

PARINS

Partnership Approach to Racial Incidents in North Staffordshire



ANNUAL REPORT 2006-2007

KEY TO OUR SUCCESS

Partners working together to:

- make reporting racist incidents easier for victims
- assist victims by offering appropriate advice and when requested casework support
- increase the reporting of racist incidents by making it worthwhile for a victim to do so
 - assist partner agencies to respond effectively
 - increase the venues where reporting forms are available

OUR STAFF

PARINS employs a project officer who works four days a week and a Training Officer who works for 20 hours a week. Both work at the North Staffordshire Racial Equality Council.

A caseworker works full-time at Stoke-on-Trent's Citizen's Advice Bureau.

A PARINS administrator works three days a week and divides the time between the NSREC and Stoke CAB.

OUR PARTNERS

PARINS works across North Staffordshire covering the City of Stoke-on-Trent, Staffordshire Moorlands District Council and Newcastle Borough Council.

Our partners share in the delivery of PARINS action plans and play a crucial role in establishing the way PARINS operates and how its objectives are achieved.

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

(Stephen Lawrence Inquiry report 1999)

'The definition of a racist incident that should be used by all agencies is that recommended by the Report of the Stephen Lawrence Inquiry. The purpose of the definition is not to prejudge the question of whether a perpetrator's motive was racist or not; that may have to be proved if, for instance, the perpetrator is to be charged with a racially aggravated offence. The purpose of the definition is rather to ensure that investigations take full account of the possibility of a racist dimension to the incident and that statistics of such incidents are collected on a uniform basis'.

Home Office Code of Practice on reporting and recording racist incidents in response to recommendation 15 of the Stephen Lawrence Inquiry Report

RELIGIOUS HATE CRIME

In 2003 the way in which Staffordshire Police recorded hate crime altered. Previously hate crime was restricted to two categories, race and homophobic. Hate crime now includes race, religion, homophobia, transgender and disability. As a result racist and religious incidents are collated together. A religious hate

crime is regarded as 'Any incident which is perceived to be motivated by hostility based on a person's religious belief or lack of religious belief, by the victim or any other person'.

CHAIR'S COMMENT

As I said last year and will reaffirm PARINS runs a tight ship! This is borne partly out of necessity. We remain on a knife edge in respect of obtaining sufficient funding and this concentrates our minds on our core task and we remain focussed on addressing the needs of victims of racist incidents. This is certainly a primary reason for the respect and recognition that PARINS work widely receives.

The Vice-Chair, Jude Hawes, with our small staff and our partners, draws up action plans for Stoke-on-Trent, Staffordshire Moorlands and Newcastle. She ensures that these are monitored and that our funders and relevant agencies receive regular reports on their delivery. This is essential if PARINS is to hold its own amongst competing claims for funding.

The project officer, formerly Clare Moran had accumulated a wealth of knowledge and experience over the years and we saw her depart with much regret. Despite her departure the legacy she left has enabled Theresa to work her way into Clare's role in an acting capacity. Insofar as victims are concerned the change was seamless, Theresa ensures that all reports are logged and that victims receive a response appropriate to their needs.

The caseworker, Tas Hussain, addresses the needs of victims who request on-going advice, support and guidance and he will stay alongside a victim until successful resolution is achieved.

The training/community involvement officer, Jan Hunt, runs courses which embed PARINS training within the overall training needs of a particular agency or group. Training must impact on agency policy and procedures and *make a difference* to how staff fulfil their role.

Our partners meet bi-monthly. Attendance is good and new representatives are urged to meet with me and the acting project officer, Theresa Kirkham, before attending a meeting; an Induction Pack is now available to help a new representative to get *up to speed* as quickly as possible.

During the year Chief Superintendent John Wood moved to join the Police Force executive in the role of Assistant Chief Constable for territorial policing. John was an ardent supporter of PARINS and his active participation was valued and much appreciated. Any doubts we may have had about his successor, Mick Harrison, were quickly dispelled when we met him and Mick has been a worthy successor.

Thank you to Jude Hawes, Equalities Team Manager at Stoke CAB, to Vince Simpson, Acting Director of the NSREC, to our staff and partners for sustaining PARINS reputation for delivering a sensitive and effective service to victims. Formally established in 1999 the task of the partnership is, if anything, more urgent. Our anti-racist declaration was headed **United Strength is Stronger**

which is also Stoke-on-Trent's motto. Let us redouble our effort to keep North Staffordshire free from racism and racial hatred.

