

About...

harassment

Who are we?

Friendship Care and Housing help people live fuller lives. Our homes and support meet individual needs and create better neighbourhoods to live in.

We try to ensure that our tenants, their homes and their neighbourhoods are safe and secure, and work hard with our partners, to eradicate or deal with any forms of harassment.

This leaflet tells you all about the ways we can help you deal with harassment.

For a different language or format, please contact us.

如果您需要其他语言或格式的协助，请联系我们

В случае необходимости получить информацию на другом языке или в другом формате просим связаться с нами.

Pour tout autre langue ou format, veuillez nous contacter

ہر زبان اور فرمیٹ کے لیے ہمیں رابطہ کرنے کے لیے براہ کرم ہمیں رابطہ کیجیے

विषय से उचित भाषा में सूचना प्राप्त करने के लिए हमें सूचना देना

Haddii loo baahdo luqad kale ama qaab kale loo sameeyo, fadlan nala soo xiriir

অন্য ভাষা অথবা সর্বসমর্থিত ভাষা আমাদের সঙ্গে যোগাযোগ করুন

لأى لغة أو صيغة أخرى برجاء الاتصال بنا

کسی دیگر زبان یا شکل کے لیے براہ کرم ہمیں رابطہ کیجیے

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About...

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What is harassment?

Harassment is defined as ... *"an incident or a series of incidents intended or likely to intimidate, cause nuisance or annoyance to an individual or group"*.

Harassment is a serious deliberate act of discrimination. It can take many forms, including:

- ▲ threats;
- ▲ name calling;
- ▲ graffiti;
- ▲ rubbish dumping;
- ▲ letters or telephone calls; and
- ▲ assaults on people and property.

Why does harassment happen?

We recognise that harassment and attacks on an individual or groups of people can occur for a variety of reasons including a hostile attitude or behaviour towards people because of their:

- ▲ race or ethnicity;
- ▲ sex or sexual orientation;
- ▲ disability or health;
- ▲ religion or belief;
- ▲ age;
- ▲ lifestyle; and
- ▲ past and/or alleged convictions.

We recognise that there are many forms of harassment and that the above list is not exhaustive.

our power to help you, it is often useful to use a multi-agency approach, where support and assistance can be offered by other organisations, to achieve a more successful outcome.

Our partners play a key role with us in monitoring incidents, promoting understanding of the issues and helping with preventative action. Such partners include the police, local authorities, Community Safety Partnership, social services and voluntary agencies and networks.

What happens next?

Following any action we take, we will continue to monitor the situation to ensure that no subsequent incidents occur.

We will regularly analyse our records to ensure our actions were reasonable, consistent and in line with our policy.

Satisfaction surveys will be sent out to all complainants at the resolution of a case in order to measure their opinion on how effectively their report of harassment was dealt with. The outcomes of the surveys will then influence the development of future policies and procedures.

What can fch do to help prevent harassment?

We recognise that each case of harassment is unique and will require actions that are appropriate to it. We have incorporated a number of objectives into our policies and procedures in order to reach our aims. These include:

- ▲ promoting good tenancy relations, in order to minimise the risk of racial or other harassment in our neighbourhoods;
- ▲ taking action when the victim perceives that harassment has been or is taking place;
- ▲ providing support and protection to victims to enable them to continue living in their home, wherever possible;
- ▲ taking appropriate action against the perpetrators of harassment, whilst considering the views of the victim; and
- ▲ considering mediation as an option for resolving cases of harassment, if needed.

Staff will be encouraged, through awareness training, to recognise signs of unreported harassment and racial harassment such as repeated reports of non-accidental damage (broken windows, graffiti, kicked in doors, fire damage, etc). Other opportunities will be taken to identify potential harassment including settling in visits for new residents, pre-tenancy termination visits and other personal contact with residents.

Working with partners

Incidents involving harassment are often highly complex and difficult to resolve. Although we will do everything in

How do I report harassment?

We are committed to supporting victims and taking action to eliminate all forms of harassment. You can speak to us face to face at our offices or during a visit to your home. You can talk to us on the telephone. You can write to us by sending us a letter, an e-mail or a message through our website. (Contact details are on the back of this leaflet.)

If you contact us, we will find somewhere private to talk where you will not be interrupted and the conversation will be confidential.

We will arrange telephone or face to face interpreting if you ask us.

What happens when I report an incident of harassment?

We will respond to you in person, on the telephone or in writing within three working days, depending on the nature of your situation. We will respond to you within one working day if the situation puts your safety at risk.

When we meet or talk with you, we will ask you to give us details about

what has happened. It is very helpful if you have any information about the people carrying out the harassment, or any evidence of what has happened.

We will carry out any necessary repairs to your property within one working day of the reported incident.

We work with other agencies to arrange safe, good quality temporary housing for victims and witnesses of harassment if you are in fear for your immediate safety. Permanent rehousing will be arranged if there is no prospect of a safe return.

What will fch do?

We will not tolerate any incidents of harassment, whether committed by our tenants, a member of the community, an employee or a contractor.

We are committed to:

- ▲ offering you the most effective assistance if you are suffering from harassment;
- ▲ stopping the harassment by taking firm action against any person found responsible for harassment;
- ▲ preventing further incidents by whichever means are necessary;
- ▲ working in partnership with relevant agencies; and
- ▲ enforcing the terms and conditions set out in the tenancy agreement, which could ultimately lead to legal action.

How can fch help?

We recognise that you are unlikely to report incidents of harassment unless you believe that we are competent to tackle this behaviour effectively. Our staff are committed to using everything in their powers and resources to help you.

Each incident of harassment will be dealt with as a unique and individual case, so that a tailor-made solution can be worked out in close liaison with you. You will be kept informed at every step of the way about what action is being taken.

We will deal with your situation in strict confidence, and no details will be shared with a third party without your clear agreement.

We will take whatever steps are necessary to get the harassment to stop. This may involve visiting the perpetrator; removing offensive graffiti or other objects; instigating legal action, including "without notice" injunctions, behaviour orders or ultimately eviction; removing the victim from the situation or reporting criminal behaviour to the police.

We will refer any victim of harassment to effective and sensitive counselling and mediation services as appropriate.