

If you have difficulty understanding this information or would prefer to receive an alternative format (i.e. translated, audio, Braille or large print) please contact us.

Bromford Living
Tel 0845 60 50 603
Minicom 0800 916 0548
Email nwm@bromford.co.uk

Fosseway Living
Cotswolds & Wiltshire
Tel 0845 050 4034
Minicom 01285 641253
Email info@fosseway.com

Fosseway Living
Gloucestershire & Worcestershire
Tel 0845 60 50 609
Minicom 01285 641253
Email sw@fosseway.com

HomeZone Living
Tel 01543 420800
Minicom 01543 420878
Email customerservices@homezonehousing.org.uk

Group Home Ownership Services
Tel 0845 60 50 610
Email ghos@bromford.co.uk

If you are a customer of Bromford Support, please speak to the Bromford colleague who is working with you for more information.



www.bromfordgroup.co.uk

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3693/GRP/Racial Harrassment & Hate Crime/V00/MAY09

Racial harassment and hate crime



This leaflet is about racial harassment and hate crime. It tells you:

- what you can do
- who you can ask for help
- what we will do to support you.

Our equality and diversity policy shows we value diversity and equal opportunities. We believe that everyone has the right to live without harassment. Racial abuse, harassment and violence are crimes. We won't tolerate any act of racial harassment or any other form of hate crime.

What is racial harassment and hate crime?

We define racial harassment and hate crime as any incident that the victim or anyone else regards as racist because of the victim's colour, race, nationality, ethnicity or national origin.

This includes physical attacks on people, damage to property, verbal abuse and any other form of behaviour that stops people peacefully enjoying their homes on the grounds of racial origin (based on the Equality and Human Rights Commission for Racial Equality's definition).

What can I do?

- If you are a victim of harassment, you are likely to feel a range of emotions. You may feel upset, shocked, angry, disbelieving and depressed. Don't suffer in silence – report it straight away.
- You can report incidents to the police, Victim Support, the Equality and Human Rights Commission, your council and us. Most local police stations and councils have specialist officers to deal with harassment and other hate crimes.
- Write down everything that happens, including times, dates and who did it or what they look like. We may ask you to fill in a diary sheet.

Please do report all incidents to the police or ask us to report them for you. This will help you get the support you need and help the police to investigate fully. You can also report to Crimestoppers on 0800 555 111 without giving your name.

What can you do to help me?

When you report an incident to us, we will offer you all the help and support we can. We will always agree an action plan with you before we do anything. We can arrange an interpreter if English isn't your first language.

We will:

- investigate every reported case of racial harassment and hate crime, whether or not you – or the person harassing you – are our customer
- deal with incidents quickly and effectively – **we will contact you in person or by phone to take details of the incident within 48 hours of hearing about it**
- visit you at home, or arrange for you to visit our office if you prefer
- treat you with respect and dignity at all times, without judging you
- do our best to make sure we understand and trust each other
- meet you regularly until you feel the matter is settled
- remove offensive graffiti (within 24 hours of being reported to us)

If you wish, we will report the incident to the police. We will also work with the police, local councils and other agencies to prevent more harassment and support you in dealing with the problem

If you live in one of our homes and it has been damaged, we will do emergency repairs within 24 hours. We will add extra security to your home if you feel unsafe there.

If the person who is harassing you is one of our customers, or their children or visitors, **we will take legal action against them if they don't stop doing it.**

Useful contacts

Victim Support

Tel 0845 30 30 900

Email supportline@victimsupport.org.uk

Equality and Human Rights Commission

Tel 0845 604 6610

email: info@equalityhumanrights.com

www.equalityhumanrights.com

If you need any more help or information please contact us.