

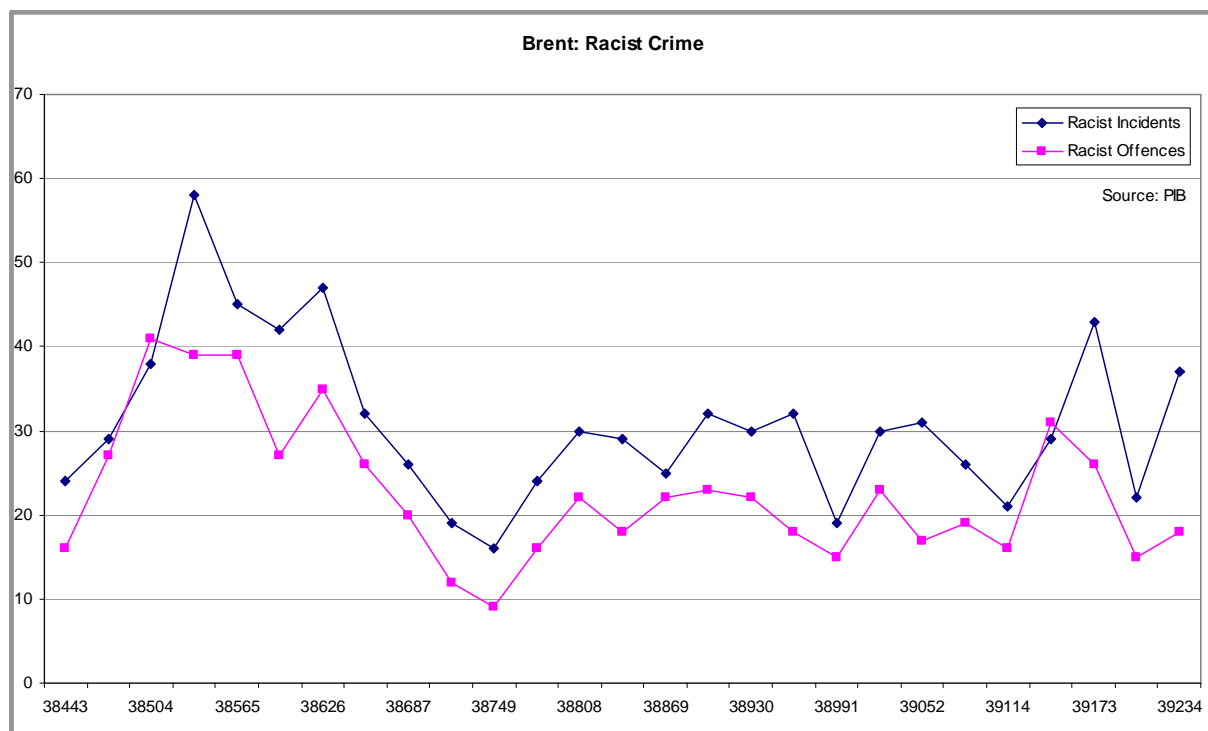
## **Racial Harassment & Hate Crime Reporting**

### **1. Introduction:-**

- 1.1 Following the 2003 inspection of Brent Housing Partnership (BHP) by the National Audit Commission, a key recommendation was that 'BHP investigate and address the under-reporting of Racial Harassment (RH)'. With the government's emphasis on the rise of other forms of hate crime, this paper also looks at under-reporting of racial harassment and hate crime in general.
- 1.2 BHP's own Tenant Satisfaction survey in March 2005 showed that 25% of residents felt that racial harassment was a problem. This figure did not reflect the number of cases and incidences of RH and Hate Crime reported within the borough, (or indeed to BHP), and was also highlighted in the Price Waterhouse Cooper's (PWC) audit of Brent Council, in 2005. These surveys and statistics also recognised the under reporting of Racial harassment/Hate crimes in the borough.
- 1.3 Figures from the British Crime Survey showed that in Brent there were 323 reported incidents over a twelve month period leading up to May 2006. Brent Council and Brent Housing Partnership acknowledged that there is under reporting but it is difficult to determine how significant this is as the majority of reports are related to town centre incidents and the police are unable to break down incidents according to tenure
- 1.4 The Metropolitan Police Performance Bureau interrogating the Police CRIS database produced the Borough of Brent figures of RH incidents and offences from April 2005 to June 2007 as follows :-

