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Introduction

This directory of services has been created by the South Gloucestershire Council and its partners to offer information, guidance and advice for victims, their friends and families. It is also a useful reference for service providers and practitioners. In 2016, the Home Office published [Action Against Hate](#), which sets out the UK government's programme of actions to tackle hate crime over the next four years. South Gloucestershire Council is equally dedicated to challenging, combating and eradicating hate crime and hate incidents. To achieve this, we work in partnership with a diverse range of organisations across the area, all of whom have a zero tolerance approach to hate motivated behaviour. Working together, with these joint aims, ensures that respect for diversity and community cohesion is promoted, and supports your right to enjoy a life free of crime.

What is a hate crime or incident?

What is a hate incident?

This can be:

- When hate is present in someone's behaviour or actions, but no crime is committed.
- Any incident which the victim (or anyone else) thinks is motivated by hate because of their disability, race, religion, sexual orientation, or because they are transgender.

Hate incidents can feel like crimes to those who suffer them. Not all hate incidents will amount to or escalate into criminal offences, but those that do become hate crimes. Incidents could include lower-level verbal abuse, rubbish or noise nuisance, offences by children under the age of 10, or other forms of Anti-social behaviour.

What is a hate crime?

The Association of Chief Police Officers (ACPO) and the Crown Prosecution Service (CPS) have agreed a common definition of hate crime: 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 disability or perceived disability (including physical disability, learning difficulty and mental health), race or perceived race; religion or perceived religion; sexual orientation or perceived sexual orientation; and any crime motivated by hostility or prejudice against a person who is transgender or perceived to be transgender. (Source: [CPS website](#)) Hate crimes and hate incidents can be committed against a person or their property. The victim does not necessarily have to be a member of a particular targeted group. They may be a victim due to their association or perceived membership of a group. In 2017, Avon and Somerset Police became the third police force in the country to recognise **gender based hate crime**. This change aims to give victims of such abuse the confidence to report incidents. You can find out more in the section on 'Gender-based hate'.

Types of crime/incident that can be experienced

Incidents can be wide ranging in nature, and can include some of the following:

- graffiti
- threats
- name calling
- damage to property
- physical assaults
- bullying
- harassment
- malicious phone calls
- arson or attempted arson.

Online hate crime

Hate crime can be perpetrated online (for example, using social media) or offline, or there can be a pattern of behaviour that includes both. In recognition of the growth of hate crime perpetrated using social media, the Crown Prosecution Service (CPS) in England and Wales have stated their commitment to treat online crime as seriously as offline offences, while taking into account the potential impact on the wider community as well as the victim. The CPS have issued revised guidance documents which are available to criminal prosecutors once police have investigated and prepared a case. These cover different strands of hate crime - racist and religious; disability; and homophobic, biphobic and transphobic.

Disability hate

A disablist or disability related incident or hate crime is any incident or crime where an individual, group or their property is targeted because of their disability or a relationship or association with a person who has a disability. Incidents or crimes may be physical, verbal, written or psychological. The incident is defined as hate based on the victims or any other person's perception that it has been motivated by a person's disability, or perceived disability. The Equality Act 2010 generally defines a disabled person as someone who has a physical or mental impairment that has a substantial and long term adverse effect on their ability to carry out normal day-to-day activities. The definition of disability hate crime would include anyone who was targeted as a result of his or her disability or impairment, as defined by the Equality Act, including those diagnosed with less visible or invisible disabilities, such as mental health conditions or HIV. You don't have to be physically attacked or injured to be a victim of a disability hate crime. You may be subjected to abuse that you find offensive; it's also illegal for anyone to use threatening and abusive language.

