

Who can report a hate incident or crime?

Anyone can report a hate incident or hate crime including:

- the victim or any person who has been directly affected
- anybody who witnessed the incident
- any third party, including family, friends and colleagues
- you, as one of H&F hate crime champions.

What information do I need to report a crime?

Hate crime attacks the victims core identity and can be extremely traumatic. So, we ask you to respond sensitively and respect the victim's preference when taking information and deciding which agency to report to. Useful but not essential information may include:

- victim's contact details
- date, time and location of where the incident took place
- description and information about the perpetrators
- potential witnesses (if known)
- any other evidence (such as photos, video recordings).



Where else can I report?

You can guide a victim to report hate crimes to the council, a third-party reporting centre or to a registered housing provider. You can also direct victims to report online and talk directly to specialised support services.

Reporting to H&F Council

You can report hate crimes directly to the council if you are a tenant or affected by problems from a council tenant. Contact the anti-social behaviour unit (ASBU) on 020 8753 2693, or email asbu@lbhf.gov.uk. For any other hate crime-related matter please contact the community safety unit at hatecrime@lbhf.gov.uk. Alternatively, if you have been a victim or witness of a hate crime, visit our website and complete the self-reporting form. A member of the team will then contact you within seven days to discuss your report.

STOP HATE UK
0800 138 1625
24 HOUR HELP LINE

Community Safety Unit
Hammersmith & Fulham Council
Hammersmith Town Hall, King St, London W6 9JU
Phone: 020 8753 2693
Email: hatecrime@lbhf.gov.uk

**SUPPORTING VICTIMS OF
HATE CRIME**



Supporting you

We don't tolerate hate crime in Hammersmith & Fulham, and we know that you don't either. That's why we have created this leaflet to support anybody who faces hate crime in our borough. We want to ensure that victims and witnesses of hate crimes are supported in the best possible way. This leaflet will help explain:

- what hate crime is and how to recognise it
- who can report hate crime and what information is needed
- how to refer victims to the right supporting agencies.

This guide should be used by anybody who has suffered any kind of hate crime or incident. If you're acting on behalf of a victim you can use this information to help you direct the victim to the correct supporting agencies.

Hate incidents

Hate incidents and crimes are motivated wholly or partly by someone'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 or actual identities, known as 'monitored strands':

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

When is a hate incident also a crime?

When hate incidents are criminal offences they are known as hate crimes. A criminal offence is something which is illegal. Any criminal offence can be a hate crime if it was carried out because of hostility or prejudice based on the monitored strands. Incidents which are based on other personal characteristics, such as age, are not considered to be hate crimes. You can, and should, still report these, but they will not be prosecuted as hate crimes by the police or the Crown Prosecution Service.

Reporting to the Police

- **Telephone:** The quickest way to report an incident to the police is to **phone 999**.
999 should always be used in an emergency - for example if the incident is happening, the perpetrator is in the vicinity, someone has been injured or there is a risk to life.
101 for non-emergencies
- **In person:** Victims can report hate incidents in person by attending any police station. The report will be investigated by the police station covering the area the incident happened.
Online: The following categories of crime or incidents can be reported via the MPS website www.met.police.uk

Specialised support services

There are a variety of different services that may be able to support, signpost and help victims and witnesses of hate crime. Please see to the right the relevant support services for each monitored strand along with general support services.

SUPPORT SERVICES

Victim Support
020 7259 2424
www.victimsupport.org.uk/help-and-support/get-help

Stop Hate UK
0800 138 1625
www.stophateuk.org/report-hate-crime

Citizens Advice Hammersmith & Fulham
0300 330 1162
www.citizensadvice.org.uk

Communities Alliance to Combat Hate (CATCH)
www.catch-hatecrime.org.uk

Crimestoppers
0800 555 111
www.crimestoppers-uk.org

DISABILITY

H&F Mencap
020 8748 5168
www.hfmencap.org

H&F Safety Net - People First (SNPF)

Inclusion London
020 7237 3181
www.inclusionlondon.org.uk

Mind
020 7471 0580
www.hfmind.org.uk

H&F Age UK
020 7386 9085
www.ageuk.org.uk

Anne Craft Trust
0115 951 5400
www.anncrafttrust.org

SEXUAL ORIENTATION

GALOP Advice Line
020 7704 2040
referrals@galop.org.uk

Switchboard
0300 330 0630
www.switchboard.lgbt

AKT
020 7831 6562
www.akt.org.uk

Stonewall
www.stonewall.org.uk

The NAZ Project
020 8741 1879
www.naz.org.uk

TRANSGENDER

The Gender Trust
www.gendertrust.org.uk

GIRES
01372 801 554
www.gires.org.uk

GALOP Advice Line
020 7704 2040
referrals@galop.org.uk

RACE OR RELIGION

Community Security Trust (CST)
020 8457 9999
www.cst.org.uk

Tell MAMA
www.tellmamauk.org

The Monitoring Group
020 7582 7438
www.tmg-uk.org

Southall Black Sisters
020 8571 0800
www.southallblacksisters.org.uk

