arabic)

如果您想把这份文件翻译成中文，请在空格内划✓，然后把传单寄回：Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY

(Chinese – Simplified)

如果您想把这份文件翻译成中文，请在空格内划✓，然后把传单寄回：Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY

(Chinese – Traditional)

ئەگەر حەز دەهەیت ئەم نۆکیۆمینیتهت بۆ سەر زمانی خۆت بۆ وەرئیکێدێریت ئەوا تکایە نیشانە ✓ لە چوارگۆشە بەهەر بێگەریتنەوه بۆ (کۆمەڵە) کۆسۆپۆلیتەن بۆ خانووبەره) بۆ ئەم ناوینیشانه:

Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY

(Kurdish)

Jeśli chcieliby Państwo otrzymać tłumaczenie tego dokumentu w wybranym języku, prosimy odhaczyć okienko i odesłać do: Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

(Polish)

Haddii aad jeclaan laheyd in documentigan luqad aad dooratay lagu soo turjumo, faadan sax sanduuqa oo u soo celi hey'adda guriyeynta ah ee Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

(Somali)

Bu belgenin seçtiğiniz dile tercüme edilmesini arzu ediyorsanız, lütfen kutuyu işaretleyin ve Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY adresine geri gönderin.

(Turkish)

Please be aware that Cosmopolitan Housing Association may record any incoming or outgoing telephone calls as part of our commitment to providing excellent customer service.



Cosmopolitan House, 2 Marybone, Liverpool L3 2BY,  
Telephone: 0151 227 3716 Fax: 0151 277 4991  
www.cosmopolitanhousing.co.uk

Cosmopolitan Housing Association is a Charitable Industrial and Provident Society.

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