Disability 'Mate Crime'

Another form of disability-related hate crime is known as 'mate crime'. This is where someone might make friends with a disabled person so that they can take advantage of them. They use their

friendship to cover the fact that they are committing crimes at the disabled person's expense, such as stealing money and or possessions. There have also been cases where disabled people have been attacked by the people who are supposed to be their friends. The website 'Safety Net' has lots of [resources](#) on Mate Crime, including how to recognise the different types. If you have concerns about someone being a possible victim of 'mate crime' you can also report this to South Gloucestershire Council's Safeguarding Service (contact details can be found under 'Local services'). Brandon Trust are a local organisation who work with children and adults with learning disabilities and autism. [Their website](#) has information about disability hate crime, and details of [workshops](#) they provide to support both the public and professionals. The aim of the workshops is to address the under-reporting of disability hate crime including 'mate crime', and their training is designed to be accessible for people with learning difficulties. For information about how to report disability related hate crime please see the section '[Reporting hate crimes or incidents](#)'. The section '[Directory of specialist support agencies](#)' also has information about other organisations that support victims of disability related hate.

Gender based hate

Gender-based hate crime is not recognised nationally as a category of hate crime, but in 2017, Avon and Somerset Police became the third police force in the country to recognise and record it. This change aims to increase victim's confidence to report incidents. Amongst all respondents to the [Crime Survey of England and Wales](#) (year ending December 2018) 67,000 gender hate crimes were recorded, from both males and female victims. Gender-based hate can include the use of gendered or gender-specific slurs, harassment on the street or online, groping, threatening behaviour and indecent exposure. -based hate crimes can often have an 'intersectional' element: for example, someone could be targeted because they are Muslim, but also because they are female. For information on how to report gender-based hate crime please see the general section '[Reporting hate crimes or incidents](#)'. The '[Directory of specialist support agencies](#)' section also contains more information about more organisations that support victims of gender-based hate.

Homophobic hate

A homophobic hate incident or crime is defined as any incident or crime where an individual, group or their property is targeted because of their sexuality (gay, lesbian or bisexual) or a relationship or association with a person of a particular sexual orientation. Incidents or crimes may be physical, verbal, written or psychological. The incident is defined as hate based on the victim's or any other persons perception that it has been motivated by sexual orientation or perceived sexuality. Homophobic hate crime or incidents can happen anywhere and are often based on prejudice and stereotypes. Homophobic crime can affect victims in many ways, for example, someone could be assaulted or robbed because their attacker does not like people who they see as different to them. Other victims may have homophobic graffiti painted on their house or belongings by people who suspect that someone who lives there is gay, lesbian or bisexual. You don't have to be physically attacked or injured to be a victim of homophobic hate crime. You may be subjected to abuse that you find offensive; it's also illegal for anyone to use threatening and abusive language or hand out flyers or leaflets that could lead other people to commit a criminal act against someone because of their sexual orientation. For information on how to report homophobic hate crime please see the

general section '[Reporting hate crimes or incidents](#)'. The '[Directory of specialist support agencies](#)' section has more information about other organisations that support victims of homophobic hate.

Racist hate

A racist hate incident is defined as any racist incident which is perceived to be racist by the victim or any other person. This definition comes from the 1999 report by Sir William Macpherson, following the murder of the black teenager Stephen Lawrence in Eltham, London in 1993. In a racist incident or racist hate crime, an individual, group or their property can be targeted because of their race, culture, ethnic origin, nationality or relationship with a person from another ethnic group. Incidents or crimes may be physical, verbal, written or psychological. The incident is defined as Hate based on the victims or any other person's perception that it has been motivated by race, ethnic origin, nationality or culture; actual or perceived. Racially motivated crime or incidents includes those committed against people from Gypsy and Traveller background. Any crime committed against someone because of their race, ethnicity, nationality or culture is classed as a racially aggravated/motivated offence. For example, someone may be threatened with violence or assaulted because of their race. You don't have to be physically attacked or injured to be a victim of a race hate crime. You may be subjected to abuse that you find offensive; it's also illegal for anyone to use threatening and abusive language or hand out flyers or leaflets that could lead other people to commit a criminal act against someone because of their race. For more information on how to report racist hate crime please see the general section '[Reporting hate crimes or incidents](#)'. The '[Directory of specialist support agencies](#)' section also contains more information about other organisations that support victims of racist hate.

