



RACIST INCIDENT REFERRAL AND SUPPORT SERVICE PROJECT



Information Pack



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Index:

Guidance for reporting agencies.....	Pages 3 to 7
<ul style="list-style-type: none">• Introduction• What is racism and what constitute a racist incident• The importance of reporting• Role of agencies and other contact support persons• Role of the of the Racist Incident Referral and Support Service and Leading Agency• Role of the Interagency Group	
Information Protocol	Pages 8 to 15
<ul style="list-style-type: none">• Data Protection considerations• Guidance for completing the paper version of the Incident Recording Form:• Guidance for dealing with victims:• People with a disability• People from the Lesbian, Gay and Bisexual Community:• People from the Traveller Community• Non English/Irish Speakers• Members of the Muslim Community• Asylum seekers• Potentially Vulnerable People (PVP)	
Guidance for completing Racist Incident Recording Forms	Pages 16 to 22
<ul style="list-style-type: none">• Racist Incident Recording Form	
Child protection issues	Pages 23 to 27
<ul style="list-style-type: none">• Background• Racist Incident Referral and Support Service :Protection of Child• Pro forma for Agencies with a child protection policy:• Pro forma for Agencies without a child protection policy:• Child Protection Principles and Guidance• Annex A: Practical Guidance for staff and volunteers when taking a report from a child• Annex B: Confidentiality• Annex C: Procedure for Agencies without child protection policies and for unaccompanied children who present at the agency• Information Leaflet for Children and Young People	
Protocol for Agencies recording racist incidents.....	Pages 28 to 32
<ul style="list-style-type: none">• Definitions• Statement of Principles• Role of Agencies• Role of the leading agency (System Administrator)• Security of the System• Signatories of Protocol• Annex 1: Principles of Good Practices (data protection principles)	
Support and aftercare information	Pages 33 to 38
<ul style="list-style-type: none">• List of Agencies forming the Interagency Group• List of organisations/Agencies which provide support• List of key contact support persons in the communities• Other useful organisations and contact• Annex 6: Racist Incidents Log – Suggested headings	

Guidance for Reporting Agencies

1. Introduction:

This guidance has been prepared to support Agencies and individual contact support persons in the recording of racist incidents to Racist Incidents Referral and support services and making referrals to appropriate bodies. Although the primary aim of the project is to gather a more accurate picture of the nature, location and frequency of racist incidents motivated by forms of prejudice, it is important that those experiencing of and witnessing to racist incidents are correctly signposted to agencies that can provide suitable support.

The guidance contains guidelines for Agencies and contact support persons about dealing with people who report racist incidents, in addition to information and contact details about the various statutory, voluntary and community agencies that can provide practical support and advice, counselling and support services etc.

The guidance contained within this Information Pack is designed to facilitate the reporting and recording of racist incidents, rather than to investigate them. Investigation of racist incidents is the responsibility of the An Garda Síochána (police).

The aim of the guidance is to help ensure that the correct action is taken to help people experiencing of, and witnessing to, racist incidents in the appropriate manner.

2. What is racism and what constitutes a racist incident?

What is Racism?



Racism includes all practices, procedures, actions or behaviour that discriminate against (or disadvantage) people because of their race, colour, culture, nationality or ethnic group, whether on an individual, institutional or cultural level.

Racism can take many forms and can occur between any ethnic groups.

Definition of racist incident:

For the purposes of the project, a racist incident is defined as:

“Any incident which is perceived by the victim or any other person”

2.1 The Stephen Lawrence Inquiry Report defined a racist incident for the purposes of reporting and recording, as “any incident which is perceived to be racist by the victim or any other person.”, and racism as:

“conduct or words or practices which advantage or disadvantage people because of their colour, culture or ethnic origin. In its more subtle form it is as damaging as in its overt form.”

This definition was adopted by the An Garda Síochána

- 2.2 The use of this definition ensures that all possible racist incidents are properly and objectively investigated and followed through.
- 2.3 The definition is designed to take account of the fact that the under-reporting of racist incidents is a serious problem in dealing with racism. There has been an historic tendency for institutions to ignore or underplay the importance of racist incidents and racism and its impact on individuals’ wellbeing, and enjoyment of achievement in the society.
- 2.4 Racist incidents can appear to be petty or trivial to people who never (or rarely) experience them. Though some incidents may not be motivated by clear-cut racist intent, the intention is often less significant than the effect on the person at the receiving end. It is important not to downplay the feelings of victims by emphasising the lack of explicit intent (e.g. “he/she didn’t mean it”) of the perpetrator. Perpetrators must be faced with taking responsibility for the outcomes of their behaviour. They must be made aware of the hurt they have caused and not be allowed to feel empowered at some else’s expense.
- 2.5 The agencies / organisations taking part into this scheme must make it clear that all forms of racism are unacceptable. Racist name-calling and the use of racist labels should be recorded and followed through. It is also important to recognise that racist incidents are not only always accompanied by overt expression of racial prejudice or intolerance and that racist behaviour may also take the forms of ignoring, not allowing to join in, not sharing and other more covert exclusionary practices.
- 2.6 Racial harassment and abuse can often only be obvious to the person experiencing it and while victims should certainly be encouraged to report incidents, management should not wait for victims to take the initiative. Young people often suffer this kind of abuse in silence, not even daring to tell their families what they are going through, perhaps because of the misguided notion that it is their own fault. Some victims may not want to draw attention to themselves by pursuing the matter because they are scared, so agencies need to be vigilant.

This should be taken in the context that the incident is due to a person’s ethnicity, culture, race, skin colour or nationality (these may also include sexual orientation or religion, political opinion or disability).

Ethnology is the study of people who have racial, religious, linguistic, cultural or other traits in common. Ethnicity, therefore, is something that is shared among everyone and is not limited to people from particular backgrounds or geographical areas.

Referring to certain groups of people as “ethnics” may be viewed by some as wrong or unacceptable but this information pack will use it in the context of differentiating those who are potentially and likely to suffer from racism due to some imaginary or founded minor traits.

A racist incident can be physical, verbal or written. The following list, which is by no means exhaustive, illustrates various forms of racist incidents:

- Violence or threats of violence against another person
- Touching or assaulting that person
- Verbal abuse, offensive language, name-calling and “jokes”
- Offensive and obscene gestures
- Theft or burglary
- Destroying or damaging another person’s property
- Offensive graffiti
- Hate mail, including letters or emails
- Harassment, bullying and victimisation
- Being refused service in a bank, shop, restaurant or public service

Using an individual’s perception of the incident will ensure that statistics are gathered on a uniform basis; that is, that the person experiencing or witnessing to an incident believes that the incident occurred because of hatred or prejudice motivated by one of the five considerations listed in the definition.

3. Put simply, it is for the victim or witness to decide that an incident was racially motivated; not anyone else.

Not all racist incidents will amount to criminal offences. However, minor incidents still affect individuals, and often have a severe impact on persons experiencing them, especially for those who are repeatedly victimised. It is vital that all incidents, no matter how minor, are recorded, as less serious incidents often attain more importance where they form part of a pattern. The Racist Incident Referral and Support Service Recording Form seeks information about all forms of racist incidents, from assault and verbal abuse to being refused services to which everyone is entitled to. Racist incidents, in whatever form, should not be tolerated or left unreported.