Angela Glendenning

"The service we received from PARINS was second to none. Their staff were brilliant and we cannot thank them enough. They contacted us on a regular basis and always let us know what was going on with our case" Service user

THE PAST YEAR

Reporting centres Last year there were 236 reporting centres. This meant that staff or community members at these centres had received training in how to respond to someone wishing to report a racist incident. Recently an assessment of these centres has found that only a small proportion can still be considered to be 'live'. This needs to be addressed. The necessity for a positive response to someone wishing to report should always remain at the front of every agency agenda. This shortfall illustrates that agencies do not imbed PARINS practise thoroughly enough or ensure that their staff remain mindful of their obligation to be alert to the needs of victims of racist incidents.

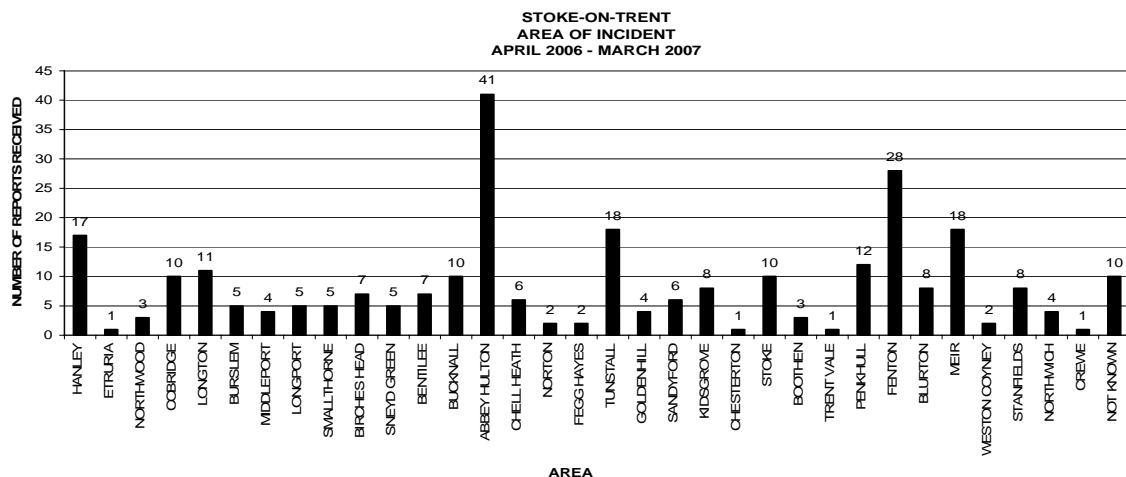
ANALYSIS OF REPORTING

Stoke-on-Trent Two hundred and eighty-three reports were received from 92 individuals. This averages three incidents per person. The busiest months were May, July, October and November.

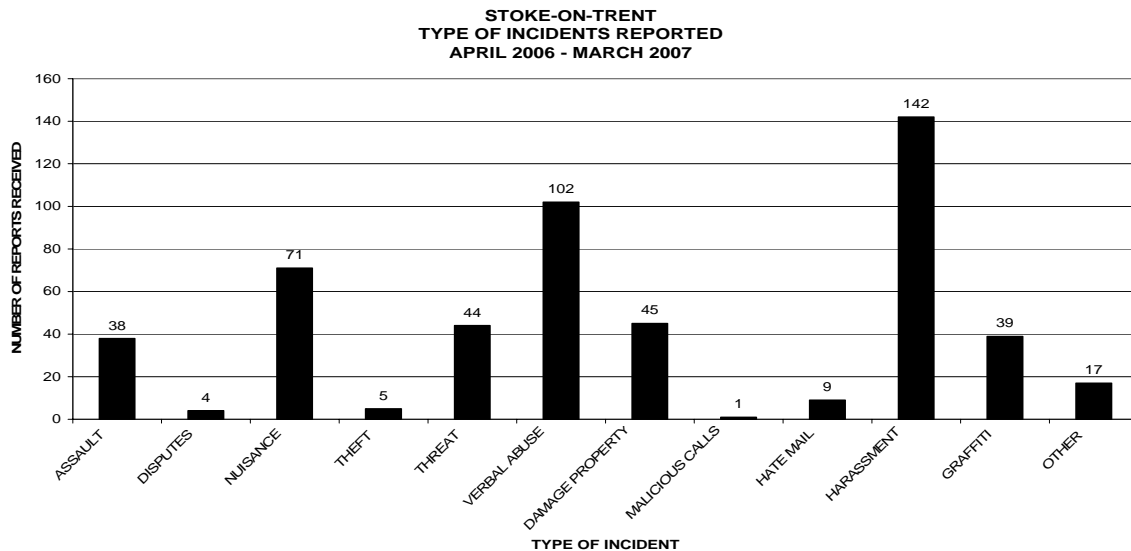
The ethnic origin of those reporting is changing. Although the ethnic group reporting incidents remains predominantly Pakistani (48 reports), forty-six reports were received from Black Africans. Twenty-six people of dual heritage reported incidents and 27 other ethnicities were represented.