<b>Month-Year</b>	<b>Racist Incidents</b>	<b>Racist Offences</b>
Apr 2005	24	16
May 2005	29	27
Jun 2005	38	41
Jul 2005	58	39
Aug 2005	45	39
Sep 2005	42	27
Oct 2005	47	35
Nov 2005	32	26
Dec 2005	26	20
Jan 2006	19	12
Feb 2006	16	9
Mar 2006	24	16
Apr 2006	30	22
May 2006	29	18

Jun 2006	25	22
Jul 2006	32	23
Aug 2006	30	22
Sep 2006	32	18
Oct 2006	19	15
Nov 2006	30	23
Dec 2006	31	17
Jan 2007	26	19
Feb 2007	21	16
Mar 2007	29	31
Apr 2007	43	26
May 2007	22	15
Jun 2007	37	18
<b>FYTD</b>	<b>102</b>	<b>59</b>
YTD 0607	84	62
<b>% Change</b>	<b>+21.4%</b>	<b>-4.8%</b>



1.5 It was established that there were a number of reasons why under reporting has been occurring within BHP managed properties as follows:-

- ***The varied definitions of racial harassment and hate crime by different public bodies and institutions.*** We looked at the various definitions and approaches adopted by statutory and non-statutory agencies and decided to adopt a consistent approach in identifying and dealing with racial harassment and hate crime. A review of BHP's Racial Harassment policy and procedure took place in late 2003/4 and the McPherson report provided the guidelines for BHP's definition of racial harassment which has been incorporated into our hate crime support literature.

- **Victims too frightened or embarrassed to let someone know.** We acknowledged the need to be proactive on this point and communicate to our resident how to report incidents, what actions will be taken, what assistance and support will be given and timescale. The concept of third party reporting was originally led by Brent Council, who identified groups who could accept reports of racial harassment and assist residents in reporting it to the police. BHP's adoption of the introduction of third party reporting has resulted in our working with Neighbourhood Services, Voluntary Groups and others to publicise this.
- **External Agencies/Contractors fail to report incidents.** We recognised the need to establish clear reporting systems with partners and contractors ensuring that we could map hot spot areas and be aware of the individual victims. Equalities training is now a requirement of all contractors and partners and has become standard in BHP's procurement process.
- **Staff Awareness.** On-going training continues to be given to all BHP front line staff. This is an ongoing process and we continue to update staff with procedure walk-throughs.

## 2. Varied Definitions:-

- 2.1 The Crime and Disorder Act 1998, as amended by the Police Reform Act 2002 placed a requirement on local authorities to work together with the police and other agencies and to create and implement crime reduction strategies. To enable this to take place BHP's the Neighbour Relations Team (later renamed the Anti-Social Behaviour Team) and Estate Security Warden Service (later renamed the BHP Neighbourhood Warden Service) was set up. The two teams form the Special Needs Section and have adopted a largely holistic approach to the management of the strategy.
- 2.2 Brent Housing Partnership's definition of hate crime as contained in the Crime & Disorder Audit 1998 – 2001 states that it involves,
- “harassment and intimidation to particular communities. The crime categories it covers are racially and homophobic motivated offences, racial and homophobic abuse, **age and disability discrimination**. This crime type also covers harassment and intimidation targeted against the mentally ill.”*
- 2.3 This definition is different to that adopted by the Metropolitan Police whose definition as contained in the Association of Chief Police Officers (ACPO) hate crime Manual is:
- “...a crime where the perpetrator's prejudice against any identifiable group of people is a factor in determining who is victimised. A victim of hate crime does not have to be a member of a minority or someone who is generally considered to be vulnerable. For example the friends of a visible minority ethnic person, lesbian or refugee may be victimised because of their association. In some cases the perpetrator's perception may be wrong. This can result in a person entirely unconnected with the hate motivation becoming a victim. In reality, anyone can become a victim of hate crime.”*

2.4 Here, it is up to the victim to define whether an incident is a hate crime. Hate crime on the grounds of religion would also now be included in the above definition.

