

# **VS** VICTIM SUPPORT



Ariennir gan  
**Lywodraeth Cymru**  
Funded by  
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## **Victim Support Hate Crime Toolkit**

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[www.reporthate.victimsupport.org.uk](http://www.reporthate.victimsupport.org.uk)

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# What is a Hate Crime?

Hate crime is the term used to describe an incident or crime against someone based on a part of their identity. Victims of hate crime and incidents are targeted because of who they are or even because someone thinks they belong to a certain group.

The experience of hate crime is often life changing. Being targeted for who you are sets hate crime and its affects apart from most other types of crime.

Hate crime can have a deep impact on your identity, culture and self-esteem because they attack your personal identity, which cannot be changed.

Victim Support has adopted the police and CPS definition of hate crime: “Any criminal offence which is perceived by the victim or any other person, to be motivated by a hostility or prejudice based on a person’s race or perceived race; religion or perceived religion; sexual orientation or perceived sexual orientation; disability or perceived disability and any crime motivated by a hostility or prejudice against a person who is transgender or perceived to be transgender.”

## Hate Crime Strands

There are five categories of ‘identity’ when a person is targeted because of a hostility or prejudice towards their:

- disability
- race or ethnicity
- religion or belief (which includes non-belief)
- sexual orientation
- gender identity

We also recognise crimes targeted at alternative sub-cultures (such as Goth) as a form of hate crime.

## Hate Crimes and Hate Incidents

A hate incident is any non-crime incident that is perceived by the victim or any other person, to be motivated by a hostility or prejudice based on any of the hate crime strands. Hate incidents can feel like crimes to people who suffer them and often escalate to crimes or tension in a community. Hate incidents can be reported to the police who will decide whether the law has been broken. The law is the deciding factor between whether a hate incident or hate crime has been committed. Hate incidents/crimes can also be reported through Victim Support as an alternative to contacting the police (please see the ‘How Do I Report a Hate Crime’ section of this document).

## Examples of hate incidents/crimes:-

- Physical attack – such as a physical assault, on the victim or their family or carer, damage to property or pets, offensive graffiti and arson.
- Threat or attack – including offensive letters, abusive telephone calls, groups hanging around to intimidate and malicious complaints.
- Verbal abuse or insults – offensive leaflets and posters, abusive gestures, dumping of rubbish outside homes or through letterboxes and bullying at school and verbal slurs.
- Online abuse - the same hate crime laws apply about anything that is published online either on a website or through social media (see more on online hate crime below)  
Anybody can be a victim of hate crime, for example a person may be targeted because another person thinks they follow a religion, even though they do not. Courts in England and Wales have the power to increase a sentence if the evidence proves that the offence was motivated by hostility towards race, religion, sexuality, transgender identity or disability. This is called a 'sentence uplift' and means that harsher sentences can be imposed.

## Where Can Hate Crime Happen?

Hate crime can happen anywhere. It could be in a workplace, in school, on public transport, in social situations and even online.

## Online Hate Crime

The internet has changed the way in which we communicate with many positive outcomes. Yet, it can also enable people to spread hate on a much larger scale. Hate crime can happen online through texts, emails, websites and social media. Often people seem to feel that it is ok to make threats or harass people online where they feel safe hiding behind their keyboards, but nobody has the right to be abusive towards you.

## What can you do?

It can be difficult to know if something that happens online is a hate crime. If somebody sends or posts something that is threatening, abusive or offensive towards you or somebody else it can be reported to the police who will decide if a hate crime or incident has been committed. If you do not feel comfortable calling the police you can report to us at Victim Support where we can offer you support as well as help reporting the incident if you wish to (please see our How to Report a Hate Crime section)

- It is important to make a record of the incidents you experience, as it may seem like a one-off but it may happen more regularly and gathering evidence will help if you decide to report.
- Keep emails, texts and messages.
- Take a screenshot of the abusive post or content.
- If you are finding the images upsetting you can use the BrightSky App to store images on the App, rather than on your phone.
- Learn how to block somebody:-



Facebook - <https://en-gb.facebook.com/help/168009843260943>



Twitter - <https://help.twitter.com/en/using-twitter/blocking-and-unblocking-accounts>



Instagram - <https://help.instagram.com/426700567389543>



TikTok – <https://support.tiktok.com/en/privacy-safety/block-accounts-default?keyword=block>

- Try to stay calm and not retaliate to the abuse as this could make things worse.
- Check your privacy settings, only let people you know have access to your profile.
- Report what has happened to the social networking site. They will have ways of dealing with this and may be able to remove the content and suspend or close the person's account.

