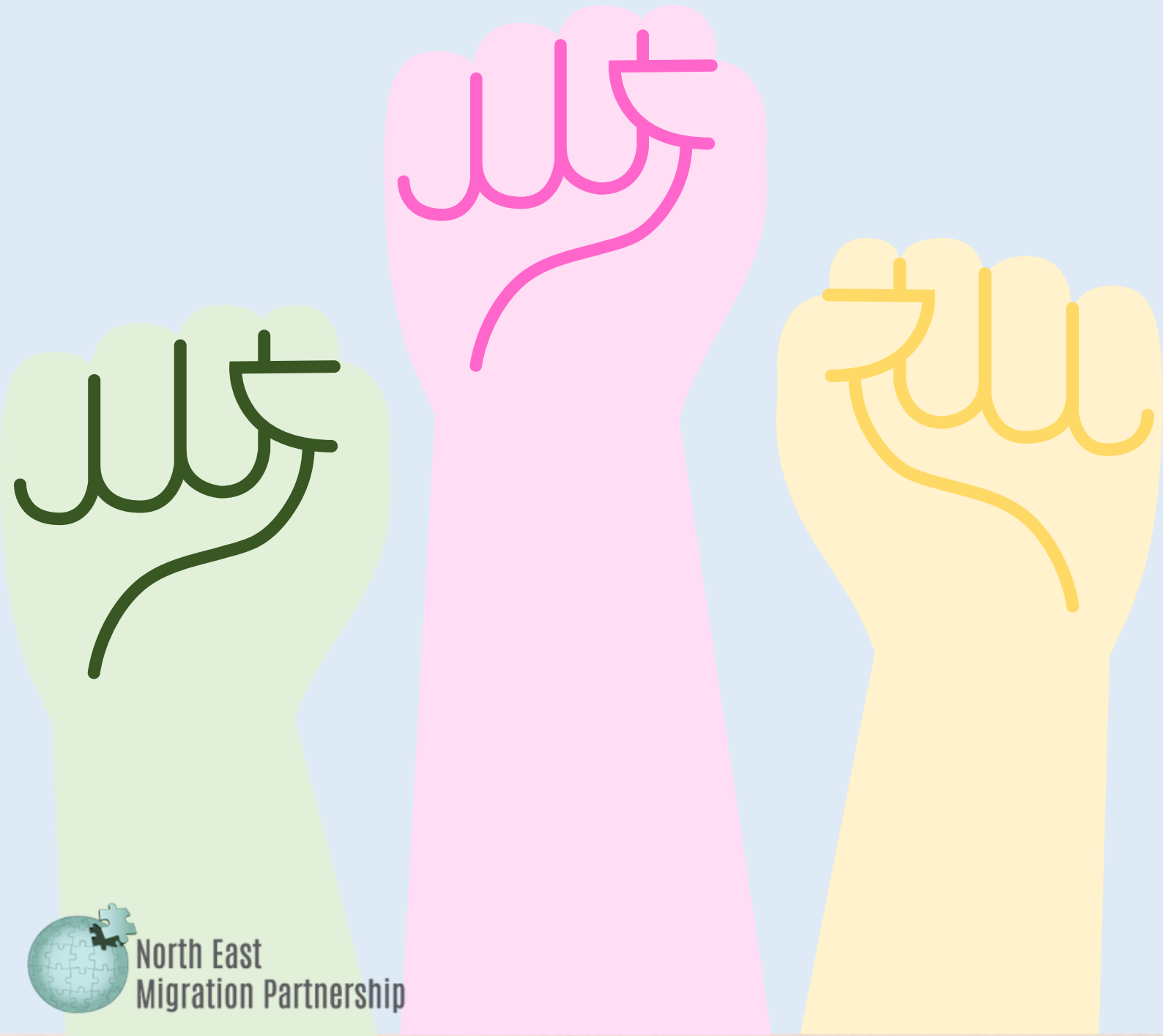
Hate Crime Guide

Stop the Spread of Hate

Helping to provide awareness of what hate crime is and to offer advice to those affected.