Depending on the nature of the incident, the motivation behind it may be quite obvious, for example, with graffiti or verbal abuse. However, in some cases it will not be apparent what the motivation was. However, where a person reporting the incident feels that it was due to hatred or prejudice of someone’s race or ethnicity, religious or cultural belief, the incident should be recorded as such.

4. The Importance of Reporting:

Racist incidents have become an increasing problem in recent years and, in order to tackle the problem effectively, it is vital that as much information about when and where they happen, and what form they take, is known. The more that is known about racist incidents, the more that can be done to combat the problem.

However, some people experiencing or witnessing racist incidents will be unable to complete the racist incident recording form in its entirety. This will be for a variety of reasons. Whilst it is obviously important that as much information as possible is collected, any information will contribute to the overall project.

In order to capture as much information as possible Racist Incident Referral and Support Service will provide a provide standard racist recording forms to all agencies participating to this initiative and to volunteers and community representatives who will accept to act as Contact Support Persons. There will be also a link to the website which will give opportunity to individuals and groups to report directly to the project electronically. Considering the importance of face to face reporting and support, anyone willing to report a racist incident will be given where possible an opportunity to meet the project coordinator. Details anonymously provided by phone or via electronic reporting may be passed to an Garda Síochána for investigation if deemed necessary.

Reporting racist incidents does make a difference — the full extent of the problem must be known in order to tackle it properly.

5. Role of an Agency and other Contact Support Person:

The Agency that has the first contact with a person experiencing or witnessing racist incident should respond in a sensitive way that shows an understanding of the individual feelings or how the person will feel. Racist incidents often involve a level of personal attack, whether physical or not and often occur in a frequent and random manner. As such, people reporting racist incidents will often have specific needs depending on their circumstances.

The Agency can provide people experiencing or witnessing racist incident with information and contact details for support organisations, which are listed at the end of the guidance. However, all reporting persons should be made aware that serious racist incidents can only be investigated by the police. There are many reasons why someone will be reluctant to go to the police, but it should be made clear that only the police are able to investigate an incident further.

The Agencies should make individuals aware that the information they give in the in the Racist Incident Recording Form will not identify them and that their anonymity is guaranteed under the project. Information contained within the Recording Form may be shared in summary form with other key partners in the

community, statutory and voluntary sectors and for lobbying and advocacy but no individual will be able to be identified.

There are many reasons why someone will not want to report a racist incident — fear of reprisals, belief that the incident was not serious enough, acceptance that prejudice is part and parcel of being perceived as different. It is important, therefore, that the Agency or/and Contact Support Persons undertake to treat people who come forward to report a racist incident with the appropriate respect and sensitivity.

6. Role of the Racist Incident Referral and Support Service and the Leading Agency:

The Racist Incident Referral and Support service based in the leading agency will act as the administrator for the scheme on behalf of the Interagency Group and other stakeholders including the Sligo Intercultural Forum. Racist Incident Referral and Support Service as such, retains responsibility for the collation and maintenance of information captured directly or gathered through agencies. The leading agency will collate output reports of racist incidents, analyse trends and patterns of reported incidents on annual basis, lead other agencies in formulating policy positions and coordinate local lobbying and campaign activities. In addition, it is the duty of the leading agency to ensure that the service is maintaining its ethos and adapting to new situations from time to time with a priori stakeholders approval.

The Racist Incident Referral and Support Service will make summary information available to be shared among stakeholders and contribute to the national anti-racism agenda as appropriate. The Racist Incident Referral and Support Service and the leading agency are also the first port of call for administrative assistance or advice relating to the overall racist incident recording and referral service. This means that agencies and contact support persons can refer any cases to the service at any time should the case require substantial support and follow up or is deemed complex.

7. Role of Racist Incident Interagency Group:

The Racist Incident Interagency Group is responsible for the development of the overall service. The Interagency Group comprises representatives from the following statutory, voluntary and community agencies: The Sligo Family Resource Centre, the West Sligo Family Resource Centre, Ballymote Family Resource Centre, Sligo Leader Partnership, Diversity Sligo, AREMOJO, Springboards, HSE, Sligo Volunteer Centre, Domestic Violence advocacy Service, Bridgestock Limited, Sligo County Council, Sligo Borough Council – Housing, Rape Crisis and Sex abuse, Sligo Education Centre, Sligo Traveller Support Service, Sligo Intercultural Forum and an Garda Síochána na hÉireann¹.

Information Protocol

The protocol accompanying the project is designed to establish certain principles in relation to the treatment of people experiencing and witnessing racist incident who report racist incidents and to maintaining the security of the information that is supplied to agencies and other contact support persons and to directly to the leading agency. Given the sensitive nature of the information that the scheme is recording, it is important that people experiencing and witnessing racist incidents can be assured that they will be treated with respect and sensitivity, and that their anonymity will be protected under the service.

1. Data Protection considerations:

In Ireland, the Data Protection Acts 1988 and 2003 places responsibilities on anyone who processes personal data. The legislation itself is complex, but its basic aim is to ensure that people are not harmed nor have their privacy unnecessarily infringed by information that is held about them.

The Racist Incident Referral and Support Service Protocol ensures that everyone involved in recording reported information (agencies, contact support person and the leading agency) are informed about what to do with the information they receive, the most important consideration being that the confidentiality of the data received is maintained. The protocol establishes the location, duration and aims of the project, the role of Agencies and the role of Contact Support Persons.

By signing the Information Protocol, agree to maintain the confidentiality of the information they have received and to manage the data in accordance with the good practice principles contained in to the Data Protection Acts 1998 and 2003, which are reproduced at the annex to the Protocol.



Guidance for completing the paper version of the Incident Recording Form:

1. Before completing the form:

- Explain to the reporting person (experienced or witnessed racist incident) that their names and other personal information will be kept confidential and never produced on any public reporting. The reporting must be reminded at all stages of the information recording that he/she can choose to report anonymously but should he/she require referral and/or follow up some personal contacts/information would be required. It must also be emphasised that, although summary information about the incident will be shared with key partners in the statutory, voluntary and community sectors, that they themselves will not be identified.
- Explain to the reporting person that it is important to record as much detail as possible on the form. There are many reasons why someone will be unable to complete all questions on the form. In such cases, the reporting person should be assured that every piece of information, no matter how small, will be useful to the project.
- Explain that if the person wants the incident investigated further that this can only be done by contacting the police.
- Explain that, under the Criminal Law Act Ireland (1997), the Racist Incident referral and Support Service is under a legal obligation to provide any information to the police where that information might be of material assistance in securing a prosecution or conviction. However, this is likely to be specific and sufficiently detailed information.

2. Completing the form:

- The person completing the racist incident recording form on behalf of the reporting person should complete the registration point, their own name and the date and time when the form is being completed.
- The information contained in the green box should be read to the person who has come to report the incident.
- The majority of the racist incident recording form is in a tick-box questionnaire format and is straightforward to complete.

