

Tackling Hate & Harassment

Toolkit



Supported by





Contents

Introduction	3	Roles and responsibilities in responding to hate crime	21-34
Definitions	4	a. Action all agencies can take	22
The Impact of hate and harassment	5-6	b. The Police	23
Specific forms of hate crime	7-13	c. Housing Services	26
a. Age	8	d. Support for victims of Domestic Abuse	28
b. Disability	9	e. Schools	29
c. Faith or religious hatred	10	f. Employers	31
d. Homophobic hate	11	g. Victim Support	32
e. Immigration status and nationality (newcomers)	12	h. Chesterfield Law Centre	33
f. Racist hate	12	Responding to victims and witnesses	35-38
g. Transphobic hate	13	Reporting and recording an incident	39-42
h. Gender violence	13	The Legal Framework	43-52
The links between hate crime, discrimination and prejudice	14	a. Criminal law	44
Challenging discrimination	15-16	b. Civil remedies	47
Reporting hate incidents	17-20	c. Witness support and protection	48
a. Why is it important to report incidents?	18	d. The Equality Act 2010	50
b. Overcoming barriers to reporting incidents	18-20	The North Eastern Derbyshire Hate Crimes Consultative Group	43-56
		Support Services & useful contacts	57-61



Introduction

We know that for some people difference is a frightening thing. In difference, they see a threat to their own place in society and that's when they put their prejudice into action. Sometimes that results in the abuse and violence that undermines our commitment to diversity and tolerance. The experience of prejudice and hate isn't limited to one particular group. Hate crimes are committed on the grounds of prejudice against people who have the least power in society and have historically been excluded in some way – people of different races, beliefs, sexual orientations, gender identities, ages and disabilities. The vast majority of people treat each other with dignity and respect, but a small minority don't apply those values. There is no room for complacency. That's why Chesterfield Law Centre has made tackling hate and harassment a priority.

This Tackling Hate and Harassment Toolkit has been produced as a practical guide to responding to hate incidents. It provides information on the impact on individuals and communities and what support, prevention and enforcement tools are available to tackle hate and harassment. It is a resource for staff in all statutory, private and voluntary sector agencies that may come into contact with victims, so they can provide an informed and appropriate response.

Our aim is to ensure that every victim of hate and harassment can access timely protection and support and that, working in partnership, we can address this oppressive and divisive behaviour which is so damaging to our community.



Definitions

Hate and harassment are manifestations of power, prejudice and discrimination, where the perpetrators hostility against an identifiable group of people is a key factor in determining who is victimised. Both adults and children can be victims.

“Hate Crime” is any criminal offence where anyone believes the victim has been targeted because of their race, ethnicity, religion, belief, gender, gender identity, disability, age, sexual orientation or any other actual or perceived difference.

“Hate incidents” are incidents that do not necessarily constitute a criminal offence but cause alarm, distress or harassment where anyone believes the victim has been targeted because of their race, ethnicity, religion, belief, gender, gender identity, disability, age, sexual orientation or any other actual or perceived difference.

“Harassment” is defined by the Equality Act 2010 as ‘unwanted conduct which has the purpose or effect of violating someone’s dignity or which is hostile, degrading, humiliating or offensive to someone with a protected characteristic or in a way that is sexual in nature.’

Hate crimes can also be directed at whole communities - for example desecration of graveyards, vandalism of community buildings, offensive graffiti in public places.

Hate and harassment can take many forms, including:

- **Violence:** hitting, punching, pushing,

slapping, kicking, beating, assault with weapons, murder.

- **Damage to property:** offensive graffiti, desecration of graves, vandalism to cars, smashing windows, arson attacks.
- **Threats:** verbal threats, offensive letters, threatening messages, abusive posts on social networking sites such as Facebook.
- **Verbal abuse:** insults and name calling.
- **Malicious communications:** obscene telephone calls/texts, distributing offensive leaflets and posters, threatening letters, hate mail.
- **Isolation:** deliberate exclusion, giving ‘the cold shoulder’, spreading rumours or gossiping about someone.
- **Humiliation and degradation:** putting excrement through letterboxes, spitting, name calling, abusive gestures, spreading malicious rumours.
- **Sexual violence:** rape, sexual assault, sexual intimidation.
- **Harassment:** making unfounded, malicious complaints against someone, repeated, low level incidents of verbal abuse, threats or intimidation, dumping rubbish outside homes or through letterboxes, stalking, following the victim, persistent phones calls, emails, post or texts.
- **Financial exploitation:** the unauthorised use of a victims funds or resources.



The impact of hate & harassment

Hate crimes are often particularly brutal and victims can feel traumatised and terrified because they are being targeted simply because of who they are.

Victims can feel there is no escape – they cannot change or hide their identity to protect themselves.

People adapt their behaviour to avoid victimisation - for example by not showing affection to a same sex partner in public places, not wearing hijab, avoiding certain areas, not letting children play outside.

Hate and harassment limits freedom of movement, freedom of expression, and freedom of association. As a result, it feeds social exclusion and inequality.

Hate incidents can escalate, prompting retaliatory action and creating community conflict.

If there is no satisfactory resolution – for example if no-one is brought to justice - the victim and the wider community can be left feeling that the authorities do not care about upholding their rights, or discriminate against them by failing to act against acts of hatred directed at them.

Hate crime can be a signal crime. A signal crime is any crime that causes a change in people's behaviour and/or beliefs about their security. A seemingly low level hate incident, because it is an attack on someone because of who they are, can have a devastating effect compared with a similar incident without

the hate motivation. The effect may not be limited to the victim. The victim's friends, members of the community and family can become secondary victims.

Hate and harassment impacts negatively on all aspects of the victim's health and wellbeing

Physical health: injuries sustained in an attack - ranging from minor and short term to permanent disability or disfigurement. Many chronic physical illnesses can be caused by stress, sleep disturbance, eating disorders, increased substance use and alcohol dependency which are all common symptoms experienced by victims.

Mental health: All victims of serious crime are at risk of psychological trauma; but the problems associated with hate crimes last longer than for "random" crimes. In some cases, individuals may continue to experience high levels of anxiety and depression for many years resulting in self harm or suicide. Victims often experience a heightened sense of personal danger, vulnerability and powerlessness.

Social isolation: Avoiding certain areas or activities, withdrawing from groups matching the perpetrator profile. Staying indoors for safety, not participating in community, social or religious activities because of fear of repeat incidents. Keeping children indoors for safety - preventing them from playing outside or joining in youth activities. Moving to live in a different area in order to feel safe.



Disrupted education: This can be because of the emotional and physical impact, missing school to help parents deal with hate incidents, avoiding school if incidents are occurring there, or a family moving to a new area to feel safer.

Financial Loss: Many victims suffer financially, for example, loss of earnings through sickness. Also, the costs of additional home security or having to move house.

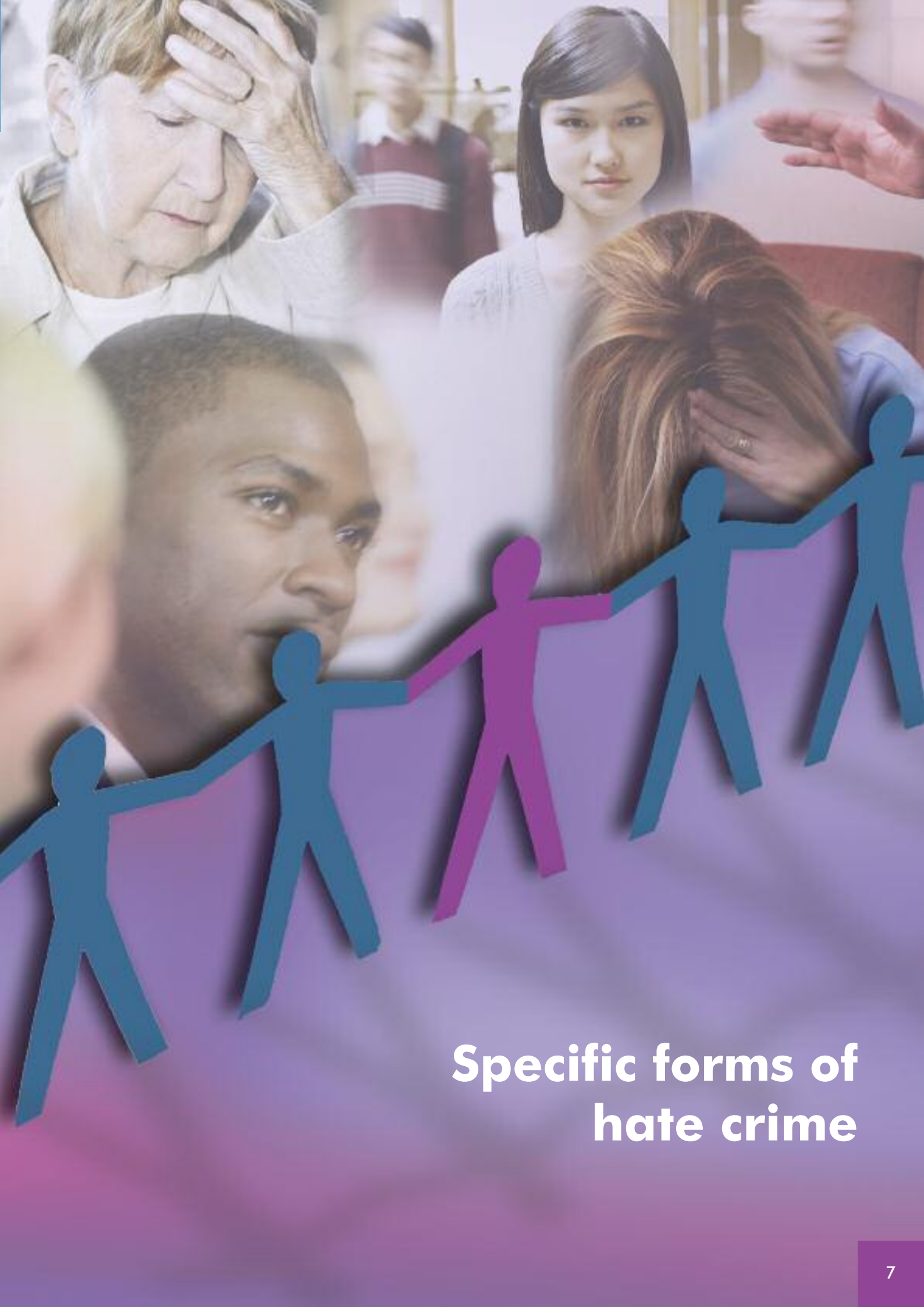
Feelings of rage, bitterness and hatred towards people sharing the perpetrators' characteristics.

Loss of confidence in the public authorities to protect individuals and uphold justice.

One in five lesbian and gay people have experienced a homophobic hate crime or incident in the last three years

Stonewall - The Gay British Crime Survey 2008





Specific forms of hate crime



Specific forms of hate crime

Hate crime is where the perpetrator's prejudice against an identifiable group of people is a factor in determining who is victimised. This includes any crime or harassment based on prejudice or hatred of people who are different, be it because of their age, colour of skin, culture, disability, faith, gender, gender identity, race, sexual orientation, or any other identifiable factor, including abuse of people because of their citizenship/immigration status and nationality. This section gives further information about the different forms of hate crime victims may experience and key agencies that can offer third party reporting and support to victims of specific forms of hate:

- Age hate
- Disability hate
- Faith or religious hatred
- Homophobic hate
- Immigration/nationality
- Racist hate
- Transphobic hate
- Gender violence

It is important to be aware that everyone has multiple aspects to their identity and so some hate crime incidents may be targeted against someone because of a range of factors - Muslim women, for example, may experience incidents where they face abuse because of their gender, faith and ethnic identity. The information in this section is intended to aid understanding of the different forms of

hate crime, not to try to put people into boxes or put artificial limits on their experiences. The complex experiences and needs of individuals should always be recognised and addressed as a whole.

Age hate


There is no statutory definition of age crime. However the Association of Chief Police Officers has adopted the definition below:

“Age crime is any incident which is perceived by the victim or any other person to be motivated on the grounds of their age”.

Racist crime has a link to racism as a prejudicial set of ideas; just as sexual crime or domestic violence has a link to sexism. Similarly, some crimes have a link to ageism. Young or older people may be affected by prejudice and damaging stereotypes and both groups can be victims of discrimination.

There are a range of crimes against the older person such as:

- a. abuse or neglect of an older person where there is a relationship and an expectation of trust (for example, by family members, friends or paid workers);
- b. abuse or neglect of an older person living either temporarily or permanently in an institution;

- 
- c. crimes which are specifically targeted at older people because they are perceived as vulnerable or potentially easy to steal from (for example, muggings of older people or rogue traders);
 - d. crimes against older people which are not initially related to their age but may later become so (for example, a burglary where the burglar does not know the age of the householder but later exploits the situation on discovering that the householder is an older person); and
 - e. crimes against older people which are in part, or wholly motivated by hostility based on age, or perceived age, (for example, harassment, assault or threats by neighbours).

The crimes described in a) and b) are often referred to as "elder abuse". (CPS Policy for Prosecuting Crimes Against Older People 2008)

It is important to recognise the difference between elder abuse and age hate crime. The distinction is that age hate crime is based on hatred and prejudice against old age and elder abuse is a crime against vulnerable people as defined in the Community Care Act. This is important for the purposes of recognising which department will lead in handling the case. For example, an older person abused by a family member will be dealt with by the Adult Social Care Team and the Police and age hate crimes such as neighbour harassment against older people will involve the Police and appropriate Community Safety Partnership.

Disability hate

A person has a disability if they have a physical or mental impairment which has a substantial and long-term adverse effect on their ability to carry out day-to-day activities.

The Disability Rights Commission's Attitudes and Awareness Survey revealed that 22% of disabled respondents had experienced harassment in public because of their disability. Incidents of harassment were more acute among 15-34 year olds with 33% of this group of disabled people experiencing harassment.

(DRC 2003)

Research carried out by the Equality and Human Rights Commission has found that for many disabled people in Britain, safety and security is a right frequently denied.

Disabled people are at greater risk of experiencing violence or hostility than the wider population. This includes violence or hostility which might be perceived as a 'hate crime'.

