No place for hate
Being you is not a crime, targeting you is.
SEE IT, REPORT IT

Responding to Hate Crime: Advice and Support Services

www.brent.gov.uk/hatecrime
1. Introduction

Hate crime is a unique and disempowering experience. People are often targeted, not as individuals but because they are perceived to belong to a certain group, based on disability, ethnic, racial, religious identity, sexual orientation and transgender identity. Hate crime has an impact on all of us. It undermines and destroys the lives of people, creates fear in our communities, weakens community cohesion and our democracy. Brent Council will not tolerate hate crime and as such agreed a Motion in September, 2017 challenging hate and championing community cohesion:

“Brent Council pledges to combat all forms of pernicious racism and reiterates that any form of hate crime and discrimination (including discriminatory and mendacious statements or publications, harassment, bullying or victimisation) will not be tolerated in our workforce and communities. The diversity of the borough and the cohesion between its different communities are major strengths and assets of Brent. We reassure our residents and employees that we continue to provide support for victims of acts described above, to report incidents and will within our powers, take action wherever possible against perpetrators who commit such heinous acts.“

Hate crimes in Brent, London and the country have increased. There are many reasons for this but as a Council and community we need to remain vigilant and continue to build stronger communities. We aim to ensure that residents know they can tell someone, are empowered to report hate crimes to the police as well as having support in place to help them deal with any practical and emotional needs. Residents of Brent Council and visitors should be able to go about their daily lives without fear of intimidation, abuse, harassment and violence.

In partnership with Kusminder Chahal, Research Associate at Centre for Trust, Peace and Social Relations, Coventry University, this new publication ‘Responding to hate crime: Advice and Support Services’ provides information and advice that is timely and relevant for both those who are the targets of hate crime and who come into contact with them and be able to offer support and reassurance. It contributes to our commitment to challenge hate crime wherever it happens.

Councillor Tom Miller
Cabinet Member for Stronger Communities
2. What is a hate incident and crime?

Hate incidents and crimes are motivated wholly or partly by a perpetrator’s prejudice, hostility or intolerance against an identifiable group of people. A person, group of people or property may be targeted because of one or more of the following perceived/actual identities, known as monitored strands:

- Disability
- Race or Ethnicity
- Religion or Belief
- Sexual Orientation
- Transgender Identity

A hate incident is defined as:

“Any non-crime incident which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a person’s disability, race or ethnicity, religion or belief, sexual orientation and transgender identity.”

A hate crime is defined as:

“Any criminal offence which is perceived by the victim or any other person, to be motivated by a hostility or prejudice based on a person’s disability, race or ethnicity, religion or belief, sexual orientation and transgender identity.”

What factors influence our response to you

- Hate crime is disempowering
- It is not your fault
- You are not to blame
- Anyone can be a victim
- Anyone can report
- Every piece of information you give us helps provide a picture of what is happening and how we can help you and prevent further hate crime

3. Is hate crime anti-social behaviour (ASB)?

Anti-social behaviour (ASB) is any behaviour that causes, or is likely to cause harassment, alarm or distress to other people living in your neighbourhood. It can mean different things to different people and can range from playing your music too loud, threatening or swearing at neighbours to criminal damage, assault, racist, homophobic abuse. ASB can include anything which people feel affects their quality of life.

Hate incidents happen because of hostility or prejudice based on the identified monitored strands. The police and housing providers should treat them as hate incidents not as anti-social behaviour. So acts of ASB that are motivated by hostility and prejudice should be recognised as hate incidents.
4. What is hostility and prejudice?

The law requires that a hate crime must be demonstrated or motivated (wholly or partially) by hostility and prejudice. But hate crime is not a law in itself and hostility and prejudice are not defined. The Crown Prosecution Service (CPS) offers the following advice:

“In the absence of a precise legal definition of hostility, consideration should be given to ordinary dictionary definitions, which include ill-will, ill-feeling, spite, contempt, prejudice, unfriendliness, antagonism, resentment, and dislike.”

A dictionary definition of prejudice includes:

“An unfavourable opinion or feeling formed beforehand or without knowledge, thought or reason. Unreasonable feelings, opinions or attitudes especially of a hostile nature.”
5. Hate crime in Brent?

