

Racial Harassment

What happens now?

This leaflet gives practical details of the type of support that you can expect to receive from us.

It includes points of contact, telephone numbers and addresses for use if you feel that you're being racially harassed.

**Don't suffer in
silence we're
here to help...**

A message to Southern Housing Group Residents

- Southern Housing Group residents come from a wide range of cultural backgrounds.
- We are proud of this diversity, and all residents, whatever their race, religion, skin colour, or ethnic origin have a right to live without fear or disruption to their lives.
- "A racist incident is any incident which is perceived to be racist by the victim or any other person. It takes many forms such as verbal insults, physical attacks, graffiti, or intimidation. It can include crimes and non-crimes. Whatever form it takes it is unacceptable."

Vietnamese	Hãy liên hệ với văn phòng địa phương của bạn, để được giúp đỡ về dịch thuật.
Chinese	有關翻譯上的幫助 - 請聯絡你區內的辦事處
Urdu	ترجمے میں مدد کے لیے براہ کرم میری اپنے مقامی آفس سے رابطہ قائم کریں
Gujerati	આપનાર સહાયથી મારા મંગલપ્રવાસ માટે, સહાયતાની સ્ત્રી યાજનાની સલાહિત સંસ્થાઓનો સંપર્ક આપો
Turkish	tercüme ile ilgili yardım için, lütfen yerel ofisinize başvurun
Arabic	للمساعدة في الترجمة، يرجى الاتصال بالدائرة المحلية
Bengali	অনুবাদের সাহায্যের জন্য, দয়া করে আপনার স্থানীয় অফিসের সাথে যোগাযোগ করুন

Who will be dealing with my case?

Name _____

Telephone (direct line) _____

Mobile _____

Address _____

E-mail _____

This officer will be your first point of contact for all matters relating to the harassment you are suffering. This officer receives training and guidance on current practices. The officer will maintain contact with you and keep you informed of progress. You can telephone the officer at any time during office hours if you want more information about your case or want further help.

Our Commitment to Help You

What do you want us to do?

If you have experienced racial harassment we want to help you and offer you support.

Our main priority is to stop the harassment and make sure you no longer feel under threat.

We will listen to what YOU would like us to do.

What happens next?

We will visit you at home at a time that suits you OR you can come to our office and we will make sure that you are seen in private. We will arrange to get an interpreter if you need one.

If you have been threatened with violence we aim to see you within 24 hours, in all other cases we aim to see you within 2 working days.

We will explain how we can help you and take details of what has happened.

We will discuss taking action against the people who are harassing you.

In all cases we will investigate what has happened and decide with you what action to take. We will keep you informed at all stages of our investigation about what we are doing and any decisions that have been made.

Emergency repairs

Any necessary emergency repairs will be undertaken within 24 hours of being reported, either by our estate based staff or external contractors.

This includes repairing/boarding up broken windows, removing racist graffiti, and securing any damaged front doors.

An out of office hours emergency repairs telephone number for evenings and weekends will be advertised locally.

What can Southern Housing Group do?

When we visit you we will record all the details, discuss the support you need and see if action can be taken against the people responsible for harassing you. We will agree with you and record a formal “action plan”. This will include agreed timescales and methods for reporting back to you.

The action plan may also include:

- Taking photographs of any damage or graffiti to use as evidence.
- Interviewing any witnesses.
- Contacting you whenever we take any action.
- Arranging meetings with you to discuss progress and further action.
- Visiting you whenever you feel you need a visit.
- Referral to other support agencies.
- Action against the person who is racially harassing you.

What support can I get?

If you agree we can:

- Give you emergency phone numbers to call if you need help outside office hours.
- Involve the local authority who can help with problems like noise and rubbish being dumped.
- Contact the local police and victim support units.
- Put you in contact with local support/community groups who may be able to offer extra help and advice.
- Involve any resident staff in providing support outside office hours.
- Discuss other ways of helping you feel safe in your home again.

It may also be possible to:

- Arrange for extra security to help you feel safer.
- Assist you to move to another property (this may be dependant on availability).

What will happen to the person who is harassing me?

We will take action against the person who is harassing you, but only if this is what **YOU** want.

Depending on your wishes we can:

- Interview or write to the person harassing you and instruct that they stop.
- Take out an injunction to stop the people responsible from coming near your home.
- If the person is one of our tenants we may be able to take them to court and apply for them to be evicted.

we will only contact the person harassing you if this is what you want.

What can I do?

- Tell us as much as possible about what has been happening.
- Think about all the help on offer and then tell us what you have decided will be best for you and your family.
- Tell us about any further incidents and keep a record of them. We can supply diary sheets to help you do this.
- Make a statement.

Useful telephone numbers and addresses to contact for help and information:

Southern Housing Group Service Centre

08456 066 366

Southern Housing Group contact officer

Southern Housing Group out of office hours contact

Southern Housing Group Housing Support Workers

24r hour repairs service

Local police/victim support

Local authority, Environmental Health Department

Community/Support Groups