Disabled people - including those who have not experienced such behaviour directly - are all too often forced to go to extraordinary lengths to avoid it, thereby limiting their own lives. People with disabilities are also advised by those around them and by agencies they come into contact with to avoid putting themselves at risk. This wider conditioning means that actions are not taken to address disabled people's access to justice.



These acceptance/avoidance and coping strategies have significant implications for social inclusion and freedom and opportunities of disabled people. Issues of dependency and the lack of viable alternatives can further constrain the ability of disabled people taking actions to improve their lives.

Within the disabled population, the evidence suggests that those with learning disabilities and/or mental health conditions are particularly at risk and suffer higher levels of actual victimisation.

- 90 per cent of people with learning disabilities have experienced harassment and bullying, with 32 per cent stating that bullying was taking place on a daily or weekly basis (Mencap 1999)
- 41 per cent of those with mental health conditions in Scotland had experienced harassment, compared with 15 per cent of the general population (National Schizophrenia Fellowship Scotland 2001).

There is a critical need for a preventive strategy, 'nipping in the bud' such attitudes and behaviours before they escalate.

Faith or religious hatred

“A racist or religious offence” or crime is an offence where the prosecutor has to prove a racial or religious element as part of the offence itself. There is no single criminal offence of racist crime or religious crime. Apart from the offences where the Crown Prosecution Service has to be able to prove a racial or religious

element, the criminal courts have a duty to treat ANY offence as being more serious.

This applies where there is evidence that the accused person demonstrated hostility, or was motivated by hostility towards the victim because of the victim's membership of a 'religious group' or a 'racial group'.

‘Racial group’ is a legal definition which means any group of people who are defined by reference to their race, colour, nationality (including citizenship) or ethnic or national origin. This could include travellers, refugees, asylum seekers or others from less visible minorities. There has been a legal ruling that Jews and Sikhs are included in the definition of “racial group”.

‘Religious group’ is a legal definition and means any group of people defined by reference to their religious belief or lack of religious belief. For example, this would include Muslims, Hindus and Christians, and different sects within those religions. This would include people with no religious belief at all.

Some offences can be charged as specific religiously aggravated offences which allows for greater sentencing powers. The basic offences that can be charged include harassment, criminal damage and assault. An offence can be religiously aggravated in one of two ways:

- Acting in a hostile way to the victim because the victim belonged to or was thought to belong to a particular religious group, for example being religiously abusive when assaulting someone.

- Motivated by hostility towards the victim, for example breaking a mosque window because the perpetrator dislikes Muslims.

The Racial and Religious Hatred Act 2006 created offences of stirring up hatred against persons on religious grounds. These offences apply to the use of words, behaviour or display of written material, publishing or distributing written material, the public performance of a play, distributing, showing or playing a recording, broadcasting or including a programme in a programme service, the possession of written materials with a view to display and possession of recordings with a view to distribute. The words, behaviour, written material, recordings or programmes must be threatening and intending to stir up religious hatred.

Homophobic hate

Educational Action Challenging Homophobia (EACH - www.eachaction.org.uk) defines homophobia as a resentment or fear of gay and lesbian people. In manifestation it can simply be a passive dislike of gay people. At the other extreme it involves active victimisation and can be very destructive. Homophobic attitudes can impact upon anyone who is perceived to be lesbian or gay, someone who has an association with gay people or does not conform to stereotypical expectations of masculine or feminine behaviour.

We have very little national data about homophobic crime to draw on. However various local and thematic studies surface consistent characteristics.

Is homophobia a major issue?

- One in five lesbian and gay people have experienced a homophobic hate crime or incident in the last three years.
- 68% of those targeted did not report the incident to anyone.
- Young people aged 18 to 24 are more likely to be the target of homophobic abuse.
- One in six victims of homophobic hate incidents experienced a physical assault and almost one in six experienced a threat of violence. 88% of victims experienced insults and harassment.
- Three in five victims experienced a hate incident committed by a stranger under the age of 25. Nearly one in six victims were targeted by offenders who live in the local area, and one in ten were the victim of an incident committed by a work colleague.

(Source: YouGov survey commissioned by the Home Office, 2008)

A significant proportion of homophobic hate crime occurs;

- Between 3pm and midnight
- Near home, in the streets or in local areas
- More than once to the same victim

The perpetrators tend to be (not exclusively):

- Local people



- Male
- Likely to commit other hate crimes
- Likely to escalate in seriousness if behaviour remains unchallenged

Young people are likely to suffer proportionally higher rates of homophobic incidents. Under reporting is a significant issue.

Immigration status or nationality

There is no statutory definition of hate crime against refugees, asylum seekers, gypsies and travellers however we have adapted the Stephen Lawrence definition “any incident which is perceived by the victim or any other person to be motivated on the grounds of their immigration status or nationality”.

Anecdotal evidence suggests these communities are often victimised. Language, fear of authorities and of deportation and a lack of awareness of services and support available create significant barriers to newcomer’s reporting of hate crimes against them.

It is important to capture the true levels of hate crime and this can only be achieved if the authorities are made aware of incidents. Anonymous reporting is particularly useful for victims who are asylum seekers as this would tackle the fear of being deported.

Racist hate

The report following the inquiry into the handling of the racist murder of Stephen Lawrence (the MacPherson Report, 1998) found that the police investigation had contained fundamental errors and had demonstrated institutional racism. It has become a seminal document in the progress of handling cases with a racist element. For example, one of the recommendations was that the term ‘racist incident’ must be understood to include crimes and non crimes in policing terms. Both must be reported, recorded and investigated with equal commitment.

The definition adopted as a result of the MacPherson Report for a racist incident is **“any incident which is perceived to be racist by the victim or any other person”**. The purpose of this definition is not to prejudge the question of whether a perpetrators motive was racist or not. This means if someone perceives it was a racist incident, the police must investigate it as such. This definition stands until it gets to court where the incident needs to be proved ‘beyond reasonable doubt’. This definition includes hatred because of someone’s colour, ethnic origin, nationality or national origins.

Emotional reactions to racially motivated incidents were generally more severe than for non-racially motivated incidents. In 1999, 42 per cent of victims of racially motivated crime said that they had been ‘very much affected’ by the incident, compared with 19 per cent of victims of other sorts of crime.

Sources: Clancy, A., Hough, M., Aust, R. and Kershaw, C. (2001). *Crime, Policing and Justice: the experience of ethnic minorities: Findings from the 2000 British Crime Survey*, Home Office Research Study 223.



Transphobic hate

Transphobic hate is: **“Any incident perceived by the victim or any other person to be directed at someone because of prejudice or hate of their gender identity or expression.”**

It is often linked to homophobic hate as it is partially motivated by an assumption that transgender people are always lesbian or gay - this is not necessarily the case. Transgender refers to a person who identifies as the opposite gender to that at birth. Transgender people may be living as the opposite gender to their “biological” gender while they remain biologically male or female, in a process of transition, or have had surgical intervention to reassign their gender. Issues for the transgender community are not strictly about sexuality, although they might be.

There is very limited UK research or monitoring data about hate crime against transgender people. There is more data on the experiences of transgender communities in the USA, where one study found that 32% of participants reported being victims of transphobic or homophobic hate crime. 26% of respondents said they had experienced harassment, 17% intimidation, 33% assaults, 14% robbery and 14% rape or sexual assault.

Gender Violence

“Violence against women” and “gender violence” refer to a range of abuses that stem from gender inequality. In 1993, the UN Vienna Declaration defined violence against women as “any act of gender-based violence that results in, or is likely to result in, physical, sexual, or psychological harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life.” This definition includes violence occurring in the family, within the community, and violence perpetrated or condoned by the state. Forms of gender-based violence include, but are not limited to:

- domestic violence
- sexual abuse
- rape
- sexual harassment
- trafficking in women
- forced marriage
- forced prostitution
- “honour” based violence
- harmful ‘traditional’ practices such as female genital mutilation.

Gender violence is an obstacle to women’s opportunities to achieve legal, social, political and economic equality. It is a human rights issue. Domestic violence is the most commonly reported form of violence against women.

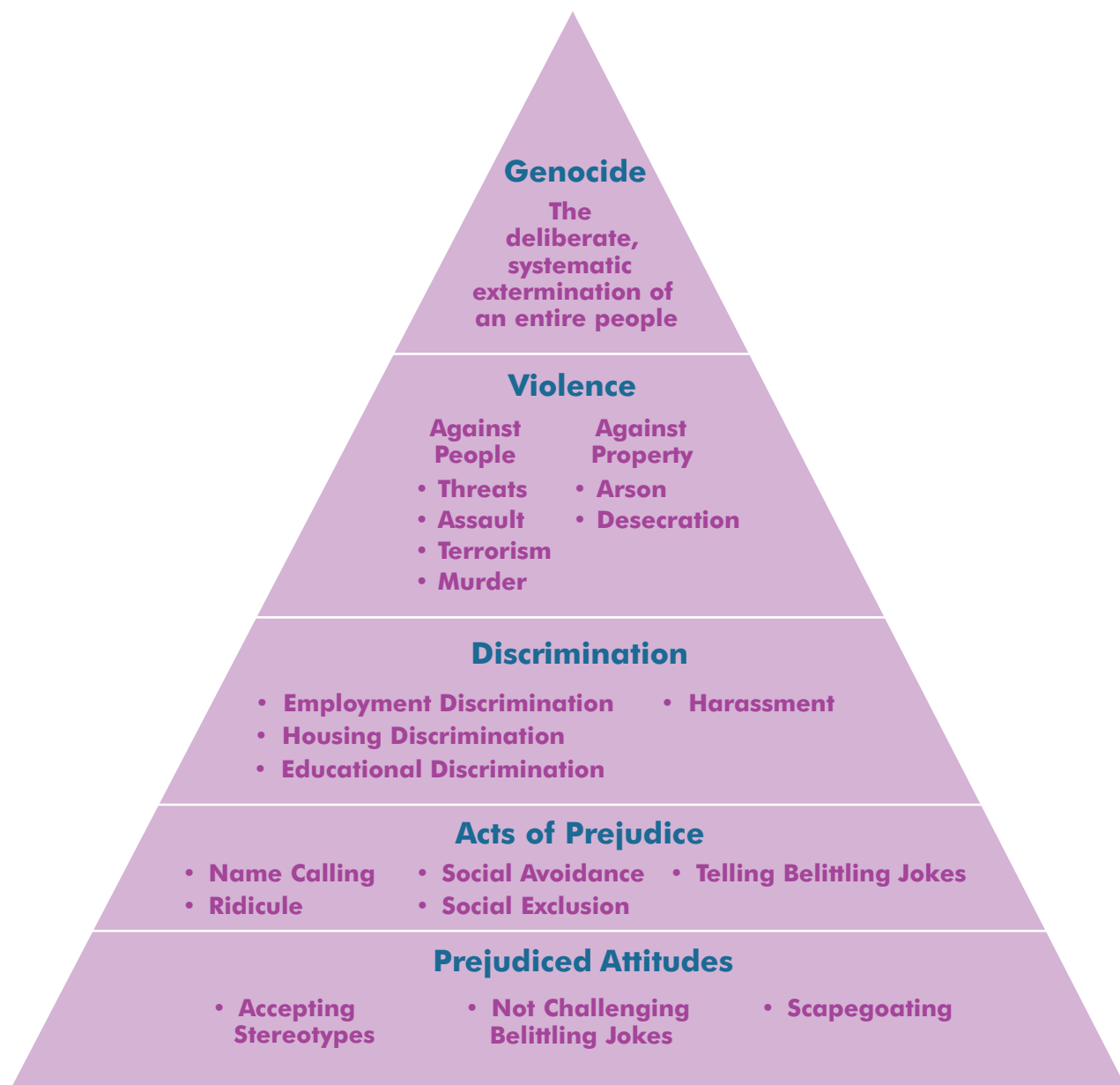


The links between hate crime, discrimination and prejudice

There is sometimes only a narrow divide between acts of discrimination prohibited by equalities legislation and acts that would be sufficient to constitute a hate crime. Hate crime is part of a continuum of discrimination that is founded in prejudice and that, at its' most extreme, leads to genocide. The "Pyramid

of Hate" shows the steps between behaviours that we may encounter on an everyday basis up to extreme acts of violence. Failure to challenge more subtle acts of bias or prejudice creates an environment in which hatred and discrimination can flourish.

PYRAMID OF HATE





Challenging Discrimination

Challenging discrimination and prejudice are key to preventing hate crime. In turn, taking robust and effective action to tackle hate crime is a key element of wider diversity and equality strategies.

It is always important to challenge discriminatory behaviour, but it can be difficult, especially if you fear the response of the person you challenge. You should only directly challenge discrimination if you feel it is safe to do so. If you do not feel safe, report the behaviour using your organisation's policies and procedures. The following guidelines can help you to challenge in an effective way:

- **A challenge should be an invitation, not an attack**

Very few people think of themselves as prejudiced. People are unlikely to respond positively to an accusation that they are. They may respond by defending their attitude instead of questioning and changing it. For example, if a stereotype was made against a particular ethnic group, ask them where their view came from? How many people from that group do they know?

- **Challenge the behaviour, not the person**

Invite the person to question their own behaviour and attitudes in order to better understand what they are saying and reassess their language and attitudes. Avoid labelling them. Focus on what they have said or done, rather than who they are.

- **Educate them by providing facts if you have them**

For example, a common prejudiced view is that asylum seekers come to England and have everything handed on a plate. An appropriate challenge to this would be "Did you know most asylum seekers want to work but the law prevents them from doing so?"

- **Stay Calm**

If you say something calmly, showing consideration for the other person's feelings you are more likely to get through to them than if you shout or become aggressive. Try to say something like "When you say that it makes me feel...", "What you are saying could be offensive. What makes you think that I am not gay/disabled/etc?" By admitting to your own feelings you are also acknowledging theirs.

