

racial harassment



Racial Harassment

Dealing with Racial Harassment

This leaflet explains how Three Rivers Housing Group will deal with reports of racial harassment.

Three Rivers is committed to stopping racial harassment. We will take action to prevent it and challenge it where it occurs. Harassment and abuse are criminal offences and are also in breach of the Group's tenancy agreement.

Three Rivers has adopted the definition of a racist incident as recommended by the Stephen Lawrence Inquiry. This states that:

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

If someone believes that they have been harassed and it is racially motivated, we will treat it as such.

If you are being harassed but you don't know if the motive is racial, you should still report it. We want to stop all forms of harassment so we will investigate it.

Racial Harassment could be:

- Verbal or written racist abuse
- Threatening or abusive racist behaviour
- Physical assault
- Damage to property
- Racist graffiti
- Arson or attempted arson
- Vandalism to property
- Placing offensive items near homes
- Attacks on homes, shops or businesses
- Abusive letters and telephone calls

We will not tolerate any form of racial harassment. We will investigate all reports of racial harassment involving our tenants and take action against anyone who harasses others.

Contact Customer Services Team
24 hours a day, 7 days a week and 365 days a year on:

0191 384 1122

This is not confined to taking action against Three Rivers' tenants, we will work with other agencies to prevent harassment of our tenants by other people living in their neighbourhood or community.

Tell us about it

There is no need to suffer in silence – report it to us. You can report in the following ways:

- Talk to your Customer Services Officer (CSO)
- Email your CSO or customer.services@threerivershousing.co.uk
- Telephone us any time – our customer service centre operates 24 hours a day and at weekends

You can also report any incidents by speaking to any member of staff when they visit your neighbourhood.

What happens when you report it

You have a right to be safe in your home and to ask us to take action against the offender. We need first to establish what has happened and listen carefully to you.

We will do this by:

- Talking to you within the next working day after you have reported the harassment
- Making arrangements to meet you away from your home if this is your choice
- Providing interpreting and translation if you need it
- Treating your complaint confidentially
- Explaining and agreeing what action we can take against the alleged offender
- Getting your agreement to contact the police
- Making sure any vandalism or graffiti is dealt with quickly
- Giving you regular updates by telephone and letter on the progress of your case
- Arranging safe accommodation if you are at immediate risk

We can help you by:

- Providing extra security measures such as alarms or cameras
- Providing fire proof letterboxes or improved lighting if this would make a difference
- Putting you in touch with other agencies who can offer advice and support such as Darlington and Durham Racial Equality Council or Victim Support

We will ask you to keep a diary of events or give you a Dictaphone to record these events.

We also have an out-of-hours Witness Service which responds to and details acts of harassment and abuse. The service is open to all residents. The staff from the service will attend serious incidents of harassment when it is still taking place to provide reports and witness statements that can be used in court.

What happens to the people responsible

If you do not want us to contact the people responsible, we will not usually do so. However, harassment and abuse are serious offences. We want to take action against people responsible where possible. Depending on circumstance, we may:

- Interview them (jointly with a police officer if appropriate)
- Warn them about action that can be taken against them if they carry on with the harassment
- If the offender is a Three Rivers tenant, we can take legal action such as issuing a notice to seek possession. In most cases, this does not need to happen as offenders stop their behaviour after an interview or warnings from their landlord
- If the offender is a tenant of the council or another housing association, their landlord can take similar action
- If the offender is a private sector tenant or owner occupier, we will work with the police and there are measures such as injunctions which can be effective. We can also apply for an Anti-Social Behaviour Order (ASBO) which is an order made in court

If the people responsible are children or teenagers, you should still report it and we can take action. We will contact parents and in some cases, schools about the problem. We can ask children and their parents to meet with us and sign an 'Acceptable Behaviour Contract'. We can also use ASBO's against children and teenagers if the harassment is persistent. Tenants whose children harass their neighbours may be evicted as it is a breach of their tenancy agreement.

Supporting Tenants and Householders

We will also offer support to people reporting racial harassment. With your permission, we can arrange for you to be contacted or visited by other agencies such as the local council, Racial Equality Council or Victim Support. We also work closely with the local police officers.