In Brent we get information about reporting of hate crime mainly from the police. This is only a partial picture because hate crime is under-reported (see Section 7).

You can find out how many hate incidents are reported to the police on the Mayor Office for Policing and Crime (MOPAC) dashboard (https://www.london.gov.uk/what-we-do/mayors-office-policing-and-crime-mopac/data-and-statistics/crime%20/hate-crime-dashboard)

Table 1 shows that in Brent over a 12 month period (up to August, 2017) there was a total of 779 hate incidents reported involving 816 victims.

Table 1: Numbers of Hate Incidents reported in Brent

<table>
<thead>
<tr>
<th>Type of hate crime</th>
<th>Number of incidents</th>
<th>Percentage of the total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anti-Semitic hate crime</td>
<td>10</td>
<td>1.28%</td>
</tr>
<tr>
<td>Disability hate crime</td>
<td>11</td>
<td>1.41%</td>
</tr>
<tr>
<td>Faith hate crime</td>
<td>89</td>
<td>11.42%</td>
</tr>
<tr>
<td>Islamophobic hate crime</td>
<td>71</td>
<td>9.11%</td>
</tr>
<tr>
<td>Racist hate crime</td>
<td>526</td>
<td>67.52%</td>
</tr>
<tr>
<td>Sexual orientation hate crime</td>
<td>64</td>
<td>8.22%</td>
</tr>
<tr>
<td>Transgender hate crime</td>
<td>8</td>
<td>1.02%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>779</td>
<td>99.98%</td>
</tr>
</tbody>
</table>

Source: London Borough of Brent

What can you do?

If you believe you have suffered a hate incident or crime, or witnessed an incident in any location:

- You should tell someone immediately, for example, the police, a friend, family member, colleague, teacher, doctor
- Write down everything that has happened, including times and dates of incidents and why you feel you were being targeted
- Make a note of what the perpetrator looked like, if possible
- Take the names and addresses of any witnesses
- You can report to the police or another service, like Victim Support and your perception of the event will be believed
- Another person can report on your behalf
- You do not have to provide evidence of the motivation or hostility for an incident or crime to be recorded as a hate incident or crime
- The police will investigate to establish the facts. Brent Council will investigate any reports of hate crime involving their tenants.
Regardless of the type, extent and profile of hate crime victims:
- All reports are taken seriously
- All reports will be believed
- All will receive a professional service including being treated in a sensitive manner without any discrimination
- All will be offered advice, support and signposted to a relevant service.

6. Types and effects of hate crime

There are many different ways you can experience hate incidents and crime. These can be one-off incidents or persistent and on-going. They may be in part or wholly motivated by a hostility or prejudice. Telling someone even if you are unsure of the motive of what has happened will help you to access support and advice. Below are listed some examples:

TYPES OF HATE INCIDENTS AND CRIME

**Abuse or insults**

Examples include:
- Verbal abuse, insults, name calling
- Offensive humour
- Circulating offensive leaflets and posters
- Abusive gestures.

**Harassment and intimidation**

Examples include:
- Receiving offensive letters, texts, emails
- Being threatened and made to feel afraid
- Abusive or obscene telephone calls
- Throwing rubbish outside homes
- Groups hanging around with the aim to intimidate
- Making unfounded, malicious complaints
- Spreading rumours
- Bullying at school, the workplace or other setting.

**Damage to property**

Examples include:
- Arson
- Throwing rubbish at the home, place of worship and business
- Pushing rubbish/excrement through letterboxes
- Breaking windows
- Kicking doors
- Offensive graffiti
- Damaging property, slashing car tyres

**Physical violence and attacks**

Examples include:
- Physical assault, like hitting, punching, pushing
- Sexual assault and intimidation

**Online hate (cyber-hate)**

Examples include:
- Receiving malicious and threatening emails, text message, Facebook messages or through other means on the internet.
EFFECTS OF HATE CRIME

Although verbal abuse and harassment are by far the most common experiences, hate crimes are more likely to involve violence compared to all crimes. Hate crime victims are:

- Nearly three times more likely to say they were emotionally affected compared with all crime victims
- Over twice as likely to say they suffered a loss of confidence or felt vulnerable after the incident
- Twice as likely to experience fear, sleep problems, anxiety, panic attacks, or depression compared with all crime victims.