# How do I report a Hate Crime?

If in immediate danger, contact the Police on **999**.

To report a non-emergency Hate Crime to the Police call **101**.

There are many ways to report a Hate Crime to Victim Support Services; we are a third party reporting centre, trained in reporting on behalf of the victim (more information below).

To directly report a hate crime, contact victim support's Hate Crime Report Centre on **0300 30 31 982** or email at [hate.crimewales@victimsupport.org.uk](mailto:hate.crimewales@victimsupport.org.uk) .

If you prefer you can use our online reporting form at [www.reporthate.victimsupport.org.uk](http://www.reporthate.victimsupport.org.uk)

Alternatively, you can report directly to one of our individual hate crime caseworkers through their contact emails. We also welcome drop in's directly to make a self-referral in person.

You can report a hate crime anonymously to our services at any time and there is never a fee to accessing any of our services.

## Third Party Reporting

In some cases victims and witnesses of Hate Crime do not feel comfortable reporting the matter to the Police, and may be more comfortable reporting it to someone they are familiar with. To ensure anyone is able to report Hate Crimes, Victim Support are a third party reporting centre.

Victim Support staff have been trained to help people to make a report to the police, and can also do this on your behalf. Victims of Hate Crime can choose to remain anonymous throughout the process and we can continue to work with the police on your behalf if necessary. If you do not feel ready to report to the Police, you can still report the incident to us and we keep the records on file, following appropriate data protection requirements.

If you ever change your mind, we will then have a record of past incidents ready to report to the police.

Reporting makes a difference – to you, your friends, and your community. By reporting hate crime when it happens, you can help stop it happening to someone else. You will also help the police to better understand the level of hate crime in your local area, and improve the way they respond to it. Reporting can also help agencies to provide prevention and education of hate crime to the community.

## What can I expect after reporting a Hate Crime?



When a report is made to the police, you can arrange a time and place to meet with them which is most convenient for you. This could be in your home or at the local police station to provide your statement. You can ask the police to provide an interpreter if needed. You can take as much time as you need when giving a statement and you are welcome to ask for breaks throughout to make this time a bit more comfortable for you. Once you have provided the statement, it will be read back to you by the officer where you would confirm if you are happy to proceed with this. The officer should then offer you the option to provide a victim personal statement. This is an option for you to show how the hate crime has affected you personally and will be taken into consideration during trial.



It can take some time for an investigation to be carried out. The police may want to gather some evidence from you during this time such as fingerprints or photos. If you have experienced a violent attack or sexual related crime the police may ask for you to do a medical examination. This is completely your decision but remember that by doing this it could provide forensic evidence to help your case.



Also please note that crimes which are motivated by hate can be given a harsher sentencing compared to other crimes reported due to the nature of the incident. Then we have the outcome: the police may decide to issue a caution or potentially offer a restorative justice approach where you could meet with the offender.



Depending on the amount of evidence provided, the case may be passed over to the Crown Prosecution Service (CPS) who will make a decision on whether or not to take this case to court. If the case goes to court and the defendant pleads not guilty to all or parts of the offences you might have to go to court to provide evidence.



If this is the case, there are measures that can be put in place to protect you. For example, different entrance and exit routes so that you don't see the offender outside of the courtroom, video and recordings so that you don't have to be in the courtroom when giving evidence. You can also have a screen put up in the court room so that the offender can't see you when you are giving evidence. These can be applied for through the witness service.