2.5 The Anti-Terrorism, Crime and Security Act 2001, which came into effect on 14 December 2001, amended the Crime and Disorder Act 1998. Its main function in relation to hate crime is to make racial or religious motivation an aggravating factor to be taken into account when sentencing offenders who have committed certain crimes. The Criminal Justice Act 2003 requires the courts to consider disability or sexual orientation hostility as an aggravating factor when deciding on the sentence for any offence.

2.6 In March 2005 the Home Office Police Standards Unit published and issued to police forces across the country 'hate crime: Delivering a Quality Service'. One of the first things the guidance seeks to do is to provide definitional clarity and this is done by explaining the distinction between a 'Hate Incident' and a hate crime. A Hate Incident is defined as:

*"Any incident which may, or may not, constitute a criminal offence, which is perceived by the victim or any other person, as being motivated by prejudice or hate."*

2.7 A hate crime is defined as:

*"Any hate incident, which constitutes a criminal offence, perceived by the victim or any other person, as being motivated by prejudice or hate."*

2.8 This position is supported by the CPS who state in their Code for Crown Prosecutors that "Not all cases meeting the definition of a racist or religious incident will necessarily have sufficient evidence to meet the evidential test required by the Code."

2.9 The Home Office definition for hate crime repeat victimisation is:

*"Where a person or immediate family member suffers more than one hate incident in a 12 month period following the date the first crime was reported."*

2.10 **Is domestic violence included in the definition of hate crime?** - Domestic violence is considered a hate crime by a number of local councils and some police forces have joint domestic violence and hate crime units. Brent Housing Partnership includes domestic violence in its definition of hate crime.

2.11 As can be seen from above, the plethora of different definitions are not helpful to the public.

### **3. Victims too frightened to report cases:-**

3.1 As was with the case of the Stephen Lawrence murder investigation, key suspects were unable to be convicted due to lack of evidence. It was highlighted that the public were too frightened to provide the Police with information. There were several appeals made through the media, the Police

and various campaign groups and organisations. However, this was still not enough to get people to speak out.

- 3.2 There is also the view that the public are not confident that their identity would remain anonymous if they were to report incidents or provide witness information to the authorities. Until very recently, it was imperative for witnesses and victims to give evidence in person when cases got to court. Furthermore, there was also the fear amongst victims and witnesses that there was no guarantee of custodial conviction and therefore they could be at risk from the perpetrators.
- 3.3 Victims could also feel that they would be labelled as using the 'race card' when citing race as the reason for harassment or anti-social behaviour they may be experiencing. There seems to be a perceived stigma attached to claiming racial reasons or hate crime reasons being the motivation for such crimes.
- 3.4 In addressing this in 2006/7 BHP developed a Witness and Victim Support Scheme to support tenants and leaseholders who are victims and/or witnesses of crime and serious anti-social behaviour, including racial harassment.

#### **4. External Agencies/Contractors failing to report incidents:-**

- 4.1 Partners, contractors and external agencies have traditionally maintained their own systems in addressing and dealing with incidents of racial harassment and hate crime with some organisations dealing with such incidents better than others.
- 4.2 As part of BHP's partnering and procurement arrangements, all organisations we work with are required to undertake equalities training and are required to report all incidents of racial harassment and hate crime to BHP as a matter of course. This is emphasised at tendering stage, partnering negotiations and are part of any working agreements.
- 4.3 Brent's multi-agency Racial Harassment Case Review Panel which met monthly to deal with cases (usually an average of 8 -10 cases per year) where an incident was of a racial nature, was problematical or complex and required a multi-agency approach was disbanded in March 2004 when funding was withdrawn.
- 4.4 However, in January 2006, the Brent Hate Crime Harassment Case Panel was set up. This panel, chaired by BHP's Anti Social Behaviour Manager discusses individual Hate Crime cases from across different housing tenures. The Objectives of the group are as follows:-
- To enable relevant agencies and individuals to share information and knowledge pertinent to the incident(s) reported.
  - To reach agreement on action to be taken to support victims, investigate incidents and prevent harassment.
  - To act as a 'Case Review Panel' to consider re-housing requests
- 4.5 The Hate Crime Panel was re-launched on 19<sup>th</sup> September 2007 at a multi-agency conference attended by Resident Representatives, Police, Brent