- **Talk about "I" not "You"**

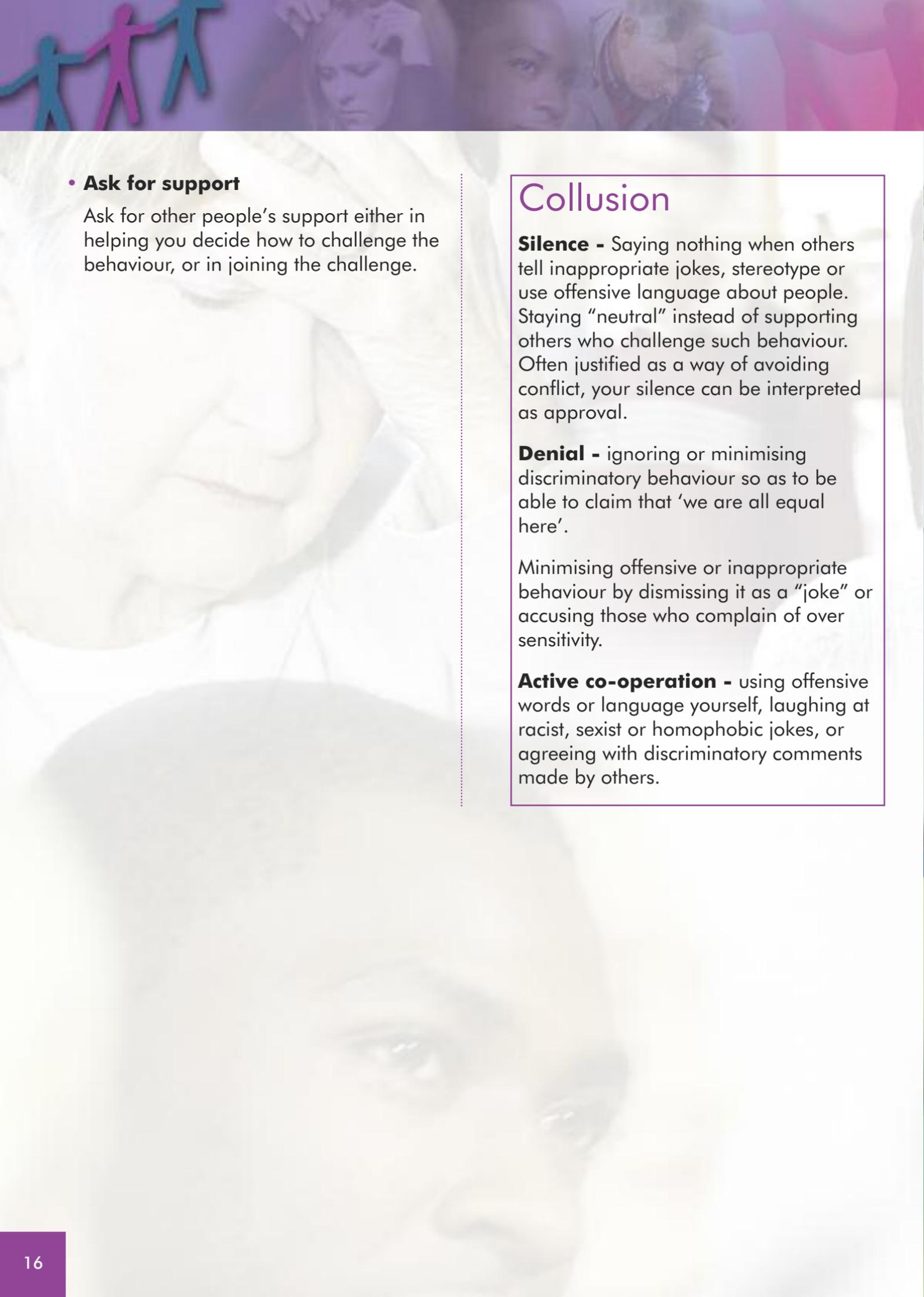
For example "I find your jokes offensive and not very funny", instead of "You are racist."

- **Be Heard**

Don't expect the other person to agree with you. Just make sure they have heard what you have said.

- **Have a private word**

Go back to people afterwards if you can't think of the most effective way to challenge them at the time.



- **Ask for support**

Ask for other people's support either in helping you decide how to challenge the behaviour, or in joining the challenge.

Collusion

Silence - Saying nothing when others tell inappropriate jokes, stereotype or use offensive language about people. Staying "neutral" instead of supporting others who challenge such behaviour. Often justified as a way of avoiding conflict, your silence can be interpreted as approval.

Denial - ignoring or minimising discriminatory behaviour so as to be able to claim that 'we are all equal here'.

Minimising offensive or inappropriate behaviour by dismissing it as a "joke" or accusing those who complain of over sensitivity.

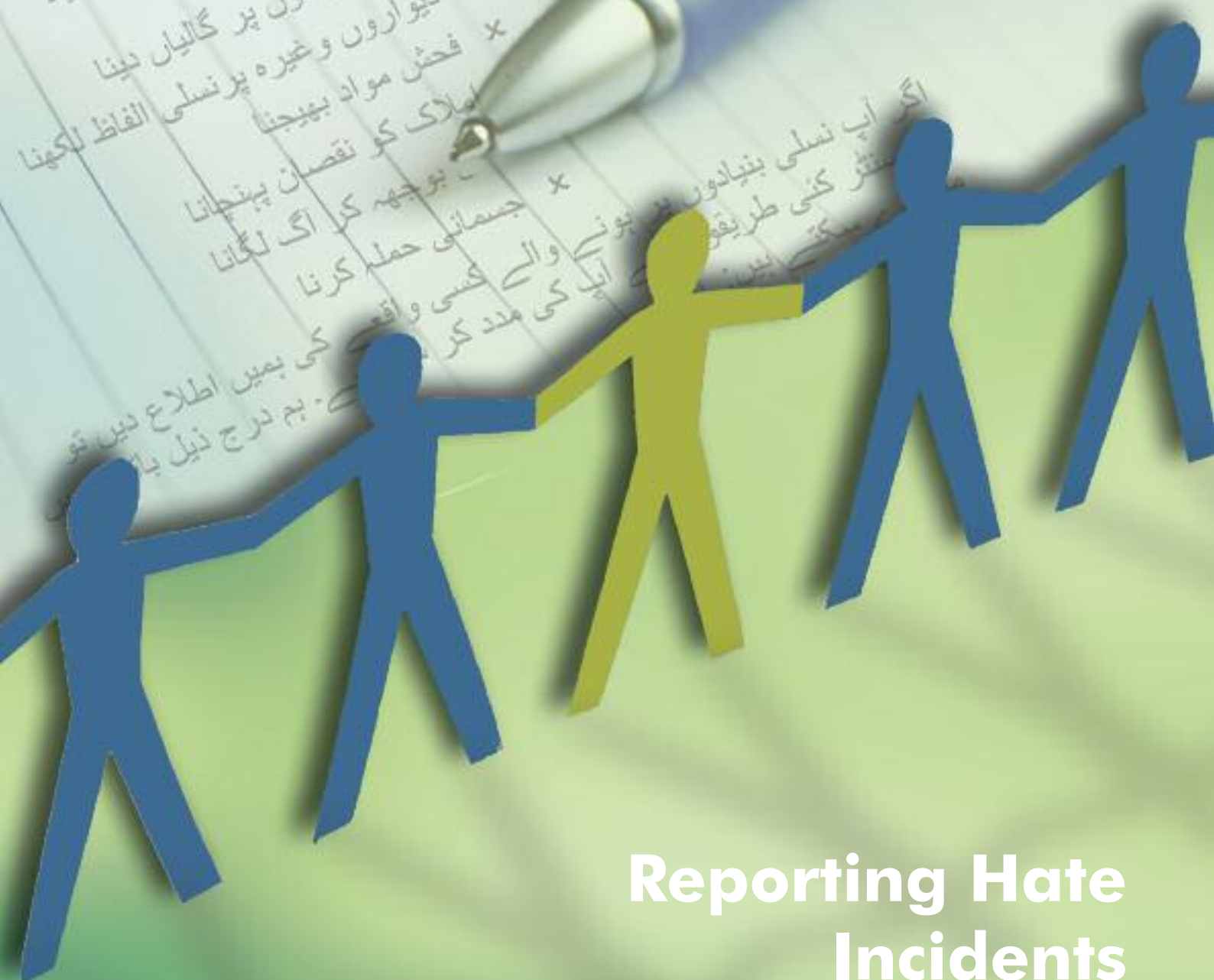
Active co-operation - using offensive words or language yourself, laughing at racist, sexist or homophobic jokes, or agreeing with discriminatory comments made by others.

برائے انسان کیے
خلاف آواز اٹھائیں

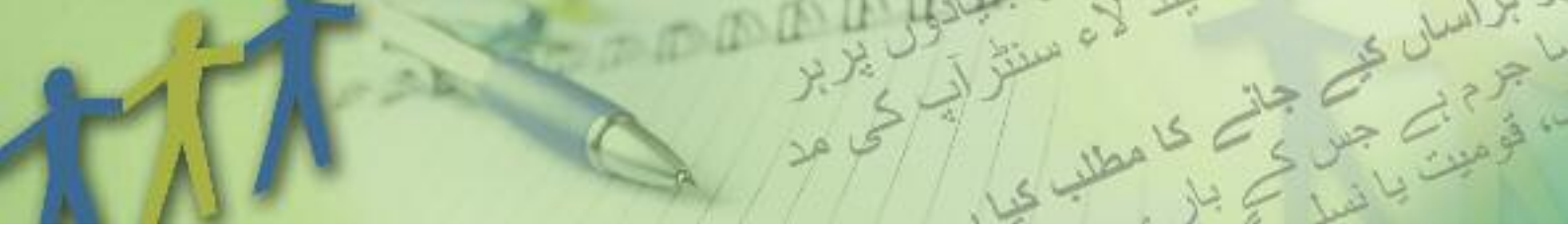
اگر آپ کو نسلی بنیادوں پر
چیسٹر فیلڈ لاء سنٹر آپ کی
نسلی بنیادوں پر براساں کیے جانے کا مطلب کیا ہے؟
ایسا جرم ہے جس کے بارے میں آپ یہ خیال کر
مذہب، رنگ، قومیت یا نسلی گروہ کی بنیاد پر کیا گیا۔

- x نسلی بنیادوں پر گالیاں دینا
- x دیواروں وغیرہ پر نسلی الفاظ لکھنا
- x فحش مواد بھیجنا
- x املاک کو نقصان پہنچانا
- x بوجھ کر آگ لگانا
- x جسمانی حملہ کرنا
- x آپ کی مدد کرنے والے کسی واقعے کی ہمیں اطلاع دینے کی ہم درج ذیل باتیں

اگر آپ نسلی بنیادوں پر
سنٹر کئی طریقوں سے
ہیں



Reporting Hate Incidents



Reporting Hate Incidents

Why it is important to report hate crime?

Effective action against specific instances of discrimination can be a powerful deterrent to others. A swift and strong response can help stabilise and calm the community, as well as aid a victim's recovery. Failure to respond effectively to hate crimes may jeopardise public safety, and leave agencies open to increased scrutiny and possible liability. When a hate crime occurs, its effects can reverberate throughout the entire community. Even if the perpetrator of a specific incident cannot be identified,

reporting hate incidents can provide the police and community safety services with intelligence that can help to identify particular areas of concern and support other investigations. This can help inform decisions about deployment of resources - setting up surveillance operations or increasing Safer Neighbourhood Team patrols in an area where a pattern of hate incidents has been identified, for example. By reporting hate crime victims can also access support and advice to help them cope with the effects and increase their safety. There is a range of options available to victims of hate crime to report either to the police or council.

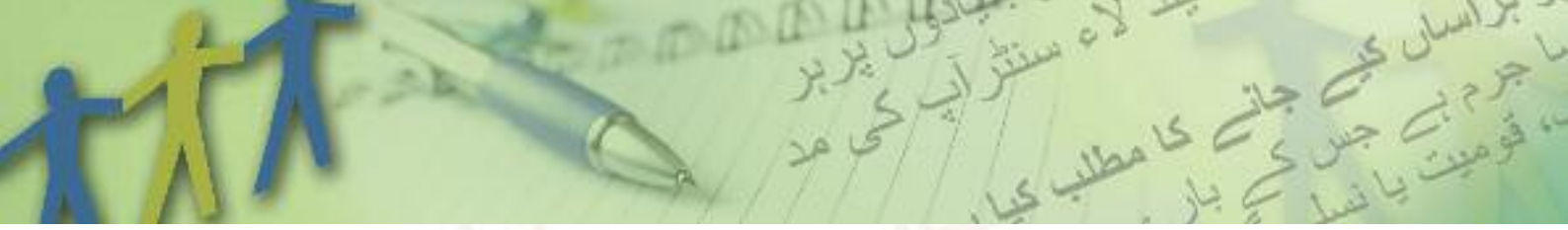
Overcoming barriers to reporting incidents

Barriers to reporting	Overcoming the barriers
Language	<ul style="list-style-type: none"> display leaflets and posters in community languages ensure you have access to interpreting services and/or colleagues with appropriate language skills the local councils and the Police can make use of Language Line telephone interpreting service
Fear of not being taken seriously	<ul style="list-style-type: none"> ensure you treat complainants with dignity and respect - demonstrate that you are taking them seriously by following the good practice guidelines in this toolkit ensure thorough and accurate records are kept using an appropriate reporting form