Victim Support will be there to help you throughout this. Your caseworker will be on hand to provide emotional support and assist you with any queries within this process. If there is anything we can't answer or help with, we can always find the appropriate person who can.

The victim's code refers to a minimum level of service that victims should receive throughout this process. You should be at least:

- be kept informed about the progress of your case by the police
- hear when a suspect is arrested, charged, bailed or sentenced
- apply for extra help when giving evidence in court (called 'special measures') if you are vulnerable, intimidated, or a child or young person
- apply for compensation (when applicable)
- make a Victim Personal Statement to explain the impact of the crime, and to have it read out in court, with the permission of the court
- be told when an offender will be released, if that offender has been sentenced to a year or more in prison for a violent or sexual offence
- information about taking part in restorative justice schemes
- be referred to victims' support services
- Seek a review of a decision not to prosecute. If you feel like you haven't received the right treatment through the police or Criminal Justice System process you are well within your right to make a complaint. You can do this by contacting your local police force directly or making the complaint via the Independent office for police misconduct. The government website also provides guidance if you want to make a complaint to the CJS.

You can find out more information about the Victims Code here

<https://www.victimsupport.org.uk/help-and-support/your-rights/victims-code>

# What do I do if I witness a Hate Crime?

Witnessing Hate Crime can be an extremely distressing event, especially if you know the person being victimised. It can be difficult to respond in the immediate moment, and at times, it might be dangerous to do so. We recommend the following:

## ■ **Be aware of your surroundings**

Assess the situation. Assess if you are putting yourself or others in danger. If it appears that there is a clear danger, call the police or, if you are in a public building, tell a member of staff about the crime, for example the conductor of a train or a security guard.

*If you witness a hate crime or incident while travelling by train you can text British Transport Police on 61016 to report it discreetly, quickly and anonymously.*

## ■ **Attain evidence**

If possible, attempt to film the event on your phone so that it may be used as evidence. Scan the area for CCTV cameras in order to attain another angle of the event. If the crime occurs from a car, attempt to take down the registration.

## ■ **Support the Victim**

If you judge that it is safe to do so, speak to the victim, or sit beside them, ignoring the abuser. Remain calm and let the victim know that they are not alone. This can make them feel safer.

! Often when large groups witness a crime, no-one will act as they assume another member of the group will act instead. If you are in a situation like this and you take the first step to action in a way you judge safe, then you will be showing valuable support to a person in need. !

If you witness a hate crime it is important to remain calm, assure the victim that you are there and provide some comfort to show your support. This could be something subtle such as keeping eye contact, reassuring body language or sitting/standing near to them if safe to. If anyone is in immediate danger, contact the Police on 999, to report a non-emergency Hate Crime to the Police call 101. There are many ways to report a Hate Crime (please see previous section). You don't have to disclose your name or any personal information if you wish to report a hate crime that you have witnessed.

# Support Available

We have specialised hate crime caseworkers and volunteers on our team to support you.

We can provide a range of support including advocacy, emotional support and practical support.

We can provide on-going emotional support with a caseworker or trained volunteer in your area, this can be via whichever method suits you. For example, support can take place over the telephone, via email, Skype, WhatsApp or face to face in your local area. Support is centred around you and your needs. We also offer an online space called 'My Support Space' where you can complete online modules at a time that suits you to work through your biggest concerns.

We can advocate on your behalf by liaising with other services. For example, getting an update from the police on your behalf or reaching out to your housing association if the hate crime involves your neighbours.

We also have a 24/7 phone line where you can receive immediate emotional support from one of our victim care officers. Additionally we offer a 24/7 Live Chat service if you prefer to talk in this way. The hate crime team can also help with practical support such as providing you with security devices to help feeling safe at home and out in the community. Additionally to this, we can signpost you on to other agencies if the support you need falls out of our remit.



Please see a case study from someone who received support from the Hate Crime team at Victim Support.