Here are some contact details you may find useful:

Darlington Racial Equality Council

CVS Building, Church Row, Darlington, DL1 5QD

Tel: 01325 283 900 **Fax:** 01325 287 178

E-mail: ddrec@care4free.net

Durham Racial Equality Council

32 Claypath, Durham, DH1 1RH

Tel: 0191 386 2700 **Fax:** 0191 386 1228

Victim Support Stockton

22a Appleby House, Mitchell Avenue, Thornaby, Stockton on Tees, TS17 9EY

Tel: 01642 868 444 **Fax:** 01642 868 447

E-mail: stocktonvs@victimsupportteeside.org.uk

Victim Support Redcar and Cleveland

88 Westgate, Guisborough, North Yorkshire, TS14 6AP

Tel: 01287 630 009 **Fax:** 01287 280 444

E-mail: rcvs@victimsupportteesise.org.uk

Victim Support Hartlepool

Hartlepool People Centre, Raby Road, Hartlepool, Teesside, TS24 8AH

Tel: 01429 221 920 **Fax:** 01429 264 472

E-mail: hartlepoolvs@victimsupportteeside.org.uk

Victim Support Wear Valley & Teesdale

Magistrates Court, Woodhouse Lane, Bishop Auckland, DL14 6LD

Tel: 01388 450 479 **Fax:** 01388 450 100

E-mail: wwtvs@btopenworld.com

Victim Support Sedgfield

4 Beveridge Walkway, Newton Aycliffe, County Durham, DL5 4EE

Tel: 01325 319 263 **Fax:** 01325 319 263

E-mail: albd71@uk.uumail.com

Victim Support Easington

3rd Floor, Lee House, Yoden Way, Peterlee, County Durham, SR8 1BB

Tel: 0191 587 2276 **Fax:** 0191 587 2276

E-mail: alaw74@uk.uumail.com

Victim Support Derwentside

Derwentside Magistrates Court, Ashdale Road, Consett, County Durham, DH8 6LY

Tel: 01207 502 012 **Fax:** 01207 504 445

E-mail: vscd@derwentsideBranch.fsnet.co.uk

Contact Customer Services Team
24 hours a day, 7 days a week and 365 days a year on:

0191 384 1122

Victim Support Darlington

30 Duke Street, Darlington, County Durham, DL3 7AQ

Tel: 01325 282 966 **Fax:** 01325 288 453

E-mail: darlington@victimsupport30.freeserve.co.uk

Victim Support Chester-le-Street & Durham

The Volunteer Centre, Clarence Terrace, Chester-le-Street, County Durham, DH3 3DQ

Tel: 0191 387 1133 **Fax:** 0191 388 3139

E-mail: information@chester-le-streetvss.freeserve.co.uk

Victim Support Sunderland

4 Toward Road, Sunderland, SR1 2QG

Tel: 0191 567 2896 **Fax:** 0191 565 5040

E-mail: sunderlandvs@tiscali.co.uk

Victim Support South Tyneside

1 Cookson House, River Drive, South Shields, Tyne and Wear, NE33 1TL

Tel: 0191 454 6198 **Fax:** 0191 427 5348

E-mail: victims@styne.freeserve.co.uk

Victim Support Gateshead

Swinburne House, Swinburne Street, Gateshead, Tyne and Wear, NE8 1AX

Tel: 0191 477 8395 **Fax:** 0191 478 3799

E-mail: victimsupport.gateshead@virgin.net

We can produce this information leaflet in alternative formats and languages.

If you would like information in another language or format, or require the services of an interpreter, please contact us on: 0191 384 1122.

إذا أردت هذه المعلومات بلغة أخرى أو بصيغة أخرى،
أو إذا كنت بحاجة إلى خدمات المترجم، نرجو الاتصال بنا.

আপনি যদি অন্য কোন ভাষায় অথবা ধরনে এই তথ্য চান, অথবা কোন দোভাষীর
সার্ভিসেস-এর প্রয়োজন হয়, তাহলে অনুগ্রহ করে আমাদের কে যোগাযোগ করুন।

若您想要此資訊的另一語言版本或另一形式，或者需要傳譯員
的協助，請聯絡我們。

ਜੇ ਤੁਹਾਨੂੰ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ ਹੈ, ਜਾਂ ਤੁਹਾਨੂੰ
ਗੱਲਬਾਤ ਸਮਝਣ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਇੰਟਰਪ੍ਰੀਟਰ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ
ਨਾਲ ਗੱਲ ਕਰੋ।

اگر آپ کو معلومات کسی دوسری زبان یا شکل میں درکار ہوں، یا
آپ کو ایک انٹریپرٹیر کی سروسز کی ضرورت ہو تو ہم سے رابطہ کریں۔

Contact Addresses

Head Office - Durham
Three Rivers House
Abbeywoods Business Park
Pity Me, Durham
DH1 5TG

Open: 9.00am - 5.00pm
Monday to Friday

Sherburn Road Office
62/63 Bede Avenue
Sherburn Road Estate
Durham
DH1 2EN

Open: 10.00am - 1.00pm
Monday to Friday

Hartlepool Area Office
Central Buildings
Church Street
Hartlepool
TS24 7EB

Open: 10.00am - 1.00pm
Monday to Friday

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customer.services@threerivershousing.co.uk

Visit our website for more information on www.threerivershousing.co.uk



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POSITIVE ABOUT
DISABLED PEOPLE



business for neighbourhoods