

#%!&

# HATE CRIME

## A GUIDE FOR VICTIMS AND WITNESSES OF HATE CRIME



POLICE & CRIME  
COMMISSIONER

Serving  
Hampshire  
Isle of Wight  
Portsmouth  
Southampton



HAMPSHIRE  
CONSTABULARY



# #NoPlaceForHate

# INTRODUCTION

Any crime lowers the quality of life for a victim, but a hate crime attacks a person's core sense of identity and belonging within society. Hate crime victims can have higher levels of depression, stress and anger, and for longer than victims of other types of crime. This can leave an individual, families and even communities feeling detached and isolated from society and potentially make them even more vulnerable to being victimised.

The effects on an individual being targeted because of their personal characteristic should not be underestimated. Victims have felt the need to alter their lifestyles, appearance and movements. In some cases they have removed themselves from society completely, left their homes or harmed themselves; in extreme cases it can even lead victims to committing suicide or be murdered by perpetrators.

It is widely acknowledged by criminal justice agencies across the country that hate crime is under reported by victims. The purpose of this guide is to provide detailed information about the different types of hate crime, as well as offer advice on where and how to report it and where those affected by hate crime can find help and support. An extensive list of organisations that can provide support to victims of hate crime can be found at the end of this guide.

# KEY DEFINITIONS

## HATE CRIME

---

A hate crime is “any criminal offence which is perceived by the victim, or any other person, to be motivated by hostility or prejudice based on a person’s actual or perceived race, religion/faith, sexual orientation, disability and gender identity”.

- Race (e.g. skin colour, ethnicity, citizenship)
- Religion (e.g. faith, atheists, targeting religious premises)
- Sexual Orientation (e.g. gay, bisexual, pansexual)
- Gender Identity (e.g. transgender, agender, demi-gender)
- Disability (e.g. learning needs, mental health, physical impairment)

A hate crime can manifest itself as:

- Physical abuse or violence
- Verbal abuse or threats
- Sexual abuse
- Offensive calls or texts
- Written/printed abuse (including offensive mail or e-mail)
- Indirect attacks
- Harassment, exclusion or isolation
- Damage to property
- Online abuse

## HATE INCIDENT

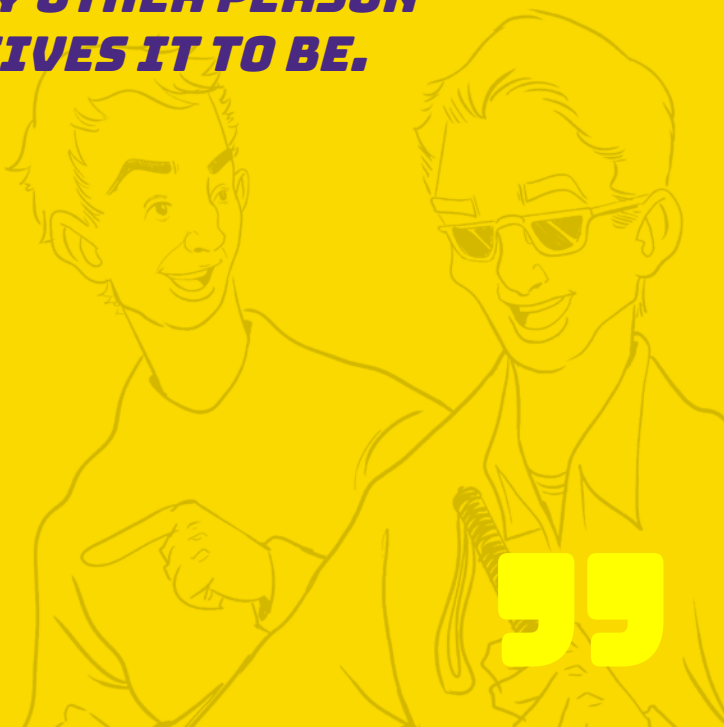
---

In England and Wales the police also monitor hate incidents. A hate incident is recorded when someone is discriminated against because of any of the above listed characteristics, but a criminal offence has not been committed.