3. After completing the form:

- Thank the person for contributing using the service — the success of this service very much depends on the contribution of people experiencing and witnessing racist incidents and contact support persons that record the incidents.
- Reiterate that investigation of criminal offences rests solely with the police.
- Advise the person who experienced the racist incident about the various agencies that offer counselling, support and further information.

- All forms must be returned to the leading agency (which is provisionally): Racist Incident Referral and Support Service, Sligo Family Resource Centre, 49 the Mall, Sligo City.

Guidance for dealing with victims:

Racist Incident Referrals and Support Service aims to gather information on racist incidents motivated by one of the following five motivations (list is just enumerative but not exhaustive):

- Race or ethnicity (including skin colour, physical appearance)
- Nationality or non-nationality
- Asylum seeker
- Member of the Travelling Community
- Culture/belief
- Sexual orientation
- Religious belief
- Political opinion
- Disability
- Etc...

These categories are very varied and are often very diverse. It is important, therefore, to be sensitive to the needs of individuals reporting incidents. Listed below are a few guidelines that will apply to everyone, followed by some definitions and considerations to be borne in mind

General:

- Be patient. It will often take a great deal of courage to talk to anyone about what has happened.
- Take all appropriate measures to ensure and protect the privacy of anyone, be they a the person who experienced the incident or a witness, who comes to report an incident.
- Use of a sensitive style of communication with all people coming forward to reporting racist incidents.
- Using correct and appropriate terminology is extremely important in order not to cause offence.
- If the racist incident that is being reported is a crime, encourage, but do not pressurise, the person to go to the police, as it is the only way that a crime can be investigated.
- Offer information about the various agencies and organisations that can provide best advice and guidance.

Irrespective of the motivation behind a racist incident, victims of racist incidents are, first and foremost, "victims". However, there are certain considerations to be borne in mind when dealing with particular people.

1. People with a disability:

The rights of people with disabilities are protected under the Disability Act 2005, which defines disability as:

'a substantial restriction in the capacity of the person to carry on a profession, business or occupation in the Irish State or to participate in social or cultural life in the Irish State by reason of an enduring physical, sensory, mental health or intellectual impairment (pg.6).

The definition of disability contains the concept 'substantial restriction' and this is seen as a restriction which - (a) is permanent or likely to be permanent, results in a significant difficulty in communication, learning or mobility or in significantly disordered cognitive processes, and (b) gives rise to the need for services to be provided continually to the person whether or not a child or, if the person is a child, to the need for services to be provided early in life to ameliorate the disability (Government of Ireland, 2005).

The term “disability” covers a wide range of things; a hearing or speech impairment, mobility difficulties, mental health difficulties or a learning disability. Where a person with a disability wishes to report a racist incident, there are a few things to consider:

- Always speak directly to the person with the disability, even if they are accompanied by a friend or relative.
- Do not make assumptions about an individual’s needs. Many disabled people are very independent, so it is better to ask them to tell you if they need anything in particular.
- Avoid language that could be seen as patronising and insensitive; do not use group nouns such as “the disabled” or “the blind”.

2. People who are deaf or hard of hearing:

There are different forms of hearing impairment, whether it is a relatively mild impairment to being profoundly deaf. Below are a few considerations for dealing with someone with a hearing impairment:

- Always maintain eye contact, even when using an interpreter.
- Speak clearly, but do not exaggerate words, as this will distort lip patters, making it more difficult to lip-read.
- If you are not being understood, rephrase the question, rather than repeating it.
- Gestures can often aid communication

3. People who are blind or partially sighted:

This could range from visual impairment to blindness. Some blind people cannot see anything at all, although most have some limited sight, such as peripheral vision. Consider the following:

- If required to guide someone with a visual impairment, walk slightly ahead of them, allowing them to hold your arm. Tell them about steps and other obstacles in the immediate environment — in front, above and to the side of them.
- If the person has a guide dog, do not pat or stroke the dog — they are at work, after all.

- When meeting someone, introduce yourself, attracting attention by lightly touching their arm.
- Address questions to the person using their name — they may be unaware that a question is being directed at them.
- Let the person know if you are moving away from them or leaving the room for a time.

4. People with mobility difficulties:

- Wheelchair users are confined by the environment in which we live, not by the wheelchair.
- When talking with them, sit down so that you are on the same level.
- Respect the person's wheelchair as you would respect anyone's personal space.

5. People with speech and language difficulties:

- Be patient.
- Do not be tempted to finish the person's sentences for them.
- Concentrate on what is being said, rather than how it is being said.
- Do not pretend if you do not understand what is being said; repeat what you have understood and let the person's reaction guide you further.

6. People who may have a mental health difficulty:

- Be patient
- Be prepared to explain things more than once or in different ways to aid someone's understanding.

7. People with learning difficulties:

- Take your time explaining things and give the person reporting the incident plenty of time to talk through what happened.
- Even if they are accompanied by a friend or relative, always talk directly to the person.
- Use simple language and phrases, but do not talk down to the person.
- Try to ensure that the atmosphere is relaxed; people with learning difficulties can sometimes be more likely to get stressed or panicked.
- Always make sure that the person is accompanied by someone to support them.

8. People from the Lesbian, Gay and Bisexual Community:

Many people who identify as being from the lesbian, gay and bisexual (LGB) community are not open about their sexuality or may be open about it in certain areas of their lives but not others. Many keep their sexuality hidden because of fear of prejudice, discrimination or violence from family members, friends, work colleagues or society in general.

The term LGB is an umbrella term that covers a very wide group of people, and so it would be useful to define some of the terms that apply to this diverse community.

Gay man: a man who finds other men sexually attractive; not all gay men are sexually active.

Lesbian/gay woman: a woman who finds other women sexually attractive; not all gay women are sexually active. The word “gay” is being increasingly used by lesbians to describe their sexual orientation.

Bisexual: a man or a woman who finds members of the own sex and the opposite sex sexually attractive.

Transgender: Please see specific section on transgenderism below.

- Use appropriate terminology and do not use stereotypical or offensive terms.
- If in doubt, tactfully ask the person the terminology that they prefer to use themselves.
- Reassure the person that the information they provide will be treated in the strictest confidence. This applies to anyone who reports a racist incident to Racist Incident Referral and Support Service, but confidentiality is often a paramount consideration for people from the LGBT community.

Transgenderism:

People from the transgender community are often included within the wider umbrella term of LGBT. However, the term “transgender” is an umbrella term itself and includes transsexual, transvestite and transgenderist people. The word “transgender” is often abbreviated to “trans”. As gender is the single most identifiable characteristic about any person, using the correct terminology is therefore very important in order not to give offence

People from the transgender community often feel uncomfortable in their birth gender. The medical term for this is gender dysphoria. Depending on individual choice, people from the trans community will conform to their birth gender identity and live with gender dysphoria, some will live with two identities, some will live full-time in the opposite gender and others will choose to undergo the various medical and legal procedures to fully reassign themselves in the opposite gender. The Gender Recognition Bill 2013 is a very important achievement for the transsexual community, as it allows legal recognition of their assigned gender in place of birth gender.

