

# Racial harassment – information and advice

Don't suffer in silence



# Racial harassment

**Racial harassment is a criminal offence.**

Everyone has a right to live and work in peace but unfortunately some people are denied this right because of their race, nationality or religion.

Ealing Homes is committed to providing high quality services fairly and equally to the whole community.

## What is racial harassment?

Racial harassment is verbal or physical aggression towards individuals or groups because of their colour, race, nationality or ethnic or national origin and includes attacks on property as well as people. We use the definition of racism as given by the Macpherson Report into the Stephen Lawrence Inquiry:

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

This means that if you or another person tells a police officer or your Housing Officer that you perceive an incident to be racist then they must investigate and record the incident as a racist incident.

Racial harassment can present itself in many forms. Examples of racist incidents include:

- Bullying, insults, threats, name-calling and verbal abuse
- Physical assaults and violence
- Abusive text messages or phone calls
- Damage to someone's property, for example, graffiti, vandalism, breaking windows or starting fires
- Publishing and distributing leaflets or newspapers likely to cause racial hatred.

## Your tenancy agreement

Whatever form it takes, racial harassment is unacceptable and a violation of your human rights.

Your tenancy agreement has a clause which says you must not harass or threaten to harass any other person. Harassment includes racist behaviour and language.

If you or anyone visiting your home acts in this way, we will take legal action against you, which may lead to you losing your home.

If you are a victim of racial harassment, we can help you.

## How to get help

We know it can be difficult to ask for and find help. Racial harassment can undermine your confidence and make you feel unable to act. But there are lots of people who can help and advise you on the course of action which is best for you.

If you feel you or your children are in immediate danger then your first priority must be the safety of yourself and your family. **If you are in immediate danger, call 999 for the police emergency service. Tell them that you want to report a racist crime or incident.**

You can also contact your local Area Housing Office and speak to the Antisocial Behaviour Team. We can take a number of actions to assist you including:

- Give you comprehensive advice
- Take firm action against the perpetrator(s)
- Seek injunctions against the perpetrator(s)
- Maintain regular contact and, if required, visit you at home
- Refer you to local organisations who will be able to offer you support and assistance
- In some cases arrange for extra security for your home, for example, fireproof letterbox, extra locks
- Consider a transfer.

We may need to ask you about the abuse you have suffered, your family circumstances and whether you have reported the incidents to any other agencies. We recognise that this may be very difficult and painful to discuss. You will be offered a private interview and access to an interpreter and translations as required.

We recommend that you keep a diary of events. This is important as it will help us to document incidents and may be used in court as evidence. Do this in the language you feel most comfortable with. We can arrange translations. You should also let the police know. They have specialist workers in the Community Safety Units to help victims of racial harassment.

## **What we will do**

Ealing Homes takes all incidents of racial harassment very seriously and is committed to fighting racial harassment on its estates. All racial harassment incidents are given the highest priority and are dealt with as Category A. This means that we will interview you within 24 hours of the report being made and that your case will be investigated within nine working days. Interviews can take place face to face or over the telephone. Your Housing Officer will agree an action plan with you and you will be given a copy. Your Housing Officer will take timely, effective and consistent action to tackle the problems by using the range of measures available to us. This will include working with our partner agencies.

## **Witness support**

Support will be provided to you throughout the whole process of dealing with the harassment. The level of support given will need to be tailored to meet the your needs and the circumstances of the case. As a minimum, standard regular contact with you will be maintained, keeping you as fully informed as possible throughout the process. Other support may include:

- Providing additional security measures to your home, i.e., locks
- An interpreter if English is not your first language
- Explaining each stage of the process to you
- Using professional witnesses and/or surveillance to gather additional evidence to support a case
- Using professional witnesses to provide evidence to support a case
- Liaising with Victim Support and other relevant agencies to provide additional support and/or counselling
- In extreme circumstances moving witnesses, either temporarily or permanently, for their protection.

With your consent, we will provide reports of racial harassment to Victim Support. Victim Support is the national organisation for victims of crime, witnesses, their families and friends. Trained staff and volunteers help victims, witnesses and their families and friends at court by familiarising them with the venue and procedures before the hearing, supporting them on the day and arranging further help afterwards.

## **Community Safety Unit**

With your consent, we will provide reports of racial harassment to Hanwell Police Community Safety Unit. The police can use the information provided to investigate crime successfully and/or for intelligence, ultimately looking towards building the confidence of the community which they serve.

