

## Essex Hate Crime Reporting and Support Pathway - Overview

A guide for all agencies in assisting people to report Hate Crime and signposting or referring people to the relevant support services.

**'Hate Crime' is the generic term used to discuss both Hate Crimes and Hate Incidents.**

Hate Crimes are any crimes perceived by the victim or any other person, to be motivated by hostility or prejudice. Hate Incidents feel like crimes and often escalate to crimes or tensions in a community. Both are committed because of a person's actual or perceived: Race, Religion, Sexual Orientation, Gender Identity or Disability.

Hate Crime can take many forms, including: verbal abuse; inciting others to commit Hate Crime; intimidating behaviour and harassment, including online; damage to property; offensive leaflets, posters and graffiti.

**If you are in contact with someone who wants to report Hate Crime or wants to access support, please follow the guide below.**

**Step 1: Provide information about reporting Hate Crime to the victim/witness, or make a report on behalf of the victim/witness. The person reporting can select the option best suited to their needs (e.g. if they only want to report online).**

**Contact the police directly – by phone, in-person or online (Including anonymously to True Vision).**



**Contact Stop Hate UK – by phone or online. There is the option to report anonymously here.**



**Contact Crimestoppers – by phone or online. All reporting is anonymous here.**



**Visit a Hate Incident Reporting Centre – in-person. There is the option to report anonymously here.**



**Step 2: Signpost or refer the victim to a support service. You can signpost or refer someone to multiple support services depending on their needs and their consent. The victim does not have to report the Hate Crime to access support.**

**Does the victim need emotional or practical support around the impact of the crime?**

**Does the victim need advice or more information about Hate Crime?**

**Does the victim need information on other areas such as housing, finance, work etc?**

**Contact Victim Support.**

**Contact Stop Hate UK or visit a Hate Incident Reporting Centre.**

**Contact Citizens Advice Bureau.**

**Contact their Local Authority or Housing Officer.**

*For further details please see section 2.*

### 1. Report the Hate Crime – regardless of whether you think a criminal act has happened.

Anyone can report a Hate Crime, regardless of whether they are the victim, witness or are reporting on behalf of someone else. As an agency, you could report on behalf of someone else, assist them in reporting or give them information about the below reporting options.

#### Option 1: Report directly to the Police

- In an emergency, call 999.
- In a non-urgent situation, call 101 or report online.
- Or visit a police station.
- Visit [www.essex.police.uk](http://www.essex.police.uk) for more information.
- You can also report online to **True Vision** which is the national police reporting pathway. There is the option to report anonymously here. Complete an online form at [report-it.org.uk](http://report-it.org.uk).

#### Option 2: Report to a third-party – these are agencies that are independent of the police, details of which are below.

##### Report anonymously – if the person does not want to be named. Available 24/7.

- **Stop Hate UK** – Call the charity on 0800 138 1625. This service only covers certain areas in the UK (including Essex). Visit: [stophateuk.org](http://stophateuk.org).
- **Crimestoppers** – the national anonymous crime-reporting service. Call 0800 555 111 or complete an online form at <https://crimestoppers-uk.org/>.

##### Report in-person – if the person would prefer to report at a physical location.

- **Hate Incident Reporting Centres (HIRCs)** – community venues in Essex where people can be supported around Hate Crime. There is the option to report anonymously here. For HIRC locations visit: [www.essex.police.uk/hatecrime](http://www.essex.police.uk/hatecrime)

##### Report to a social media site

- Use the 'report' functions on the social media site where hate material was found.

### 2. Refer or signpost the person to a support service. If you are in contact with someone affected by Hate Crime, you can either signpost or refer them to the appropriate service(s) by using the methods below. You can refer them at any stage of your interaction with them, regardless of whether the police are involved.