Council, Voluntary Organisations and other stakeholders. BHP's Head of Anti Social Behaviour gave a presentation on the issue of under-reporting and the importance of publicity and sharing information.

- 4.6 The panel which includes most Registered Social Landlords within Brent as well as the Police, Fire Brigade and other statutory bodies meets regularly and cases are discussed openly as the group is governed by Brent Council's Corporate Information Sharing Policy and arrangements. Where necessary, e.g. if an ASBO order is requested, the Chair of the group will refer a case to the Brent Antisocial Behaviour Group (BASBAG). The Panel also updates the ASB Steering Group and other high level groups where appropriate.

## **5. Awareness:-**

- 5.1 In discussion with partner agencies it was highlighted that staff across BHP, Brent Council and RSLs understanding of what is a racial incident, what action needs to be taken and analysing the collective data was limited. The evidence to support came from the from the annual returns, submitted to Brent Council, in previous years that some agencies were not recording incidents where there was other evidence that there had been incidents e.g. graffiti team cleans up racist graffiti but not recorded as racist incident.
- 5.2 Analysis of BHP's tenant satisfaction survey in 2005 showed that 29% of residents complain of being subject to racist incident but not matched by corresponding recording on racial incident forms.
- 5.3 Where recording of racial harassment was made there was reasonable confidence that BHP could evidence what action had been taken on individual cases, although there was no agreed council wide format for checking this. The Council was not as confident that they could evidence that the collective data they received was regularly analysed to see whether there was a need to adjust policies or procedures, identify hotspots etc. Whilst there was some hesitation in acknowledging that racial incidents were a major issue in the borough there was clearly a need for the Council to look at this regularly and carefully.
- 5.4 It is accepted that BHP also has a specific responsibility to ensure that:
- Any recording system implemented is fully operational and understood by all
  - Staff are aware of the need to use it and give advice specific to their work as to what circumstances they are likely to be made aware of racial incidents
  - Systems adopted to record incidents are regularly reviewed in order that any patterns, hotspots, procedural changes etc can be identified and actioned.
  - Training relating to identification of racial incidents is integrated into customer awareness training. Additionally the Council provided specific short term resource to ensure that the overall level of awareness and expertise across the council was improved.

## **6. Brent Council borough-wide initiative:-**

- 6.1 Brent Council's electronic system was devised in 2005 to enable all parts of the council, schools, residents and BHP to record any incident of racial

harassment that an officer is made aware of. A detailed instructional note was issued on the operation of the system which made it mandatory for all racial harassment incidents to be recorded this way.

- 6.2 However the system was heavily criticised as it was viewed to be very much a front end system and mechanisms for the allocation of case work, was not taken into account. There were also training resource concerns and there was some talk in previous years about sign posting cases but this has not been progressed.
- 6.3 Currently Brent Council's Corporate Policy and Research unit and the Diversity Team is undertaking an exercise in developing the corporate system for reporting hate crime together with the development of training for all staff on using the system.
- 6.4 **National Performance Indicators:** - The new National Performance Indicators under the Local Area Agreement does not specify clearly direct measurement of the organisations performance in dealing with racial harassment and hate crime. However, BHP is signed up to the requirements of the LAA indicators and continues to use the Best Value Performance Indicators 174 & 175 in monitoring its performance on racial harassment cases. This enables data for the BVPI's to be collected for BHP's reporting requirements to the Council, BHP Board, Service Delivery Sub Committee, BHP Directorate, Area Housing Boards, etc.