Being targeted, abused and attacked because of an identity or identities a person holds may have serious consequences. A person who has been targeted and suffered hate crime could experience:

- Physical and property damage
- Deep personal hurt
- Feelings of powerlessness, vulnerability, anger, shame, sadness
- Fears for personal, family and community safety
- Changes in behaviour to feel safe and avoid further incidents
- Wanting to retaliate against a known perpetrator
- Social isolation, particularly if they are new to an area or because of changes in routines
- Avoid going on-line for fear of experiencing hate contents and remarks
- Financial impact due to loss of income through sickness or because the target has been the business, cost of additional security, moving to live in a different area.

7. Cyber-hate crime

The digital world has changed the nature and scope of hate crime. It is part of our everyday lives and we now all live in a digital world where the offline and online space come together. There is a pressing need to develop processes to support victims of cyber-hate crime.

The highest percentage of hate targets online focus on racial identity. However, research has also shown that women were disproportionately targeted in Muslim hate crime online. Often the impact of cyber-hate/bullying is that:

- The consequences are experienced in the offline world
- People change their behaviours
- Are afraid to go out and stop going online
- Community tensions may increase because of internet content.

Online hate messages can be sent anonymously or by using a false identity, making it difficult to identify the offender. The global nature of the internet means that many crimes are found to have occurred in other force areas or even countries.

European Code of Conduct

Internet Service Providers (ISPs), Website hosts and IT companies, have a key role in countering cyber hate. Facebook, Twitter, Google, YouTube and Microsoft have supported the development of a European Code of Conduct with the European Commission. This requires:

- IT Companies to review the majority of valid notifications for removal of illegal hate speech in less than 24 hours and remove or disable access to such content, if necessary
- IT Companies to intensify their work with Civil Society Organisations (CSOs) to deliver best practice training on countering hateful rhetoric and prejudice and increase the scale of their proactive outreach to CSOs to help them deliver effective counter speech campaigns
- IT Companies to make information about “trusted reporters” available on their websites.
Reporting

Whilst cyber hate should be reported to the police and/or another authority figure for example, (parent, teacher, manager), on the basis of the Code of Conduct you can:

- Ensure cyber hate is reported to IT companies wherever it occurs
- Check that the hate speech has been removed within 24 hours
- Look out for and request training from IT companies for your community
- Get involved in counter-speech campaigns
- Become a ‘trusted reporter’ of cyber hate.

You do not need to be an expert user but in responding to online abuse and harassment it will be helpful to upskill in digital literacy to empower yourself to regain security and safety, or have access. The South West Grid for Learning has some excellent digital literacy resources freely available, including developing skills for digital privacy and security, managing self image and identity, digital footprint and reputation and cyber bullying (see [http://www.digital-literacy.org.uk/Curriculum-Overview.aspx](http://www.digital-literacy.org.uk/Curriculum-Overview.aspx)).

What you can do about online hate material

[www.Report-it-org.uk](http://www.Report-it-org.uk) offer the following advice:

Most hateful or violent website content is not illegal but you can still take the steps below to have it removed if it upsets, scares or offends you.

**OPTION ONE - REPORT IT TO THE WEBSITE ADMINISTRATOR**

- Most websites have rules known as ‘acceptable use policies’ that set out what cannot be put on their website. Most do not allow comments, videos and photo that offend or hurt people
- Popular websites such as Facebook, YouTube or BBC News have simple ways for you to complain about a page or video
- If what you’ve seen is on a site with a good complaints system, you should report it to the website’s owners. Look out for their ‘contact us’ page, which should be clearly linked
- Others will have a ‘report this page’ button that you can click.

**OPTION TWO - REPORT IT TO THE HOSTING COMPANY**

- If the website itself is hateful or supports violence then let the website’s hosting company know
- Hosting companies provide a place where the website sits, and often have rules about what they are willing to host. Let the hosting company know they are hosting a website that breaks their rules, and ask them to stop
- You can find out which company hosts a website by entering their web address on the ‘Who is hosting this?’ website
- You can also contact your own internet supplier to get more information.

See Section 11 in this document for further support
# 8. Why should I report hate crime?

The table below lists some of the reasons why people do not report hate incidents, what you could ask yourself and actions you can take to support you in deciding on what you should do.