Religious or faith based hate

Faith based hate incidents and crimes are any incidents or crimes where an individual, group or their property is targeted because of their religion or their beliefs, or relationship with a person from another religion. Incidents or crimes may be physical, verbal, written or psychological. The incident is defined as hate based on the victims or any other person's perception that it has been motivated by religion or beliefs, or a person's perceived religion or beliefs. Any crime committed against someone because of their religion or beliefs, may also be interpreted as an attack on their race, and it is often therefore classed as a racially aggravated or motivated offence. You don't have to be physically attacked or injured to be a victim of a religious hate crime. You may be subjected to abuse that you find offensive; such as verbal abuse, graffiti or other written materials that instigate hate towards a person's religion or belief. However, it is not against the law or considered a hate crime or incident to criticise someone because of their religion/belief. For information on how to report faith based hate crime please see the general section '[Reporting hate crimes or incidents](#)'. The section '[Directory of specialist support agencies](#)' also contains more information about other organisations that support victims of religious and faith based hate.

Transgender hate

A transphobic or transgender hate incident or crime is defined as any incident or crime where an individual, group or their property is targeted because of their transgender identity or relationship with a person who is transgender. Incidents or crimes may be physical, verbal, written or

psychological. The incident is defined as hate based on the victims or any other person's perception that it has been motivated by prejudice of a person's transgender identity. Any crime committed against someone because of their transgender identity may also be interpreted as a homophobic incident, and is often based on prejudice and stereotypes. You don't have to be physically attacked or injured to be a victim of transgender hate crime. You may be subjected to abuse that you find offensive; it's also illegal for anyone to use threatening and abusive language or hand out flyers or leaflets that could lead other people to commit a criminal act against someone because of their transgender identity. For information on how to report transphobic hate crime, please see the general section '[Reporting hate crimes or incidents](#)'. The section '[Directory of specialist support agencies](#)' has information about other organisations that support victims of transgender hate.

Reporting hate crimes or incidents

Why should you report hate crime/incidents?

If you experience a hate crime or incident you should report it. By reporting incidents you are allowing agencies to offer you the support and advice you need and to ensure offenders are brought to justice. You may not feel ready to report to the police, in which case you can report to one of the other agencies listed below who can provide support. You don't have to take action against your offender, or you may not be able to because you don't know who they are. We understand it can be daunting to take action and you may fear repercussions, but you are still entitled to and can get support to help you cope with the incident or incidents. By reporting hate crime or incidents, you are also enabling agencies to gain a greater understanding of the extent of hate within your local area, and therefore develop improved responses, and you may also be able to prevent other people becoming victims of hate. If you are a **young person** and have experienced or witnessed a hate crime or hate incident, you can also speak to an adult you trust.

What information do you need to report a hate crime or Incident?

It helps when reporting an incident if you are able to write down or provide the following details:

- the time, date and location of the incident
- the detail of the incident
- the identity or description of the perpetrator
- the name of any witness

How do you report hate crime or incidents?

You can report incidents via the following routes in South Gloucestershire:

Avon and Somerset Police

In an emergency always call 999 Non-emergency and enquiries: 101 You can report online: for further information visit True Vision <http://www.report-it.org.uk> Website:

<http://www.avonandsomerset.police.uk> You can also report at your local police station or by visiting your local beat surgery (see the Avon & Somerset Police website for details).