Sixty-five people making reports were aged between 35 and 44, 54 between 25 and 34 and 38 between 16 and 24.

The following graph offers a picture of where incidents took place. The forty-one incidents were recorded in Abbey Hulton concerned graffiti which was quickly removed. As there is a growing Black African community living in this neighbourhood, the number of reports received will be carefully monitored.



The types of incidents reported were:

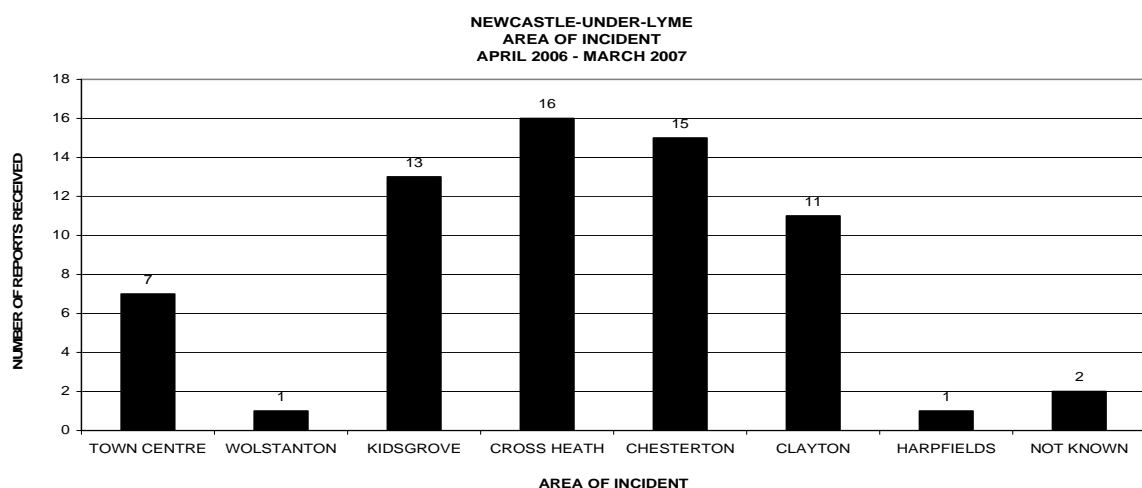


Newcastle-under-Lyme Sixty-six reports were received from 21 individuals. October was the busiest month followed by May and January.

The ethnic origin of those reporting was not as diverse as in Stoke and included those 12 each classified as English/Gypsy and Turkish followed by Bangladeshi (8), Pakistani (6) and Indian (3). The ethnic origin of 14 people making reports was not recorded.