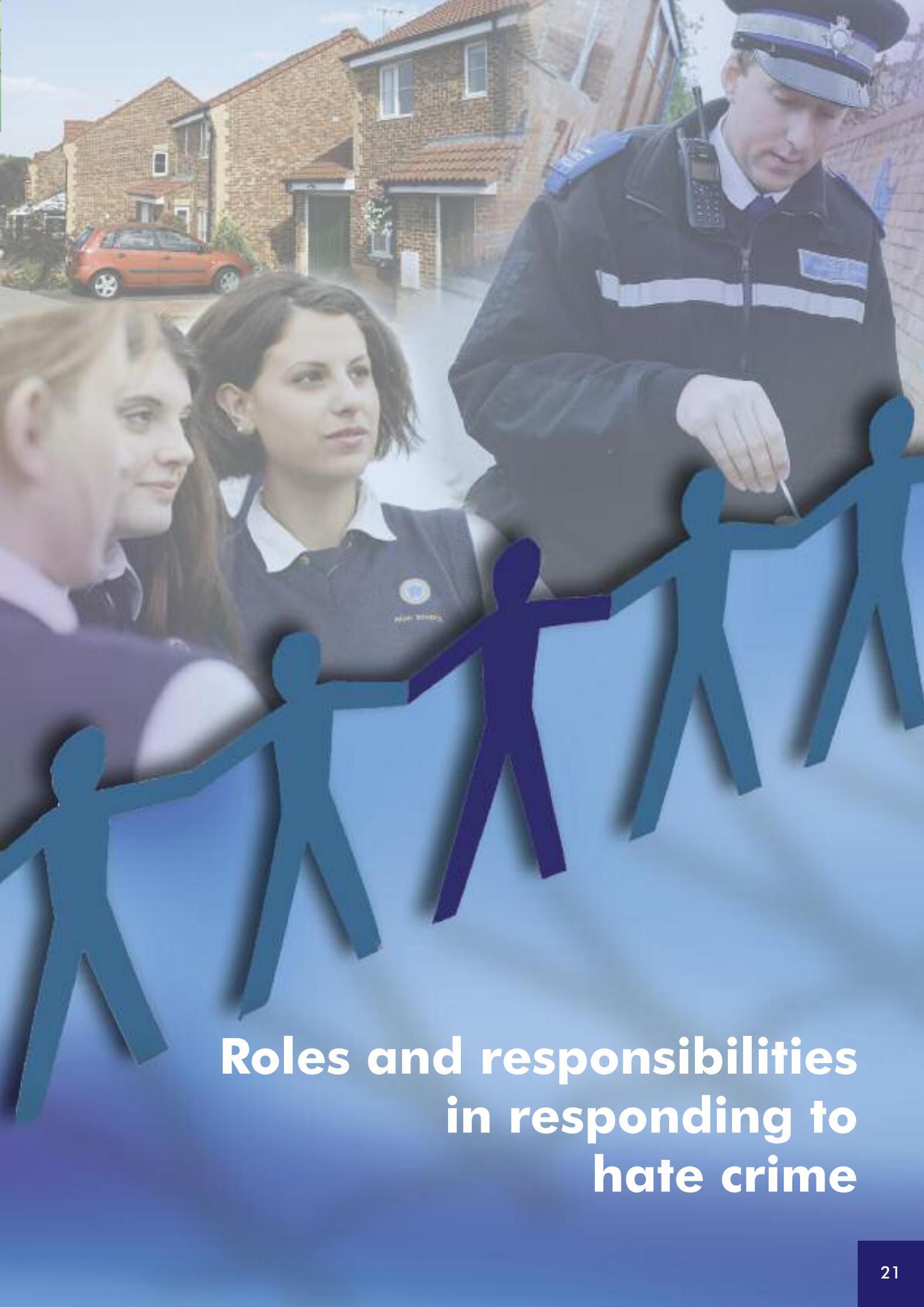
Overcoming barriers to reporting incidents (continued)

Barriers to reporting	Overcoming the barriers
Fear of not being believed	<ul style="list-style-type: none"> part of the investigation will involve asking detailed questions about the incident – you should reassure victims that this doesn't mean that they are not believed but the authorities need strong evidence that will stand up in court in order to take legal action – the evidence may not be strong enough to take legal action, but this doesn't mean the complainant isn't telling the truth
Belief that no action can or will be taken	<ul style="list-style-type: none"> explain the importance of reporting hate incidents and how this can help inform decisions about preventative action, even if it isn't possible to take formal action against the perpetrator information about even apparently "minor" incidents can help to build up a picture of problems in particular areas that may warrant further investigation
Lack of knowledge about what action can be taken	<ul style="list-style-type: none"> use the information in this guide to explain the kinds of action that can be taken invite local relevant support services (such as Chesterfield Law Centre) to give a talk to your service users about how they can help
Fear of retaliation	<ul style="list-style-type: none"> explain confidentiality - no information will be disclosed without their permission they will be informed of any proposed action in relation to the perpetrator their safety will be taken seriously and a risk assessment will be conducted to identify and manage the risks



Overcoming barriers to reporting incidents (continued)

Barriers to reporting	Overcoming the barriers
Threats of retaliation by the perpetrators	<ul style="list-style-type: none"> ensure you fully record any threats and specific fears the victim or witness has in the hate crime reporting form a number of measures can be put in place to support and protect victims and witnesses - the police and the Community Safety Partnerships can advise
Lack of confidence in the police and the authorities	<ul style="list-style-type: none"> the Police and the Councils have a duty to respond effectively to hate incidents. There are complaints procedures in place if you feel you have not been taken seriously or adequate action has not been taken.



Roles and responsibilities in responding to hate crime



Roles and responsibilities in responding to hate crime

All agencies within the statutory, voluntary, community and the private sector, have a role to play in tackling hate and harassment within the wider community safety framework. This section outlines action that all agencies can take to contribute to tackling hate crime, and summarises the specific roles and responsibilities of key services, including the Police, Community Safety Partnerships, Housing Services, Youth Service, Schools, employers and Victim Support.

Action all agencies can take:

- Promote and implement a policy that promotes diversity and equality and challenges all forms of discrimination.
- Ensure that employment and health & safety policies and procedures deal effectively with hate crime or incidents that occur in the workplace - whether between employees, or against staff by members of the public.
- Display posters and leaflets in public reception areas condemning all forms of hate crime and providing information for victims to encourage reporting.
- Review the way your agency responds to the needs of service users who may have experienced hate crime. This is particularly important if your agency

provides services to a specific community or group and it is likely that some of your service users will experience hate crime directed at them.

- Seek service user feedback on how to improve your response.
- Train staff on hate crime issues and how to respond to victims who report incidents to them. If you work with vulnerable people the training should include equipping staff with the skills to recognise signs and proactively ask service users if they have experienced hate crime or victimisation.
- Monitor the cases of hate crime that are reported to your agency, and ensure appropriate records are kept of all reports and action taken.
- Share monitoring information about the number and types of cases that come to your attention at the North Eastern Derbyshire Hate Crimes Consultative Group meetings, to contribute to creating a better picture of hate crime in the area.



Information Sharing

The Crime and Disorder Act 1998 established a clear framework for information sharing. Section 115 of the Crime and Disorder Act 1998 contains an explicit power for people to disclose information to a number of different agencies including crime and disorder reduction partnerships, local authorities, probation committees, health authorities, or to persons acting on their behalf for the purposes of reducing or preventing crime.

Personalised information should usually be shared only with the consent of the individual concerned. There are exceptions to this if there is a serious risk to life or if a child is at risk of harm.

Reporting Incidents to the police

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.** The 999 service can access the Language Line interpreting service as needed.

In non-emergency situations, an incident can be reported in the following ways;

By phone on 0345 123 333. This is a local rate service from anywhere in the country. Only brief details are needed, but you should specifically state that you

wish to report a hate incident. If possible, ask for the incident reference number as this will help with future communication. Derbyshire Constabulary has access to Language Line, a 24-hour Telephone Interpreting Service and, if required, can connect the caller to a qualified interpreter within 60 seconds.

In person by attending any police station. The report will be investigated by the police station covering the area the incident happened.

By calling Stop Hate UK on 0800 138 1625. Not everyone wants to report hate crimes and incidents directly to the police. Therefore in Derbyshire, reports and initial support and advice can be accessed via the independent charity Stop Hate UK. You may also report an incident anonymously to this number, if you do not want the police to be involved.

You can also contact the police anonymously via the **Crimestoppers scheme on 0800 555 111.**

The police will prioritise the incident in the usual way, taking into account whether there is any immediate danger to safety, if any threats have been made and other relevant factors, but they should always investigate reports of a hate crime. The police have their own hate crime reporting form, which they will complete as well as taking the details of witnesses, any other available evidence and taking any necessary statements.



Alternative non-emergency contact options

People with a hearing or speech impairment can use the following ways to contact Derbyshire Police;

SMS Text

Send your text to 07800 002414 with your message.

Fax

Send a fax to 01773 571102

Minicom

Use your minicom to dial 0845 6049010

E-mail

Send an e-mail to deafsms@derbyshire.pnn.police.uk

Please note that this is not a general correspondence e-mail address and is suitable only for those who are deaf, hard-of-hearing or speech impaired who require assistance.

Remember to state that you wish to report a hate crime and include details of what has happened, whether anyone is injured or being threatened and exact details of where you are.

If the police arrest a suspect the following sanctions are available:

Not proceeded with: This is where there is insufficient evidence for police to be able to charge or caution the suspect. In these cases he/she would be released and no further action would be taken unless other evidence came to light.

Harassment warning: In certain circumstances police may issue a harassment warning. The suspect will be released from custody however they will be informed that any continuation of their conduct in the future may be treated as harassment for which they can be arrested and possibly charged.

Caution: If the suspect has admitted guilt and the matter is a relatively minor one (a one off incident with little or no previous history) he/she may be given a caution and released from custody. When deciding whether to issue a caution the police take into account such things as the victims' wishes and also the suspects previous history. This caution is not a criminal conviction however if there are further incidents details of the caution could be given to a court and taken into account. If the suspect is under the age of 18 they would be given a reprimand or final warning instead of a caution.

Charge: The suspect is sent to court for trial. Depending on the circumstances the suspect may be on bail with or without conditions or kept in custody at a prison until trial. If they are found guilty, the



offender can be sentenced to a prison sentence, fined, or ordered to complete community service. The sentence will depend on the seriousness of the offence and the offenders' prior history.

Bail: Where further enquiries are necessary police can bail individuals to return to the police station at a later date. During this period of bail police can, if appropriate, apply conditions. These can be conditions to not contact certain people or not to enter certain areas. If these conditions are breached the suspect can be arrested.

Alternative courses of action: As stated above, in those cases where the evidence is insufficient for criminal charges, the police will work in conjunction with partnership agencies such as the local authorities to look at alternative courses of action.

Restorative Justice

Since April 2009, people within Derbyshire have been able to rely upon the Restorative Justice scheme in their community as an alternative resolution to local problems.

Restorative Justice brings victims, offenders and communities together to decide on a response to some low level crime and anti-social behaviour in the community. It is about finding positive solutions and encouraging offenders to face up to their actions, making them understand what they've done wrong and give them an opportunity to do something to repair the harm.

When can it be used?

The Restorative Justice method can only be used where the offender is accepting responsibility, and the victim voluntarily wants a restorative approach as opposed to taking the offender through the court process.

The crimes that Restorative Justice can be applied to are typically low level, local crimes and anti-social behaviour. All police officers and Police Community Support Officers have been trained in the principles of Restorative Justice and will be able to advise on when it is appropriate to use it.

What forms does it take?

Typically, these outcomes can be face-to-face or written apologies, prompt compensation for criminal damage, and/or some form of reparation work. The key principle here is that the offender shows some form of remorse, apology, reparation or compensation for their actions.

For more information on Restorative Justice, visit www.restorativejustice.org.uk

The role of Community Safety Partnerships

The Community Safety Partnerships respond to concerns about crime and anti-social behaviour and are responsible for co-ordinating council's statutory responsibilities under the Crime & Disorder Act 1998.



Partnerships are made up of agencies such as Local Authorities, Derbyshire Police, Probation, the Fire Service and NHS. By using the legal powers now available, like Anti Social Behaviour Orders [ASBOs], Injunctions and Acceptable Behaviour Contracts, offenders are restrained from doing further harm, whilst ways of changing their behaviour are explored.

The Community Safety Partnerships seek to deal with Anti Social Behaviour in several ways. This can mean, for example, providing facilities for young people such as skate parks, youth shelters, and drop-in centres, in order to divert them from becoming involved in Anti Social Behaviour. Similarly, support, advice, mediation and counselling services are made available to people of all ages, in an effort to challenge and change any unacceptable behaviour.

The role of Housing Services

When Council tenants sign their tenancy agreements, they agree not to cause nuisance or annoyance to anybody else who lives in, works in or is visiting their neighbourhood. Tenants are also made responsible for the behaviour of their visitors and family members, who should behave in a reasonable manner.

Incidents of anti-social behaviour of any kind that affect council tenants or their visitors should be reported to the relevant council's housing services. Contact details are at the back of this toolkit.

Policies & procedures

The Housing Act 1996 states that housing providers (including social landlords and local authorities) must have a policy on antisocial behaviour including hate crime. Housing providers should:

- Inform tenants and other local residents how they can report incidents of antisocial behaviour, racial harassment and other forms of hate crime involving one of their tenants or in or around one of their properties.
- Have a simple recording system in place so that all staff are able to take incident reports
- Train staff in how to receive reports and how they are expected to respond.
- Monitor the numbers and nature of cases reported to them, the outcomes, and customer satisfaction with their response.

Prevention

Housing providers can put measures in place to make anti-social behaviour less likely. Within certain bounds landlords can influence how the stock is designed, who it is allocated to and the terms of the tenancy agreements. They can also set up visible security patrols to make people feel safer and provide support to young people and families.

Protection and support for victims

Housing providers have an important role in protecting and supporting victims, through both practical measures such as "target hardening" (improving home security), and helping them to access support and advice by providing information and making referrals to other agencies.



Re-housing

If a victim is unable to remain in their home because of a threat of violence that is likely to be carried out they may be able to be rehoused, if they have a social landlord or are a council tenant. Each housing provider will have its own policy and procedure for transfers - seek advice from the relevant local housing office for information.

Enforcement action against perpetrators

Social landlords have a range of legal powers that can be used to act against perpetrators of hate crime - this includes taking eviction action for breach of tenancy conditions, demoting tenancies, securing injunctions and seeking anti-social behaviour orders. The main powers are outlined below:

Tenancy agreements:

A tenancy agreement is the most important tool when a landlord is considering and taking legal action against perpetrators of anti-social behaviour or racial harassment. Tenancy agreements should make clear the standards of behaviour that are required of tenants and reference should be made to any tenancy clauses relating to ASB or nuisance. Tenants can have an injunction brought against them making them responsible for the behaviour of others visiting or residing in their property, for example, if someone is dealing drugs in the tenant's home. Injunctions can also be brought against owner-occupiers or leaseholders for antisocial behaviour.

Warnings letters:

Before taking any legal enforcement action perpetrators of anti-social behaviour or hate crimes or harassment should be warned that they should stop the unacceptable behaviour. If they fail to stop legal action might follow. Warnings should be in writing. Warnings may be enough to deter perpetrators from further anti-social behaviour. Legal action is unlikely to succeed if warnings have not been given.