North East Migration Partnership

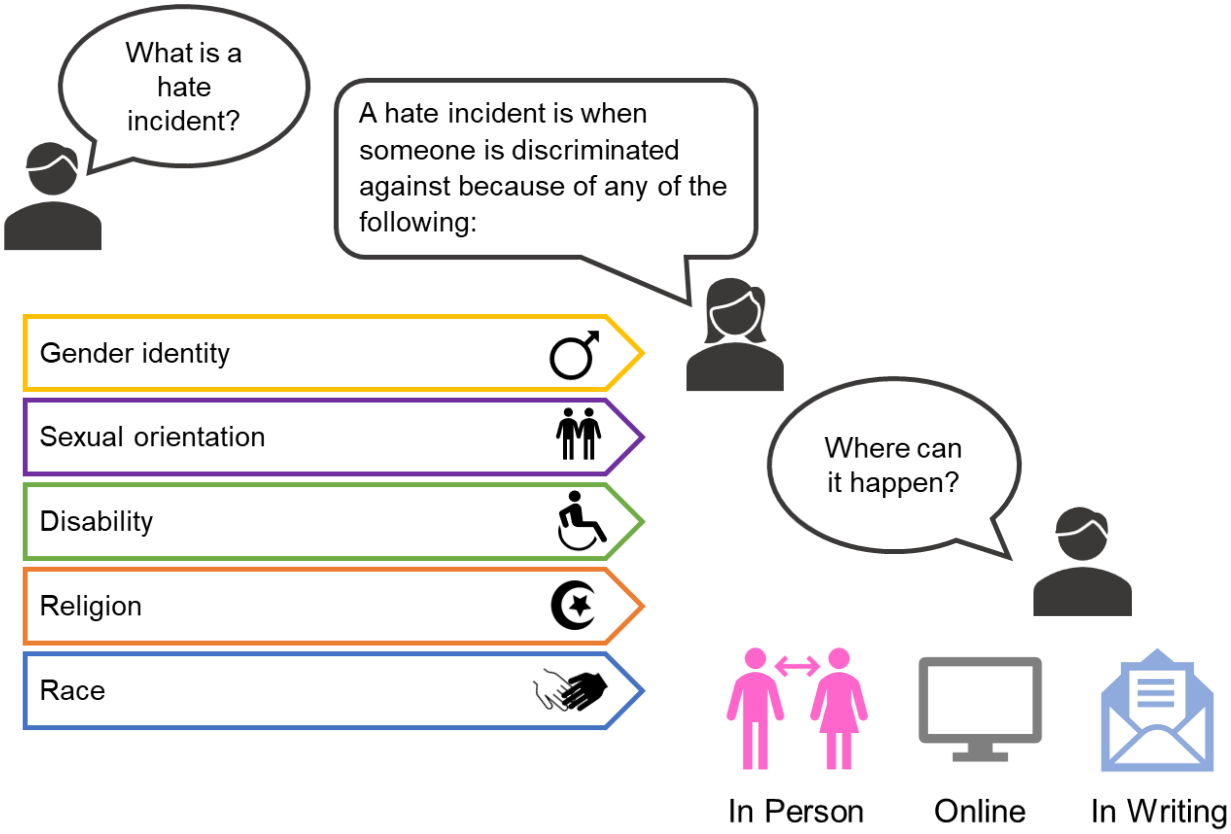
Hate Crime Guide

It is well known by local authorities, charities, police, and healthcare organisations across the country that hate crime is under-reported by victims.

This guide is to provide information about:

- The different types of hate crime,
- Expectations and standards of behaviour in the UK,
- Why it is important to report a hate crime,
- How to report it, the process, and where to get help and support.

What is a hate incident?