- **Victim Support** – a national charity offering free and confidential support for people affected by crime. They are independent of the police.
  - Call 0808 178 1694 (Essex number open 8am-5pm Monday-Friday) or call the National 24/7 Supportline on 0808 168 9111 (outside of the above working hours).
  - Access support via email or online chat by visiting [victimsupport.org.uk](http://victimsupport.org.uk).
- **Stop Hate UK** – call for Hate Crime information and support, 24/7 on 0800 138 1625.
- **Citizens Advice Bureau** – for advice on a range of themes such as housing, finance, work, law and courts and immigration. Visit [citizensadvice.org.uk](http://citizensadvice.org.uk) to find your local service.
- **Housing officer or local authority** – if the person needs support for a council or housing situation.
- **GP** – if the person needs to discuss a mental or physical issue, they should make an appointment to see their GP. If the person has serious physical injuries, they should go directly to A&E.
- **For information about the Criminal Justice System** – for information on themes such as reporting crime, the trial and claiming compensation visit [victimscommissioner.org.uk/victims-journey](http://victimscommissioner.org.uk/victims-journey).
- **Find out about Restorative Justice** – Restorative Justice or mediation are when those harmed by a crime or conflict have contact with the person responsible to try to find a way forward. This is voluntary and both sides need to agree for the contact to take place. Visit [restorativeessex.co.uk](http://restorativeessex.co.uk).

## What happens when I report Hate Crime?

What happens when you report Hate Crime depends on two factors:

1. Who you report the Hate Crime to, and;
2. Whether what you report constitutes a criminal offence.

### 1. Who you report the Hate Crime to:

**Essex Police** - If you report the Hate Crime directly to Essex Police, they will speak to you to establish the details of the incident. They will explain the investigation process and give you information to help you decide what you want to do. You may need to provide a statement and the police will gather evidence. If the police find the person who committed the crime, there are a number of things that could happen, such as the person being issued with a caution or the case going to court. For more information about what happens when you report crime to the police please visit:

<https://www.victimsupport.org.uk/crime-info/reporting-crime/what-happens-when-i-report-crime>

**True Vision** – If you report to True Vision, you will need to answer several questions about the incident you are reporting, via an online form. The information you provide will be passed to the appropriate police force. If you have provided your contact details, the police force will contact you to establish details about the crime.

**Crimestoppers** - If you report to Crimestoppers, you will be reporting anonymously; they will not ask for your name and cannot trace your call. The information you provide will be passed anonymously to the appropriate police force that could use the information for intelligence purposes.

**Stop Hate UK** - If you report to Stop Hate UK, trained staff can provide you with information and advice about Hate Crime. The information you provide is confidential but can be passed to the police if you want it to be. The information could then be used by the police to investigate the crime.

**Hate Incident Reporting Centres (HIRCs)** – If you report to a Hate Incident Reporting Centre, a trained member of staff can support you around the Hate Crime. They could give you information about support services and could help you to report the Hate Crime to an agency such as Essex Police.

**Social Media site** – If you report a Hate Crime to the social media platform (e.g. Facebook, Twitter) where you saw the hate material, the social media platform will investigate what happened. They could take several actions such as removing the material you reported or disabling the offender's account. Your details will not be given to the person you have made the report against. However, if you want the police to investigate the hate material, you will need to report directly to the police or another agency.

### 2. Whether what you report constitutes a criminal offence:

'Hate Crime' is an umbrella term that covers both **crimes** and **incidents** that are motivated by hostility or prejudice towards personal characteristics. Both Hate **Crimes** and Hate **Incidents** will be investigated if they are reported to the police. You will be supported throughout the investigation process and will be offered additional support from other agencies. There are many ways that Hate **Crimes** and Hate **Incidents** can be dealt with, however only Hate **Crimes** can be prosecuted.

**By reporting all incidents of Hate Crime, regardless of whether they constitute a criminal offence, you will allow the police to gather intelligence and direct resources to certain areas. The information you provide could also prevent future incidents.**

**If you are in contact with a victim and need further information or advice, please contact Victim Support on 0808 178 1694 or Stop Hate UK on 0800 138 1625.**

This document was produced by the Strategic Hate Crime Prevention Partnership in Essex.

If you require further information about the Strategic Hate Crime Prevention Partnership, have any Hate Crime-related queries or would like to discuss Partnership collaboration, please contact the Partnership's Coordinator, Lauren McSpadden at [lauren.mcspadden@victimsupport.org.uk](mailto:lauren.mcspadden@victimsupport.org.uk).

This document is for **agencies** to assist and give advice/guidance to service users or members of the public that have been affected by Hate Crime. If you are an agency that requires resources designed for public use please contact Lauren McSpadden at [lauren.mcspadden@victimsupport.org.uk](mailto:lauren.mcspadden@victimsupport.org.uk).