Definitions:

A transsexual is someone who feels that they do not belong in the gender that they were born into and who seeks to effect the physical changes necessary to become a member of the gender that they identify with on a mental and emotional level.

A transgenderist is a transsexual person who, for a variety of reasons, will live as a member of the opposite gender without wishing to undergo the major surgical and medical procedures involved in gender reassignment.

A transvestite sometimes dresses in clothing worn by people of the opposite gender.

The following considerations should be borne in mind when dealing with someone from the trans community:

- The general consideration to bear in mind with people from the trans community is to be sensitive to their wishes. If in doubt, tactfully ask them how they would like to be referred to.
- It is important to note that many transsexuals and transvestites do not identify as being lesbian or gay. The principal issue is one of gender and identity, not sexual orientation.
- Trans people should be treated according to the gender identity that they present.

9. People from the Traveller community:

Members of the Irish Travelling community are recognised and protected as an ethnic minority group under the Equality Act Status 2000 and 2004, and subsequent regulations. The Order defines Irish Travellers as: “a community of people commonly so called who are identified (both by themselves and by others) as people with a shared history, culture and traditions including, historically, a nomadic way of life on the island of Ireland.”

The Traveller community places great significance on the family and the importance and strength of the extended family unit. There are many myths and stereotypes around Irish Travellers, often leading to tensions with the settled community. Prejudice and social inclusion is often experienced by Travellers, and many Travellers struggle to access public services that the settled community take for granted, such as healthcare and education.

- Do not make assumptions about how people would like to be referred to — sometimes Travellers will use the surnames of both their parents, for example.
- Family roles within Traveller families are clearly defined, and should be respected at all times.
- Illiteracy may be an issue; therefore it is important to ensure that they fully understand the purpose of Racist Incident Recording Form and the entire questionnaire.

10. Non English/ Irish speakers:

It is important to ensure that anyone reporting a racist incident is given an opportunity to be able to express themselves in a language which they can communicate in. Although forms will be translated into main different language, it is important to consider language needs especially for support and follow up. It is advisable to make use of interpreters and aim to adhering with guidelines from Irish interpreters and Translators association.

- Avoid to use children to interpret for their relatives
- Ensure that the person reporting racist incident is happy with your interpreter choice or ask the person if they could suggest an interpreter (they could have someone who helps them in other business)

- Ensure that the Interpreter sign the confidentiality bidding form.

11. Members of the Muslim community:

Islam is not only a religion but also a way of life and a set of beliefs. There are a good number of Muslims living in County Sligo although the statistics are not known. Some Muslims have been in County Sligo for many years are working in Sligo Hospital, others have private businesses such ethnic and halaal shops.

- There is a strong sense of modesty among Muslim people; therefore respect for a person's individual space is important.

12. Asylum Seekers:

In County Sligo, there has been presence of asylum seekers living in Globe house since 2001. Their number and demographic profile change from time to time. Asylum seekers constitute one of the most and potentially vulnerable group likely to experience multiple discrimination and racism. Due to lack of public awareness about migration push-and-pull factors and especially lack of understanding of why people seek asylum. Asylum seekers experience hostilities on daily basis (Galligan Report). It is important to note that asylum seekers may experience multiple discrimination as opposed to other category of groups mentioned above. This is to say that an asylum seeker could have a disability, be unable to speak English, belongs to Muslim community, be black and member of LGBT community... thus dealing with a case of this kind would require special attention and a multiple agency supportive collaboration.

13. Potentially Vulnerable People (PVP)

Some category of people may be regarded as being potentially vulnerable due to their health conditions, experiences or age. When dealing with people from this category, it is advisable to ensure that they are accompanied by a relative or anyone known to be caring for them. Although vulnerability level differs from an individual to another, people with mental health problem including survivors of torture and other degrading or inhumane treatment need to be dealt with extra care. Some senior citizen (elderly people) may be regarded as potentially vulnerable people. It is advisable to take all precaution to ensure that everyone safety comes first.

Guidance for completing Racist Incident Recording Forms

This guidance is intended to assist Agencies and Contact Support Persons in completing the paper and electronic versions of the recording form (if they wish to use electronic version of the form).

“Registration point” refers to the Agency location.

“Input completed by” refers to the member of Key Personnel/Volunteer or Contact Support Person completing the form on behalf of the person reporting the incident.

The information in the ‘Important’ box explains why the information is being collected, and the legislative basis for this. It also guarantees that it will not be possible to identify individuals from the information that they provide. The information in this box should be explained to the person reporting the incident, and a tick should be entered in the space provided to show that they have agreed to this.

The information contained in the Support and Referral section of the Agencies Information Pack gives details about groups and organisations that can provide additional information and support to people experiencing racism.

Before completing the Racist Incident Recording form, check with the person that this specific incident has not been reported to another Agency or Contact Support Person.



Questions 1- This refers to personal information of the person reporting the incident. In case of a third party person, it may not be possible to have this information but should the reporting person need referral or follow, these personal details should be filled in.

Questions 2–5: This section seeks general background information on who is reporting the incident, whether it is the person who experienced the incident or another person, when the incident occurred and the motivation behind it. It is likely that question 5, relating to previous incidents, will be answered by the persons experiencing racist incident rather than witnesses.

Questions 6 and 7 relate to where the incident took place.

Question 6 asks for information about the type of location of where the incident took place. As many boxes as necessary should be ticked. One example would be an incident that happened on a street outside a restaurant, or a person reporting a series of incidents over a period of time.

Question 7 asks for specific information relation to location. In order to accurately identify hate incident hot spots, the more specific information that is given, the better. However, if the incident is also the person's home or workplace, they may be reluctant to provide this information.

To reassure them, it should be explained that specific address information will not feature in any output reports. When a racist incident report is received by the leading agency, the Racist Incident Referral and Support Coordinator who is the recording system administrator will ensure that no personal information is entered in the database.

Where a person is still reluctant to divulge the exact location of the incident, they should be encouraged to name a local landmark or well-known building nearby.

Questions 8 and 9 relate to the nature of the incident, whether the incident was directed against people and/or property, and further specific information.

Question 9 specifically seeks to get a narrative description of the incident. It is advisable to the report taker to write down as much details as possible.

Questions 10 to 16 ask for personal information about the victim of the incident. These questions are designed around the equality groups within Equality Act Status 2000 and 2004.

For obvious reasons, someone reporting an incident that they witnessed may not be able to answer some of these questions with any great certainty. However, people who experience racist incident should be encouraged to provide as much information as possible, as this will provide better information about how they are being targeted.

Furthermore, the nature of the incident may also affect the quality or amount of information that can be provided. For example, racist-inspired graffiti may not be directed at a specific individual.

However, acts such as these target entire groups of people and should be in no way as 'victimless'.

Question 14 relates to ethnicity and nationality. This question is self-defined, in that it is for the individual reporting the incident to specify, rather than an assumption being made.