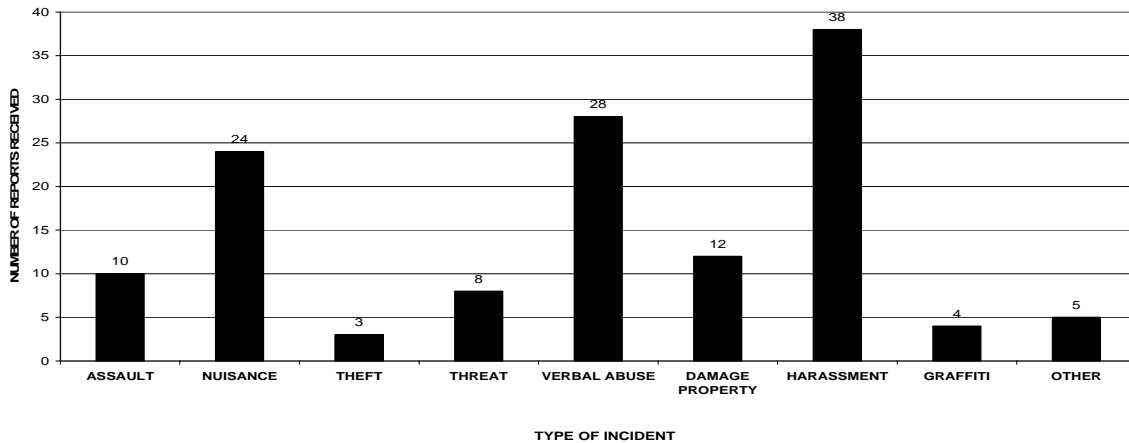
People reporting were predominantly in the 25-34 age bracket and 13 reports were received from people aged 35-44. The age of 23 people making reports was not recorded.

Incidents occurred mainly in the home followed by work/business, the street and school with one incident reported from a hospital and another from a sports centre.



Reporting forms were received from Stoke CAB (31) NSREC (16), Aspire Housing (9), Newcastle Borough Council (6), Online (2) and Kidsgrove Sports Centre (1). The origin of one was not recorded.

NEWCASTLE-UNDER-LYME
 TYPES OF INCIDENT REPORTED
 APRIL 2006 - MARCH 2007



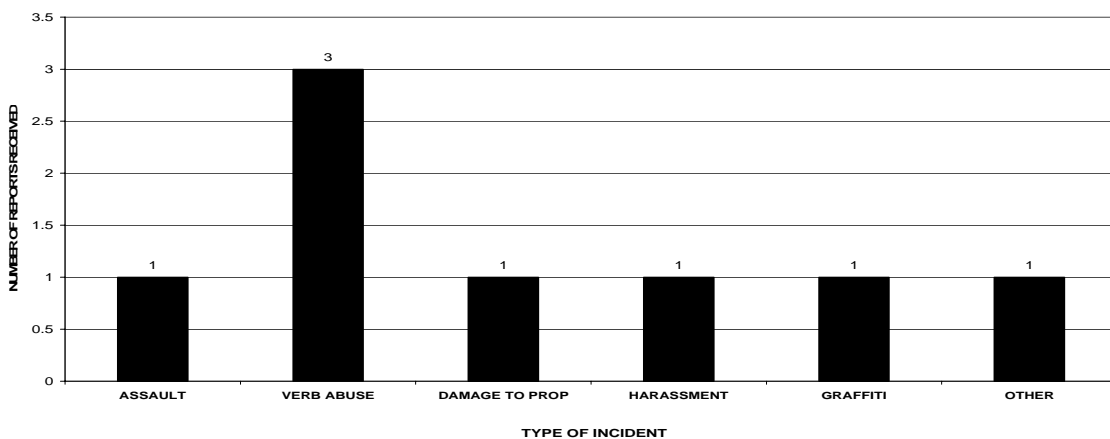
Staffordshire Moorlands Seven reports were received from four individuals: three in July, two in May and one each in April and June. The ethnicity of those reporting was Asian (3), White (2) and one Romany/Gypsy and one Black Caribbean.

Three people were in the 16-24 age group and one each between 25- 34, 35-44 and over 55. The age of one person was not recorded.

The location of incidents was the home (5) and the street and a shop, one in each location.

Four incidents occurred in Leek, two in Tean and one in Cheadle. Reporting forms were received from Moorlands Housing (4) and Stoke CAB (3).

STAFFORDSHIRE MOORLANDS
 TYPE OF INCIDENT
 APRIL 2006 - MARCH 2007



Anecdotal evidence suggests that more racist incidents may be occurring in Leek than are represented in the number of reports received.

Comment

Overall statistics identify that those agencies who are becoming better able to provide services for people from BME communities are making an impact on levels of reporting. Through increasing awareness and knowledge of their client base they are able to empower and support often marginalised individuals to speak up and report incidents.