## 7. **Addressing the Audit Commission's recommendation:-**

- 7.1 Since the inspection only 3 injunctions have been obtained for race related crimes. Despite this relatively low figure BHP has taken a number of actions, as demonstrated below, in attempting to address the audit commission's recommendation. Our partnership working with key agencies such as the police, Brent Council etc. has also contributed significantly to the increased number of reports.

<b>Actions Taken</b>	<b>2003-04</b>	<b>2004-05</b>	<b>2005-06</b>	<b>2006-07</b>	<b>2007-08</b>
No further action required	1				
Warning letters sent		1	2	1	5
NOSP served				1	1
No corroborating evidence		7	5	2	3
Complainant did not want further action to be taken		2		1	3
Complainant moved out		1			2
Complainant changed complaint to other type of nuisance	1		2		2
Perpetrator moved out	1			1	1
No further contact with complainant after initial complaint		1	1		1
Complainant offered temporary accommodation	1				
Injunction obtained	1 (in 2005)	1	1	1	
Firm Possession Order (Eviction)			1		
Mediation offered due to counter allegations of racial harassment		2		2	
Private legal action taken by complainant		1			
Unknown perpetrators		1	2	1	

Management Transfer awarded to complainant			1		
Managers decision not to pursue (tenant abusive to contractor)				1	
<b>TOTAL</b>	<b>5</b>	<b>17</b>	<b>15</b>	<b>11</b>	<b>18</b>

- 7.2 All racial harassment cases received at BHP are passed and dealt with by the Anti-Social Behaviour Team. Cases are recorded in a case file and updated on an access database. BHP's Flare System and Access Database are used to record the RH cases and these are maintained by the Systems & Information Unit. As the Access database is unable to record incidents such as graffiti, the new IT database (Flare) is being developed to be able to map hot spot areas and record all incidents of hate crimes.
- 7.3 Special briefings, training and "walk throughs" with staff across the organisation have taken place and a continuing programme is in place to cater for changing legislation, policies or strategies both nationally and locally.
- 7.4 Further actions include the following:
- Brent Racial Harassment Case Review Panel forum set up to coordinate and establish better working links with other agencies such as the police and victim support.
  - Posters and leaflets are displayed in notice boards in blocks, receptions in Brent Buildings and in One Stop Shops, clearly indicating the consequences of race hate activity to perpetrators and BHP's and the Council's stance on 'zero tolerance' of race hate and race related crime.
  - All new tenants are visited by their Tenancy Officer, if they so request a visit, within 12 weeks of tenancy commencement where amongst other things, the RH policy is emphasised.
  - All reports of Racial Harassment are dealt with promptly in line with our comprehensive Racial Harassment Policy and closely monitored by the Directorate, the Anti-Social Behaviour Manager and the Brent Anti-Social Behaviour Action Group.
  - BHP has taken the following enforcement action since the inspection :- 1 eviction, 3 Notices of Seeking Possession served, 1 postponed possession order, 3 injunctions and 9 warning letters.
  - Professional witness schemes, covert surveillance with appropriate RIPA authorisation and the assistance of external agencies are all approved measures written into the RH procedure to assist with legal action against perpetrators.
  - Resident support packs produced and provided/sent to all residents.
  - Victim & witness support scheme launched and leaflets sent out to all BHP managed tenants and leaseholders
  - Statistics on RH & Hate Crime cases published and presented quarterly to BHP's Service Delivery Sub Committee, Board Scrutiny Panel and Area Housing Board. This therefore affords the involvement of residents with suggestions and contributions to tackling such cases.
  - BHP's Hate Crime Support Pack, Witness & Victim Support Scheme booklet and RESPECT – A Guide to Residents all highlight what would be classed as RH incidents and hate crime.
  - BHP's new Flare system, linked Brent ASB Team system, is now used for RH & Hate Crime reporting.