Questions 17 – 20 ask for information about the perpetrator. Again, the nature of the incident will often impair the amount or quality of information known about the perpetrator.

Questions 21- 23 ask for other details including how the victim/witness became aware of the service (Q 21) while Q22-23 ask for the report taker to highlight action taken to support the person reporting the incident.

Racist Incident Recording Form

Name of the Person recording the Incident:

Name of the Agency:

Date: dd/mm/yyyy _____

Internal Reference Number: RI - / - (E.g.: RI 01/13- Deo)

1. About the person(s) who experienced / witnessed the racist incident

	Person who experienced racism	Person who witnessed racism	Third party reporting
Name (optional)			
Address (optional)			
Telephone (optional)			
Email Address (optional)			
Country of origin and/or ethnicity			
Age			
Religion (optional)			
Length of Residence In Ireland			
Gender			
Nationality			

2. What relationship do you have with the person who experienced the incident (s)

A person who experienced the incident / victim

Someone else:

Relative

Friend

Colleague

Witness

Other(specify)

3. When did this incident occur?

Date

Time

4. Describe the motivation behind this incident?

5. Over the last 12 months, is this the first time you have been a victim of an incident motivated by your perceived ethnic group, culture, nationality, skin colour, religion/political belief, etc..)

(If you are not the victim, please respond on behalf of the victim to the best of your knowledge)

- Yes it is the first time No it is not the first time don't know

If it is not the first time, how many other incidents were there?

- 1-2 3-5 6-10 More than 10 Don't know

Location of the Incident

6. Which of the following categories best describe the location of the incident?

(Tick as many boxes that may apply)

Place of Residence

- Own home Hostel Accommodation centre Visiting other residence Other(please specify)

Place of Work

- Own business Office Factory Building site Other(specify)

Place of Education

- Primary school Secondary school College/university Training centre Other(specify)

Place of Entertainment

- Bar/club Cinema Concert Restaurant Sporting event
 Other (specify)

Public Place or Amenity

- Street Car park Public toilet Taxi Beach/forest walk
 Public transport Place of worship Shop/shopping centre Hospital/health centre Government department/office
 Other (specify)

7. Address where the incident took place?

If you do not know the address, please give as much geographic information as possible to help identify the location; for example, a well-known or landmark building:

NATURE OF THE INCIDENT

8. Was the incident directed against:

- A person(s) Property Both Other (specify)

9. What happened? (Brief description)

[Empty text box for description of the incident]

Details of the Victim(s)

10. Was the target or victim(s) of this incident?

- Single individual A couple A family A group (how many?) Other(specify)

11. Were children (aged 0-17) a victim/witness of this incident?

- Yes No Don't know

Questions 12-16 ask personal details about the victim. If there were two or more victims, only provide details of the main victim or the person that best represents the group of victims.

12. Age

- Child Teenager Young adult Adult Senior citizen

13. Gender

- Male
- Female
- Other (specify)

14. Ethnic Group and Nationality (self-defined)

(a) What is the victim’s ethnicity?

- white
- black
- Traveller
- Asian
- Other(specify)

(b) What is the victim’s nationality?

- White
- Irish
- No White
- Irish
- Irish Born
- Other (specify)

15. Religion/Belief of the victim (optional)

- Catholic
- Protestant
- Baha’i
- Buddhist
- Hindu
- Jewish
- Jehovah’s witness
- Muslim
- Sikh
- Other Christian
- No religion
- Other

16. Disability - do you consider the victim to have a disability? (Tick as many boxes that may apply)

- Yes
- No

If yes, please tick the category or categories that apply:

- Hearing impairment
- Visual impairment
- Speech impairment
- Mobility impairment
- Physical co-ordination difficulties
- Reduced physical capacity
- Severe disfigurement
- Learning difficulties
- Mental health issues
- Other (specify)

Details of the Perpetrator(s)

17. Did the victim(s) know the perpetrator(s)?

- Yes
- No
- Don’t know

If yes, what is that relationship?

- Acquaintance/customer
- Friend / neighbour
- Spouse / partner
- Student colleague
- Relative
- Teacher
- Work colleague
- Other (specify)

18. Number of perpetrators involved in this incident

- 1
- 2
- 3-5
- 6-10
- More than 10
- Don’t know

19. Age. estimate how old were they? (Tick as many boxes that may apply)

- Children
- Teenagers
- Young adults
- Adults
- Senior citizen

20. Gender of the perpetrator(s)

- Male(s)
- Female(s)
- Male(s) and female(s)
- Don’t know

Other details

21. How did you become aware of Racist Incident Referral and Support Service?

- Information leaflet
- Community statutory or voluntary organisation
- Poster / advertisement

22. Action taken to support the victim

- Referral to: _____
- Accompanied to: _____
- No Referral needed
- Other (please specify)

23. Please indicate briefly action taken to support the victim(s):

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Child protection issues

Background

Children may present themselves at your agency or to your office to report a racist incident. Administering the project through agencies and volunteer contact support persons from the community, statutory and voluntary sectors, means that it is possible that a child may be in a one-to-one situation with an adult whilst reporting a racist incident. It is important in such instances that both the child and the recording agency/contact support person are protected appropriately.

For the purposes of Racist Incident Referral and Support Service, a child is anyone under the age of 18. This definition is in accordance with national and international legislation such as the Children Act 2001. Expressions such as minor, juvenile, youth offender and young person were commonplace. However, the word child is now defined by [Section 3 of the 2001 Act](#) to mean a person under the age of 18 years.

The Children Act 2001 does not distinguish between a child and a young person. Any provisions in earlier Acts distinguishing different classes of children (for example, young persons, minors, child) no longer exist.

Racist Incident Referral and Support Service- Child Protection

A set of child protection principles has been developed to sit alongside existing child protection policies. These overarching considerations will be congruent with existing child protection policies. The default position will be that children should be offered an opportunity to self-report by being provided with a Racist Incident Reporting form and Freepost envelope.

In short, the following procedures will apply:

- Where a reporting agency has declared that it has a child protection policy, the child will be dealt with in accordance with that organisation's policy.
- Where an organisation does not have a child protection policy, or an unaccompanied child presents at a reporting centre to report a racist incident, the agency will be instructed to give the child an opportunity to self-report by providing the child with a monitoring form and Freepost envelope.

The child protection principles are designed to complement existing child protection policies. Where there is any doubt, or where an organisation does not have a child protection policy or where an unaccompanied child wishes to report a racist incident, the default position mentioned above will apply. An information leaflet for children and young people is being prepared and will provide contact details of organisations that can offer bespoke guidance and support.

Pro forma for Agencies with a child protection policy:

I, _____, on behalf of
(Organisation) _____

confirm that:

- The agency/ organisation has a child protection policy

I undertake that children and young people who report a racist incident to the Racist Incident Referral and Support Service via _____ as a reporting centre will be treated in accordance with our child protection policy.

Signed: _____ Date: _____

Position¹: _____

Pro forma for Agencies without a child protection policy:

I, _____, on behalf of
(Organisation) _____

confirm that the organisation does not have a child protection policy.