Following victims' initial contact and the commencement of casework support, victims often offer in depth accounts of their experiences. This information enables PARINS staff to gain an ever growing understanding of what is happening *beneath the radar* of most peoples everyday lives. It is not a pretty picture.

While daily work with victims nurtures staff commitment to offer the best service they can, it is important that frontline staff in partner organisations also grow in confidence to actively seek out those who need our help and refer them to PARINS.

A detailed copy of the Project Officer's annual analysis is available on request

CASEWORK

Ninety-six victims requested referral for advice or advocacy. The predominant ethnicities were Pakistani (18), Black African (14), Iraqi (13) and White British (13). There were seven referrals from Indians, six from Black British and five from Bangladeshis. The remaining referrals included 20 other ethnicities. For one victim the harassment had occurred over 12 months but the average length was around three to 12 months. Victims reported feeling unsafe at home and outside, stressed, isolated, angry and 15 mentioned the temptation to take the law into their own hands when they came to PARINS.

Eighty-one cases were closed during the year. Sixty victims reported that the harassment had stopped. This could be a result of police action or a perpetrator being forced to move by their landlord, very often Stoke-on-Trent City Council. Some victims chose to be re-housed in an area where they could feel safer.

Fifty-nine people said they felt safer at home or in their neighbourhood following PARINS intervention.

Eighty per cent said they felt less stressed and anxious following casework.

Fifty-nine people said they felt supported and were safe and happy that there was an organisation that was specifically tasked with addressing the racial harassment they experienced.

"Once PARINS were involved, the service I got from the police and Hanley Area Office improved but before I was dissatisfied" Service user

TRAINING

PARINS training is designed to take into account a cross section of learners and styles of learning. Courses conclude with participants completing a SMART (Specific, Measurable, Achievable and Relevant) action plan to support their continuing professional development, the implementation of PARINS into their workplace practice, and as an *aide memoir* for reflective practice.

The opportunity for collaborative working with the NSREC within the wider equality and respect agenda supports and enhances the profile of PARINS. This has also enabled PARINS to become an integral part of Staffordshire Police and NHS Combined Healthcare's diversity training. Staff from the City

Council, Newcastle Borough Council, Keele University, Aspire Housing, the Leaving Care Team and library staff have all received training.

Over the next 12 months our training officer will be looking into what is involved to obtain formal accreditation of the PARINS/NSREC training and whether a PARINS stand alone session can be accredited or if it would need to be part of a comprehensive programme of training on the single equality agenda.

“Thanks to PARINS ringing the police and writing to the police and fire services the ball started to roll and things started to fall into place .I became less stressed that some people could and would listen to me and help me with the horrible things that were happening to me at my house” Service user

COMMUNITY INVOLVEMENT PROJECT

The purpose of the Community Involvement Project is to gain greater insight into the prevalence of racist incidents and how well they are dealt with when a victim reports an incident.

For those on the receiving end of a racist incident they are not a rare occurrence revolving around a particular incident but rather a backdrop to an everyday routine level of racist harassment which agencies fail to take into account. Moreover when a complaint is made a victim's perspective is the first to disappear and often their experience is not taken seriously or responded to in a manner appropriate to the circumstances.

This is the fourth community consultation and four groups were interviewed:

1. Young people living in a local community
2. Refugees and people seeking asylum contacted through local and specialised community groups
3. Over 25's through local community organisations
4. Local businesses

A survey enabled interviewers to facilitate and value an individual's experience while gathering information and this method was flexible enough to be undertaken within any setting. Interviewees were asked two closed questions: *Have you experienced racial harassment and Did you report it?* and four open questions: *What was your experience of reporting? What would have made your experience of reporting better? How can we stop racial harassment happening? and How can we deal with racial harassment?*

The project collated a considerable amount of data which can be used to support and guide PARINS strategy and service delivery as well as offering an opportunity to see the changing face of communities within the area of benefit.

Experience of incidents

Most interviewees experienced verbal abuse and seldom reported it because it was felt that little or nothing could be done about it. Incidents generally ranged from subtle aggression to physical assault in the street, on public transport, at business premises, pubs and clubs and at school. Pupils felt that some staff

were too busy or did not take racist name taunting seriously when it was reported.