Hate incidents could include: Not allowing someone to enter a club because of their colour, laughing at homophobic jokes, or refusing to let someone with a disability sit next to you.

Just because a crime has not been committed does not mean the behaviour is acceptable, and the police still record and investigate hate incidents. In many cases hate incidents can turn into hate crime. For example, bullying can become the criminal offence of harassment.

***AN INCIDENT IS TREATED  
AS A HATE CRIME OR HATE  
INCIDENT IF THE VICTIM  
OR ANY OTHER PERSON  
PERCEIVES IT TO BE.***



# WHY DOES HATE CRIME EXIST?

Hate crimes and incidents are fuelled by a number of factors which cannot be considered in isolation. A perpetrator's lack of exposure to diverse populations and lack of education and understanding about individuals with differing personal characteristics is a key factor in hate crimes.

Changes in the local population demographic due to increased economic migration, asylum seekers and refugees can lead to feelings of resentment due to growing demand and pressure on public services and competition for employment. Political change, national and international events such as the EU referendum 2016, attacks on specific diverse groups and terror attacks can all lead to increased hate crime as those who harbour ill feeling towards anyone they perceive to be different are encouraged to either voice their opinions or, at worst, commit physical attacks against them. Very often hate crimes are not reported to the police, meaning victims don't receive the support they need and offenders are able to continue with their behaviour.

Hate-based crime and incidents are underpinned by underlying negative attitudes, prejudices and stereotypes, which exist within individuals and society. These attitudes have to be addressed, challenged and tackled to prevent escalation of behaviours into serious crimes.

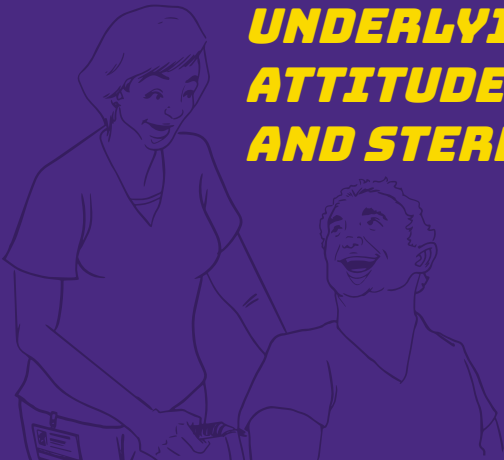


Examples of this include Fiona Pilkington, who committed suicide in October 2007 with her daughter who had learning difficulties, following years of torment and abuse from a group of young people who targeted her and her disabled daughter. Despite several calls for help to local authorities, nothing was done. Mrs Pilkington and her daughter became virtual prisoners in their home, they slowly became isolated and retreated from society. With no end in sight to this torment, Mrs Pilkington killed herself and her daughter.

Bijan Ebrahimi was a disabled vulnerable Iranian refugee who was murdered in July 2013 by his neighbour. Despite repeatedly calling the police and informing them of reported death threats and racial abuse over a seven-year period, nothing was done to help protect Mr Ebrahimi. Instead of the police recognising Mr Ebrahimi as a vulnerable repeat victim of abuse, “he was considered to be a liar, a nuisance and an attention seeker”. With the behaviour of his neighbours unchecked by the police, they eventually attacked and murdered Mr Ebrahimi.

“

***HATE-BASED CRIME  
AND INCIDENTS ARE  
UNDERPINNED BY  
UNDERLYING NEGATIVE  
ATTITUDES, PREJUDICES  
AND STEREOTYPES.***



”

# WHY YOU SHOULD REPORT IT

Hate crime is rarely a one-off incident. There is usually a very small chance that a person is a repeat victim of a crime; however, victims of hate crime are more likely to suffer repeated, constant and daily abuse from the same perpetrator(s).