We received a self-referral from a gentleman who was experiencing homophobic hate crime from his neighbours. This is a matter which has been on-going for a while and they want to move from the property to get a fresh start away from the abuse. The caseworker provided emotional support with the via telephone. Through working with the Hate Crime team, we provided a supporting letter to assist with a move away from the property and the gentleman was subsequently placed within a high priority banding to be rehomed. They are now in much higher spirits and has expressed his gratitude for the support he has received from our team.

Here is what he said about the service he received from Victim Support.

*“To have someone on the phone who knows how it affects people is just lovely because how it affected me was horrendous and you don't get to speak to people about how you really feel.”*

*“I appreciate you talking to me, this call will help him me get out of bed today”*

# Coping With Hate Crime

Everyone reacts differently to being the victim of crime. How you react depends on lots of different things — such as the crime itself, your past experiences, and the support you have around you. Experiencing any form of hate crime can be particularly frightening as you have been targeted because of who you are, or who your attacker thinks you are – so it's very personal.

The main thing is to understand that any changes in how you feel could be a result of the traumatic experience you've been through.

After you experience a crime you may find that:

## **You feel angry, upset or experience other strong emotions**

Some people are surprised at just how emotional they feel after a crime. These strong emotions can make you feel even more unsettled and confused. A lot of people feel angry, upset or afraid after experiencing crime, but people will react in different ways.

## **Things suddenly fall apart for you**

Sometimes people feel quite normal for a while and then things may suddenly start to fall apart.

## **You show physical symptoms**

Others might have physical symptoms, such as lack of sleep or feeling ill.

## **You blame yourself thinking you should have done things differently**

Many victims blame themselves or feel too embarrassed to come forward and get help – it's important to remember it's not your fault.

## **You develop long-term problems such as depression or anxiety-related illness**

While the short-term effects of crime can be severe, most people don't suffer any long-term harm. Occasionally, people do develop long-term problems, such as depression or anxiety-related illnesses, and a few people have a severe, long-lasting reaction after a crime, known as post-traumatic stress disorder (PTSD).

However you've been affected, we can give you information and support to help you recover.

We've outlined below some of the most common responses to Hate Crime and how you can start to overcome them. Remember if these feelings are persistent and getting worse you should go to your GP.