Possession proceedings:

Whether possession or demotion can be obtained depends on the nature of the tenancy. Most tenants of social landlords will be either secure tenants under the Housing Act 1985 or assured tenants under the Housing Act 1988, and possession or demotion must be sought in accordance with those Acts. Landlords have powers under the Housing Act to serve notice of seeking possession on a tenant who breach any of their tenancy conditions including causing antisocial behaviour, nuisance or harassment including any form racial abuse or conduct against others. The landlord must apply to court for an eviction order in most cases before a tenant can be lawfully evicted.

Demotion Orders:

Under sections 14 and 15, of the ASB Act 2003 tenants that choose not to respect their homes or the communities they live in could face losing their home unless their behaviour changes. If a tenant behaves anti-socially, or allows a member of their household or visitors to do so the landlord can apply to the court for a demotion order ending the tenant's existing tenancy and replacing it with a



less secure demoted tenancy. This removes the tenant's Right to Buy and security of tenure for at least a year. At the end of a year if the landlord has been satisfied by the tenant's conduct of the tenancy a review will take place to reinstate the original status.

Suspending the right to buy:

Since amendment to the Housing Act 1985 by Housing Act 2004, social landlords have been able to apply for an order suspending the right to buy. Under s.121(A), the landlord may apply to the county court for an order suspending a secure tenant's right to buy for such period as the court may specify. This period is known as the suspension period.

Housing Injunctions:

The landlord may obtain an injunction from the court without notice on the day ASB occurs. This power enables landlords to apply to the court for housing injunctions to prevent behaviour capable of causing nuisance and annoyance which indirectly or directly affects their housing management functions.

The ASB Act 2003 created a new class of injunction, commonly referred to as housing injunctions, under which the Council will have to prove that a defendant is engaging, or has engaged or threatens to engage in conduct, which is capable of causing nuisance or annoyance to the following groups:

- A person with a right to reside in or occupy housing accommodation owned or managed by the relevant landlord;
- A person with a right to reside in or occupy other housing accommodation in the neighbourhood of housing

accommodation owned or managed by the relevant landlord; (Including owner occupier).


- A person engaged in a lawful activity in or in the neighbourhood of housing accommodation owned or managed by the relevant landlord;
- A person employed (whether or not by the relevant landlord) in connection with the exercise of the relevant landlord housing management functions.

Support for victims of Domestic Abuse

Domestic abuse is the name which is most often used to describe violence from one partner towards another; usually it is a woman who suffers but in some cases it can be a man, child or elderly parent/relative.

It can include a range of ill treatment, mental and sexual abuse as well as physical assaults. Statistics show that it takes 33 incidents of domestic violence before a victim reports the incident to the police, and with 17,000 reported incidents of domestic violence every year it shows the dramatic scale of the unreported offences.

Anyone experiencing domestic abuse and needing support, advice or access to refuges should phone the Derbyshire Domestic Abuse Freephone Number 0800 0198 668. The local service provider for women is North Derbyshire Women's Aid, for services to male victims it is Derbyshire Support and Advice for men (SAM). You can obtain further information via their websites www.ndwa.org.uk or www.derbyshiresam.org.uk. For support



outside normal working hours phone Call Derbyshire on 08456058058 or in an emergency ring the Police on 999. The National Domestic Violence 24 hour helpline number is 0808 2000 247

The role of schools

Since many hate and harassment incidents involve young people of school age, teachers and schools are important partners in dealing with hate crime and anti-social behaviour. They can be an important source of information about the identity of perpetrators of anti-social behaviour. They can play a role in drawing up and signing acceptable behaviour contracts and monitoring their enforcement. Young people who are not attending school or have been excluded are also more likely to be involved in anti-social behaviour, or even hate crime. Therefore working with schools to ensure that pupils who should be at school attend and exclusion is avoided wherever possible is an important part of an anti-social behaviour strategy. They can also play an important role in educating young people about the impact of anti-social behaviour on others in the community, as well as pointing out the potential consequences for young people themselves: they may find themselves subject to an anti-social behaviour order or in extreme circumstances, if their parents are tenants of a social landlord, they may lose their home.

'Safe at Home' sanctuary scheme

The Safe at Home sanctuary scheme helps victims of domestic violence and hate crime to remain in their own homes safely.

The scheme provides and fits extra door and window locks and solid reinforced doors to create a safe room for people who want to stay in their properties to remain near family, friends, schools and employment.

North East Derbyshire District Council and Rykneld Homes are jointly funding the scheme and working in partnership with Derbyshire Police and North Derbyshire Womens Aid.

The Safe at Home sanctuary scheme will be provided free of charge across all tenures, i.e. Rykneld Homes tenants, owner occupiers, private tenants and housing association tenants. The scheme cannot be provided where there are joint tenancies or joint owner occupiers, in these situations the council will look for alternative ways of providing assistance and support.

If there is a problem of a domestic nature the tenant and their family will move to the safe room and call the police, who will have recorded the likely nature of the problem and will dispatch officers to deal with the situation.

For more information or to apply for the Safe at Home scheme, leaflets are available in doctors surgeries, libraries, Rykneld Homes Area Housing Offices, NEDDC's Saltergate office and Social Services offices.



Bullying in schools

All schools are required to have a policy on bullying as part of their behaviour and discipline policy.

It is the responsibility of the school to ensure the safety of its pupils.

Any difficulties should be referred to the class teacher or school pastoral staff and if necessary the head teacher as early as possible. If parents are not satisfied with the head teacher's response then they should ask for their concerns to be considered by the school's governing body.

What is bullying?

Bullying is deliberate behaviour intended to hurt, humiliate or intimidate. It can be:

- Physical – hitting, kicking, taking things
- Verbal – name calling, insulting, making offensive remarks
- Indirect – spreading nasty rumours or stories, excluding from social groups, sending malicious emails or text messages.

Bullying is not two people having a disagreement or falling out over something. It is not a one-off incident – it has to happen several times.

How you can help

If you believe a child is being bullied, you should:

- Talk to the child calmly about what is happening
- Reassure the child he or she has done the right thing by telling you about it

- Make a note of what the child tells you
- Encourage the child to report anything to the teacher
- Make an appointment to see the class teacher or headteacher.

What your child can do

If a child is being bullied, telling a teacher, another trusted adult in school or family member is the right thing to do. Once a school knows what is happening, staff can act. You should encourage children to keep telling the school about anything that happens.

Bystanders who see bullying going on can make the biggest difference by doing something about it. If a child sees someone else being bullied, telling a teacher, another trusted adult in school or family member is the right thing to do.

When you talk to teachers about bullying, you should:

- Stay calm – the teacher may not be aware a child is being bullied or may have heard conflicting accounts of an incident
- Be as specific as possible about what the child says has happened, using the notes you made
- Make a note of what the schools says and ask if there is anything you can do to help
- Stay in touch with the school and let staff know if things improve or problems continue.



Most bullying incidents can be resolved by the class teacher or head teacher. But if you are not happy you can:

- Ask to see the school's anti-bullying policy – is the school doing what it says it will?
- Make an appointment to see a senior member of staff or the headteacher. Keep a record of that meeting.
- If this does not help, write to the chair of governors explaining your concerns and outlining what you would like to see happen.
- If you are still not happy, you can make a complaint under the school's formal complaints policy.

In Derbyshire, we run our own Anti-Bullying Commitment (ABC) scheme – currently most schools and all children's homes are signed up. Other schools may use different schemes. It ensures schools actively try to prevent bullying and act quickly to resolve problems.

Schools in the scheme qualify for either initial, intermediate or excellence awards depending on the number of anti-bullying initiatives they have introduced. These include:

- Buddy schemes – older pupils taking younger pupils under their wing
- Quiet areas for pupils to get away from playground hustle and bustle
- Encouraging parents to talk to their children about worries they may have

- Training schemes to help teaching staff spot the signs of bullying and develop effective ways of dealing with it and preventing it.

If a child would like to talk to somebody about bullying they can call **ChildLine free on 0800 1111**.

Anyone wanting more information about Derbyshire County Council's anti-bullying scheme can contact **Call Derbyshire on 08456 058 058**.

The role of employers - responding to hate in the workplace

People may experience hate crimes and incidents in the workplace - from customers, members of the public, or at the hands of colleagues. Employers have a responsibility for the health and safety of their staff. A wide range of legislation and Employment Regulations protects employees against harassment at work. If a member of staff suffers hate crimes or incidents at work, they may be able to take their employer to an employment tribunal if they do nothing to stop it. They may also be able to take action against the person who is harassing them under the Protection from Harassment Act 1997. An overview of relevant legislation can be found in the 'Legal Framework' chapter. Employers should have clear procedures that explicitly address issues of bullying, harassment and discrimination in the workplace, and ensure protection from victimisation of members of staff who make complaints under these procedures.



Employees in public facing or front-line roles may experience hate directed at them in the course of their work. Employers should ensure that there are clear procedures in place to prevent, respond to and monitor such incidents and ensure that staff suffering such incidents are offered appropriate support - such as provision of workplace counselling, time off to attend police stations, solicitors etc.

Chesterfield Law Centre can offer advice and support to anyone who has experienced harassment or discrimination at work. **For free and confidential initial legal advice about tackling harassment or discrimination at work, call us on 01246 550674**

The role of Victim Support

This national organisation also has a branch in Derbyshire. It provides confidential support and information to victims of crime and to witnesses attending local courts.

Its services are free, independent of the police and courts, and available to everyone, whether or not the crime has been reported and regardless of when it happened. Victim Support volunteers have received specialist training to help victims of hate crime.

The effects of hate crime can last for a long time, especially if you have suffered repeatedly. Many people find it helps to talk to someone who understands. Victim Support can help immediately after an incident or at any stage. Trained

volunteers can listen in confidence and give information, practical help and emotional support. They can also give information about the criminal justice system and compensation.

They can also give you information about dealing with a range of organisations, such as employers and housing agencies.

Victim support can;

- help victims to cope with the emotional effects of hate crime
- provide support to other members of the family if necessary
- help you get in touch with other organisations that can help
- deal with other agencies, such as the police or housing department
- advise on safety and home security
- organise practical help after a break-in at your home, such as repairs to broken locks.
- attend the police station and court, in a supportive role.

Victim Supportline 0845 30 30 900

Email:
supportline@victimsupport.org.uk

If you have hearing difficulties, you can call the TextDirect access number 18001 0845 30 30 900.



Chesterfield Law Centre

How can we help?

The Law Centre is an independent specialist legal advice agency based in Chesterfield. We have experience of supporting people facing hate and

harassment and have a project specifically there to help. The service is **free and confidential to anyone who has experienced hate and harassment or wants more information about our services**. We have a telephone service open every weekday which you can use to get immediate advice. We can arrange an appointment to see you either at the Law Centre or at your home or another venue as required.

Call us on 01246 550674

Email:
clc@chesterfieldlawcentre.org.uk

Text: 07781482826

Minicom: 0845 833 4252

The Law Centre can help by;

- Reporting incidents to the police or other agencies
- Recording and monitoring any future incidents
- Making complaints
- Ensuring action is taken wherever possible
- Advising about legal rights and how to enforce them

Our service is free and confidential. We can arrange interpreters upon request and we aim to be fully accessible to disabled people.

Chesterfield Law Centre works closely with other groups and can help find other appropriate sources of support for people experiencing hate and harassment.

How to refer someone to the Law Centre

You should phone us and ask to speak to the Session Supervisor. If you have difficulty using the telephone, you can email or text us. Explain that you want to make a referral in respect of a hate crime or harassment. The Session Supervisor will assess the situation and take any emergency action needed. They will then normally offer the victim an appointment to see a specialist worker at the Law Centre. If you have already taken a lot of details from the victim and particularly if you have completed another agency's reporting form then we will ask you to send that information to us, as long as the victim is happy for you to do this.





Responding to victims and witnesses




Responding to victims and witnesses

This section sets out good practice for frontline staff in all agencies when responding to and supporting victims and witnesses of hate crime. Providing an immediate, appropriate and sympathetic response to victims and witnesses is vital in building confidence in services, encouraging reporting and sending a clear message that we take hate crime seriously and are committed to protecting and supporting victims and holding perpetrators to account.

Good Practice Guide - **DO:**

- ✓ Interview in private. Take them to a safe, private area to enable them to speak in confidence with no distractions.
- ✓ Ask about their immediate safety and welfare as the first priority. Have they been injured? Are they at immediate risk of further harm or intimidation? What are their fears or concerns? Have they received specific threats?
- ✓ If they are in immediate danger or need urgent medical attention call 999.
- ✓ Address their access and support needs. Do they need an interpreter? Do they have any other access needs?
- ✓ Clearly explain your role and what you can do, e.g. listen, offer initial advice, complete a reporting form, help them to report to the police, help them to access specialist advice and support.
- ✓ Explain confidentiality - only share information about their case with their explicit agreement unless there is serious risk to life such as children being at immediate risk or danger to life
- ✓ Explain that you will need to take notes but that you are listening to them and that they can check the completed form to ensure accuracy.
- ✓ Be objective, avoid stereotyping or making judgemental comments.
- ✓ Give them time to talk and take time to listen. Use non-verbal signals to demonstrate you are listening. Allow silences, it gives them an opportunity to think. Don't feel you have to jump in with more questions if they are quiet for a short time.
- ✓ Be aware of your body language, use open body language and facial expressions demonstrating you are listening i.e. leaning forward and looking concerned.
- ✓ Use a warm friendly tone. It may help to think about how you would support or speak to a family member or friend who is extremely upset.
- ✓ Ask open questions and allow them to tell you what happened in their own words.

- 
- ✓ Summarise and paraphrase what they are saying to check your understanding and demonstrate that you are listening.
 - ✓ Preserve evidence. If they have evidence with them i.e. a malicious letter, provide them with a bag to preserve the evidence. Take copies of any letters etc. - sign and date the copy and keep it on file.
 - ✓ Provide information about services that are available to them. Give leaflets about local services they may wish to use.
 - ✓ Offer to make referrals with their consent. Refer them to Chesterfield Law Centre for ongoing support and further advice on legal action that may be taken. There are also a variety of support groups and community groups who can help.
 - ✓ Give a clear explanation of what will happen next, and what action you are going to take.
 - ✓ Make sure they have your name and contact details in case they need to speak to you again.