The effect of hate crime can have a devastating psychological effect on the victim. Hate crime often consists of a series of crimes. The cumulative effect of such incidents and crimes can destroy lives through emotional damage and long-term trauma. For victims of hate crime, the risk of attack may be constant. Feelings of insecurity can result in anxiety and a continuous state of watchfulness and an inability to sleep. The impact on a person can include:

- Feeling isolated and vulnerable
- Feeling as though your self-respect has been taken from you
- Protecting yourself, but finding yourself on the wrong side of the law
- Loss of faith in the police and criminal justice system
- Feeling like retaliating, but fearing reprisals
- A break-down in family relationships
- Finding it difficult to cope
- Having a sense of despair
- Finding that nobody believes you
- Feeling hated by others
- Feeling afraid to let your children out
- Feeling afraid to go out
- Suffering from emotional/mental stress
- Hating your home and wanting to move
- Being overcome by panic or anxiety

If victims of hate crime do not report what they have encountered, government agencies and policy makers will not know the extent of the problem and won't be able to take important steps through legislation to eliminate it. Hate crime is committed by people who do not care who suffers and to what extent. If they go unchallenged, they will continue to put others in danger. Report it so they can be caught before others suffer.



SUPPORT  
ADVICE  
REPORT

*no hate*



“

***IF PERPETRATORS GO  
UNCHALLENGED, THEY  
WILL CONTINUE TO PUT  
OTHERS IN DANGER.  
REPORT IT SO THEY  
CAN BE CAUGHT BEFORE  
OTHERS SUFFER.***

”

A line-art illustration of a diverse group of people, including a woman, a man in a suit, a man with glasses, and a man with a beard, all appearing to be in a religious setting. Some are holding books. In the background, there are symbols for Christianity (a cross) and Judaism (a Star of David).

# HATE CRIME AND THE LAW

There are a wide range of both civil and criminal powers. Some refer directly to incidents of hate crime or harassment, while others can be used to deal with nuisance or harassment where prejudice cannot be shown.

**THE EQUALITY ACT 2010** - This provides a new legislative framework to protect the rights of individuals and advance equality of opportunity for all. The Act simplifies and brings together existing discrimination law including the Race Relations Act 1976, the Equality Act 2006 (Part 2) and the Disability Discrimination Act 1995.

**CRIMINAL JUSTICE AND IMMIGRATION ACT 2008** - This amends the Public Order Act 1986 to include incitement to hatred on the grounds of sexual orientation.

**RACIAL AND RELIGIOUS HATRED ACT 2006** - This act makes provision about offences involving stirring up hatred on racial or religious grounds, and created new offences of stirring up hatred against persons on religious grounds. Under this Act, an offence is committed if a person uses words, behaviour, written material, recordings or programmes, which are threatening and intended to stir up religious hatred.

**CRIMINAL JUSTICE ACT 2003** - Section 146 places a duty on courts to increase the sentence for any offence aggravated by the demonstration or motivation of hostility based upon a victim's disability (or presumed disability), sexual orientation (or presumed sexual orientation) or gender identity (or presumed gender identity).

**CRIME AND DISORDER ACT 1998** - As amended by the Anti-Terrorism, Crime and Security Act 2001. This created a number of specific offences of racially or religiously aggravated crime, which have greater maximum sentences than their non-racially aggravated equivalents.

**THE PROTECTION FROM HARASSMENT ACT 1997** - This encompasses racially-motivated harassment, which causes someone to fear that violence will be used against them. The court also has the power to grant injunctions or restraining orders to prevent further harassment taking place.

**FOOTBALL OFFENCES ACT 1991** - An offence is committed when a group of people, or one person acting alone, chants something of a racist nature at a designated football match. The chanting has to be threatening, abusive or insulting to another person because of that person's colour, race, nationality (including citizenship) or ethnic or national origin.

## **PUBLIC ORDER ACT 1986 PART III INCITEMENT TO RACIAL HATRED -**

Under this Act, it is an offence to commit an act that is threatening, abusive or insulting, and which is intended – or likely in all the circumstances – to stir up racial hatred.

**PUBLIC ORDER ACT 1986 -** The police and the Crown Prosecution Service can take offenders to court if they are satisfied that there has been an offence against the person or an offence under the Public Order Act 1986 (e.g. using threatening abusive or insulting words or behaviour), or any offence of intimidation or stalking.

**CRIMINAL DAMAGE ACT 1971 -** Offences under this Act can arise from racial harassment, e.g. damage to windows and doors, graffiti, etc.