## Should I report hate crime?

<table>
<thead>
<tr>
<th>Reasons for not reporting?</th>
<th>Ask yourself the following?</th>
<th>What action can you take?</th>
</tr>
</thead>
<tbody>
<tr>
<td>■ Incident was seen as too trivial</td>
<td>■ Have you or others been affected by these incidents? Are you afraid?</td>
<td>■ Tell someone you trust. Ask them what they would do</td>
</tr>
<tr>
<td>■ It happens too often to report</td>
<td>■ Do you think it will happen again</td>
<td>■ Contact a support service</td>
</tr>
<tr>
<td>■ Have you or others been affected by these incidents? Are you afraid?</td>
<td>■ Will you be returning to the place where these incidents occurred</td>
<td>■ Report it to the police who will record your complaint and investigate</td>
</tr>
<tr>
<td>■ Do you think it will happen again</td>
<td>■ Has there been any physical harm or property damage.</td>
<td>■ Check section 1 of this document or <a href="http://www.report-it.org.uk">www.report-it.org.uk</a> to find out what a hate crime is and who it affects</td>
</tr>
<tr>
<td>■ Will you be returning to the place where these incidents occurred</td>
<td>■ Tell the police. Ask them what they would do</td>
<td>■ Ring the police for assistance</td>
</tr>
<tr>
<td>■ Has there been any physical harm or property damage.</td>
<td>■ Contact a support service for reassurance</td>
<td>■ Contact a support service for reassurance</td>
</tr>
<tr>
<td>■ Did not know it was a hate crime</td>
<td>■ Do you believe you have been targeted because of your disability, race, religion, sexual orientation and transgender.</td>
<td>■ Check section 1 of this document or <a href="http://www.report-it.org.uk">www.report-it.org.uk</a> to find out what a hate crime is and who it affects</td>
</tr>
<tr>
<td>■ What is a hate crime</td>
<td>■ Am I in immediate danger</td>
<td>■ Ring the police for assistance</td>
</tr>
<tr>
<td>■ Unsure who to tell and where to report</td>
<td>■ Has the danger passed</td>
<td>■ Contact a support service for reassurance</td>
</tr>
<tr>
<td>■ Would it help me to talk to someone</td>
<td>■ Know what your rights are</td>
<td>■ Ask for records of any action points agreed with a reporting service</td>
</tr>
<tr>
<td>■ Not being believed</td>
<td>■ Say you believe it is a hate incident</td>
<td>■ Ask what will happen from your complaint and when you will know the outcome</td>
</tr>
<tr>
<td>■ Not being taken seriously</td>
<td>■ Take someone, especially any witnesses, with you to report</td>
<td>■ Find out the minimum services you have a right to receive from the police and other services</td>
</tr>
<tr>
<td>■ Being blamed</td>
<td>■ Speak to an advocate who support you</td>
<td>■ Ask for records of any action points agreed with a reporting service</td>
</tr>
<tr>
<td>■ No action will be taken if I report</td>
<td>■ Know what your rights are</td>
<td>■ Ask for records of any action points agreed with a reporting service</td>
</tr>
<tr>
<td>■ Previous poor experiences</td>
<td>■ Say you believe it is a hate incident</td>
<td>■ Ask what will happen from your complaint and when you will know the outcome</td>
</tr>
<tr>
<td>■ Lack of confidence in reporting agencies</td>
<td>■ Take someone, especially any witnesses, with you to report</td>
<td>■ Find out the minimum services you have a right to receive from the police and other services</td>
</tr>
<tr>
<td>■ Know that what has happened is not your fault</td>
<td>■ Speak to an advocate who support you</td>
<td>■ Ask for records of any action points agreed with a reporting service</td>
</tr>
<tr>
<td>■ What rights do I have as a victim?</td>
<td>■ What will happen from your complaint and when you will know the outcome</td>
<td>■ Ask for records of any action points agreed with a reporting service</td>
</tr>
<tr>
<td>■ What do I think should happen?</td>
<td>■ What will happen from your complaint and when you will know the outcome</td>
<td>■ Ask for records of any action points agreed with a reporting service</td>
</tr>
<tr>
<td>■ What do I know about the services I can go to for help</td>
<td>■ Find out the minimum services you have a right to receive from the police and other services</td>
<td></td>
</tr>
<tr>
<td>■ Find out the minimum services you have a right to receive from the police and other services</td>
<td>■ Ask the police for assistance</td>
<td>■ Ask for records of any action points agreed with a reporting service</td>
</tr>
<tr>
<td>Fear of retaliation</td>
<td>Am I living in fear?</td>
<td>Talk to the police and/or a helpline service</td>
</tr>
<tr>
<td>---------------------</td>
<td>---------------------</td>
<td>------------------------------------------</td>
</tr>
<tr>
<td>Concerns about confidentiality</td>
<td>Are other people, including children suffering</td>
<td>Find out what risk assessment and measures will be taken to protect you</td>
</tr>
<tr>
<td>My Identity being disclosed or not taken seriously</td>
<td>Am I changing my day to day behaviours and routines?</td>
<td>Ask about confidentiality and what information will be disclosed, when and to whom. Will they need your permission to disclose?</td>
</tr>
<tr>
<td>Am I isolated</td>
<td>Do I need protection and security?</td>
<td>Tell them how you want to be kept in touch</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Keep a diary of all threats and further incidents</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ask about their approach to witness intimidation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Language and communication needs</th>
<th>Go with a supportive person to any meeting</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Ask if they have access to an interpreting service</td>
</tr>
<tr>
<td></td>
<td>What information is available in different languages</td>
</tr>
</tbody>
</table>