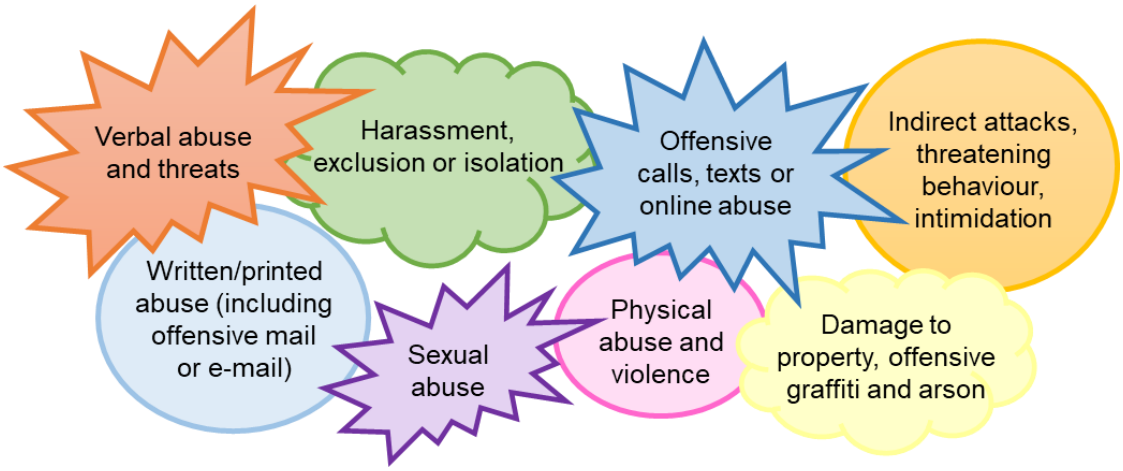
Not all hate incidents are criminal offences, but they should still be reported to police. Hate incidents could include not allowing someone to enter a location because of their colour, laughing at homophobic jokes, or not letting someone with a disability sit next to you. In these examples, no crime has been committed but that does not mean the behaviour is acceptable. Police in England and Wales still record and investigate hate incidents, even though they cannot be prosecuted.

What is a hate crime?

In many cases, hate incidents can turn into hate crime. For example, bullying can become harassment, which is a criminal offence.

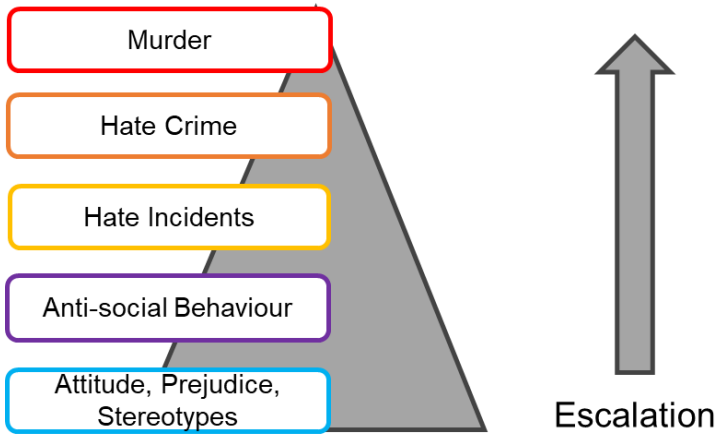
A hate crime is: “any criminal offence which is perceived by the victim, or any other person, to be motivated by hostility or prejudice based on a person’s actual or perceived race, religion/faith, sexual orientation, disability and gender identity.”

A hate crime can present as:



The personal characteristics that hate crimes can occur against often have different protections against them in terms of the law. For example, if you are discriminated against because you are transgender, there are different applicable laws compared to a hate crime based on racial discrimination. The important thing to remember is – if the crime feels motivated by hostility, it should be reported as a hate crime.

Any hateful incident or hate crime in the UK is unacceptable. You have a right to feel safe in your home, community, and in public areas and this may be different to what you are used to. It is worth reporting it to the police even if you do not think it is very serious. Sometimes, small hate incidents can lead to more serious ones. For example, someone might start by making offensive jokes, but this could escalate to them hurting someone.



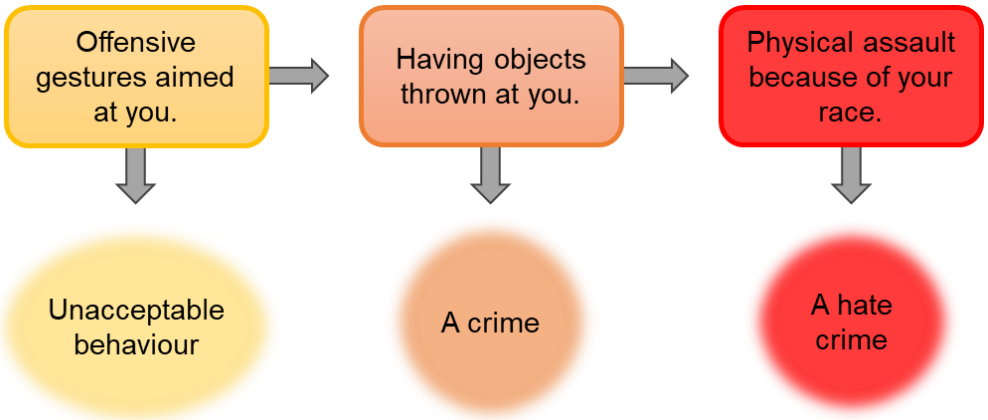
Hate-based crime and incidents are underlined by negative views, prejudices, and stereotypes. These attitudes must be addressed and challenged to stop behaviours escalating into serious crimes.

