



Together we can stop
racial harassment

we can 

Don't suffer in silence

Racial harassment is a crime. It can take many different forms, such as verbal insults, physical attacks, graffiti, or intimidation. Whatever form it takes it is unacceptable. Family Mosaic condemns all incidents of harassment.

It is important that you let someone know if you are experiencing racial harassment. If you let Family Mosaic know, we can offer you support and practical advice. We may also be able to take action against the person harassing you.

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 you're being racially harassed.

We are here to help.

A message to Family Mosaic residents

- Family Mosaic 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.

Who will deal with my case at Family Mosaic?

(Please note these details will be provided when a case of racial harassment is reported)

Name
Mobile
Address
.....
.....
.....
Email

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. If they are not available when you call someone else will be able to assist or take a message.

Who can I contact in an emergency?

It is important that you let people know if you are concerned for your safety. Before approaching your neighbour you should think about what you are going to say:

- You should phone the police in an emergency, especially if you have been assaulted or threatened with violence
- You can also contact Family Mosaic Monday to Friday during office hours – 9.30am to 5.30pm. Details of the number to call can be found in your handbook
- If you have an emergency repair you can contact the Family Mosaic Emergency Repair Service. See the Tenant Information Card for details.
- There may be other local support groups you can contact in an emergency. See below.
- Your family, friends and neighbours may be able to help and advise you in emergency situations.

Our commitment to help you

- 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 two 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.
- This includes repairing/boarding up broken windows, removing racist graffiti, and securing any damaged front doors.
- There is an 'out-of-office-hours' emergency repairs telephone number for repairs that are needed when our offices are closed (see the Tenant Information Card for details).

What can Family Mosaic 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”.

The action plan may 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.
- Referring you to other support agencies.
- Taking 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 may be able to 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.
- Offer to mediate in certain situations
- Discuss other ways of helping you feel safe in your home again.

It may also be possible to arrange for extra security for your home to help you feel safer.

What will happen to the person who is harassing me?

Where possible, we will take action against the person who is harassing you.

Depending on your wishes we can:

- Interview or write to the person harassing you and instruct them to stop
- Help you to take out an 'injunction' (a court order) 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 normally 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 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.

Contact name	Phone no & address
<ul style="list-style-type: none"> ● Family Mosaic contact officer 	 
<ul style="list-style-type: none"> ● Family Mosaic out of office hours emergency repairs 	 
<ul style="list-style-type: none"> ● Family Mosaic Support Workers (if you have been referred to a Support Worker) 	 
<ul style="list-style-type: none"> ● Local police/victim support 	 
<ul style="list-style-type: none"> ● Local authority, Environmental Health Department 	 
<ul style="list-style-type: none"> ● Community/Support Groups 	 
<ul style="list-style-type: none"> ● Other 	 

(Please note these details will be provided when a case of racial harassment is reported)

PAGE PROOFS APPROVAL FORM

CONTACT: Rob Wray

Please find attached proofs for **RH leaflet**

Please check carefully before going to print. Please mark clearly any corrections in ink.

I have approved the page proofs in their entirety: (please tick)

I have approved the page proofs as amended (please tick)

Signed Name:

Printed Name:

Date:

Please return this slip, together with the pages, to: **Tony Wenham, Countrywide Publications,**
27 Norwich Road, Halesworth, Suffolk IP19 8BX. Telephone (01986) 834240.

Fax: (01986) 834270

Please fax back by:31/5/07

Many thanks for your co-operation.