9. **What service standards can I expect if I report?**

It is important to report all types of hate crime so you can get the help and support you need. If you report to the police and other support services you are entitled to a response from them.

**What the police can do**

A needs assessment to identify any support needs required:

- **Provide a written acknowledgement that you have reported a crime, including the basic details of the offence**
- **Offer an enhanced service if you are a victim of serious crime, a persistently targeted victim or a vulnerable or intimidated victim**
- **Signpost or refer to Victim Support, for support and advice, within two days of reporting**
- **Investigate the complaint**
- **Advise you when an investigation into your complaint has been concluded with no person being charged and the reasons explained to you**
- **Have an opportunity to seek justice.**
Reporting to relevant service, for example through the Community Safety Team, Brent Council, local community and voluntary services will also be acted upon with the victim’s consent and knowledge. Reporting all hate incidents:

- Is a form of intelligence gathering for the police and the local council
- May help identify trouble spots, patterns of hate incidents, and a more local profile of who is targeted and their needs
- May increase resources to support victims, community based interventions and work with perpetrators.

All support services (for example), the police, Brent Council, Victim Support, TellMama and others listed in Section 12 follow a client-centred approach, sometimes known as the victim’s perspective. This means when a report is made the service providers individually or together will offer a support service that responds to your needs, listens and responds.

**A client-centred response**

If you report hate crime to any service they will:

- Believe what they are being told, not question your motive for reporting or make you prove that it is a hate crime
- Recognise and fact-find that those affected by hate crime may need immediate support, for example, medical treatment
- Recognise the risk of repeat victimisation and offer options that reduce this risk, through for example, emergency accommodation, increased security around the property, a security presence
- Listen and give you time to tell what has happened, and describe what your needs may be
- Respond to any communication, access, support needs you may have
- Ask if you want a friend, relative or advocate to be with you at an interview
- Acknowledge what you want from the investigative and support process
- Recognise that hate crime disempowers and to offer responses that empower
- Keep you informed of what is happening.

**10. Knowing your rights**

Making a complaint of hate crime takes courage and is often made after multiple incidents or when in crisis. You have rights to receive a minimum service from certain services, for example, the police and Crown Prosecution Service (CPS). The Code of Practice for Victims of Crime provides detailed information on the rights of victims and how the criminal justice system processes a complaint. Community Security Trust (CST), Tell Mama and The Crown Prosecution Service (CPS) have produced a guide that will assist all victims through every stage of the process, from the scene of the hate crime to reporting, the police investigation, court process and support services. The Crown Prosecution Service (CPS) have produced information and guidance on support that is available for disabled victims and witnesses of crime.
The table below summarises the relevant legislation that covers the current monitored strands.