"It's something you just have to live with, I don't like it, it hurts, but it happens nearly everyday"
Young person

Many interviewees identified young people as the main perpetrators of verbal abuse on public transport but were too frightened to say anything particularly as other passengers often did nothing to help. They thought that perhaps other passengers were also too nervous or frightened to challenge the young peoples' behaviour.

Experience of reporting incidents

A significantly high number from all groups chose not to report generally because of an expectation that nothing would or could be done. Some were disappointed with the response received to previously reported incidents.

Of those who did report a significant proportion felt that their experience of reporting was negative and they felt further marginalized and their perception that no-one was really interested was reinforced.

A minority felt their reporting had been taken seriously and dealt with well. An overriding factor was how they were first received and treated when they initially reported.

Many were unaware that they could report an incident to other than school or the police. For a significant number reporting to the police was not seen as an option as their perception was that the police were part of the problem. This view was often associated with not having received the service they expected when previously reporting an incident. A small number were frightened to report to the police because of their experience of the police in their country of origin.

A small number experienced a language barrier and did not feel confident that they could explain clearly what had taken place so that they would be understood and taken seriously.

Dealing with and stopping racial harassment

Various themes emerged: make the law harsher; local and central government should take a lead and take a public and open stance against all types of racism; the need for education and training especially for police and teachers who should be there to support and reassure victims; building better community relations with more opportunities for people from different cultures to meet one another and overcome some of the real or perceived barriers.

"When you know someone and have a friendship it is not possible then to be their enemy and want to harm them" Woman seeking asylum

Better support for victims

The issue of respectful and supportive treatment when reporting an incident and not having to do so in a public area was emphasized as well as being kept informed and given timely feedback were seen as ways to support victims of racial harassment.

For members of the business community there was a widespread feeling that nothing can be done to stop racial harassment happening.

CONCLUSION

The project involved a significant number of people from marginalized groups and it is disappointing if not surprising that many were not aware of how to report or lacked confidence to do so. PARINS still has some distance to travel before a wide range of communities are aware of its existence as an independent source of support for victims of racial harassment.

Meanwhile PARINS is still very much needed within our communities and organisations throughout North Staffordshire.

Statistical data available on request

“Difference is of the essence of humanity. Difference is an accident of birth and it should therefore never be the source of hatred or conflict. The answer to difference is to respect it. Therein lies a most fundamental principle: respect for diversity” John Hume

NEWCASTLE BOROUGH COUNCIL MYSTERY SHOPPING

As part of Newcastle Borough Council’s funding to PARINS we were asked to complete an assessment on the response of organisations within the borough to reports of racial incidents.

The organisations visited included the Jubilee Baths, the Civic Centre, the Social Services reception office, the Borough Museum and Art Gallery and Kidsgrove Sports Centre.

The aim was to identify:

- how knowledgeable staff were about reporting a racist incident
- whether they were helpful and reassuring to a victim
- whether PARINS was advertised and if so where the publicity material was displayed

To assess how well each organisation did, the following issues were assessed:

- Did staff realize it was a racist incident?
- Did they re-assure a victim that they could help?
- Did they ask about the perpetrator?
- Were the victims informed about reporting and the self-reporting process?
- Did they mention PARINS?
- Did they recognise that a victim may need help to complete a self-reporting form?

Organisations were graded to see how they responded. A report on the methodology employed and the outcomes is available on request. The overall conclusion was that this was a very worthwhile project which could do with being repeated across the area.

STOKE-ON-TRENT POLICE DIVISION

The number of religiously and racially motivated crimes reported in Stoke-on-Trent police division during 2006/07 was 496, an increase of 17% on the previous year. Whilst it is encouraging to see that minority communities have the trust and confidence to report hate crime incidents, we face a greater challenge to ensure that we carry out a thorough investigation in bringing offenders to justice.

The division is currently in the process of reviewing the way we investigate hate crime and we will be striving to improve our communication with victims when they report and throughout an investigation.

Our total detection rate for all types of hate crime increased by 29.73% during 2006/07. This is encouraging but we cannot be complacent and the figure needs to be even higher.

By working in partnership with agencies such as PARINS, we will aim to offer a consistently high quality service to support victims of hate crime and this will be integral to our work over the next 12 months.