In the early stages, it is possible to experience tensions in a community before a hate crime has been committed. Community tensions refer to strained relationships that may build up within or between communities, against a particular group, based on real or perceived events or information, fears, or prejudices. Sometimes, tensions may develop over a long period or can be provoked by a 'spark' which disrupts peace and stability and can lead to disorder and criminal activity. For example, someone of a particular race might be accused of a crime, which may create tension amongst the community, aimed at other people of that perceived race.

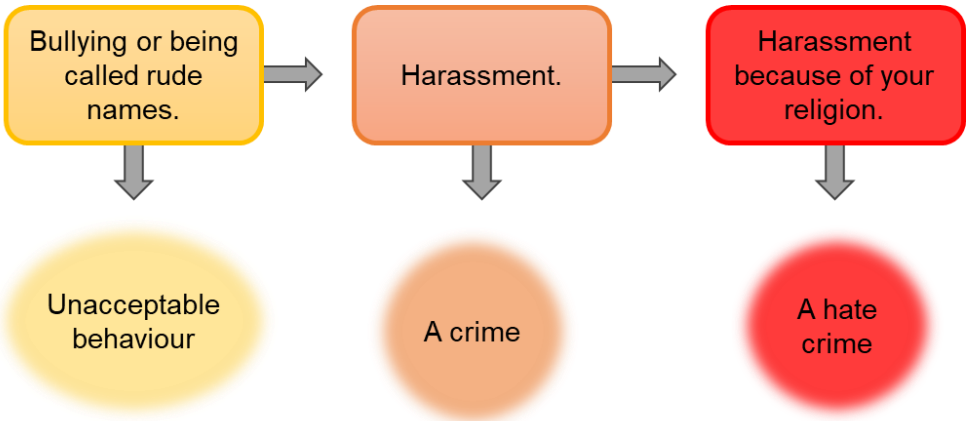
Tensions should be reported to your local police or neighbourhood watch team. You can find your local neighbourhood watch here – https://www.ourwatch.org.uk/find-your-local-nw.

What is the difference between unacceptable behaviour, a hate incident, and a hate crime?

Example 1:



Example 2:



It can be hard to determine which category a behaviour falls into sometimes as it often depends on the person's intent. For example, a person tormenting you verbally may be classed as unacceptable behaviour; however, if this continues and the person uses verbal abuse or threats based on your race this could be considered a hate crime.

Incidents which are based on other personal characteristics, such as age, gender or belonging to an alternative subculture, are not considered to be hate crimes under the law. However, you can still report these.

There are other laws in place for when something is not a crime. For example, handing out leaflets is not a crime, but in England and Wales, it can be an offence to stir up hatred on the grounds of race, religion, and sexual orientation. Therefore, if the person was handing out leaflets that used racist or homophobic language, they could be prosecuted.

Prosecutions can also be made under the category of public order offences, where someone's behaviour or harassment causes alarm or distress. This can mean that threatening, abusive or insulting words and/or behaviour, which causes fear, alarm or distress – can be seen as a public order act.

How do you report a hate crime?

Hate crimes can be reported directly to the police: either on the phone, online, or in person at a police station.

If you feel the situation is an emergency, get help as soon as possible and dial 999:

- Try not to panic, stay calm and alert.
- Do not challenge the perpetrators.
- Try to identify the perpetrators and make a record of this. Write things down so you don't forget any important details such as the time, any witnesses, and any physical evidence.
- Try not to disturb anything that could be used as evidence, but taking photos or videos may help so long as you do not put yourself in any danger.