South Gloucestershire Council Anti-Social Behaviour Team

If you are experiencing anti-social behaviour as part of any hate crimes or incidents, you can contact South Gloucestershire Council's ASB Team. Tel: 01454 868582 Lines open 8.45am to 5pm Monday – Thursday, 8.45am to 4.30pm Fridays. Email: asbreporting@southglos.gov.uk
Website: www.southglos.gov.uk

Stand Against Racism & Inequality (SARI)

Tel: 0117 942 0060 FAX: 0117 942 0038 Email: sari@sariweb.org.uk Website:
<http://www.sariweb.org.uk/>

Victim Support

Local Avon and Somerset call line: 0300 303 1972 Lines open 9.30am-6pm Monday to Friday and 9.30am-12.30pm on Saturdays Website: <http://www.victimsupport.org.uk>

Housing association

If you are a housing association tenant you should contact your housing officer to make a hate crime or incident report. Your housing association should have a protocol for dealing with these types of reports and will offer you support and advice. We have included below the contact details for two of the largest providers of social housing in South Gloucestershire:

Bromford Housing Association (formerly Merlin)

Website: <https://www.bromford.co.uk/> General contact number: 0300 123 2222

LiveWest Housing Association (formerly Knightstone/Liverty)

Phone: 08458 729729 or 01934 526000 Email: talktous@livewest.co.uk Website:
<https://www.livewest.co.uk/>

Directory of specialist support agencies

Brandon Trust

Brandon Trust is a UK charity working across Southern England including London, supporting approximately 1,600 children and adults with learning disabilities and autism. Email:
info@brandontrust.org Website: <https://www.brandontrust.org/>

Bristol Mind

Bristol Mind aims to promote a positive view of mental health and provide services that are accessible, relevant and empowering to the people using them; contribute to mental and emotional

wellbeing and to reduce stigma and discrimination. Telephone: 0117 980 0370 Email: admin@bristolmind.org.uk Website: <http://bristolmind.org.uk/> Bristol MindLine Trans+ is a confidential emotional, mental health support helpline from Bristol Mind, for people who identify as trans, agender, gender fluid, or non-binary Telephone: 0300 330 5468 Website: <http://bristolmind.org.uk/help-and-counselling/mindline-transplus/>

Community Security Trust

Community Security Trust is a charity that protects British Jews from antisemitism and related threats. Email: enquiries@cst.org.uk Website: <https://cst.org.uk/>

Crown Prosecution Service (CPS)

The CPS prosecutes criminal cases investigated by the police in England and Wales and exists to ensure that wrongdoers are brought to justice, victims of crime. The police investigate whether a hate crime has been committed. They refer cases to the CPS to decide whether there should be a charge. The CPS are responsible for preparing and presenting hate crime cases at court and applying for an increased sentence. The CPS are also responsible for providing information, assistance and support to victims and prosecution witnesses. Further information and support guides are available on their website, including an online support guide: <https://www.cps.gov.uk/sites/default/files/documents/publications/guide-to-support-for-disabled-victims-and-witnesses-of-crime.pdf> for victims of disability related hate crime. Website: <https://www.cps.gov.uk/hate-crime>

Disability Rights UK

A national organisation, led by people with diverse experiences of disability and health conditions, from different communities. Works with allies committed to equal participation for all. Disability Rights UK also publish guidance for victims of disability-related hate crime, and non-disabled individuals, including guides in easy read format. Website: <https://www.disabilityrightsuk.org/how-we-can-help/independent-living/stop-disability-hate-crime>

Educational Action Challenging Homophobia (EACH)

Educational Action Challenging Homophobia (EACH) is a charity providing training, resources and support services to affirm the lives of lesbian, gay, bisexual, trans or questioning (LGBT+) people. EACH provides a free and confidential, homophobic or transphobic incident reporting service covering the United Kingdom. If you have been the target of homophobic, biphobic or transphobic bullying or harassment you can use their freephone Helpline and online self-reporting form: Website: <https://each.education/homophobic-transphobic-helpline> Helpline: 0808 1000 143

Equality and Human Rights Commission

Challenges discrimination, and protects and promotes human rights. Website: <https://www.equalityhumanrights.com/en>

Equality Advisory and Support Service

Helpline advises and assists individuals on issues relating to equality and human rights, across

England, Scotland and Wales. Advice line: 0808 800 0082 Textphone: 0808 800 0084 Website: <http://www.equalityadvisoryservice.com/>