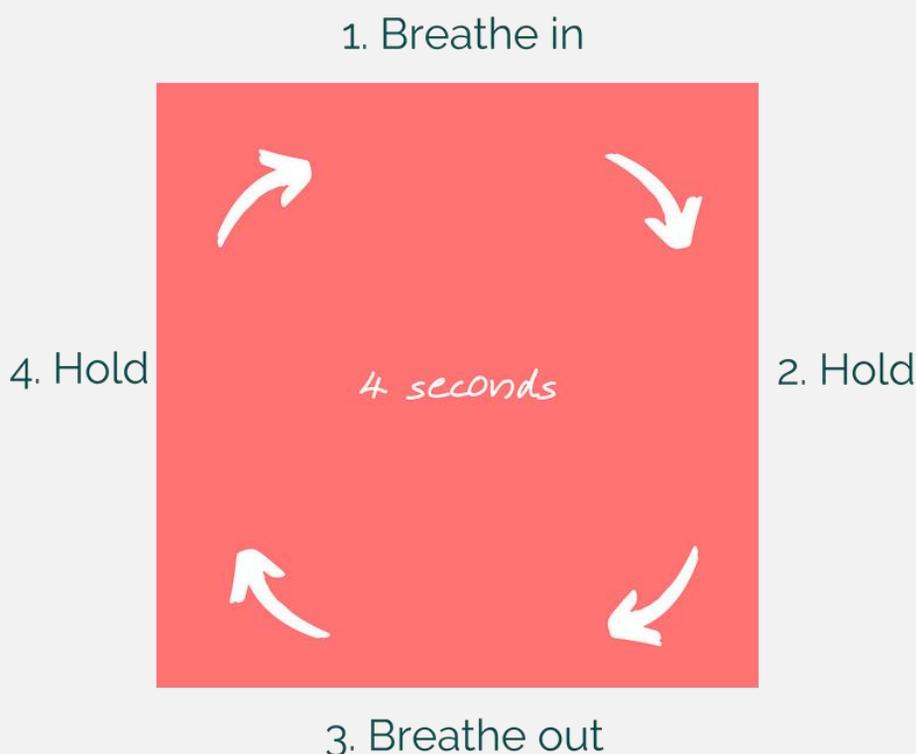
# Anxiety

Anxiety is a normal and natural response to danger and threat that we have developed to minimise the potential for harm and increase the likelihood of survival. In other words, it is a way of keeping us safe. In fact, anxiety can be beneficial the majority of the time. For example, if you came face to face with a tiger, anxiety tells your body to prepare to fight or run away! Or anxiety about a job interview can make you prepare more and perhaps increase your chances of getting the job.

Anxiety becomes a problem when it is higher than it should be in that situation, lasts longer than it should or interferes with our ability to function in daily life.

You may find some of the following things useful in helping you manage your anxiety after crime:-

- **Do some physical exercise.** This helps to distract us and reduces the amount of adrenaline in our bodies.
- **Use your senses in the 'here and now'** – focus on 5 things you can see, 4 things you can touch, 3 things you can hear, 2 things you can smell and 1 thing you can taste.
- When we get anxious, we tend to breathe more. This in turn increases feelings of anxiety further! **Look to slow breathing down** by finding a rectangle (e.g. a window, doorframe, ID card). As you move along the short edge (with your eyes or finger), take a breath in. Breathe out as you move along the long edge. Continue to do this for a number of minutes and this should help to regulate your breathing and reduce anxiety feelings.



## Anxiety and Suicidal Thoughts

For some people, the intense negative emotions and the negative thinking associated with anxiety can be so overwhelming that they think about taking their own lives. These types of negative thoughts are very common when people are struggling with anxiety. Many people have them but, just because we have these thoughts, it does not always mean we are going to act on them.

It is important to remember that, even though it may seem like the pain and unhappiness may never come to an end, most difficulties are either temporary or you can learn to cope with them.

If you are having suicidal thoughts and you are concerned that you might act on them, talk to your GP as soon as possible for additional support and advice. If your GP surgery is closed then use the NHS 111 24-7 service, who will be able to help you get the specialist help you might need at that time. If you want someone to talk to about how you are feeling then you can call The Samaritans on 116 123. The Samaritans offer a 24-7 telephone helpline.

[www.stayingsafe.net/](http://www.stayingsafe.net/) is a website that can help you with making a safety plan to help you when you are struggling with suicidal thoughts and feelings.

*Mental health conditions such as anxiety are treatable and you can learn how to overcome these feelings.*

## Feeling Isolated

People or communities affected by hate crime may already feel excluded from mainstream society, and hate crime can deepen your feelings of isolation.

You may feel alone, vulnerable and isolated because you are fearful of leaving the house or taking part in activities that you previously enjoyed. You may experience a loss of feeling safe if your home or other important place (e.g. Place of worship) is attacked. You may also fear for friends, children or other family members. All of this can have an impact on your confidence and self-esteem.

Victim Support have caseworkers who are experienced in working with people who have been the victim of crime because of their identity. Consistent support from your caseworker can help you to feel less isolated and boost your confidence, which may enable you to start going out and meeting people. They may be able to assist with practical solutions that may help you feel safer, such as, personal alarms or moving home.

**Social isolation** and reduced contact with others can be bad for physical health, mental health, and happiness. Finding and maintaining a supportive social network can be an especially important part of staying well. Why not take a look at your social support network now and see who you can call on, or who is important in helping you to stay well.

*Research suggests that having even one person to rely on, or talk to, can make a huge difference to people's mental health.*

## **Loss of Identity**

Our identities are made up of various factors, usually things that are important to us like our ethnicity, values, beliefs, culture or even our hobbies. Hate crime is targeting somebody because of their identity. Sometimes people may be targeted because of one or more factors e.g. their ethnicity and their disability

Some people who have experienced a hate crime will stay at home because the part of their identity that was targeted is visible and they fear repeat incidences. Others may try to hide part of their identity.