DON'T

- ✗ Try to minimize or justify the perpetrator's behaviour. Take care not say things that sound like you are making excuses for the perpetrator, or that the victim is over-reacting or over sensitive - for example "what did you do to make him/her so angry?" implies the victim provoked the incident by their behaviour, whereas "what were you doing before he/she shouted at you?" will establish what happened immediately before the incident, without implying that the victim is responsible.
 - ✗ Put words into their mouth. The record you make of the incident could form evidence in future legal proceedings. Let them use their own words to tell you what happened.
 - ✗ Judge or blame. Avoid asking questions or making statements that suggest the victim has provoked the incident in some way.
 - ✗ Raise unrealistic expectations about what will happen or possible outcomes of the case. It is important to explain that all legal proceedings require investigation and evidence - at the point of initial reporting it is not possible to guarantee what the outcome of the investigation will be. Make sure any information you provide about the role of other agencies is accurate and up to date.
- ✗ Ask leading questions. Let them tell you what happened in their own words.
 - ✗ Use children as interpreters.
 - ✗ Crowd them, touch them or invade the personal space.





Reporting and recording an incident



Reporting and recording an incident

It is crucial to record accurately what the complainant says as this may form evidence if the case gets to court. Your agency, or the agency receiving the complaint may already have a standard format for recording hate crime incidents which you should use. Otherwise, you can record the information in a written report by following the basic recording process below.

The key is to ask OPEN questions; Who, What, When, Where, How, Which and Why?

Recording factual information

- Ensure your handwriting is clear and legible when recording information and type the report wherever possible.
- Ensure that the information recorded is what the victim has stated and that the victim is happy with it.
- If the victim declines to give some information or doesn't know the answer, indicate this clearly in your notes.

Your details

- Provide the date, your name, agency and phone number in case there is a need to contact you for further information.

Details of complainant

- Obtain the victim's/witnesses personal details (name, full address and contact details including safe phone number, date of birth, age and gender) - so that

investigators and support services can contact the victim when they need to.

- Obtain the housing status of the victim/witness – for example, are they a council tenant? If so, which local authority?
- It is vital that you remember to ask them if they have any language support needs or accessibility needs so that these can be taken into account in investigation and support services.

Details of incident

- It is important to record the date and time of the incident. If the exact time is unknown, then record an approximate time.
- Establish the location of incident, i.e. street name, was it outside a particular shop, house, bus stop?
- Obtain a brief description of incident.
- Ask if anybody was injured and whether medical attention was needed.
- It is essential to ask "What do you feel is the motivation behind this incident?"
- The key definitions of hate crimes are based on the victim (or any other person's) belief that they were targeted on the grounds of their race, faith/beliefs, gender, sexual orientation, age or disability.
- If the victim perceives it as hate crime, you must record it as such.



Perpetrator details

- If they know who the perpetrator is obtain as many details as possible, including the name (or nickname), address, age.
- If they don't know, ask for a description of the perpetrator including height, race, gender, clothing, hair colour, age and anything else which could help identify the perpetrator such as tattoos, unusual clothing or hairstyles.
- Establish whether the perpetrator has previously harassed the victim/witness or their household and whether they are aware of anyone else who has had problems with the perpetrator.
- The more information the victim is able to provide about the perpetrator the better. Enforcement action is only possible if the perpetrator can be identified.

Details of witnesses

- Were there any witnesses? If so, accurately record witness details including name, address and contact details where known.

Risk assessment

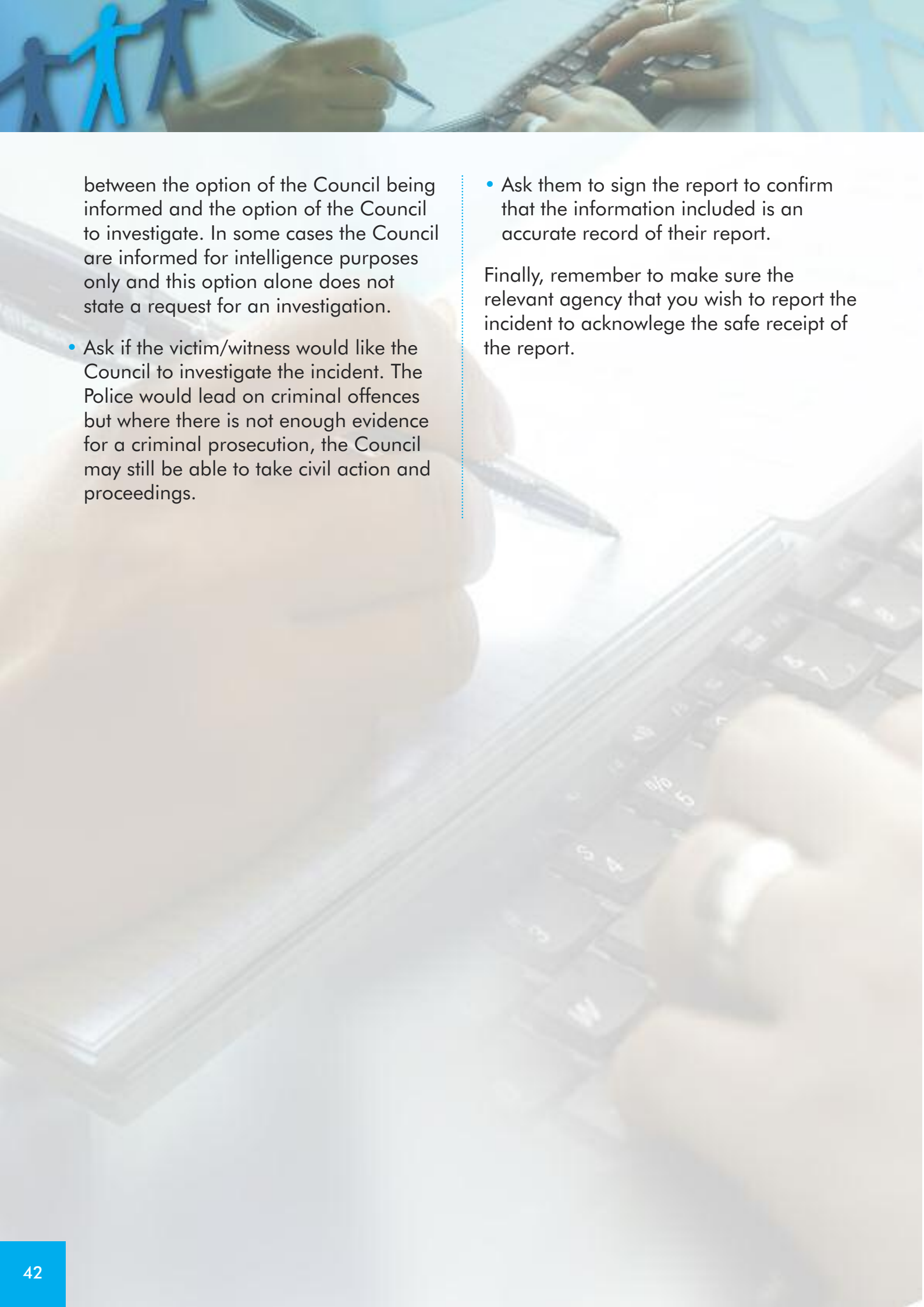
- This information will help highlight any specific risks or safety concerns for the victim/witness, which will help to identify any specific measures that might be needed to protect them.
- Is the victim/witness concerned for their safety? If so, please ask them to state why - have threats been made?
- Establish whether there is a need for emergency safe accommodation. If so,

provide details of the relevant council's Homelessness Service.

- If the victim/witness is in immediate danger dial 999 immediately.

Consent

- Have the Police been informed? If so, obtain the Incident/Crime Reference number which will help in ascertaining what action, if any the Police can take.
- If the Police have not been informed, would they like the Police informed?
- Would they like the Police to investigate? It is important to differentiate between the option of the Police being informed and the option of the Police to investigate. In some cases, the Police are informed for intelligence purposes only and this option alone does not state a request for an investigation.
- Remember if the victim/witness does not want any form of investigation, it is important to inform them that the Police should always seek to take positive action when dealing with hate crime. The police should understand that a victim may not always want the perpetrator arrested and will balance this and the vulnerability of the victim against the needs of the local community and society's need for strong action to be taken against those who commit hate crimes.
- Ask if the victim/witness would like the Council to be informed, if appropriate to the case.
- If so, would they like the Council to investigate this incident? As stated above, it is important to differentiate



between the option of the Council being informed and the option of the Council to investigate. In some cases the Council are informed for intelligence purposes only and this option alone does not state a request for an investigation.

- Ask if the victim/witness would like the Council to investigate the incident. The Police would lead on criminal offences but where there is not enough evidence for a criminal prosecution, the Council may still be able to take civil action and proceedings.

- Ask them to sign the report to confirm that the information included is an accurate record of their report.

Finally, remember to make sure the relevant agency that you wish to report the incident to acknowledge the safe receipt of the report.



The Legal Framework



The Legal Framework

There is a range of legislation that can apply to hate crime and incidents.

This section gives an outline of some of the main provisions that provide a framework for taking action against perpetrators and protecting victims. It is intended to provide a basic guide to the kinds of legal actions that can be taken, rather than a comprehensive description. Users of this guide should be aware that, although the information in this section is correct at time of publication, law can, and does, change. Having a basic understanding of the law may help you support a victim to consider options for action in an informed way. It is advisable to seek further advice in relation to specific cases.

Criminal Law

Crime and Disorder Act 1998 (as amended)

This Act created a number of specific offences of racially aggravated crime, based on offences of wounding, assault, damage, harassment and threatening/abusive behaviour.

The Act was amended by the Anti-terrorism Crime and Security Act 2001. It extended the scope of the Crime and Disorder Act by creating new specific religiously aggravated offences and applying the same sentencing duty to all other offences where there is evidence of religious aggravation. To prove that an offence is racially or religiously aggravated, the prosecution has to prove

the “basic” offence followed by racial or religious aggravation, as defined by section 28 Crime and Disorder Act 1998. An offence will be racially or religiously aggravated if:

- a) at the time of committing the offence or immediately before or after doing so the offender demonstrates towards the victim of the offence hostility based on the victim’s membership (or presumed membership) of a racial or religious group, or
- b) the offence is motivated wholly or partly by hostility towards members of a racial or religious group.

It is not necessary for the Defendant to belong to a different racial group. In *R-v-White* (2001) 1 WLR 1352 – the words “African” in the insult “African bitch” describes a racial group and it is no defence that the defendant is in the same racial group.

In *DPP v McFarlane* (2002) EWHC Admin 485, the words “jungle bunny”, “black bastard” and “wog” were uttered immediately before and at the time of an offence of violent disorder under section 4 of the Public Order Act 1986 and so as the words were of a racial nature and threatening and abusive towards the victim, the aggravated version of the offence was made out. Rose LJ found that once the “basic” offence was proved and that racist language was used that was hostile or threatening to the victim, it made no difference that the defendant may have had an additional reason for

using the language, the test under section 28(1)(a) was satisfied.

In *DPP v Woods* (2002) EWHC 85 Admin, the defendant used racially abusive language to a doorman at a nightclub when expressing anger and frustration over being refused admittance. It was held, as in *McFarlane*, that the fact that the primary reason for the offence was other than a racist motivation; nonetheless, the use of racist abuse during the commission of the basic offence made out the test for racial aggravation in section 28(1)(a). The point was made that ordinarily, the use of racially (or religiously) insulting remarks would in the normal course of events be enough to establish a demonstration of hostility.

Source: CPS (2003), Guidance on prosecuting cases of racist and religious crime

Public Order Act 1986

Section 4 deals with threatening, abusive and insulting Conduct. It provides that: A person is guilty of an offence if she/he -

- a) uses towards another person threatening, abusive or insulting words or behaviour, or
- b) distributes or displays to another person any writing, sign or other visible representation which is threatening, abusive or insulting, with intent to cause that person to believe that immediate unlawful violence will be used against him or another by any person, or to provoke the immediate use of unlawful violence by that person or another, or whereby that person is likely to believe that such violence will be provoked. An offence under this section may be committed in a public

or a private place, except that no offence is committed where the words or behaviour are used, or the writing, sign or other visible representation is distributed or displayed, by a person inside a dwelling and the other person is also inside that or another dwelling.

- (3) A constable may arrest without warrant anyone he reasonably suspects is committing an offence under this subsection.
- (4) A person guilty of an offence under this section is liable on summary conviction to imprisonment for a term not exceeding six months or a fine not exceeding level 5 on the standard scale or both.

Section 4(A)(1) of the 1986 Act deals with the offence of causing harassment, alarm or distress; a person is guilty of an offence if, with intent to cause a person harassment, alarm or distress, s/he - "uses threatening, abusive or insulting words or behaviour or disorderly behaviour; or displays any writing, sign or visible representation which is threatening, abusive or insulting, thereby causing that or another person harassment, alarm or distress".

Section 5 makes it a criminal offence to use threatening, abusive, insulting words or behaviour or disorderly behaviour within the hearing or sight of a person likely to be caused harassment, alarm or distress by that behaviour. There must be a victim present at the scene for this offence to be made out.



Disorderly, threatening, abusive or insulting words or behaviour:

- a) causing a disturbance in a residential area;
- b) persistently shouting abuse or obscenities at passers-by;
- c) rowdy behaviour in a street late at night;
- d) using slogans or language that causes distress;
- e) threats or abuse directed at individuals carrying out public service duties;
- (f) throwing missiles;
- (g) minor violence or threats of violence;
- (h) incidents between neighbours that do not justify a charge of assault;
- (i) an individual who is picked on by a gang where the behaviour does not justify an assault charge.

The offender must first be warned by the police about the behaviour and can only be arrested if the behaviour is repeated.

Racial and Religious Hatred Act 2006 On 1 October 2007 the Racial and Religious Hatred Act 2006 came into force. The Act amends the Public Order Act 1986 ("the 1986 Act") by creating new offences of stirring up hatred against persons on religious grounds and amends section 24A of the Police and Criminal Evidence Act (PACE) 1984 so that the powers of citizens' arrest do not apply to the offences of stirring up religious or racial hatred.