The Diversity Trust

An organisation that influences social change to achieve a fairer and safer society. See the latest publication '[Out in South Gloucestershire](#)' Website: <http://www.diversitytrust.org.uk/>

MEND (Muslim Engagement & Development)

MEND is a not-for-profit company that helps to empower and encourage British Muslims within local communities to be more actively involved in British media and politics. Email: info@mend.org.uk Website: <https://mend.org.uk/>

MIND

Advice and support for anyone with mental health problems. Tel: 0300 123 3393. Website: www.mind.org.uk

Mind You

South Gloucestershire's mental health and emotional wellbeing hub for young people. Mind You is here to help you to look after your mental health, to find out about mental health problems and where you can go in South Gloucestershire if you are struggling. There is also a dedicated section on [Gender identity and sexual orientation \(LGBTQ+\)](#) Website: <https://sites.southglos.gov.uk/mind-you/>

Muslim Youth Helpline

Muslim Youth Helpline provides faith and culturally sensitive services to Muslim youth in the UK. The service is a free and confidential support service and uses male and female volunteers. Freephone: 0808 808 2008 Email: info@myh.org.uk Website: <http://www.myh.org.uk>

National Autistic Society (NAS)

UK charity for autistic people (including those with Asperger syndrome) and their families. NAS provide information, support and pioneering services, and campaign for a better world for autistic people. Website: <http://www.autism.org.uk/>

Stand Against Racism & Inequality (SARI)

SARI provides support for victims of any type of hate crime including racist, faith-based, disablist, homophobic, transphobic, age based or gender based. SARI also offer support to Gypsy Roma and Traveller communities. Tel: 0117 942 0060 FAX: 0117 942 0038 Email: sari@sariweb.org.uk Website: <http://www.sariweb.org.uk/>

Stonewall

Stonewall is a lesbian, gay, bisexual and transgender rights charity. They provide support to individuals and work in partnership with other organisations. Website: <http://www.stonewall.org.uk/>

Tell MAMA

Tell MAMA is an independent, non-governmental organisation which works on tackling anti-Muslim hatred. 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. In partnership with other organisations such as The Crown Prosecution Service, they also have published [a guide for those affected by Faith-based Hate Crime](#), with a specific focus on antisemitism and anti-Muslim hatred. Website: <https://tellmamauk.org/>

The LGBT Foundation

Offers advice, support and information for anyone who identified as lesbian, gay, bisexual or transgender. Tel: 0345 3303030 Website: <http://lgbt.foundation/>

Victim Support

Victim Support provides practical and listening support to victims of crime. The services are free and confidential. Victim Support can give you information about the criminal justice system, support at court if you are a witness of crime, and information about criminal injuries compensation if you are eligible and have reported the crime. Victim Support Local Avon and Somerset call line: 0300 303 1972 Lines open 9.30am to 6pm Monday to Friday and 9.30am to 12.30pm on Saturdays Website: <http://www.victimsupport.org.uk>

Local services

Avon and Somerset Police

The police force area covering South Gloucestershire. Telephone: **999** if you or someone else is in immediate danger, or if the crime is in progress. otherwise please call us on **101**. Website: <https://www.avonandsomerset.police.uk/>

Community Engagement Forums

Community Engagement Forums (CEF), previously known as Safer and Stronger Community Groups, in South Gloucestershire are about listening and responding to local people's real issues. People in their communities know best what works for them and what their real needs are. CEFs have been developed through working with various partner agencies including the Avon & Somerset Police, Avon Fire & Rescue, health, town and parish councils and local organisations. CEFs are also about working in partnership with elected members; we aim to provide a platform for building strong and cohesive communities in which everyone, regardless of background, has a real sense of community involvement. Website: www.southglos.gov.uk/CEF Telephone: 01454 868113, 01454 868113, 01454 868113, 01454 868113