66

***CRIMES AGGRAVATED BY  
HATE WILL ATTRACT A  
HIGHER SENTENCE THAN  
OTHER SIMILAR CRIMES.***

59

# RACE HATE CRIME

This is any incident that is perceived to be based upon prejudice towards or hatred of the victim because of their actual or perceived race.

Racism is the word used to describe a complex series of attitudes, actions and words, which discriminate against people on the basis of their skin colour, country of origin, religion or nationality. This discrimination can be conscious or subconscious, intentional or unintentional, but is undoubtedly present in many different areas of social interaction.

There is legislation that protects victims of crime where the offender is motivated by hostility or hatred towards the victim's race or religious beliefs (actual or perceived), including the Crime and Disorder Act 1998, the Public Order Act 1986 Part III, and the Equality Act 2010.

## ANTISEMITISM

---

Antisemitism is hostility to, prejudice, or discrimination against Jews. A person who holds such positions is called an antisemite. Antisemitism is generally considered to be a form of racism.

The Community Security Trust ([cst.org.uk/about-cst](https://cst.org.uk/about-cst)) is a charity that protects British Jews from antisemitism and related threats.

To report a non-urgent incident: [incidents@cst.org.uk](mailto:incidents@cst.org.uk)  
National emergency number (24-hr): 0800 032 3263

## GYPSIES & TRAVELLERS

---

The Traveller community faces harassment and discrimination on a daily basis as a result of negative stereotypes and deeply ingrained cultural prejudices.

The Race Relations Act recognises Gypsies and Travellers as specific racial groups, i.e. Romany Gypsies and Irish Travellers, and those other Gypsies and Travellers who are ethnic or national in origin and could come within the definition of a racial group.

## **SEXUAL ORIENTATION HATE CRIME**

This is any incident that is perceived by the victim or any other person to be motivated by a hostility or prejudice based on a person's actual or perceived sexual orientation.

In 2017/18 there were 11,638 sexual orientation hate crimes reported to the police in England and Wales – a 27 per cent increase from the previous year.

Section 74 and Schedule 16 of the Criminal Justice and Immigration Act 2008 amends part 3A of the Public Order Act 1986, to create offences of intentionally stirring up hatred on the grounds of sexual orientation. The provisions came into force on 23 March 2010.

Despite significant progress towards securing legislative equality, many of the 3.6 million lesbian and gay people in Britain still live in fear of homophobic hate crime.

## **DISABILITY HATE CRIME**

This is any incident that is perceived to be based upon prejudice towards or hatred of the victim because of their actual or perceived disability. Disability hate crime includes any person with a mental health condition or learning disability.

In April 2005, the law was changed by Section 146 of the Criminal Justice Act 2003 (CJA). Section 146 did not create any new offences; it imposed a duty upon courts to increase the sentence for any offence (for example, assault or criminal damage) aggravated by hostility based on the victim's disability (or presumed disability).

In 2017/18, there were 7,226 disability hate crimes reported to the police in England and Wales – a 32 per cent increase from the previous year.

# RELIGIOUS HATE CRIME

This is any incident that is perceived to be based upon prejudice towards or hatred of the victim because of actual or perceived religion or belief.

The Crime and Disorder Act 1998 was amended by the Anti-Terrorism Crime and Security Act 2001, which extended the scope of the Crime and Disorder Act by creating specific religiously aggravated offences and applying the same sentencing duty to all other offences where there is evidence of religious aggravation.

In 2017/18, there were 8,336 religious-based hate crimes reported to the police in England and Wales – a 40 per cent increase from the previous year.

## INCITEMENT TO RELIGIOUS HATRED

---

It is illegal to say anything or produce something to commit a criminal offence against another race or group of people. This means that leaflets, flyers or speeches that promote crime against people because of their religion is against the law. This is called incitement to religious hatred.

## ISLAMOPHOBIA

---

There has been an increase in the amount of crime and disorder directed at members of the Muslim community and those associated or perceived to be from Islamic faith.