Chief Superintendent Jane Sawyers
Stoke-on-Trent Divisional Commander

NORTH STAFFORDSHIRE POLICE DIVISION

The division recorded 228 hate incidents during 2006/07 and of these 201 were classed as hate crimes. Of the 201 crimes, 185 were racially or religiously motivated. We exceeded our annual goal of 40% detected, finishing the year with 40.3% detected. A detection is counted where an offender has admitted their part in an event, or there has been sufficient evidence to charge them with an offence and put them through the court process. This year's detection rate was up from 34.8% last year.

Officers re-contacted 86% of all victims of hate incidents within 28 days of the incident to report on the progress of the investigation and the Divisional Hate Crime Officer (HCO) contacted 93% of all those involved in hate incidents.

We have also worked with victims by introducing the work of PARINS. This is done by a simple letter and in the communication between the HCO and the victim. To date, Police and PARINS have had a number of cases on which they have jointly worked to improve the lives of those affected by hate crime. These cases range from simple joint contact with a victim to full partner agency intervention such as examining and providing extra CCTV provision in affected areas through local group funding, assisting in the purchase of land, and by being involved in progressing alley gating schemes.

Police and PARINS are also in the process of creating links with BME businesses within the division to heighten awareness and reporting of racially motivated incidents. This project had been put on hold due to changes in staff in PARINS and the police. It is now firmly on the agenda due to recognition that many BME businesses are food outlets which are exposed late into the night to drunken, anti-social behaviour.

PC Sam Pointon
North Staffs Divisional Hate Crime Officer

CROWN PROSECUTION SERVICE

At Staffordshire CPS, we understand the lasting effects that hate crime can have on individuals and communities. In the past year we have taken rigorous steps to improve the way we prosecute hate crime and enhance the care of victims and witnesses.

Certain offences, including assault, harassment, criminal damage and public order offences can be prosecuted specifically as racially or religiously aggravated offences.

With any other offence where there is evidence of a racial or religious aggravation, the defendant faces a harsher sentence than if he or she were found guilty of a non-racial or religious crime.

During 2006/07 we prosecuted 135 defendants of a criminal offence related to or involving a racial or religious incident. Out of these, 110 (81.5%) were successfully prosecuted and 24 (18.5%) were not successful. There were a number of different reasons including witness withdrawal for the prosecution.

Vivienne Starkie

Senior Crown Prosecutor Staffordshire

VICTIM SUPPORT NORTH STAFFS

Victim Support has improved the process by which victims are referred to PARINS and have worked with the PARINS caseworker to share best practice in supporting victims of racially motivated incidents.

Kate Dempsey

Manager

EDUCATION

A day conference, Tackling Racism in North Staffordshire Schools' was organised by Newcastle's Safer Communities Partnership's *Challenging Prejudice Priority Action Group*.

Participants included eighteen teachers and one head girl from Newcastle schools, eleven teachers from seven Moorlands schools, and two teachers from elsewhere in Staffordshire as well as members of other agencies and partnerships. The day was hosted by Clough Hall High School in Kidsgrove. There were various presentations and workshops. Thirteen per cent of the participants evaluated the day as excellent, 80% as good and 7% as satisfactory. There was time for teachers to network and exchange information on *what worked* and what had *made a difference* in their school and where to go for resource material to support teaching about racism and its effect.

Over the last 12 months the Stoke Children's and Young Peoples' Service has distributed a laminated PARINS poster and accompanying leaflets to all secondary schools. Head teachers were invited to display this information and to use the self-reporting when necessary. This initiative was funded by the Service to encourage an alternative method of reporting a racist incident

for anyone who was uncomfortable using the structured and monitored procedure which is used by the majority of schools.

STIPE (Sticking Together In Promoting Equality) training delivered to parents included promotion of the PARINS *United Strength is Stronger* anti-racist declaration as well as sessions on understanding racism and how to report incidents to PARINS and/or True Vision.

Haywood High and Maryhill secondary schools used the PARINS declaration as part of their citizenship curriculum.

ONE WORLD PROJECT

Stoke CAB have been running the One World Project again this year. The project takes refugees and people seeking asylum into schools raising awareness about refugee and asylum seekers, to correct myths and anecdotal misinformation by providing correct information and letting children meet the real people behind the headlines.