I undertake that children and young people who present at our organisation in order to record a racist incident will be treated according to the guidelines in Annex C of racist incident referral and support Child Protection Policy Statement.

Signed: _____ Date: _____

Please return to:

The Leading Agency

¹ This pro forma should be signed by the director, or a similarly senior person, within the organisation.

Child Protection Principles and Guidance

This guidance is a statement of intent designed to keep children safe while they are reporting a racist incident to an Agency. Every Agency participating in racist incident recording should have a child protection policy if they wish to engage directly with children and young people. For further information and guidance on preparing and developing a child protection policy, contact HSE, Social Services, and Child Protection Unit.

Each reporting centre shall endeavour to safeguard children by following the guidelines and principles listed below:

- Key Personnel/volunteer contact support person should be trained in their organisation's child protection policy.
- Agencies should not accept reports from unaccompanied children unless the organisation's child protection policy specifically caters for this.
- Where a recording agency does not have a child protection policy, they must not accept reports of racist incidents from children under any circumstances, but give the child an opportunity to self-report.
- Where an agency has a child protection policy, a child, who is accompanied by a parent or guardian and who wishes to report a racist incident, shall be treated according to that agency's child protection policy.

Annex A: Practical Guidance for staff and volunteers when taking a report from a child

This guidance is designed to supplement existing child protection policies.

- Listen to and, more importantly, always believe the child.
- Treat all children equally and with respect and dignity.
- Record the information relating to the incident carefully, but do not probe or ask unnecessary questions of the child.
- It is important to ask the child's permission, even though they are accompanied by a parent or guardian, for you to record a racist incident on their behalf.
- Always work in an open environment, avoiding unobserved situations.
- Maintain a safe and appropriate distance from the child.
- Reports of racist incidents from unaccompanied children may only be accepted if an organisation's child protection policy expressly permits this.
- If a child discloses information relating to child abuse, you should follow the guidance as described in your agency Child Protection Policy
- If in doubt, follow the practical guidance and give the child an opportunity to self-report the incident by providing a racist incident recording form and Freepost envelope.

Annex B: Confidentiality

All racist incident reports made to Racist Incident Referral and Support Services are completely confidential. However, there are some circumstances where any duty of confidentiality will be overridden by a duty to disclose information. In protecting children and young people, there is a legal duty to disclose information relating to suspected or alleged child abuse.

Child abuse:

Child abuse is an umbrella term that covers many forms of abuse: physical, emotional or sexual abuse, neglect and bullying are all forms of child abuse. A child may suffer more than one form of child abuse, as all child abuse involves some element of emotional abuse.

The Area Child Protection Committees' guidance on child protection policy and procedures defines child abuse as:

"Child abuse occurs when a child is neglected, harmed or not provided with proper care. Children may be abused in many settings, in a family, in an institutional or community setting, by those who know them, or more rarely, by a stranger. There are different types of abuse, and a child may suffer from more than one of them."

If a member of staff of a reporting centre receives information pertaining to suspected or alleged child abuse, they are under a legal obligation to contact the relevant statutory agencies:

Annex C: Procedure for Agencies without child protection policies and for unaccompanied children who present at a reporting centre

- Explain clearly and politely to the child that, unfortunately, it is not possible for them to report a racist incident without a parent or guardian in attendance.
- It should be explained that the child can self-report a racist incident by completing a racist incident recording form and sending it to the Racist Incident Referral and Support Service or your agency..
- Give the child a racist recording form and an information sheet for children and young people, which details where they can access relevant and appropriate support.

Information Leaflet for Children and Young People

Thank you for coming to this organisation to report a hate incident to Racist Incident Referral and Support Service. Unfortunately, the organisation was unable to record the racist incident that you wished to report. However, you can still report the incident by completing the racist incident recording form in the envelope provided. You do not have to give your name, and all the information that you give will be confidential. Listed below are some of the organisations that can provide further support, information and assistance:

♦ **Childline**

Childline is a free phone service available 24 hours a day, 365 days a year for people up to the age of 18-years-old. It's there to help any young person who is going through a tough time or needs to talk to someone.

You can talk about whatever you like, and there will be a professional there to listen. They won't ever give out to you and are always on your side.

Call Childline on 1800 66 66 66

Childline text support

Childline also run a text service where you can text in for free about whatever is worrying you. You might feel more comfortable texting than talking on the phone, and you can get information on a range of issues. If it's outside work hours, they won't always be able to text you back straight away. So, if it's urgent or you are feeling scared, you can always call the helpline.

Text 'Talk' to 50101

♦ **Samaritans helpline**

Samaritans provides confidential non-judgemental emotional support, 24 hours a day for people who are experiencing feelings of distress or despair, including those which could lead to suicide.

Tel. 1850 60 90 90/ 08457 90 90 90

www.samaritans.org. email: jo@samaritans.org

Youthline : 0808 808 8000 (Monday to Friday; 4pm to 9 pm)

info@contactyouth.org
www.contactyouth.org

Protocol for recording and analysing Racist Incidents in County Sligo

A pilot initiative for recording racist incidents will be piloted in each agency participating to the Racist Incident Referral and Support Service from 1 December 2013. The purpose of this protocol is to govern the operation of recording incident/ providing support and gathering information into a database. The protocol will be formally reviewed quarterly but may be amended as required during the pilot phase.

1. Definitions

1.1. For the purposes of this protocol:

- A **racist incident** is defined as " any incident perceived by the victim or any other person"
- **Racism** includes all practices, procedures, actions or behaviour that discriminate against (or disadvantage) people because of their race, colour, culture, nationality or ethnic group, whether on an individual, institutional or cultural level.

Racism can take many forms and can occur between any ethnic groups.

- **Agencies** are those statutory, voluntary and community organisations that have agreed and are authorised to record racist incidents and provide support.
- **Incident Recording Form (IRF)** is a formally agreed form that is used by agencies and anyone recording racist incident on behalf of the Racist Incident Referral and Support Service& the Interagency.
- The leading agency is the organisation or agency coor4dinating the project and which will undertake the functions of the **System Administrator**.
- The **Interagency Group** is a group of representatives from the statutory, voluntary and community sectors that have come together to set up and oversee racist incident referral and support service in County Sligo.
- **Interagency Group** includes representatives of the following organisations/agencies: The Sligo Family Resource Centre, the West Sligo Family Resource Centre, Ballymote Family Resource Centre, Sligo Leader Partnership, Diversity Sligo, HSE, Sligo Volunteer Centre, AREMOJO, Sligo-Leitrim Filipino Association, Springboard, Domestic Violence advocacy Service, Bridgestock Limited, Sligo County Council, Sligo Borough Council- Housing, Rape Crisis and Sex abuse, Sligo Education Centre, Sligo Traveller Support Service, Sligo Intercultural Forum and an Garda Siochana nah Eireann. The Interagency Group will implement, monitor and evaluate Racist Incident Referral and Support Service during the pilot phase.

