

# TACKLING RACIST INCIDENTS

**A TOOLKIT FOR SCOTTISH HOUSING PROVIDERS**

[www.challengeracism.com](http://www.challengeracism.com)

*A free online web resource offering landlords easy to read practical advice;  
model policies; template forms and best practice examples*

## GET YOUR DEFINITIONS RIGHT:

*"A racist incident is any incident which is perceived to be racist by the victim or any other person".*

*80% OF RACIAL HARASSMENT GOES UNREPORTED -  
RESPECT THE VICTIM'S VIEW.*

## BE PROACTIVE – ADDRESS THE ISSUE:

*Ask, do you think this is racially motivated?*

*LACK OF CONFIDENCE STOPS PEOPLE REPORTING*

## PRIORITISE VICTIM'S SAFETY:

*Consider the need for additional security or transfers.*

*BE CAUTIOUS WHEN APPROACHING A SITUATION –  
DON'T MAKE MATTERS WORSE.*

## CONSIDER LANGUAGE:

*Avoid jargon. Interpreters may be needed;  
ask the victim*

*BE LED BY THE VICTIM'S NEEDS.*

## PUT THE VICTIM'S NEEDS FIRST:

*Provide a realistic view of all possible options. Gain informed consent before taking action.*

*PROVIDE AN ACTION PLAN WITH DEADLINES  
AND A VICTIMS' SUPPORT PACK*

## TAKE ACTION:

*Gather good quality evidence.  
Use the full weight of the law*

*KEEP IN REGULAR CONTACT WITH THE VICTIM*

IN ASSOCIATION WITH:



**GRAMPIAN**  
HOUSING ASSOCIATION LTD

**FEELING CONFIDENT?**

**REFER TO THE WEBSITE [WWW.CHALLENGERACISM.COM](http://WWW.CHALLENGERACISM.COM) FOR FULL GUIDANCE, ASK SENIOR STAFF FOR HELP AND ASK FOR TRAINING.**