Hampshire has a high ethnic mix, and Hampshire Constabulary responds to this “unfounded hostility towards Muslims and therefore fear or dislike of all or most Muslims”, otherwise referred to as “Islamophobia”, by recording such incidents or crimes under a separate category.

Tel: 0800 456 1226  
SMS: 0115 707 0007  
Email: [info@tellmamauk.org](mailto:info@tellmamauk.org)  
Facebook: [tellmamauk](https://www.facebook.com/tellmamauk)  
Twitter: [tellmamauk](https://twitter.com/tellmamauk)



# GENDER IDENTITY CRIME

This is any incident that is perceived to be based upon prejudice towards or hatred of the victim because they are, or are perceived to be, transgender or gender non-binary.

Transgender is a term used to describe people whose gender identity or gender expression differs from that usually associated with their birth sex.

In 2017/18 there were 1,651 transgender-based hate crimes reported to the police in England and Wales – a 32 per cent increase from the previous year.

The Equality Act 2010 provides extra protection for transgender people who are treated unequally, both in the workplace and whenever you access goods, services, housing and facilities.

“

***VERY OFTEN HATE CRIMES  
ARE NOT REPORTED TO  
THE POLICE, MEANING  
VICTIMS DON'T RECEIVE  
THE SUPPORT THEY NEED.***



”

# DEALING WITH EMERGENCIES

- Dial 999 and explain the situation to the operator.
- Consider the safety of yourself and your family.
- Call a friend or neighbour for help and support.
- Do not challenge or face the perpetrators.
- Try to identify the perpetrators and any witnesses and make record of this.
- Do not touch anything which might be used as evidence yourself.
- Wait for the police to arrive on the scene.
- Do not panic, stay calm and stay alert.
- In non-emergency situations, dial 101.

## TIPS ON KEEPING SAFE

---

- Stay alert – awareness is your best defence.
- Leave venues with friends wherever possible.
- Be confident – even if you don't feel it.
- Walk as if you know where you are going.
- Trust your instincts. If you think something is wrong then act on it.
- Have your keys in your hand when you reach your home or car.
- Keep money for taxis, the expense is worth it.
- Carry a personal alarm and use it.
- Do not challenge the perpetrator.

## IF YOU ARE A VICTIM:

---

- Make as much noise as you can.
- As soon as you can, go somewhere you know is safe.
- Get help immediately.
- In an emergency, dial 999.
- Tell the police why you think you were attacked.
- If you have been attacked, don't shower or change your clothes, it may destroy evidence.



- If you have had your keys taken, change the locks.
- Don't drink alcohol, you need to give a clear account of what happened.

## **IF YOU ARE A WITNESS:**

---

- In an emergency, dial 999.
- Stay alert and safe.
- Don't physically intervene, you could get hurt.
- Write down everything that you can remember about the incident.
- Report the incident, either to a local support agency or the police directly.



***REPORT THE INCIDENT,  
EITHER TO A LOCAL  
SUPPORT AGENCY OR THE  
POLICE DIRECTLY.***



# REPORTING

If you have been a victim of or witnessed a hate crime occurring whilst in the course of your employment, in the first instance you should refer to any policy and procedures and speak to your line manager or HR team. The police take incidents motivated by hatred very seriously. Officers and staff are trained to deal with hate crime sensitively and professionally.

Even if you don't want to report the incident directly to the police, it is important that you report it to a third party. Only if the police and their partners know the true picture of hate crime can they put the right resources in place where they are needed most.

As an employer, if a crime has occurred you need to report it to the police. Specific guides on how to deal with hate crime in the workplace are available at: [hampshire-pcc.gov.uk](https://hampshire-pcc.gov.uk)

## REPORTING TO THE POLICE

---

In **emergencies**, call the police on **999**.

If you are **deaf, hard of hearing, or have a speech impairment**, a text phone is available on **18000**.

Pre-registered users can also **text Hampshire Constabulary on 999**.

The **non-emergency** number for your police force is **101**.

The **non-emergency number for Deaf or Speech Impaired** people is **07781 480 999**.