In non-emergency situations you can dial 101 to report the incident. Hate crime can also be reported online, anonymously, to the police on the True Vison website which can be accessed here – https://www.police.uk/pu/contact-us/hate-crime/. If you do not wish to report to the police at all, you can still report any crime anonymously through Crimestoppers via the online form – https://crimestoppers-uk.org/give-information/forms/give-information-anonymously.

If you are on any form of public transport when you experience a hate incident, you can contact the British Transport Police, by calling 0800 405 040. You can also text 61016 to contact them discreetly and report a non-emergency crime. You can also report a hate crime at a third-party reporting centre.

Third-party reporting centres

There are many third-party reporting centres across the North East. Third-party reporting centres allow you to pass on information about an incident or a crime, without having to speak to the police directly. Some people choose to make a report at a third-party reporting centre, instead of a police station, to make them feel more comfortable or to be in an environment that feels more familiar or less intimidating.

All third-party reporting centres for each area can be found by clicking on the website links. In the table, you will find a few of these reporting centres listed as an example.

Northumbria Police: For Gateshead, Northumberland, Newcastle, South Tyneside, North Tyneside, and Sunderland.

Tel: 101
Website: https://www.northumbria.police.uk/ro/report/hate-crime/information/v1/hate-crime/how-to-report-hate-crime/

Reporting Centres		
Gateshead: Blaydon Winlaton Family Hub, Shibdon Bank, Blaydon, Gateshead, NE21 5EZ. Tel: 0191 433 5579 Deckham Family Hub, Elgin Centre, Elgin Road, Gateshead, NE9 5PA Tel: 0191 433 6300	**Newcastle**: Discovery Museum, Blanford Square, Newcastle Upon Tyne, NE1 4JA. Tel: 0191 232 6789 Newcastle United Foundation, NUCASTLE, Diana Street, Newcastle upon Tyne, NE4 6BQ Tel: 0191 820 0848	**North Tyneside**: Blue Door Project, Abby House, Hadrian Road, Wallsend, NE28 6HH. Tel: 0191 234 3100 Linskill Centre, Linskill Terrace, North Shields, NE30 2AY Tel: 0191 257 8000
Northumberland: St. George's Park Hospital, Morpeth, Northumberland,	**South Tyneside**: Action Station South Tyneside,	**Sunderland**: Sunderland People First, 21 Norfolk Street, Sunderland,

NE61 2NU. Tel: 0191 246 6800 Alnwick Pottergate Centre Howling Lane, Alnwick, NE66 1D Tel: 01665 602181	Boldon Lane, South Shields, NE34 0LZ. Tel: 0191455 8122 Arts 4 Wellbeing, 10 Derby Terrace, South Shields, NE33 4PN. Tel:0191 454 4004	SR1 1EE. Tel: 07858 226187 Headlight, 14 Mary Street, Sunderland, SR13NH Tel: 0191 5101494

Cleveland Police: For Hartlepool, Stockton, Redcar and Cleveland, and Middlesbrough.

Tel: 101
Website: https://www.cleveland.pcc.police.uk/how-can-we-help/problems/hate-crime/

Reporting Centres

Hartlepool: Citizens Advice Bureau, 87 Park Road, Hartlepool, TS26 9HP. Tel: 01429 408401 Community Hub South, Wynard Road, Hartlepool, TS25 3LQ. Tel: 01429 272835	**Stockton**: One Community Link, Rhema House, Stockton TS18 1TU. Tel: 07863 240016 Thornaby Library, Town Centre, Thornaby, TS17 9EW. Tel: N/A
Redcar and Cleveland: Local Authority Redcar Library & Community Hub, Kirkleatham Street, TS10 1RT. Grangetown Family Hub, Grange Farm Road, Grangetown, TS6 6SY. Tel: N/A	**Middlesbrough**: Middlesbrough College, Dock Street, Middlesbrough, TS4 2QX. Tel: 01642 333333 Ubuntu Multicultural Centre, 49 Clifton Street, Middlesbrough, TS1 4BX. Tel: 074388 38849

Victim Services can also support you if you have been a victim of a crime in this area, you can visit their website here – https://vcas.uk/.

Durham Police: For Durham and Darlington.