2. Statement of Principles

- 2.1. Information on racist incidents will be collected using a racist Incident Recording Form agreed by the Interagency Group, in paper form which will be entered into the computerised system electronically.

- 2.2. Agencies will be provided with regular, standardised briefing reports, the format of which will be agreed by the Interagency Group, so that no individual can be identified.
- 2.3. Analysis of the data will be done annually and information obtained from analysis , trends and patterns used to inform the public, lobby local institutions and contribute or challenge policies. By signing this Protocol, agencies/ organisations commit themselves to maintaining the confidentiality of data they receive.
- 2.4. The Racist Incident Referral and Support service as based in the leading agency will retain responsibility to administrator input and access to all data gathered from and on behalf of the Interagency Group , thus ensuring data validation, checking of multiple reports and that output reports are properly monitored and reviewed.

3. Role of Agencies

- 3.1. Each participating agency will act as a recording Agency for the purposes of reporting racist incidents. The Leading agency will regularly provide support and training to racist recording Agencies. The Interagency group will approve additional reporting Agencies if any application is made or any agency is invited. Any agency joining the Interagency Group must sign copy of this protocol. This function may be delegated to the leading agency once the service is deemed fully operational and viably sustained.
- 3.2. The role of the Recording Agency is to:
- Support the implementation and development of the Racist Incident Referral and Support by collecting and recording racist incidents reported to that agency/organisation and sending them directly to the leading agency. The recording must use approved racist incident recording forms.
 - The agency/organisation recording racist incident can use extra means such as a “Book of racist incidents” if they wanted further information to help their internal policy and organisational capacity building.
 - Forward any racist incident recording forms completed in hard copy to the leading agency as soon as possible after receiving the report. Practical arrangements on matters such as confidentiality, frequency etc will be agreed between the leading agency responsible of administering electronic database System and the agency/ organisation recording the racist incident.
 - Safeguard the integrity, accuracy and maintenance of the information input by completing the agreed racist recording forms in an accurate and timely manner.

- Ensure that confidentiality of individual(s) concerned in a reported incident is not compromised by exercising proper controls of personal data at all times in keeping with the principles of the Data Protection Acts 1998 and 2003 (Please see Annex 1).
- Ensure access to the recording system is restricted to named persons, as provided to the System Administrator.
- Provide feedback to the Interagency Group on the operation of the system to inform the evaluation of the pilot.

Role of leading agency

3.3. The Leading Agency will undertake the role of the System Administrator and, through active engagement with agencies and contact support persons of the Racist incidents Referral and Support , will be responsible for:

- The gathering and entering information into the database.
- The maintenance of a database, analysis of data and reporting
- Coordinating the Racist Incident Referral and Support Service activities
- Liaising and keeping all stakeholders informed about the service activities
- Convening meetings and providing support and expertise to agencies participating to the racist incidents recording scheme.
- Ensuring that the system is maintained as required under the Data Protection Act 1998.

4. Security of the System

4.1. Only the leading agency duly authorised will be able to input data to the system.

4.2. Authorised key personnel/volunteers in different agencies will not disclose any information that could in any way prejudice the rights of the individual(s) reporting and/or involved in a recorded incident.

4.3. All necessary measures must be applied to prevent any unauthorised access or use of the system and to protect the security of the collected data.

4.4. All information input to the system will be backed up regularly.

6. Signatories of Protocol

6.1. The individual named below is authorised to sign on behalf of the named organisation and accepts the obligations and responsibilities detailed in this Protocol.

Reporting Agency

Organisation: _____

Name (Print): _____

Name: (Signature) _____

Position: _____

Date: _____

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Annex 1: Principles of Good Practices (data protection principles)

The following principles of good information-handling practice should be adhered to when collecting and recording information on the system:

- Data should be collected fairly and lawfully
- Data should not be used for purposes incompatible with the original reason for collecting the data.
- Data should be relevant and adequate for the purposes required.
- Data should be kept accurate and up-to-date.
- Records should not be retained for longer than is necessary.
- Information should be processed in accordance with the subject's rights
- Adequate steps should be taken to ensure the security of the data (e.g. password protected etc).
- Data should not be transferred outside the European Union.

Support and aftercare information

Thank you for using our service and for volunteering information to the Racist Incident Referral and Support Service. This service aims to collect a more accurate picture of the number, location and nature of racist incidents taking place in County Sligo. Your experience will contribute to the research and development of policies and practices to tackle the problem of racism County Sligo and at national level.

The information that you have provided will be treated sensitively and confidentially, in accordance with data protection guidelines. The information may be shared with third parties, but no one will be able to identify you through your contribution to the Racist Incident Referral and Support Service.

Should you require it, further help and support is available from the following support organisations:

Generic Support Organisations

1. Sligo Garda Station

Sligo Regional HQ Assistant Commissioner
Sligo
Co. Sligo
City of Sligo
Phone : (071)9157007

2. Garda Racial, Intercultural & Diversity Office (GRIO)

The Garda Commissioner established the Garda Racial, Intercultural & Diversity Office (GRIDO) in April 2000. Staff members of the GRIDO coordinate, monitor and advise on all aspects of policing in the area of ethnic and cultural diversity. The office has a staff of 3 (1 Sergeant, 1 Garda and 1 Clerical Officer). GRIDO staff members are available to members of the public and the Garda organisation for advice and support in the GRIDO area of expertise. **The GRIDO can be contacted at:-**

Garda Racial, Intercultural & Diversity Office
CoGarda Community Relations Bureau
Garda Headquarters
Harcourt Square
Dublin 2

Tel: +353 1 6663150/3817

Fax: +353 1 6663801

E-mail: crimprev@iol.ie

3. ETHNIC LIAISON OFFICERS

In 2002 the Garda Commissioner authorised the appointment of Garda Ethnic Liaison Officers. There are 400 trained Garda Ethnic Liaison Officers nationwide, with the following role...

Liaise with representatives of ethnic minority communities and 'hard to reach groups', Inform ethnic minorities of Garda services, Monitor racist incidents, Provide feedback to victims of racist incidents, afforded adequate protection, Liaise with local organisations providing support for victims of crime, and ensure that members of ethnic minority communities are aware of local and national victim support services, Support integration through involving members of ethnic minority communities in Garda/community social events at local level, Neighbourhood Watch, Community Alert and other community policing initiatives, encourage integration, Assist in the investigation of racist incidents and ensure that appropriate support mechanisms are available to members of ethnic minorities, i.e.: interpreters/translators, family support, cultural requirements, Monitor the delivery of appropriate policing services to ethnic minority communities, Visit Reception Centres for Asylum Seekers and Refugees ensuring that residents are aware of Garda services and the role of Garda Ethnic Liaison Officers.

Tel: +353 1 6663150/3817

Fax: +353 1 6663801

4. Data Protection Commissioner

Data protection is about your fundamental right to privacy.

The office of the Data Protection Commissioner is established under the 1988 Data Protection Act. The Data Protection Amendment Act, 2003, updated the legislation, implementing the provisions of EU Directive 95/46. The Acts set out the general principle that individuals should be in a position to control how data relating to them is used.