## **What you should do**

If you are being racially harassed, you should:

- Be ready to call 999 if you or your children are in danger
- Contact your local Antisocial Behaviour Team
- Contact the local police
- Keep a diary of events
- Take photographs of graffiti and/or other damage
- Contact one of the voluntary groups listed at the end of this leaflet.

## For more information contact

### East Area Office

16-20 New Broadway  
Uxbridge Road  
Ealing  
London UB6 9SE  
**Tel:** 020 8825 8822  
**Email:** [housingeast@ealing.gov.uk](mailto:housingeast@ealing.gov.uk)

### West Area Office

301 Ruislip Road  
Greenford  
Middlesex W5 2XA  
**Tel:** 020 8825 8833  
**Email:** [housingwest@ealing.gov.uk](mailto:housingwest@ealing.gov.uk)

## Useful numbers

ASB Team East  
Tel: 020 8825 8400  
Freephone: 0800 011 3920  
Email: [asb@ealinghomes.net](mailto:asb@ealinghomes.net)

ASB Team West  
Tel: 020 8825 8600  
Freephone: 0800 011 3932  
Email: [asb@ealinghomes.net](mailto:asb@ealinghomes.net)

Repair Link East  
Tel: 0800 181744  
Email: [repairs@ealinghomes.net](mailto:repairs@ealinghomes.net)

Repair Link West  
Tel: 0800 181541  
Email: [repairs@ealinghomes.net](mailto:repairs@ealinghomes.net)

Tenancy Support Team  
Tel: 020 8825 6779  
Email: [tenancysupport@ealinghomes.net](mailto:tenancysupport@ealinghomes.net)

Estate Services  
Tel: 020 8825 8593  
Email: [caretaking@ealinghomes.net](mailto:caretaking@ealinghomes.net)  
Social Services  
Tel: 020 8825 8000

Citizens Advice Bureau  
Tel: 020 8825 7711

Ealing Law Centre  
Tel: 020 8574 2434

Witness Support  
Tel: 020 8566 9640

Environmental Health  
Tel: 020 8825 6633

## Racial harassment support

Local police  
Tel: 020 8810 1212  
Community Safety Unit  
Tel: 020 8246 9617  
Emergency: 999

Ealing Race Equality Council  
Tel: 020 8579 3861  
Ealing IMS (Mediation Service)  
Tel: 020 8575 9500  
Email: [admin@ealingmediation.org.uk](mailto:admin@ealingmediation.org.uk)

The Monitoring Group  
Tel: 020 8843 2333  
24 hour racial attack hotline:  
0800 374618  
Email: [achopra@monitoring-group.co.uk](mailto:achopra@monitoring-group.co.uk)

## Services for children

National Child Protection (NSPCC)  
Helpline (24 hour)  
Tel: 0808 800 5000  
Web: [www.nspcc.org.uk](http://www.nspcc.org.uk)

ChildLine (24 hour)  
Tel: 0800 1111  
Web: [www.childline.org.uk](http://www.childline.org.uk)

The Hideout  
Web: [www.thehideout.org.uk](http://www.thehideout.org.uk)

Children's Legal Centre  
Tel: 01206 873820  
Web: [www.childrenslegalcentre.com](http://www.childrenslegalcentre.com)

Careline  
Tel: 020 8514 1177

## Support for people from multicultural backgrounds

Southall Black Sisters  
Tel: 020 8571 9595  
Web: [www.southallblacksisters.org.uk](http://www.southallblacksisters.org.uk)

Muslim Women's Helpline  
Tel: 020 8904 8193/020 8908 6715  
Web: [www.mwhl.org](http://www.mwhl.org)

Jewish Women's Aid helpline  
Tel: 0800 591203

Somalian Women's Centre  
Tel: 020 8752 1787

Kiran – Asian Women's Aid  
Tel: 020 8558 1986  
Web: [www.rdlogo.com/cwp/kawa/](http://www.rdlogo.com/cwp/kawa/)

Chinese Information/Advice Centre  
Tel: 020 7692 3697  
Web: [www.ciac.co.uk](http://www.ciac.co.uk)

Refugee Action  
Tel: 020 7654 7700  
Refugee Council  
Tel: 020 7346 6777  
Web: [www.refugeecouncil.org.uk](http://www.refugeecouncil.org.uk)

Foreign and Commonwealth Office  
Tel: 020 7008 0230  
Web: [www.fco.gov.uk](http://www.fco.gov.uk)

Immigration Advisory Service  
Tel (office hours): 020 7967 1200  
Tel (emergency out of office hours):  
020 7378 9191  
Web: [www.iasuk.org](http://www.iasuk.org)