Tel: 101
Website: https://www.durham.police.uk/ro/report/hate-crime/information/v1/hate-crime/how-to-report-hate-crime/

Reporting Centres

If you do not wish to attend a Durham Police Station, you can report via their website or use the live police chat. You can also report a hate crime at any of the local Durham Citizens Advice Centres, which can be found here – https://www.citizensadvice.org.uk/local/county-durham/contact-us/. There is also Darlington Connect, who are not a formal reporting centre, but will offer assistance with reporting a hate crime.

Information for refugees and asylum seekers

Race and religion are two of the hate crime categories which are most likely to affect asylum seekers and refugees, however there is support in place to encourage hate crime reporting.

Refugees resettled in the UK under UKRS and ARAP/ ACRS Schemes can report a hate crime to their named Support Worker/ their local authority's Resettlement Team.

Asylum seekers that are in dispersal accommodation or contingency accommodation provided by Mears are advised to report any hate crime incident to the police, as any member of the public. If Mears, the police, and the service user thought the incident was targeted (at or in the vicinity of their premises), Mears would look to support and offer a relocation. If the incident

occurred away from the property, dependent on the severity of the incident, Mears would look to support the service user, however, would let the police take the lead in investigating and considering whether a relocation is required.

It is important to know that reporting a hate incident/ hate crime will not affect your accommodation or housing support, however if you need safer accommodation, you will be supported with this. Reporting a hate crime also does not impact your asylum application, immigration status or visa status.

Why is it important to report?

Hate crimes are different to other crimes because offenders purposefully target victims based on prejudice or hostility towards a group of people – not just individuals. Offenders are likely to re-victimise that group by committing further hate crimes, which is why punishment is more serious for hate crimes.

Research shows that the suffering experienced by hate crime victims is higher than victims of other crimes. Hate crimes can cause fear, anxiety, anger, and shame. The crimes can feel personal because the victims are targeted because of who they are, or who they are assumed to be. This can leave an individual, families, and even communities, feeling detached and isolated and potentially make them even more vulnerable to being victimised. Witnessing or hearing about hate crime also impacts a wider community's feelings of safety and security.

No matter how small or trivial you think the incident might be, it is important to the whole community that it is acknowledged and reported. Hate crime statistics are used to show what is really going on in a community. For example, if hate crime is reported by a few people in the same area, the local police force may ask their Community Support Officers to monitor the area more closely.

The reporting process

After reporting, the police will look for supporting evidence. They will try to prove that the reasons behind the crime were due to race, religion, disability, gender identity or sexual orientation. It may not always be possible to prosecute a hate crime. This might be due to a lack of evidence of the crime, or a lack of evidence behind why it was committed. If there is enough evidence, the case will be referred to the Crown Prosecution Service (CPS).

It is important to know that when hate crimes are reported anonymously it can be much harder for the crime to be prosecuted, despite the amount of evidence that may be present. While it may feel more comfortable to report the hate crime anonymously, if you would like it to be investigated further, you should try to include your contact details. However, if this is not possible, the anonymous report will still be included in hate crime reporting statistics.