Report online: [hampshire.police.uk](https://hampshire.police.uk)

- Explain the situation to the operator.
- Consider the safety of yourself and your family.
- Call a friend or neighbour for help and support.
- Do not challenge or face the perpetrators.
- Try to identify the perpetrators and any witnesses and make a record of this.
- Do not touch anything which might be used as evidence.

- Wait for the police to arrive on the scene.
- Do not panic, stay calm and stay alert.

What you should expect from the police:

- To be treated fairly, honestly and with respect at all times.
- To be kept informed of what's going on throughout the case.
- To be informed of the outcome of your investigation.
- To be contacted by the Victim Care Service – unless you wish otherwise.
- To be told by the police if someone is charged for the offence.
- To be told by the Crown Prosecution Service if the charge is dropped or downgraded.
- To be given advice about applying for compensation.

“

***WHEN REPORTING A HATE  
CRIME, YOU CAN REMAIN  
ANONYMOUS IF YOU WISH,  
AND YOU DON'T NEED TO HAVE  
CONTACT WITH THE POLICE IF  
YOU DON'T WANT TO.***



”

# PROCESS OF POLICE INVESTIGATION

## POLICE

Call to the police directly or through a Third Party Reporting Centre

If an offence has been committed police respond

Police take victim and witness statements

Police investigate crime, gather evidence, and compile the case

Apprehend the suspect

Investigate / collate all evidence, decide on charge and charge the accused / refer to CPS to decide the charge

Send the prosecution file to the Crown Prosecution Service (CPS)

Victim is seen or contacted by the Victim Care Service, which will advise on procedure, personal safety and compensation

## CROWN PROSECUTION SERVICE

Review the file, decide the charge

Decide whether a case should proceed to court, and prepare case for court

Either magistrates or crown court

The police and the Crown Prosecution Service can take offenders to court if they are satisfied that there has been an offence against the person or an offence under the Public Order Act 1986 (e.g. using threatening, abusive or insulting words or behaviour), or any offence of intimidation, stalking.

***THE VICTIM CARE SERVICE IS A FREE SERVICE THAT PROVIDES SUPPORT FOR VICTIMS OF CRIME TO COPE WITH, AND RECOVER FROM, THE HARMFUL EFFECTS OF THE CRIME THEY HAVE EXPERIENCED.***



# THIRD PARTY REPORTING CENTRES (TPRCs)

It is widely accepted that hate crimes are under-reported across all strands. Not all victims are comfortable with reporting their experiences directly to the police. The reasons for this may include the following:

- Victims find visiting police stations intimidating or daunting.
- Victims think the police won't believe them or take them seriously.
- Individuals are unaware they are victims of hate crimes.
- Victims are not aware of alternative ways to report hate crimes.
- Lack of support to help victims make a report, e.g. interpreters.
- Victims fear being outed in terms of their sexuality or disability.

## LOCAL TPRCs

---

Partnership working has led to the setting up of more than 60 TPRCs across Hampshire and the Isle of Wight. TPRCs provide an alternative way to report a hate crime, give confidential advice, help you report it, and support you along the way. You can remain anonymous if you wish, and you don't need to have contact with the police if you don't want to.

For a list of Third Party Reporting Centres in Hampshire and the Isle of Wight, visit: [hampshire-pcc.gov.uk/hatecrime](https://hampshire-pcc.gov.uk/hatecrime)

The Southampton Hate Crime app for smart phones also lists all Third Party Reporting Centres in Hampshire and the Isle of Wight, automatically directs you to the one nearest to you, and offers a reporting facility. The app is available from Apple and Android app stores.

## NATIONAL TPRCs

---

You can also report hate crime via one of the following independent reporting sites without revealing your personal details:

**CITIZENS ADVICE SERVICE** – helps people resolve legal and other problems including harassment by providing free, independent and confidential advice.