The new offences apply to the use of words or behaviour or display of written material, publishing or distributing written material, the public performance of a play, distributing, showing or playing a recording, broadcasting or including a programme in a programme service and the possession of written materials with a view to display, publication, distribution or inclusion in a programme service or the possession of recordings with a view to distribution, showing, playing or inclusion in a programme service. For each offence the words, behaviour, written material, recordings or programmes must be threatening and intended to stir up religious hatred. Religious hatred is defined as hatred against a group of persons defined by reference to religious belief or lack of religious belief. The new criminal offence carries a fine or a prison sentence of up to seven years if convicted. Groups of people who belong to a faith group that also defines their race, such as Sikhs and Jews, are covered by the Public Order Act. It would, therefore, be unlawful to stir up racial hatred against Sikhs or Jews because their race is defined in terms of their religious affiliation.

Protection from Harassment Act 1997

There are two offences that arise under this statute which may be relevant to the sanctioning of hate motivated harassment:

The offence of harassment: this arises under section 2 of the Protection from Harassment Act 1997. The Prosecution must prove:

1. That the Defendant had pursued a course of conduct on at least two separate occasions;
2. That the Defendant's course of conduct amounted to harassment of another – what constitutes 'harassment' tends to be a matter of common sense e.g the repetition of racist or homophobic remarks could amount to harassment;
3. That the Defendant knew or ought to have known that the course of conduct amounted to harassment.

The offence of putting people in fear of violence arises under section 4 of the

Protection from Harassment Act 1997. To secure a conviction the Prosecution would need to prove that the Defendant had pursued a course of conduct on at least two occasions; that the course of conduct had caused another to fear that violence will be used against him and that the Defendant knew or ought to know that his course of conduct will cause the other to fear violence on each occasion. The criminal court dealing with an offence under this Act may grant a Restraining Order as part of the package of punishment, preventing the Defendant from repeating his offending behaviour.

Civil Remedies

Warnings Letters

Before taking any legal enforcement action perpetrators of anti-social behaviour or racial harassment should be warned that they should stop the unacceptable behaviour. If they fail to stop legal action might follow.

Warnings should be in writing. Warnings may be enough to deter perpetrators from further anti-social behaviour. Legal action is unlikely to succeed if warnings have not been given.

Acceptable Behaviour Contracts (ABC)

An Acceptable Behaviour Contract is a written agreement between a person who has been involved in antisocial behaviour and one or more local agencies whose role it is to prevent such behaviour. ABCs are most commonly used for young people but may also be used for adults.

Anti-Social Behaviour Orders (ASBOs)

Introduced by the Crime and Disorder Act 1998 (as amended by the Police Reform Act 2002 and the Anti-social Behaviour Act 2003). Anti-social behaviour orders (ASBOs) are a civil remedy which can be obtained against any person aged 10 or over;

“if the person (offender) has acted, in a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as the offender and that an ASBO is necessary to protect relevant persons from further anti social acts by the offender”.

ASBOs can be brought against offenders living in any type of housing - not just social housing (council or housing associations etc) - by the Police including British Transport Police, local authorities and registered social landlords, Housing Action Trusts, the Environment Agency, Transport for London, Arms Length Management Organisations (ALMOs).



Agencies must consult with each other prior to application.

Injunctions

An injunction is a civil court order requiring an adult to do or - more usually - stop doing a particular act. Injunctions are most often used to deal with serious incidents, to protect victims or witnesses from violence or the threat of violence or to exclude perpetrators from an area.

Housing Injunctions

The landlord may obtain an injunction from the court without notice on the day ASB occurs. This power enables landlords to apply to the court for housing injunctions to prevent behaviour capable of causing nuisance and annoyance which indirectly or directly affects their housing management functions. The ASB Act 2003 created a new class of injunction, commonly referred to as housing injunctions, under which the Council will have to prove that a defendant is engaging, or has engaged or threatens to engage in conduct, which is capable of causing nuisance or annoyance to the following groups:

- A person with a right to reside in or occupy housing accommodation owned or managed by the relevant landlord;
- A person with a right to reside in or occupy other housing accommodation in the neighbourhood of housing accommodation owned or managed by the relevant landlord; (Including owner occupier).
- A person engaged in a lawful activity in or in the neighbourhood of housing accommodation owned or managed by the relevant landlord;

- A person employed (whether or not by the relevant landlord) in connection with the exercise of the relevant landlord housing management functions.

Exclusion Order and Power of Arrest


Section 153C of the ASB Act 2003 gives the Court powers to attach an exclusion order to the injunction prohibiting the defendant from entering or being in specified areas or premises. This is a very powerful remedy because it has the effect of excluding a person from their normal place of residence if there has been the use or threat of violence or there is a significant risk of harm. Where a housing injunction is obtained and subsequently breached the power of arrest can be attached to the order. In practical terms this means that the police may be able to arrest the defendant, without there having to be any further application to the court.

Dispersal Order

With the introduction of new powers we are now using dispersal orders across the borough to disperse youths and defined groups from causing a nuisance in identified hotspots. This dispersal order means that the Police will be able to pick up youths that break the order and take them home or take further action.

Witness Support and Protection

Witness harassment or intimidation is a criminal offence under the Criminal Justice and Police Act 2001. Sections 39, 40 and 41 of the 2001 Act create two new offences intended to increase protection of witnesses in all proceedings



including civil proceedings for an injunction or an anti-social behaviour order, civil tort proceedings etc. Under the 2001 Act, it is an offence for a person to intimidate another person (the victim) where s/he knows or believes that the victim is, or may be a witness in any relevant proceedings, with the intention of perverting, obstructing or interfering with the course of justice. An offence is committed only where an act of intimidation occurs after proceedings are commenced. The maximum penalty is five years of imprisonment or unlimited fine or both. Intimidation includes threats against a person or against a person's finances or property. It is irrelevant whether the act of intimidation is carried out in the presence of the victim, whether it is done to the victim or through a third party. Obstructing, perverting or interfering with the course of justice need not be the predominant purpose of the act.

A witness includes someone who gives, or is able to give hearsay evidence. It includes someone who has given evidence but may give further evidence.

Section 40 of the Criminal Justice and Police Act 2001 makes it an offence for a person to do an act which harms, and is intended to harm another person, or, if intending to cause another person to fear harm, he threatens to do an act which would harm the other person. In order to commit the offence, the person doing or threatening to do the act must do so knowing or believing that another person has been a witness in relevant proceedings and he must do or threaten that act because of that knowledge or belief. The act must be committed after the commencement of proceedings, and

within a year of that commencement. The penalty is up to five year imprisonment or an unlimited fine or both.

Protection from Harassment Act 1997 - under section 1 of the Protection from Harassment Act 1997 the term "harassment" applies to a course of conduct which harasses or alarms another or which causes that person distress. The criminal offence of harassment is set out in section 2. There is also a civil remedy against harassment provided in section 3 in the form of a restraining injunction.

In addition, the Council's Professional Witness Scheme can give evidence from their own direct observation of the anti-social behaviour or disorderly behaviour.

Witnesses attendance may be dispensed with by the court powers to admit hearsay evidence. Where witnesses are not attending the Claimant will have to serve a Civil Evidence Act Notice.

Special measures are also available in court to protect witnesses who are vulnerable or intimidated and find it difficult to give evidence in the best way possible. The measures can be allowed by the court if the witness suffers from a mental illness or have limited understanding, or have a physical disability or is suffering from a physical disorder or if their evidence is likely to suffer because they are afraid or distressed at giving evidence in the proceedings. The Serious Organised Crime and Police Act 2005 introduced special measures which are applicable in ASBO related hearings in the Magistrates court. The provisions were previously only available in criminal proceedings, but the extension should prove very useful in civil



cases. Special measures include:

- **Screens** - to ensure that the witness does not see the perpetrator; a screen is placed around the witness box so that the witness and defendant cannot see each other
- **Live Link** - allowing a witness to give evidence from outside the court room; the witness sits in a room away from the courtroom where the case is being tried and gives evidence through a live TV link.
- **Evidence in private** - the court can be cleared of most people, except legal representatives and other essential personnel; and
- **Video recorded evidence in chief** - this allows an the interview with a witness that was recorded before the hearing to be played to the court. That is before the trial, the witness is recorded on video answering questions asked by a legal representative. The video is shown as the witness's evidence-in-chief (main spoken evidence before cross-examination). The witness is questioned by the other side before the trial. The questioning is recorded on video and shown instead of the witness being questioned live at the trial. Where it is known that a particular defendant may be violent or potentially violent as a result of mental illness or known to have any firearms and weapons or likely to be violent to a witness attending the hearing or have a criminal record of violence, the court officials should be alerted. If court staffs fear a breach of peace, the police should be alerted to attend court if necessary.

The Witness Support Service based at Bow Magistrates Court can provide support on the day and arrange for separate victim/perpetrator waiting room and entrances to prevent intimidation whilst at court.

The Equality Act 2010

The Equality Act became law in October 2010. It replaced previous legislation (such as the Race Relations Act 1976 and the Disability Discrimination Act 1995). The Equality Act covers the same groups that were protected by existing equality legislation - age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership and pregnancy and maternity. It extends protection to these groups, and clarifies particular aspects of equality law.

Whether at work as an employee or in using a service, the message (or purpose) of the Equality Act is that everyone has the right to be treated fairly at work or when using services. The law also applies to housing, education and transport. It protects people from discrimination on the basis of certain characteristics. These are known as protected characteristics and they vary slightly according to whether a person is at work or using a service


What the law protects against:

These are the main forms of prohibited conduct

Discrimination

This includes:

- Treating a person worse than someone else because of a protected characteristic (known as direct discrimination).

- 
- Putting in place a rule or way of doing things that has a worse impact on someone with a protected characteristic than someone without one, when this cannot be objectively justified (known as indirect discrimination).
 - Treating a disabled person unfavourably because of something connected with their disability when this cannot be justified (known as discrimination arising from disability).
 - Failing to make reasonable adjustments for disabled people.

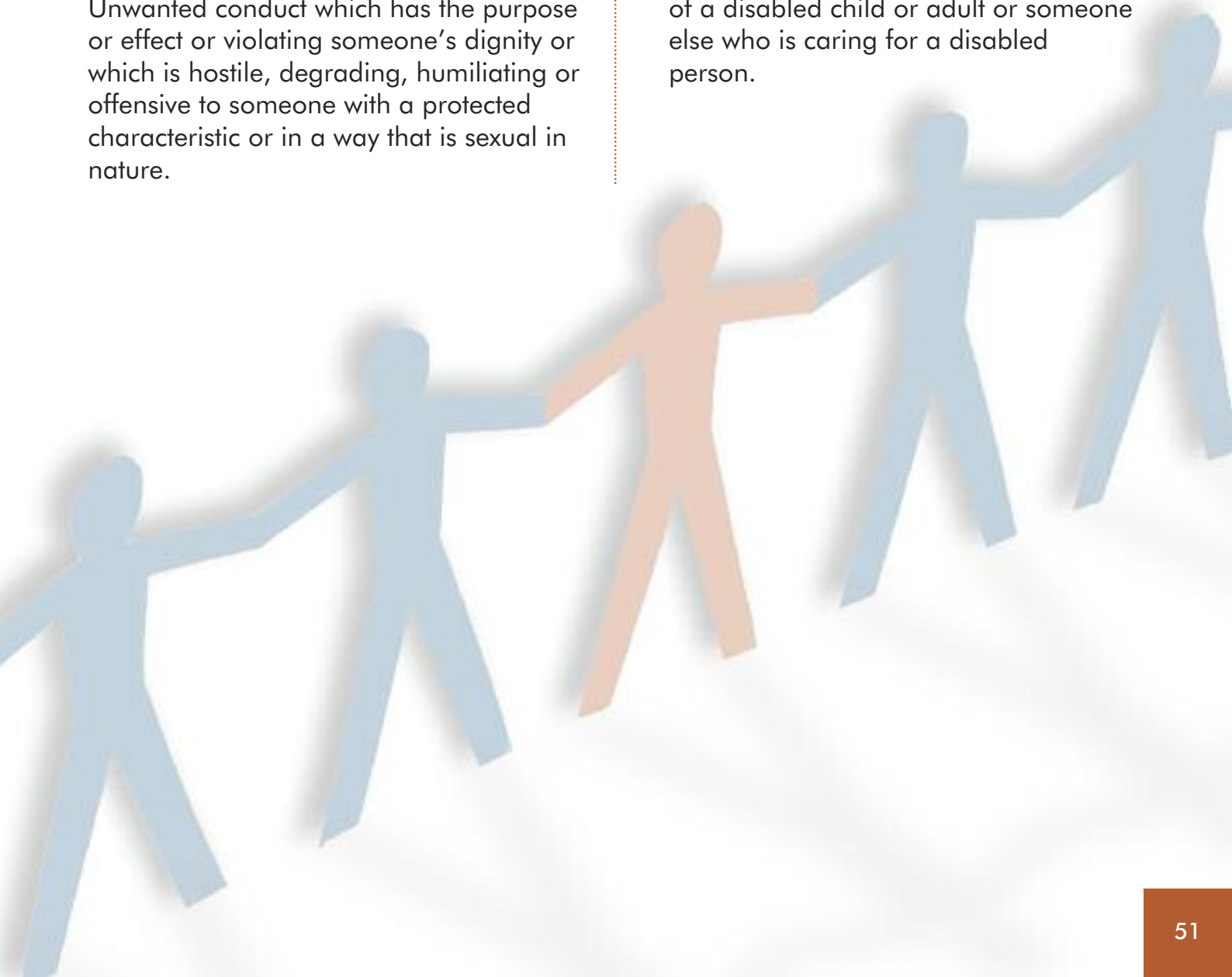
Harassment

Unwanted conduct which has the purpose or effect of violating someone's dignity or which is hostile, degrading, humiliating or offensive to someone with a protected characteristic or in a way that is sexual in nature.