The Data Protection Commissioner is responsible for upholding the rights of individuals as set out in the Acts, and enforcing the obligations upon data controllers. The Commissioner is appointed by Government and is independent in the exercise of his or her functions. Individuals who feel their rights are being infringed can complain to the Commissioner, who will investigate the matter, and take whatever steps may be necessary to resolve it.

Lo Call Number:	1890 252 231
Telephone	+353 57 868 4800
Fax	+353 57 868 4757
E-mail	info@dataprotection.ie
Address	Canal House Station Road Portarlinton Co. Laois Ireland.

Public office hours	09:15 - 17:30hrs (17.15 Friday)
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5. Office of the Ombudsman

The function of the Ombudsman is to investigate complaints from members of the public who believe that they have been unfairly treated by certain public bodies. At present, the public bodies whose actions may

be investigated by the Ombudsman are: all Government Departments, the Health Service Executive (HSE) (and public hospitals and health agencies providing services on behalf of the HSE), and Local Authorities.

The Ombudsman also examines complaints about failures by public bodies to provide accessible buildings, services and information, as required under Part 3 of the Disability Act 2005. For these types of complaints the term 'public body' includes Government Departments, Local Authorities, the HSE and semi-state bodies, as well as most other state organisations.

Address: 18 Lower Leeson Street, Dublin 2.
Phone: +353-1-639 5600
Lo-call: 1890 223030
Fax: +353-1-639 5674
Email: ombudsman@ombudsman.gov.ie

6. Sligo Citizen Information Centre

Unit 3 & 4
Bridgewater House
Rockwood Parade
Sligo
Co. Sligo.

Tel: 0761 07 6390 Fax: 071 9138528

Email: sligo@citinfo.ie www: www.citizensinformation.ie

7. Equality Tribunal

The Equality Tribunal is the impartial forum to hear or mediate complaints of alleged discrimination under equality legislation. It is independent and quasi-judicial and its decisions and mediated settlements are legally binding. The equality legislation prohibits discrimination on 9 grounds - gender, civil status, family status, sexual orientation, religion, age, disability, race and membership of the Traveller community. Please note:

The relevant legislation is the Employment Equality Acts 1998 to 2011, Equal Status Acts 2000 to 2011 and the Pensions Acts 1990 to 2009.

The Employment Equality Act 1998, which established the Equality Tribunal, provides a statutory framework whereby we mediate and/or investigate claims of unlawful discrimination in accordance with the provisions of the Act. Various legislative changes have occurred since our establishment and we now have a unique responsibility for mediating and investigating complaints of unlawful discrimination under the following legislation:

- Employment Equality Acts 1998 - 2011
- Equal Status Acts 2000 -2011
- Pensions Acts 1990-2009.

Our jurisdiction is wide ranging and includes complaints in relation to employment; occupational benefits e.g. pensions, and equal status, i.e. access to goods and provision of services. We cover discrimination on

the following grounds: gender, civil status, family status, sexual orientation, religion, age, disability, race (including colour, nationality or national or ethnic origin), member of the Traveller community. And in the following area: all aspects of employment including recruitment and retirement benefits; access to accommodation and disposal of property; access to goods and provision of services, and certain aspects of education.

8. Police Service in Ireland: The Garda Síochána

The Garda Síochána is the Irish national police force. It has responsibility for carrying out all policing duties in the Irish State. In addition, it provides State security services and carries out all criminal and traffic law enforcement. The name *Garda Síochána* in English means 'guardians of the peace'.

The [Garda Síochána](#) (also commonly referred to as the Gardaí), was formed in 1922. The first piece of Irish legislation relating to the Gardaí and describing their functions is the [Garda Síochána \(Temporary Provisions\) Act 1923](#).

Reporting a crime

If you are a victim of a crime you should contact the Gardaí. The emergency services telephone number is [999 or 112](#). In less urgent situations you should [contact your local Garda station](#). There is more information about reporting a crime to the Gardaí in our document [Victims of crime and the Garda Síochána](#).

Crimestoppers is an initiative operated by the Gardaí and the business community. You can give information to the Gardaí about any criminal investigation using the confidential freephone number 1800 250 025. This confidential freephone number is staffed by specially trained detective Gardaí.

Getting access to information about you held by the Gardaí

Under the Data Protection Acts you have the right to be told whether the Gardaí have any information held on file about you. You also have a right to a copy of that information.

If, however, the Gardaí are holding information about you and giving the information to you would be likely to prejudice the prevention, detection and investigation of crime or the apprehension or prosecution of offenders you will not be given access to this information. You can read [more about access to Garda records here](#).

Complaints

If you are not fully satisfied with the assistance you have received from members of the Garda Síochána or if you have any enquiries or suggestions, you should contact the Garda Victim Liaison Officer or your local superintendent. You will receive a reply within 21 days.

You can also make a complaint about a member of the Gardaí to the [Garda Ombudsman](#). The Garda Ombudsman deals with complaints that contain allegations of criminal offences and improper conduct. For example, if a Garda is intoxicated (drunk) on duty.

For further information about the Gardaí you should contact:

Garda Headquarters

Garda Press and Public Relations Office
Phoenix Park

Dublin 8
Ireland

Tel:(01) 666 0000
Fax:(01) 666 2033
Email: gpro@iol.ie

Should you wish to speak directly with the Gardaí, please contact [your local Garda station](#).

Crime Victims Helpline FREE PHONE 116 006 ----- For callers outside the Rol: +353 1 4161908

info@crimevictimshelpline.ie

CALL US ON: FREE PHONE 116 006

Fax: 01 353 1 408 6125

TEXT US ON: 085 1337711

<http://www.crimevictimshelpline.ie>

To contact us at the Crime Victims Helpline you can choose to call us or text us on the numbers above or you can e-mail us at the e-mail address shown above.

All calls and emails are confidential.

Please allow some time before we respond to your communication. Crime Victims Helpline is a voluntary organisation and we work hard at responding to all enquiries.

Muslim Association in Ireland

Unit 2 Greenhills centre,
Greenhills Road,
Tallaght,
Dublin 24.

Tel: 01 4523416 Fax: 01 4523407

Email: mai.ireland@gmail.com

Website: www.islaminireland.ie

Islamic Cultural Centre of Ireland

19 Roebuck Road,
Clonskeagh,
Dublin 14,
Ireland.

Phone: +353 (0)1 2080000 **Fax:** +353 (0)1 2080001

ⁱ [Garda Síochána na hÉireann](#) (*Guardians of the Peace of Ireland*), more commonly referred to as the Gardaí, is the state's civilian police force. The force is responsible for all aspects of civil policing, both in terms of territory and infrastructure. It is headed by the Garda Commissioner, who is appointed by the Government

**APPENDIX 6:
RACIST INCIDENTS LOG – suggested headings**

Reported by	Date & time of incident	Location of incident	Victim (name/year /ethnicity/ gender)	Perpetrator (name/ year/ethnicity/ gender)	Type of incident	Racist motive proven / unproven	Action taken	Outcomes

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