[citizensadvice.org.uk](https://citizensadvice.org.uk)

**CST** - has a dedicated team that deals with antisemitic incidents and provides victim support, while respecting your confidentiality at all times  
[cst.org.uk](http://cst.org.uk)

**EQUALITY AND HUMAN RIGHTS COMMISSION** - aims to eliminate discrimination, reduce inequality, protect human rights and to build good relations, ensuring that everyone has a fair chance to participate in society.  
[0845 604 6610](http://08456046610) [equaityhumanrights.com](http://equaityhumanrights.com)

**GALOP DV** - aims to relieve the distress and suffering caused to lesbians, gay men, bisexual and transgender people by domestic violence and abuse.  
[broken-rainbow.org.uk](http://broken-rainbow.org.uk)

**THE MUSLIM COUNCIL OF BRITAIN** - is a national representative Muslim umbrella body with more than 500 affiliated national, regional and local organisations, mosques, charities and schools.  
[0845 2626786](http://08452626786) [mcb.org.uk](http://mcb.org.uk)

**STONEWALL** - works with a whole range of agencies to address the needs of lesbians, gay men and bisexuals in the wider community.  
[09000 502 020](http://09000502020) [stonewall.org.uk](http://stonewall.org.uk)

**STOP HATE LINE** -The Stop Hate Line is a free, 24-hour helpline for anyone who has experienced hate crime. It is run by Stop Hate UK, and provides a confidential and independent service.  
[0800 138 1625](http://08001381625) [stophateuk.org](http://stophateuk.org)

**TELL MAMA** - is a secure and reliable service that allows people from across England to report any form of Anti-Muslim abuse.  
[0800 456 1226](http://08004561226) [tellmamauk.org](http://tellmamauk.org)

**TRUE VISION** - Provides advice and support to victims of hate incidents and crime, including online reporting.  
[report-it.org.uk](http://report-it.org.uk)

**REPORT RACISM GRT** - is a hate incident reporting site and support service that is run by and for Gypsy, Traveller and Roma communities in the UK by Herts GATE  
[reportracismgrt.com](http://reportracismgrt.com)

## HAMPSHIRE & ISLE OF WIGHT SUPPORT SERVICES

---

### VICTIM CARE SERVICE

The Victim Care Service is a free service that provides support for victims of crime to cope with, and recover from, the harmful effects of the crime they have experienced.

The service is available to all victims and witnesses aged four years and up – it does not matter:

- What type of crime they've experienced
- When the crime happened
- Whether it was reported to the police or not
- Whether they are the direct victim or not.

The Victim Care Service offers:

- **Practical Support** – for example the provision of alarms, signposting or referrals to other organisations, and advice relating to Criminal Injuries and Compensation Authority claims
- **Emotional Support** – talking about experiences with a trained supporter and working in partnership to develop ways to increase confidence or self-esteem.
- **Intensive Support** – for victims of more serious crimes, such as sexual violence and domestic abuse, the most vulnerable victims and those that have been persistently targeted, intensive support is available.

To find out how the Victim Care Service could help you, call 0808 178 1641 (open Monday to Saturday, from 8am to 8pm) or visit:

[hampshireiowvictimcare.co.uk](http://hampshireiowvictimcare.co.uk)

### GUIDANCE FOR BUSINESSES

The Police and Crime Commissioner's team have worked with Enterprise Ltd and other local community safety partners to develop a series of hate crime guides for businesses, which contain specific advice for organisations, managers, and employees.

The guides can be accessed on the Commissioner's website:

[hampshire-pcc.gov.uk/saferbusiness](http://hampshire-pcc.gov.uk/saferbusiness)



## **OTHER LOCAL SUPPORT SERVICES**

Hampshire Constabulary has a network of LAGLOs serving the Lesbian, Gay, Bisexual and Transgender communities in all areas of the force, who can be contacted for advice and support by calling 101.

Many of the local third party reporting centres listed on the Police and Crime Commissioner's website offer specialist support for specific communities: [hampshire-pcc.gov.uk/hatecrime](https://hampshire-pcc.gov.uk/hatecrime)

## **NATIONAL SUPPORT SERVICES AND GUIDANCE**

---

**ACAS (ADVISORY, CONCILIATION AND ARBITRATION SERVICE)** - aims to improve organisations and working life through better employment relations. They also deal with disputes where individuals claim their employer has denied them a legal right.