- The public can use BHP’s website to report cases, email BHP directly or report through the Council’s corporate system which are all checked daily by the BHP ASB Team.
- Being “pro-active - produce articles in internal and external publications for staff as well as residents when necessary
- BHP (both Wardens and ASB Team) meet monthly with the Police to discuss cases and incidents, including racial and hate crime cases.
- BHP ASB Team and Wardens have monthly team meetings where cases are discussed.
- The Director of Housing Management, (BHP), have monthly monitoring meetings where performance on cases are evaluated and casework is closely monitored.
- Publicity sent out to BHP managed properties identifying third party reporting centres where resident could report cases. There is communication between these groups and BHP to ensure that information is captured in a timely manner.
- In promoting community cohesion and social interaction of the diverse community we manage BHP initiated in 2006 the Neighbourhood Champion Awards, annual Fun Days, St Raphaels Festival, free Tae KwonDo lessons, BHP Fustal Football League, amongst others
- In 2006 BHP signed up to the government’s RESPECT Standard for Housing Management, demonstrating the transparency and accountability that the RESPECT Agenda places on signatories in tackling racial harassment and hate crime.

7.5 In addition to the above actions we have in place continued interventions to:

- Regularly monitor and review systems in place to capture and record the amount of incidents that are dealt with outside BHP direct control, such as the removal of graffiti.
- Ensure all new front line staff (permanent or temporary) are taken through the RH policy & procedure.
- Have an annual *walk-through* of the RH procedure
- Continuously publicise what our stand is against Hate Crimes.
- Incorporate into our ASB Strategy a clear definition of RH and hate crime and continue to develop existing systems of reporting and monitoring incident/cases.
- Increase publicity
- Publicise victim & witness support scheme
- Adopt best practice

7.6 Our approach to under-reporting has been rigorous and our intention is to continuously review our systems, processes and policies to ensure residents are confident in the knowledge that any reports of racial harassment to BHP will be dealt with promptly and effectively. We recognise there is still much work to be done and will do so through the following:

- Further publicity campaigns to highlight the fact that BHP takes hate crime very seriously and will respond when reports are made.
- Provide simple guidance regarding what should be classed as a RH incident for all BHP services providers.

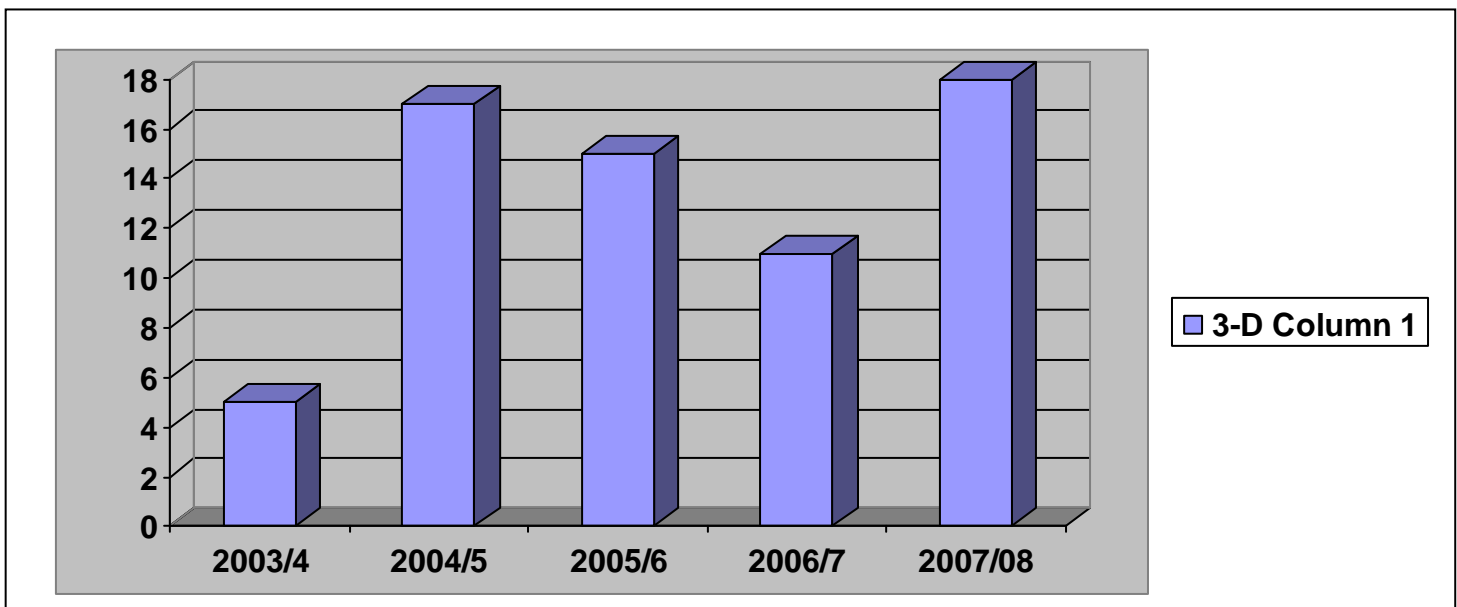
- Establish a Racial Harassment and Hate Crime “hotline” – This could be as part of the warden service.
- The Warden Service has just been reviewed and a new contract is due to be started in November 2008 following the tendering process. The hotline service is likely to change and at that point, there will be a launch of the RH & Hate Crime hotline.
- Continue to review & amend existing ASB database and any other network monitoring systems to link with the Council’s corporate system.
- Implement training for all front line staff. This is ongoing.
- Closer partnership working between the BHP Neighbourhood Wardens, various agencies and the Police.