This year the project visited eleven schools in Stoke-on-Trent: seven primary schools and four secondary schools reaching a total of 750 pupils. Also four schools in North Staffordshire: two primary and one secondary school in Newcastle and Painsley College in Staffordshire Moorlands reaching over 500 children.

“We may have different religions, different languages, different coloured skin, but we all belong to one human race’ Kofi Annan

FINANCE REPORT

In 2006/2007 PARINS income was £128,127.

This included restricted funding of £19,000 brought forward from 2005/06 to produce a DVD to support work in schools and to translate and print PARINS leaflets in several community languages. PARINS also received a further grant from Britannia Building Society Foundation to continue this work by producing and translating leaflets into a wider range of community languages. This initiative was specifically in response to requests and recommendations arising from the Community Involvement Project. This forcefully brought home how many people are disadvantaged because of a language deficit and are unable to report racist incidents even supposing they knew how and where to do so.

Expenditure totalled £118,386. This was higher than in previous years because it included expenditure on the DVD project and the publicity project.

A Statement of Accounts is available on request

CONTACT DETAILS

www.parins.org

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Administrator THERESA KIRKHAM until 31 ST March 2007	Stoke-on-Trent Citizens Advice Bureau, Advice House, Cheapside, Hanley, ST1 1HL Phone: 01782 408780 Fax: 01782 408601 Email: linda.proud@stoke-cab.org.uk

‘United Strength Is Stronger’

Keeping North Staffordshire free from Racial Hatred

My Declaration

As a member of the human family I sign this declaration to support that we are all equal and have the right to be different. I can show this by doing the following:

- **Respect everybody**
- **Understand that other people have different beliefs from myself and respect their freedom to express these**
- **When people disagree with me I will listen to them and express my views with respect**
- **Understand one another**
- **Never compare or judge**

Living and working together is not always easy. Racial, religious and cultural differences can be overcome by having respect and understanding for each other. By doing this we can learn from each other, this can make us stronger as a person and as a community. Together, listening and responding with openness and respect, we can move forward in ways that acknowledge genuine differences but build on shared hopes and values.

You can contact PARINS on 01782 407947

Signed:

Name:

Address (optional):.....

Date:

Detach and return to your local police station, council offices or post it to our freepost address.

**PARINS
FREEPOST MID19857
STOKE-ON-TRENT
ST1 6BR**

Thank you for your support

PARINS

Partnership Approach to Racial Incidents in North Staffordshire

'UNITED STRENGTH IS STRONGER'

KEEPING NORTH STAFFORDSHIRE FREE FROM RACIAL HATRED

DECLARATION

Stoke-on-Trent, Newcastle-Under-Lyme and Staffordshire Moorlands are places where the diversity of peoples from different backgrounds is appreciated and valued and where there are positive relationships between people from different backgrounds in the workplace, schools and the community. All have a right to live in a just society where racial, religious or cultural differences exist in an atmosphere of mutual respect and where every individual is treated equally and fairly regardless of race, colour of skin or religion, and live together in peace and fellowship based upon a common understanding of security and justice.

There can be no place for those who seek to incite or encourage, blatantly or covertly, racial hatred, prejudice, stereotyping and discrimination between others.

As members of the human family we should show each other respect in our dealings with people of other races, faiths and beliefs. This means:

- Respecting differences of race and culture and remembering that these differences between peoples do not indicate their worth;
- Respecting other people's freedom within the law to express their beliefs and convictions;
- Respecting the rights of others to disagree with us;
- Working to prevent disagreement from leading to conflict;
- Learning to understand what others believe and value;
- Recognising that all of us at times fall short of the ideals of our own traditions, and never comparing our own ideals with other people's practices.

Living and working together is not always easy. Racial, religious and cultural differences harness deep emotions which can sometimes take destructive forms. When this happens we must draw upon our strengths to bring about reconciliation and understanding. We have a great deal to learn from each other which can enrich us without undermining our own identities. Together, listening and responding with openness and respect, we can move forward in ways that acknowledge genuine differences but build on shared hopes and values.



Partnership Approach to Racial Incidents in North Staffordshire

Please return your signed declaration to: PARINS, FREEPOST, MID19857, Stoke-on-Trent, ST1 6BR (No Stamp Needed)

✂.....

Signed: **Date:**

Name: **Address (optional):**.....

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.....