[08457 474 747](tel:0845747474) [acas.org.uk](https://acas.org.uk)

**CRIMESTOPPERS** – confidential, anonymous reporting.

[0800 555 111](tel:0800555111) [crimestoppers-uk.org](https://crimestoppers-uk.org)

**CST** - has a dedicated team that deals with antisemitic incidents and provides victim support, while respecting your confidentiality at all times.

[cst.org.uk](https://cst.org.uk)

**EACH** – helps young people affected by homophobic bullying in England and Wales, and is available 10am to 4pm weekdays. It gives callers the opportunity to receive confidential help and support.

[0808 1000 143](tel:08081000143) [eachaction.org.uk](https://eachaction.org.uk)

**EQUALITY AND HUMAN RIGHTS COMMISSION** – aims to eliminate discrimination, reduce inequality, protect human rights and to build good relations, ensuring that everyone has a fair chance to participate in society.

[0845 604 6610](tel:08456046610) [equaityhumanrights.com](https://equaityhumanrights.com)

**FAIR** – monitors and identifies specific incidences of Islamophobic discrimination, harassment and violence, and provides advice and assistance to victims and refers them to other agencies.

[fairuk.org](https://fairuk.org)

**GALOP DV** – aims to relieve the distress and suffering caused to lesbians, gay men, bisexual and transgender people by domestic violence and abuse.

[broken-rainbow.org.uk](https://broken-rainbow.org.uk)

**THE JOINT COUNCIL FOR THE WELFARE OF IMMIGRANTS (JCWI)** – is an independent national charity that campaigns for justice in immigration, nationality and refugee law and policy.

**020 7251 8708** [jcwi.org.uk](http://jcwi.org.uk)

**KICK IT OUT** – is football’s equality and inclusion organisation. It works throughout the football, educational and community sectors to challenge discrimination, encourage inclusive practices and campaign for positive change.

**kickitout.org**

**MIND** – delivers help directly to those who need it most, which they achieve by offering local support and access to a range of networks, including Diverse Minds, which aims to make mental health services more responsive to the needs of black and ethnic minority communities.

**0300 123 3393** [mind.org.uk](http://mind.org.uk)

**THE MUSLIM COUNCIL OF BRITAIN** – is a national representative Muslim umbrella body with more than 500 affiliated national, regional and local organisations, mosques, charities and schools.

**0845 2626786** [mcb.org.uk](http://mcb.org.uk)

**PINK PARENTS** – is a volunteer-based, non-profit organisation. It offers a range of support services and social activities for all LGBT families.

**01380 727 935** [pinkparents.org.uk](http://pinkparents.org.uk)

**REFUGEE ACTION** – is involved in the reception, resettlement, development and integration of asylum seekers and refugees, as well as dealing with any problems they may face, such as hate crime.

**0207 952 1511** [refugee-action.org.uk](http://refugee-action.org.uk)

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

**08457 909090** [samaritans.org](http://samaritans.org)

**SCOPE** – aims to drive the changes that will make our society the first in which disabled people are able to realise their full civil liberties and human rights.

**020 7619 7100** [scope.org.uk](http://scope.org.uk)

**STONEWALL** – works with a whole range of agencies to address the needs of lesbians, gay men and bisexuals in the wider community.

**09000 502 020** [stonewall.org.uk](http://stonewall.org.uk)

**STOP DISABILITY HATE CRIME (STAY SAFE EAST)** – for support, information and reporting of disability crime.

**07587 134122**

**STOP LEARNING DISABILITY HATE CRIME HELPLINE** – for support, information and reporting of learning disability hate crime.

**0808 802 1155**

**TELL MAMA** – is a secure and reliable service that allows people from across England to report any form of Anti-Muslim abuse.

**0800 456 1226** [tellmamauk.org](http://tellmamauk.org)

**TRUE VISION** – Provides advice and support to victims of hate incidents and crime, including online reporting.

[report-it.org.uk](http://report-it.org.uk)

**VICTIM SUPPORT** – give help, information and support to victims of crime and their family and friends.

**0845 3030900** [victimsupport.org.uk](http://victimsupport.org.uk)

