

Useful organisations

In an emergency, always contact the police – phone 999. Remember to take an incident or crime number.

Citizens Advice

www.citizensadvice.org.uk

England: 03444 111 444

Wales: 03444 77 20 20

Text Relay: 03444 111 445

Crimestoppers

0800 555 111

www.crimestoppers-uk.org

Stop Hate UK

0800 138 1625

www.stophateuk.org

SupportLine

www.supportline.org.uk

01708 765200

info@supportline.org.uk

Victim Support

www.victimsupport.org.uk

0808 16 89 111

supportline@victimsupport.org.uk



Free, confidential advice. Whoever you are.

We help people overcome their problems and campaign on big issues when their voices need to be heard.

We value diversity, champion equality, and challenge discrimination and harassment. We're here for everyone.

citizensadvice.org.uk



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No place for hate



If you're attacked because of your disability, gender identity, race, religion or sexual orientation, this is a hate incident.
You have the right to be who you are.

**citizens
advice**

What is a hate incident?

Hate incidents involve violence or hostility against you because of who you are. When hate incidents become criminal offences they're known as hate crimes. A criminal offence is something which breaks the law.

If you're targeted because of your real or perceived disability, gender identity, race, religion or sexual orientation, this is a hate incident and **you can report it**.

Examples

Hate incidents can happen at work, when you are out, or where you live. For example:

- Verbal abuse, like name-calling, jokes in the street, on the bus etc.
- Harassment, like constantly knocking on the door or throwing eggs at windows.
- Bullying or intimidation by children, adults, neighbours or strangers.
- Physical or verbal assault on a person.
- Threats of violence.
- Hoax or abusive calls and text messages.
- Insulting or derogatory online comments (for example via Facebook, Twitter etc).
- Harm or damage to your home, pet, vehicle, community building or place of worship etc.

Hate incidents can cause misery and distress whether physical, mental, financial, emotional or spiritual. It's important to take action by reporting the incident.

Taking Action – Reporting

If you have experienced, or witnessed, a hate incident it's natural to be angry or worried about taking things further. But it's important to report incidents, to resolve the problems you have experienced.

A good place to start is your local Citizens Advice. Tell them "I want to report a hate incident." You can say it relates to your disability, gender identity, race, religion, sexual orientation or a combination of these. Include details about how you are feeling, so they can best support you.

No incident is too small – report everything! When major incidents happen, they often follow from minor ones that were not reported. You can make your report anonymous. Report online to the police at: <https://beta.met.police.uk/true-vision-report-hate-crime>



Reporting centres

Reporting centres are local places where you can report incidents and get help, especially if you don't want to go to the police. Find a list of hate incident/crime reporting centres at the back of this leaflet.

What happens next?

Most people simply want the incidents to stop. Your local Citizens Advice can help you take up further action with the relevant hate crime reporting centre.

Your local Citizens Advice can work with other local organisations to make sure you get all the help you need. We also work together with other organisations to help stamp out hate incidents right across your local area. For example, we may encourage reporting, share appropriate information and identify areas of concern or good practice.

What if I'm not taken seriously?

The police, Crown Prosecution Service, councils and other agencies must take hate incidents very seriously. Hate incidents are covered by civil, criminal, employment and human rights law.

If you feel someone is not helping you, you can make a complaint or ask local Citizens Advice to help you with complaining about that organisation. Don't give up until you are listened to and taken seriously.