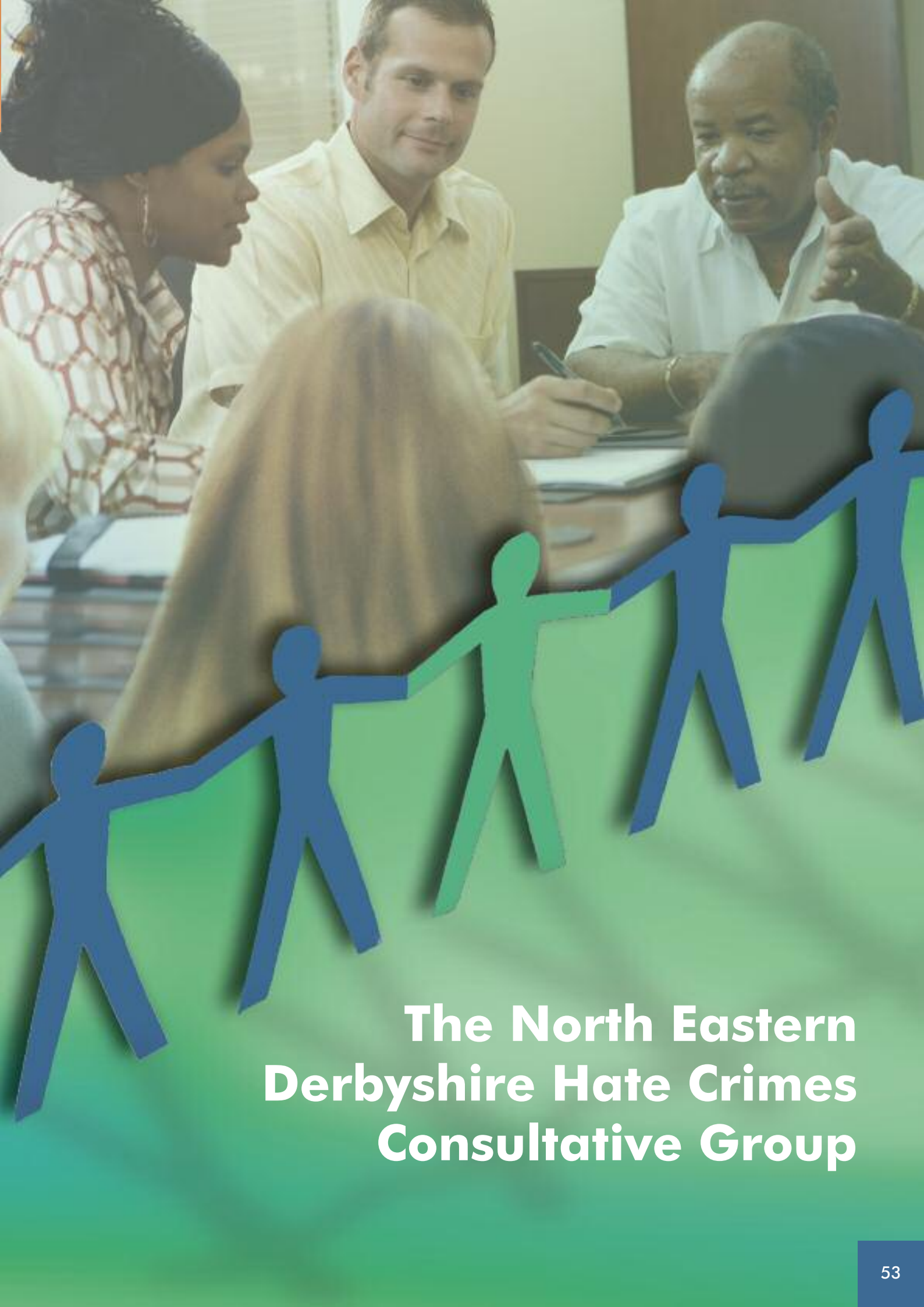
Victimisation

Treating someone unfavourably because they have taken (or might be taking) action under the Equality Act or supporting somebody who is doing so.

As well as these characteristics, the law also protects people from being discriminated against:

- By someone who wrongly perceives them to have one of the protected characteristics.
 - Because they are associated with someone who has a protected characteristic. This includes the parent of a disabled child or adult or someone else who is caring for a disabled person.
- 





The North Eastern Derbyshire Hate Crimes Consultative Group



The North Eastern Derbyshire Hate Crimes Consultative Group

The North Eastern Derbyshire Hate Crimes Consultative Group brings together representatives from the local community in both a multi-professional and personal capacity with the common goal of challenging hate incidents and hate crime. The group includes and welcomes individual members and representatives from local organisations who have a positive contribution to make in line with its stated objectives. The group acts as a united voice to influence both local action and national policy on hate incidents, harassment and hate crime.

Objectives of the group;

- To work together to increase reporting of all hate incidents to the Police, Local Authorities, Stop Hate UK and Chesterfield Law Centre's Tackling Hate & Harassment Project
- To promote and uphold a united multi-agency zero tolerance policy on hate incidents & hate crime.
- To promote and share good practice in dealing with hate and harassment matters
- To work closely with Equalities Officers and other relevant representatives from Local Authorities
- To increase public safety and reduce the numbers of repeat and new offences by;
- Making relevant referrals to local community safety partnerships
- Encouraging reporting of incidents to the Police and other appropriate agencies
- Promoting awareness of legal rights and available remedies in partnership with Chesterfield Law Centre
- To review hate incident reports, analyse data and provide feed-back to the Police with any concerns or other issues regarding the way in which incidents are recorded and dealt with
- Encourage active participation in the local Public Confidence Panel
- To act as an advisory and consultative committee on issues affecting victims of hate incidents and the agencies which directly support them by;
- Striving to influence social policy wherever it is possible and appropriate to do so
- Working together to highlight common important issues that affect those individuals and families experiencing hate incidents
- To recognise and highlight the link between hate incidents and social inequalities such as poverty, inadequate housing, unemployment and low educational achievement
- To recognise and highlight the negative impact of hate and harassment upon the mental health and general well-



being of victims and their families and offer a joint response in supporting them to deal with this.

- To actively support other local initiatives that promote equality and celebrate diversity.
- To encourage involvement and participation in the group by individuals who have experienced hate incidents and continue to strive to ensure that the group represents the diversity of our community.

This group meets quarterly. Contact Chesterfield Law Centre for further information or to get involved.







Support Services & useful contacts



Support Services & useful contacts

This section includes additional contact details and information about local services, but it is not an exhaustive list.

Age Concern Chesterfield and District

Provides information, support and advocacy to older people.

87 New Square, Chesterfield S40 1AH

Tel: 01246 273333

Email:

enquiries@ageconcernchesterfield.org.uk

Age UK (Derby and Derbyshire)

Age UK's work ranges from providing vital services to influencing public opinion and government. They provide information, support and advocacy to older people.

29A Market Place, Heanor, Derbyshire DE75 7EG

Tel: 01773 768240

Fax: 01773 766924

Email: info@ageconcernderbyshire.org.uk

Website: www.ageconcernderbyshire.org.uk

Chesterfield African Caribbean Community Association

Provides a range of social, support and educational activities. Meeting space for groups and events.

6 Ashgate Road, Chesterfield, S40 4AA

Tel: 01246 208052

Base III

A service for anyone 18 or under living in North Derbyshire having problems with

their drug and alcohol use. Offers help if there are problems in your life that are causing you to use drugs or alcohol to try to make them go away. This could be anything from relationship problems, family problems, or school problems.

Tel: 0800 389 3925

Website:

www.chesterfieldroyal.nhs.uk/base3

Bolsover District Council

Sherwood Lodge, Bolsover S44 6NF

Tel: 01246 242424

Fax: 01246 242423

Minicom: 01246 242450

Website: www.bolsover.gov.uk

Hate Crime information:

www.bolsover.gov.uk/hate-crime

Website page for harassment advice and support:

www.bolsover.gov.uk/harassment-advice-and-support

Community Action Network (CAN)

Rangers service:

www.bolsover.gov.uk/cl-cs-can-rangers

Chesterfield Borough Council

Town Hall, Chesterfield S40 1LP

Tel: 01246 345345


Fax: 01246 345252

Text: 07960 910264

Website: www.chesterfield.gov.uk

The Neighbourhoods Team

The Neighbourhoods Team deals with estate management including anti-social behaviour.



This team also deals manages the Garden Assistance Scheme for Council tenants. See the Your Estate and Neighbourhoods Officer page.

The Neighbourhoods Team, Stonegravels Depot, Old Brick Works Lane, Chesterfield. S41 7LF.
Tel: 01246 345345
E-mail: neighbourhoods.team@chesterfield.gov.uk

Chesterfield Law Centre

Provides free legal advice in social welfare law, including dedicated projects to tackle hate and harassment (Chesterfield, North East Derbyshire and Bolsover) and discrimination in access to goods and services (East Midlands).

Referrals can be made by individuals or agencies.

Provides public legal education and training services

44 Park Road, Chesterfield S40 1XZ
Tel: 01246 550674
Email: clc@chesterfieldlawcentre.org.uk
Text: 07781482826

Chesterfield Citizens Advice Bureau

Provides Debt & Money Advice, Mental Health Advocacy, Financial Skills, Fuel Poverty and Welfare Benefits for people within the Chesterfield Borough boundary.

6-8 Broad Pavement, Chesterfield, Derbyshire S40 1RP
Tel: 01246 209 164
Adviceline: 01246 283872
Fax 01246 229909
Website: www.citizensadvice.org.uk

ChildLine

Tel: 0800 1111

Website: www.childline.org.uk

Community Safety Partnerships

Community Safety Partnerships work together to reduce instances of anti-social behaviour by delivering diversionary activities, education, early intervention, effective enforcement and by working to rehabilitate offenders.

Chesterfield Tel: 01246 345093

North East Derbyshire Tel: 01246 217016

Website: www.nedcsp.org.uk

Email: community.safety@ne-derbyshire.gov.uk

Bolsover Tel: 01246 242424

Website: www.saferderbyshire.gov.uk

Crimestoppers

Derbyshire Crimestoppers is dedicated to fighting crime across Derbyshire.

Crimestoppers is there for them as an anonymous route to pass on information about crime. Crimestoppers guarantees anonymity, which means that no-one can ever find out who passed on information about crime.

Tel: 0800 555 111

DCIL

Park Road, Ripley, Derbyshire DE5 3EF

Tel: 01773 740246

Fax: 01773 570185

Website: www.dcil.org.uk

Derbyshire County Council

County Hall, Matlock DE4 3AG

Tel: 08 456 058 058

Text: 86555



Email us:
contact.centre@derbyshire.gov.uk

Derbyshire Friend

Lesbian, Gay, Bisexual and Transgender
Specialist Support & Advocacy Service

The Pavilion LGB&T Centre,
2-3 Friary Street, Derby DE1 1JF
Tel: 01332 207704
Fax: 01332 296876
Email: info@gayderbyshire.org.uk
Website: www.gayderbyshire.org.uk

Derbyshire Police

In an emergency, always dial 999

Tel: 0845 1233333
Minicom: 0845 6049010
Text: 07800 002414

Derbyshire Sexual Health Promotion Service

Offers advice on sexual health and
provides support, advocacy and training
in a wide range of Lesbian, Gay, Bisexual
and Transgender issues.

1 Tennyson Avenue, Chesterfield S40 4SN
Tel: 01246 559431
Email: DSHPS@Derbyshirecountypct.nhs.uk
Website: dshps.org.uk

Derbyshire Unemployed Workers' Centres

Offers advice, casework and
representation to welfare benefits and Tax
Credits claimants living in Derbyshire.
Provides a home visiting service and a
variety of outreaches throughout the
county. DUWC campaigns for the rights of
unemployed workers, highlights issues of
poverty in the UK and fights to end the

social exclusion and harassment of
claimants.

70 Saltergate, Chesterfield S40 1JR
Tel: 01246 231441

Derbyshire Youth Offending Service

The service works with young people and
their communities to tackle youth crime in
Derbyshire. This is a partnership between:

- Derbyshire County Council's Children and Younger Adults department including the education service
- Derbyshire Constabulary
- National Probation Service, Derbyshire
- The Health Service.

Youth Offending Service Head Quarters
County Hall, Matlock, Derbyshire DE4 3AG
Tel: 01629 580000

Website:
youthoffendingservice@derbyshire.gov.uk

Derbyshire Youth Service

The aim of Derbyshire Youth Service is to
contribute to the personal and social
development and economic well-being of
young people within the context of a multi-
racial society.

Telephone via Call Derbyshire on
08456 058 058
Website: youth.service@derbyshire.gov.uk

Equality and Human Rights Commission (EHRC)

Arndale House, The Arndale Centre,
Manchester M4 3AQ

Tel: 0161 829 8100 (non helpline calls only)
Email: info@equalityhumanrights.com

Fax: 0161 829 8110
EHRC Helpline: 0845 604 6610
Email:
englandhelpline@equalityhumanrights.com

Links

The Chesterfield and North East
Derbyshire Council For Voluntary Service
and Action

Ground Floor, Blenheim Court, 17
Newbold Road, Chesterfield, S41 7PG
Tel/Fax: 01246 274844
Website: www.linkscvs.org.uk

North East Derbyshire Citizens Advice Bureau

126 High Street, Clay Cross,
Derbyshire S45 9EE
Tel: 0844 848 9800
Email: mail@nedcab.org.uk
Website: www.ned-cab.org.uk

North East Derbyshire District Council

Council House, Saltergate, Chesterfield,
Derbyshire S40 1LF
Tel: 01246 231111
Text: 07800 002425
Website: www.ne-derbyshire.gov.uk

North Derbyshire Women's Aid

North Derbyshire Women's Aid exists for
the benefit of women and children who
experience abuse within a domestic
relationship.

West Bank House, Albion Road,
Chesterfield S40 1LL
(Drop in Mon-Thurs 10am-4pm)
Tel: 01246 540464
Website: www.ndwa.org.uk

Our Vision Our Future

A self-advocacy group for people with
learning disabilities

95 Sheffield Road, Chesterfield, S41 7JH
Tel: 01246 556694
Email: ourvision_ourfuture@yahoo.co.uk

Samaritans

Tel: 08457 90 90 90

SPODA

Supporting people whose life is affected
by someone else's drug use

104 Saltergate, Chesterfield S40 1NE
Tel: 0800 0685718
Fax: 01246 224835
Website: www.spoda.org.uk

Stop Hate UK

Tel: 0800 138 1625

True Vision

www.report-it.org.uk

Victim Supportline

Tel: 0845 30 30 900
Email: supportline@victimsupport.org.uk

Victim Support's Victim Care Unit

Self referrals Tel: 0300 303 1947
Agency referrals Tel: 0116 249 3323