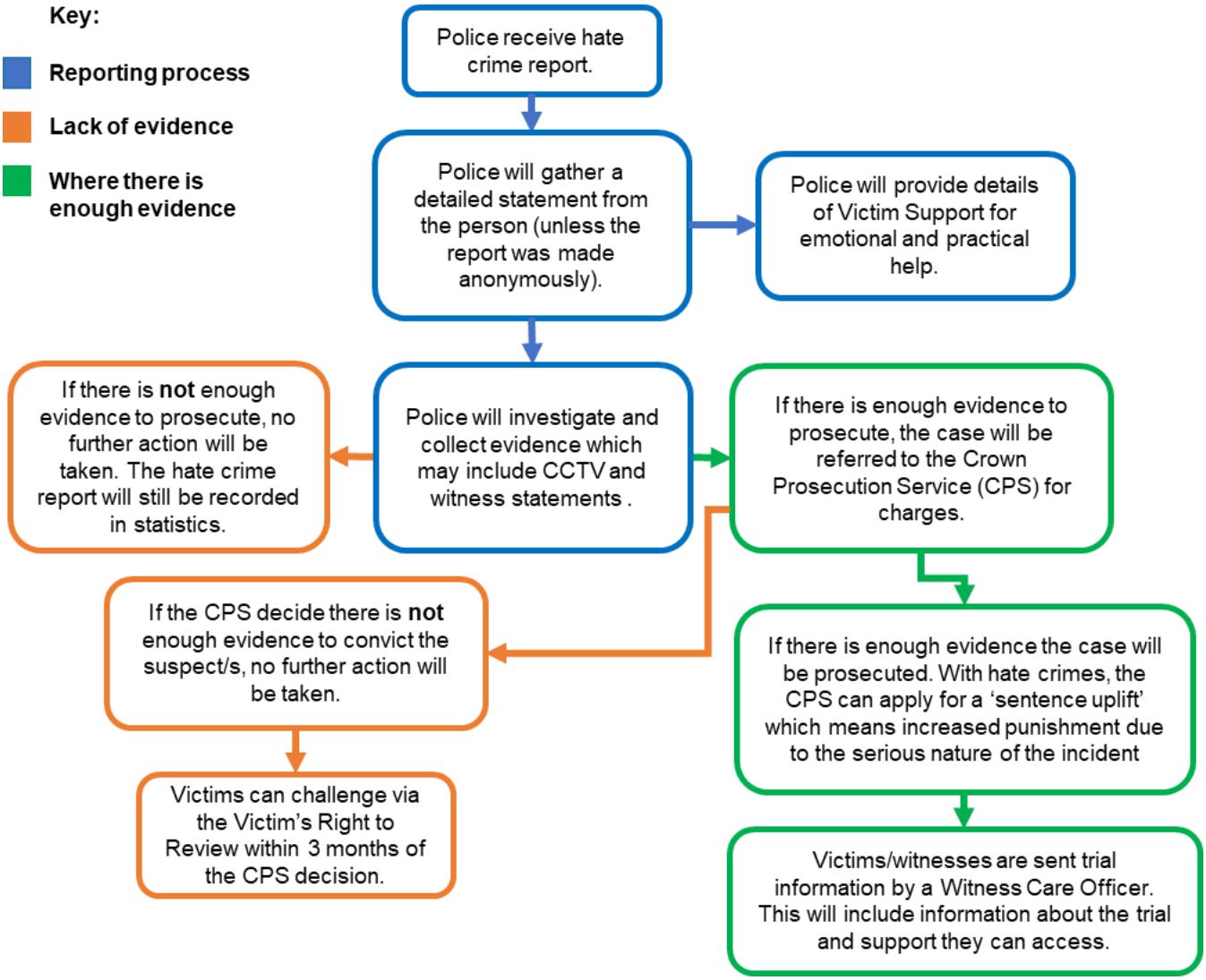
What does prosecute mean?

To prosecute someone, is to prove that a person accused of committing a crime is guilty of that crime. For example, if a person commits a crime, they will be taken to court to be prosecuted.

What is the Crown Prosecution Service?

The CPS prosecutes criminal cases that have been investigated by the police and other investigative organisations in England and Wales. The CPS decides which cases should be prosecuted. Crown Prosecutors must be satisfied that there is enough reliable evidence to provide a "realistic prospect of conviction."

The process of reporting a hate crime can go as follows:



Support for reporting hate crime

There are many national organisations that can support you if you have experienced a hate incident or if would like to report a hate incident, please see the table below.

National support		
Victim Support	To help anyone affected by crime, regardless of when it took place, 24 hours a day.	Call: 0808 168 9111 Web: https://www.victimsupport.org.uk/crime-info/types-crime/hate-crime/
Citizens Advice Service	Providing free, independent, confidential advice for people experiencing hate or harassment. There are many in the North East, your nearest branch can be found on the website.	Web: https://www.citizensadvice.org.uk/ Newcastle: 08082 787823 Middlesbrough: 08082 787983 County Durham: 08082 787821