### Overview of current hate crime legislation

<table>
<thead>
<tr>
<th>Legislation</th>
<th>Legal Provision</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Public Order Act 1986</strong></td>
<td>Section 17 created offences of stirring up racial hatred through the use of threatening, abusive or insulting words, behaviour or written material. In 2006 and then again in 2008 this provision was extended to cover incitement on the grounds of religious identity and sexual orientation.</td>
</tr>
<tr>
<td>Covers: Racial, religious and sexual orientation</td>
<td></td>
</tr>
<tr>
<td><strong>Crime and Disorder Act 1998</strong></td>
<td>Section 28 to 32 created a number of racially aggravated offences related to assault, criminal damage, public order and harassment. This piece of legislation was amended through the Anti-Terrorism, Crime and Security Act 2001 to additionally cover religiously aggravated offences.</td>
</tr>
<tr>
<td>Covers: Racial and religious</td>
<td></td>
</tr>
<tr>
<td><strong>Criminal Justice Act 2003</strong></td>
<td>Section 145 made racial aggravation applicable to all offences. Section 146 introduced sentencing enhancement provision for any offences that are proven to be aggravated by hostility towards sexual orientation and disability. This act was amended through Section 65 of the Legal Aid, Sentencing and Punishment of Offenders Act 2012 to extend the same legal provision for transgender identity.</td>
</tr>
<tr>
<td>Covers: Disability, racial, sexual orientation, transgender identity</td>
<td></td>
</tr>
<tr>
<td><strong>Football (Offences Act) 1991, Section 3</strong></td>
<td>It is illegal to chant anything that is deemed to be ‘racialist’. This can be directed at one person or a group. Racialist means the chanting is abusive or insulting to a person based on colour, race, ethnic, nationality (including citizenship) or national origins.</td>
</tr>
<tr>
<td>Covers: Racial</td>
<td></td>
</tr>
<tr>
<td><strong>Malicious Communications Act 1998 (amended 2001), Section 1</strong></td>
<td>It is illegal to send another person a message which is grossly offensive, indecent, a threat or false information which is known or believed to be false by the sender. This includes offensive messages on social media, the internet and via text or email.</td>
</tr>
<tr>
<td>Covers: Disability, racial, sexual orientation, transgender identity</td>
<td></td>
</tr>
<tr>
<td><strong>Communications Act 2003, Part 2, Chapter 1, Section 127</strong></td>
<td>It is illegal for a person to send grossly offensive, indecent, obscene or menacing messages, or persistent messages for the purpose of causing annoyance, inconvenience or needless anxiety to another, via the internet, email, text and social media.</td>
</tr>
<tr>
<td>Covers: Disability, racial, sexual orientation, transgender identity</td>
<td></td>
</tr>
</tbody>
</table>
Protection from Harassment Act 1997, Section 1, 2 and 4

Covers: Disability, racial, sexual orientation, transgender identity

It is illegal to harass or stalk another person, whether knowingly or not, or act in a way that puts another person in fear of violence. This was a course of conduct on at least two separate occasions.

Enhanced sentencing

Enhanced sentencing means that if proven an additional penalty is added to the sentence. This sends a message out to perpetrators and society that hate crime will not be tolerated and offers a positive message that the law, police and courts take hate crime seriously.

Sections 145 and 146 of the Criminal Justice Act 2003 instruct the courts to enhance a sentence against an offender, and to declare in court that they are doing so.

Section 145 Criminal Justice Act 2003 requires the courts to consider racial or religious hostility as an aggravating factor when deciding on the sentence for any offence which has not been identified as a racially or religiously aggravated offence under the 1998 Act. Section 146 addresses increased sentences for aggravation related to sexual orientation, disability or transgender identity.

Crown Prosecution Service Links to Legal Guidance

1. Racist and Religious Hate Crime Prosecution Guidance
2. Sexual Orientation Hate Crime Prosecution Guidance
3. Disability hate crime Prosecution Guidance
4. Homophobic, Biphobic and Transphobic Hate Crime Prosecution Guidance

What is the Crown Prosecution Service (CPS)

The Crown Prosecution Service (CPS) is the principal public prosecution service for criminal cases in England and Wales. In undertaking this role, the CPS:
- Advises the police during the early stages of investigations
- Determines the appropriate charges in all but the most routine cases
- Keeps all cases under continuous review and decides which cases should be prosecuted
- Prepares cases for prosecution in court and prosecutes the cases with in-house advocates, or instructs agents and counsel to present cases
- Provides information and assistance to victims and prosecution witnesses;
- Engages with communities to help improve our work
- Addresses offending using out-of-court alternatives or ‘disposals’ where appropriate.

