

## Victims of Racial Harassment

### What is A Racist Incident?

The MacPherson Report into the Stephen Lawrence Enquiry defines a racist incident as:  
"Any incident which is perceived to be racist by the victim or by any other person"  
Thames Valley Housing has adopted this definition.

### Publicity

Our strategy aims to increase the numbers of cases which are reported to us. As part of this, we publicise what we do, and encourage reporting. We are concerned there is considerable under-reporting and want to tackle this.

### What Can Thames Valley Housing Do?

We will work with other people and organisations – this could be the police, social services, Race Equality Councils etc. We will offer support to the victim and take action against the perpetrators.

What action we take is largely guided by the victim. Typically, for the victim we can:

- Make changes to the home to offer better security
- Try to offer a move to a more secure environment
- Assist you to get an injunction, and tailor this to the particular case.

Against the perpetrator, we can:

- Start repossession action for breach of tenancy
- Help gain an injunction
- Work with the police to start criminal action
- Work with the police and the local authority to gain Anti-Social Behaviour Orders

If you report a racist incident to us, you will be allocated a lead officer. When dealing with your case, you should try to speak to your lead officer at all times – they can be contacted by calling our Customer Service Centre.

### What Can you Do?

- Join us in confronting racist activity
- Tell someone if you see or are a victim of a racist incident – either Thames Valley Housing, the police, or your local authority.

**Customer Service Centre: 0845 607 7766**