Homechoice

If you are not a housing association tenant, you can apply for the service, search and view available properties, bid for properties and track the progress of your bids. Website: <https://homechoice.southglos.gov.uk/> Contact Number: 01454 868005 Email:

HomeChoiceTeam@southglos.gov.uk

Southern Brooks

Southern Brook is a community development organisation which helps people to reach their full potential and actively contribute to their communities. They are a developing a wide-ranging community cohesion offer to reduce community tensions and build kinder, stronger communities, including through promotion and enabling of volunteering and voluntary action. Website:

<https://southernbrooks.org.uk/> **Patchway Office:** Coniston Community Centre, The Parade, Coniston Road, Patchway, Bristol BS34 5LP Tel: 01454 868570 Email:

office@southernbrooks.org.uk **Kingswood Office:** The Park Centre, High Street, Kingswood, Bristol BS15 4AR Tel: 01454 864164 / 4165 Email: kingswood@southernbrooks.org.uk

South Gloucestershire Asian Project

Email: sgap.office@googlemail.com Website: www.sgap.org.uk Tel: 0781 3964184

South Gloucestershire Chinese Association

Email: sgca.office@yahoo.co.uk Tel: 01454 865134 Website: <http://www.sgca.info/> Post: Coniston Community Centre, The Parade, Coniston Road, Patchway, Bristol BS34 5LP Meets: Every Thursday 10am to 12 midday at Bradley Stoke Leisure Centre Main Sports Hall (BS35 9BS)

South Gloucestershire Disability Equality Network

SGDEN is an independent group run by disabled people for disabled people. Post: SGDEN, c/o CVS South Gloucestershire, Poole Court, Poole Court Drive, Yate, Bristol, BS37 5PP Email: contact@sgden.org.uk Website: <http://www.sgden.org.uk/>

South Gloucestershire LGBT+ Equality Network

Working together to improve access to services for LGBT+ communities in South Gloucestershire. Telephone: 0844 800 4425 Mobile: 07747 752 454 Email: info@diversitytrust.org.uk

South Gloucestershire Racial Equality Network

This is a network that represents and champions the needs of black and minority ethnic (BME) residents and communities who live, work or are studying in South Gloucestershire. The network enables BME communities to have a voice in local decision making that ensures culturally sensitive services with fair access. SGREN offers a forum for public, private and voluntary organisations and BME individuals to communicate and consult on key strategy or policy changes and service developments. The involvement of local BME communities ensures that they these policies and procedures are relevant to the communities that they affect. Telephone: 0117 942 0060 Email: samashiv@yahoo.co.uk

South Gloucestershire Over Fifties Forum

Post: Warmley Clock Tower, Tower Road North Warmley, Bristol BS30 8XU Email: southglosover50s@gmail.com Tel: 07967 102142 Website:

<http://www.southglosover50sforum.btck.co.uk/>

South Gloucestershire Council Safeguarding

If you are worried about a child, young person or adult, who you think is being abused or neglected, report it: **Concerned about an adult?** 01454 868007 - Monday to Friday 9am to 5pm 01454 615165 - Out of hours and at weekends In an emergency please ring 999 Website:

<http://sites.southglos.gov.uk/safeguarding/> **Concerned about a child?** 01454 866000 - Monday to Friday 9am to 5pm 01454 615165 - Out of hours and at weekends In an emergency please ring 999 Website: <http://sites.southglos.gov.uk/safeguarding/>

Information for professionals

Supporting victims of hate crime: A practitioner guide by Kusminder Chahal (Paperback) ISBN 1447329724 This practical guide provides user-friendly, concise, expert and up-to-date guidance for both new and experienced hate crime caseworkers and advocates (whether professional or volunteers). With core casework standards and guidance on how to respond from a person-centred approach to the victim's perspective, it also provides an overview of current legislation in relation to prosecuting hate crimes and the current EU Directive on victim support. Full of relevant, up-to-date evidence based research and policy, it will enable practitioners to be confident and knowledgeable in supporting victims of hate crime.