12. Hate crime support services

You can report hate crime to the police, your council, the local police Safer Neighbourhoods Teams, to a registered housing provider if you are a housing tenant. You can report and talk online and talk directly to support services.

12.1 Reporting to the police

In person:
Following the link below will take you to the Metropolitan Police website and information on how to report hate crime: https://www.met.police.uk/advice-and-information/hate-crime/how-to-report-hate-crime/

Ring 101:
- If a hate crime/incident has already happened or for non-emergencies
- Ask to speak to someone from the Community Safety Unit in your area
- You can ask for advice and support or make a report to them.
Ring 999:
- If it is an emergency
- An emergency means, for example, that the incident is happening, someone has been injured, there is risk to life, the perpetrator is still nearby and you need support straight away.

Visit your local police station
If you’d prefer to speak to a police officer in person you can go to your local police station.
There are two front counter police stations offering all policing services with secure and private facilities:

Wembley Police Station
603 Harrow Road
HA0 2HH
Open 24 hours

Kilburn Police Station
38, Sailsbury Road
NW6 6LT
Open Monday to Friday, 9am-5pm (not on Bank holidays)

Police Contact Points
Alternatively if it is non-urgent you can have face-to-face contact at a variety of different locations and meet your local police.

Contact Points are open every Wednesday to Thursday evening between 7.00-8.00pm and every Saturday afternoon between 2-3pm.

- 78 Walm Lane, Willesden Green, NW2 4RA
- Kingsbury Trading Estate, Unit 19 Kingsbury Trading Estate, Barningham Way, NW9 8AU
- Station Road, 25 Station Road, Harlesden, NW10 4UP
- Strata House, 34A Waterloo Road, NW2 7UH
- Harlesden Police Station

Reporting hate crime online:
Click ‘Start’ below to complete the Metropolitan Police Service (MPS) quick and simple online form. The team will investigate your report and get back to you within two days.

Start

True Vision
True Vision is a national police scheme to help hate crime victims report the incident and get the help and advice they need. Wherever you are in the UK, if you’ve witnessed or been the victim of hate crime you can report it using the True Vision online or downloadable form. Visit report-it.org.uk to find out more.

Self Evident
Self Evident is a free mobile app by the Mayor’s Office for Policing and Crime (MOPAC) that makes it easy to record, save and share evidence of hate crime. https://www.witnessconfident.org/download-the-self-evident-app

The app will:
- Enable repeat, disabled and vulnerable victims to identify themselves to the police
- Categorises types of hate crime
- Provide improved accessibility
- Ensure victims of hate crime in Brent who do not wish to report the incident to the police can log it confidentially and also access specialist help.
**Crimestoppers**
A national charity with a free helpline for reporting hate crime anonymously. You can give them as much or as little information as you want. With your details:
- The crime or incident can be investigated fully
- You will get the support you need.

If you choose not to provide details:
- The report will be used for monitoring purposes to access the extent of the problem
- You can report online or contact them directly.

[www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)
Or call them on 0800 555 111

**12.2 Reporting to Brent Council**
You can report hate crime directly to the council if you are a tenant or affected by problems from a council tenant. Contact the Anti-Social Behaviour (ASB) team on 020 8937 1058 or email community.safety@brent.gov.uk

**12.3 General Support Services**
There are a variety of different services that may be able to support, signpost and help. The True Vision website has a comprehensive list: [www.report-it.org.uk/organisations_that_can_help](http://www.report-it.org.uk/organisations_that_can_help)

**Victim Support (Brent)**
1 Moreland Gardens
Stonebridge
London
NW10 8DY
Telephone: 020 8965 1141
Drop in service (no appointment necessary) is on Monday, Wednesday, Friday 10am-4pm
Supportline 0808 16 89 111
Email or online help through [www.victimsupport.org.uk/help-and-support/get-help](http://www.victimsupport.org.uk/help-and-support/get-help)
Read the Victim Support leaflet on hate crime

**Citizens Advice (Brent)**
Citizens Advice provide free, confidential and independent advice. Advice is available face-to-face and by telephone. Most bureaus offer home visits and some also provide email advice.