7.7 Hate Crime (including racial harassment) can be reported to our Neighbourhood Warden Service which has been operational in the borough since April 2002. However, to date only one report of racial harassment has been received through this means. This is a growing service which has great potential in terms of offering support at a very local level and we believe that the opportunity for involving neighbourhood wardens in the area of hate crime has yet to be exploited and offers great potential to reassure and support the public.

7.8 Currently, the service undertakes routine patrols, attends call-outs after hours and also participates in community events and diversionary activities. This tends to promote community cohesion and breaks down barriers between people in the diverse community.

**8. Racial Harassment reported to BHP:-**

8.1 BHP records all reports of racial harassment and treats each report as a case in its own right. We ensure ethnicity gender, age and other monitoring data is captured as part of this process.



**9. London-Wide Position**

## Racist Incidents by Borough FYTD 2006/07

BOCU Name	Apr 2006	May 2006	Jun 2006	Jul 2006	Aug 2006	Sep 2006	Oct 2006	Nov 2006	Dec 2006	Jan 2007	Feb 2007	Mar 2007	Grand Total
Barking & Dagenham	30	34	37	38	25	33	45	23	21	34	35	28	383
Barnet	35	47	34	36	41	33	30	34	40	28	34	38	430
Bexley	37	15	36	46	24	22	35	35	26	29	25	28	358
<b>Brent</b>	<b>28</b>	<b>21</b>	<b>21</b>	<b>32</b>	<b>27</b>	<b>33</b>	<b>19</b>	<b>29</b>	<b>31</b>	<b>26</b>	<b>21</b>	<b>29</b>	<b>317</b>
Bromley	21	26	23	16	34	25	29	33	22	28	36	36	329
Camden	41	40	50	45	59	62	35	40	30	32	43	40	517
Croydon	21	31	34	37	29	29	15	23	23	24	22	37	325
Ealing	49	24	48	37	35	60	34	29	27	20	38	37	438
Enfield	36	41	39	40	25	33	22	23	13	18	21	18	329
Greenwich	49	51	43	51	43	43	66	43	29	39	31	35	523
Hackney	23	46	43	37	34	26	22	33	30	28	34	25	381
Hammersmith & Fulham	22	20	16	27	20	25	20	21	10	10	20	20	231
Haringey	20	19	14	19	16	27	15	28	12	18	16	8	212
Harrow	35	32	32	32	33	41	43	21	28	18	22	18	355
Havering	22	25	33	29	29	44	26	20	11	26	27	23	315
Heathrow Airport	5	8	4	5	3	4	0	5	4	2	1	4	45
Hillingdon	30	33	34	29	25	25	33	34	42	31	27	20	363
Hounslow	28	45	45	59	33	39	33	31	26	37	23	30	429
Islington	29	50	51	38	40	30	35	41	31	28	30	32	435
Kensington & Chelsea	25	19	25	28	25	19	23	16	11	20	14	22	247
Kingston upon Thames	20	24	20	24	24	19	20	20	17	16	11	19	234
Lambeth	18	35	24	42	36	32	41	38	27	19	20	16	348
Lewisham	45	47	58	41	42	44	30	38	32	34	32	32	475
Merton	16	16	23	22	23	25	18	13	10	12	8	12	198
Newham	26	30	47	36	21	24	24	13	31	22	19	20	313
Redbridge	28	21	24	23	19	19	11	14	13	13	13	19	217
Richmond upon Thames	16	13	10	12	14	19	16	13	13	6	19	19	170
Southwark	36	27	24	37	33	32	29	31	29	21	16	24	339
Sutton	13	13	17	18	15	18	18	20	10	14	19	7	182
Tower Hamlets	51	58	49	52	60	56	65	38	37	37	42	50	595
Waltham Forest	31	42	25	49	27	22	30	19	17	18	22	32	334
Wandsworth	21	17	25	15	23	20	18	20	12	10	23	16	220
Westminster	47	46	55	73	51	50	61	44	34	38	46	34	579
<b>Grand Total</b>	<b>954</b>	<b>1016</b>	<b>1063</b>	<b>1125</b>	<b>988</b>	<b>1033</b>	<b>961</b>	<b>883</b>	<b>749</b>	<b>756</b>	<b>810</b>	<b>828</b>	<b>11166</b>