Crimestoppers	A national charity with a free helpline for reporting crime anonymously.	Call: 0800 555 111 Web: https://crimestoppers-uk.org/
Stop Hate UK	Stop Hate UK is a leading anti-hate and anti-discrimination organisation. They operate a free 24-hour anti-hate crime reporting service.	Call: 0800 138 1625 Web: https://www.stophateuk.org/report-hate-crime/
On Your Side	On Your Side is for anybody in the UK who identifies as part of an East or Southeast Asian community.	Call: 0808 801 0393 Web: https://www.onyoursideuk.org/contact-us/
Islamophobia Response Unit (IRU)	IRU are an independent charity established in response to rising anti-Muslim attacks across Europe and a growing tide of anti-Muslim sentiment.	Call: 020 3904 6555 Email: info@theiru.org.uk Web: https://www.theiru.org.uk/report-islamophobia/
Tell MAMA (Measuring Anti-Muslim Attacks)	MAMA is a secure and reliable service that allows people from across England to report any form of Anti-Muslim abuse.	Call: 0800 456 1226 Email: info@tellmamauk.org Web: https://tellmamauk.org/
Community Security Trust (CST)	CST is a British charity whose mission is to provide safety, security, and advice to the Jewish community in the UK.	Call: 0800 032 3263 Email: incidents@cst.org.uk Web: https://cst.org.uk/
Gallop	Gallop supports LGBT+ people who have experienced abuse and violence.	Call: 0800 999 5428 Email: help@galop.org.uk Web: https://galop.org.uk/
Stonewall	A range of agencies working together to address the needs of gay, lesbian and bisexuals in the wider community.	Web: https://stonewall.org.uk/

STOP Hate UK has listed several national organisations that can support you if the hate incident or crime was not targeting a person's actual or perceived race, but instead their religion/faith, sexual orientation, disability, and gender identity. To view the list, click the following link – https://www.stophateuk.org/about-hate-crime/helpintheuk/.

Support from your local authority and Member of Parliament

Each council has a community safety team who oversee hate crime within their local area. They will often have advice on their website on how to report a hate crime. You can find out your local authority by entering your postcode here: https://www.gov.uk/find-local-council.

In addition, if the person is a council tenant, the social landlord has tools and powers under the Anti-Social Behaviour (ASB) Act to tackle hate crime, which is usually dealt with as a high priority. You can access more information about the act here – https://www.gov.uk/government/collections/anti-social-behaviour-crime-and-police-bill.

National Hate Crime Awareness Week has produced an interactive map which lists local authority (council) hate crime web pages for the whole of the UK (England, Northern Ireland, Wales, Scotland). You can navigate the map to look for your local authority's hate crime web page. The map can be accessed by clicking the link – https://nationalhcaw.uk/plan-your-nationalhcaw.

Members of Parliament (MP) can be approached if you feel you have been disregarded by other organisations when reporting a hate incident or hate crime. MPs can raise these concerns with Ministers and MPs in the House of Commons. You can find your local MP here: https://members.parliament.uk/FindYourMP.

Frequently asked questions

Who can report a hate crime?

Anyone, you can make a report whether the hate was directed at you, or you saw it happen to someone else. Family members, your friends, someone you just met or someone you do not know – can all report a hate crime.

What will happen after reporting the incident?

You will not be asked to speak to, confront or have direct contact with the person but you may be asked to:

- Give a statement – Police Officers may visit your home after the event to take a full statement. You may be able to attend the Police station instead if you would prefer.
- Provide any evidence you may have, such as pictures/videos of the event or your injuries and any CCTV.
- Give a victim impact statement, this is how you feel about what happened and the impact on your life.
- Give evidence in court with the help of a Victim Support representative.

Will it impact my immigration status?

No – reporting a hate crime does not affect your visa status. Hate crimes and incidents are dealt with by your local police and have no impact on your immigration status or visa. If someone targets you because of who you are, or who they think you are, it is not your fault.

Who will find out I have reported a hate crime?

Hate crime reporting will be kept confidential, but the offender will be made aware when the police contact them to provide their side of what happened.

If you are concerned about your privacy, you can ask for support with this from the police, on how your information will be handled and who will have access to it. You can also report the crime via a third-party reporting centre or report it anonymously instead.

Will it impact my job if I experience a hate crime in my workplace?

UK laws protect employees from unfair treatment and discrimination. Most workplaces have practices for reporting hate crimes or harassment. You should report the incident to your Human Resources (HR) department. The incident should be investigated confidentially and professionally to protect your privacy and safety.

Reporting a hate crime should not affect your employment status or lead to any repercussions. Human Resources (HR), Trade Unions, and support organisations can provide advice and support.

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For more information on Hate Crime please visit our website www.nemp.org.uk or email us via nemp@middlesbrough.gov.uk

North East Migration Partnership