270-272 High Road Willesden
London
NW10 2EY
Telephone: 020 8438 1249
[www.citizensadvicebrent.org.uk/ca.brent@cabrent.org.uk](http://www.citizensadvicebrent.org.uk/ca.brent@cabrent.org.uk)
Read Citizens Advice information on hate crime
12.4 Identity specific services

12.4.1 Disability

Brent Mencap
Telephone: 020 8451 527
Email: administrator@brentmencap.org.uk
www.brentmencap.org.uk/information-rights/hate-crime

Brent Mencap
379-381 High Road
Willesden
London NW10 2JR

People First (Self Advocacy)
People First is an organisation run by and for people with learning difficulties. The organisation aims to speak up and campaign for the rights of people with learning difficulties.

Telephone: 0207 274 5484
Mobile: 07833 460150
Email: peoplefirstltd@gmail.com
www.peoplefirstltd.com/about-us/what-we-do

Scope
National charity offering advice and information for disabled people, their families and carers.
Telephone: 0808 800 3333
Free confidential helpline
Monday to Friday, 9am-5pm
www.scope.org.uk/hate-crime

12.4.2 Sexual Orientation

The Albert Kennedy Trust
Supports lesbian, gay, bisexual and trans homeless people in crisis
Telephone: 020 7831 6562
www.akt.org.uk

Galop
Supports people who have experienced homophobia, transphobia and biphobia wherever it happens.
Telephone: 020 7704 2040
Email: referrals@galop.org.uk
Or fill out an Online Report Form
www.galop.org.uk/hatecrime
12.4.3 Race, Ethnicity and Religion

Community Security Trust (CST)
CST has a dedicated team which deals with anti-Semitic incidents and provides victim support, while respecting confidentiality at all times. CST can liaise with Police and other bodies to help ensure that any incident is dealt with properly. If you do not want to contact the Police directly, CST can do so on your behalf as a ‘Third Party Reporter’.

Telephone: 020 8457 9999
Email: incidents@cst.org.uk
https://cst.org.uk/antisemitism/hate-crimes

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. TellMAMA can also refer you for support through partner agencies if you have been a victim of an Anti-Muslim incident.

Helpline: 0800 456 1226
SMS: 0115 707 0007
Email: info@tellmamaUK.org
Whatsapp: 07341 846 086
https://tellmamauk.org/submit-a-report-to-us/

The Monitoring Group
Established in the early 1980s, The Monitoring Group works with victims of racism, including harassment and attacks providing advice, support and advocacy.
2 Langley Lane
London
SW18 1GB
Telephone: 020 7582 7438
Email: office@tmg-uk.org
www.tmg-uk.org/do-you-need-help/do-you-need-help/

Traveller Movement
Traveller Movement through The Equality & Social Justice Unit (ESJU) provides a free advice, advocacy and support service for Gypsy, Traveller and Roma individuals, communities and the people who represent them.

Telephone: 020 7607 2002
Email: info@travellermovement.org.uk
http://travellermovement.org.uk/esju/
12.4.4 On-line hate and bullying

**Ditch the label**
Primarily works with young people aged 12-15 to challenge bullying in different forms and locations, including cyber-bullying.
Office hours from 9.00am-5.30pm
Telephone: 01273 201 129

**Professionals Online Safety Helpline**
Helpline to provide support to professionals working with children and young people with online safety issues. Also awareness information and resources for young people developing digital literacy.
Monday to Friday 10.00am-4.00pm
Telephone: 0844 381 4772
Email: helpline@saferinternet.org.uk
[www.saferinternet.org.uk/professionals-online-safety-helpline](http://www.saferinternet.org.uk/professionals-online-safety-helpline)

**True Vision**
Provides advice on the law, how to report to website administrator and hosting company and links to how to report to Facebook, Twitter and YouTube.

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### 13. Useful Resources

- Supporting victims of hate crime: A practitioner guide
- Hate Crime Victim Support in Europe: A Practical Guide
- Tackling hate crime in the UK
- The Leicester Hate Crime Project
- UK Government’s action plan to tackle hate crime
- Hate crime in England and Wales, 2015-16
- Hate Crime Operational Guidance, College of Policing
- European Code of Conduct on Countering Illegal Hate Speech Online