9.2 A study undertaken by Middlesex University on behalf of The London Borough of Haringey highlighted the issues which contribute to under-reporting as follows:.

- Many individuals and groups spoken to in the borough were unaware of what constitutes the Council's definition of hate crime.
- Haringey's definition of hate crime differed to that of the police which made collection of data problematic
- A lack of knowledge about how and where to report hate crime.

- The Council website contained no definition of hate crime, there were no contact numbers or lists of agencies that are available in the borough to report to or that support victims of hate crime.
- A lack of co-ordinated strategies aimed at reducing the levels of hate crime and encouraging the reporting of such crimes.
- There existed a low level of belief that if incidents of hate crime were reported to the council or the police an acceptable response would result.
- People were unaware of what steps the council had taken to combat hate crime and of collaborative work with partner agencies.
- There existed a high level of homophobia amongst school age children.
- There must be closer partnership working between various agencies and the Police to promote more joined up working within partnership which would improve information sharing between the Police and key agencies.
- Lack of provision of 'Third Party' reporting centres across the borough for victims and witnesses who did not wish to report to the Police directly.
- Research should be undertaken on repeat offenders and victims.
- No development of hate crime targets. There should be clear targets implemented within the borough concerning the reduction of hate crime, repeat victimisation and the location in which these incidents were most likely to occur.
- It was essential that targets had clear baselines against which they could be measured in order to monitor performance over the coming years.

## **10. Conclusion**

- 10.1 It is clear from the analysis and research we have undertaken that there is a problem of under-reporting of racially motivated incidents and hate crime in general. Statistics show that this problem exists in most if not all London boroughs.
- 10.2 There is a concerted effort on BHP's part, working in partnership with the Police, other Registered Social Landlords (RSLs), Brent Council and Voluntary and Statutory Organisations to overcome the problem. BHP is robust in its determination to address under-reporting of racial harassment and to date great strides have been made with having obtained one eviction, a number of cases pending court action and residents are beginning to take note and more readily report such incidents.
- 10.3 Such action is being taken by our dedicated staff within the Anti Social Behaviour Team who holds the portfolio for dealing with racial harassment and, who was awarded Winning Team within Brent "delivering Brent Council's corporate strategy" for the efforts made by the team in tackling anti-social behaviour, racial harassment and hate crime.. There are however, still key lessons to be learnt from the summary of findings from the Haringey study and our intention is to continuously monitor our performance in this area of work through regular reviews and adopting best practice.