Some examples of this are:-

- Not wearing religious clothes or symbols
- Not holding hands with partner in public
- Not speaking in public in case people hear their accent
- Changing the way they dress/use makeup
- Not attending place of worship
- Not attending certain leisure activities e.g. Social group for disabled people.

You may feel that all of this creates feelings of loss of your identity and sense of belonging. Everyone is different and therefore crime will affect people in different ways. Try to continue to carry out activities that strengthen your sense of identity in a way that feels safe to you. For example this could be wearing an item of clothing or jewellery that signifies you, or watching documentaries about your identity. Practicing positive statements to affirm your identity can be really helpful, e.g. "I deserve to be treated with dignity and respect".

*What has happened to you is not a measure of your worth which is important to remember when trying to build back your confidence and self-esteem.*

## Trouble Sleeping

Many of us have trouble sleeping from time to time. At particularly stressful or exciting times in our lives – maybe the night before an interview or a family holiday – it can seem impossible to get a good night's rest.

It can be the same after crime. We can feel like there's more to cope with and that everything running through our minds stops us sleeping well. It's draining and can have a knock-on effect in our daily lives.

Your Victim Support caseworker can help you to work through the Victim Support workbook, *Countdown to a Better Night's Sleep*.

If your problems sleeping persist after a few weeks, particularly if you have tried to make changes, it may be worth speaking to your GP for some advice.



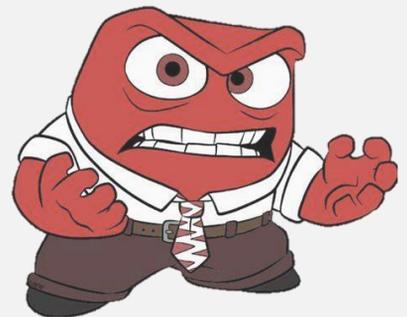
## Difficulty Managing Anger

After being affected by crime, it is completely normal to experience many complex emotions. Anger is just one of them.

Anger is a natural response to feeling attacked or treated unfairly, but it can be difficult to deal with, particularly if it is something you're not used to feeling. It can feel explosive, or like it is simmering away in the background. Either way, it can be exhausting.

## What is anger?

Everyone gets angry sometimes. It's a natural response to feeling attacked, threatened, or treated unfairly, so is often completely justified after crime.



The problem can be what we do with this emotion. While anger can motivate us to change things or make them right, things can feel like they're beyond our control after crime. We can struggle to explain how we're feeling and can find ourselves shouting, becoming aggressive or withdrawing from others. It can feel like we're angry too often or for too long.

If this sounds familiar, your Victim Support caseworker can help you to work through the Victim Support workbook, *Managing Anger*.

## Not feeling yourself?

Crime can have a significant impact on us. Normal everyday life is often disrupted and we can be left feeling not quite like ourselves. Just as we all have physical health, we also have mental health and it's important that we take the time to look after it, especially when something has happened that makes us feel more vulnerable.

Four in five people say their emotional wellbeing was affected after a crime, there are a number of things you can do that can make a real, positive difference to how you feel.

Your Victim Support caseworker can work through the **Five steps to wellbeing** workbook with you to start this process.

## Finding your coping strategies

Nearly everyone has times in their life where they feel like they are struggling to cope. After you've been a victim of crime it's quite normal to feel that way at some point.

You may have health or financial problems because of the crime. You may be struggling to get enough good quality sleep. It's normal to feel upset or angry. People often replay what has happened, dwelling on what they could or should have done, or the fact that it could have been even worse (and then feeling guilty). All of this is normal and, for most people, over time you will find you are able to move on.

However, to help in the short term, some people find it useful to identify simple coping strategies that work for them. In therapeutic terms, this is a form of distraction, i.e. focusing on something else when your mind is preoccupied with unproductive anxious thoughts, as a way of breaking the cycle of negative thoughts. This has been proven to have benefits in managing stress.

Doing something that makes you smile, uses your senses or connects you to others is likely to have a positive impact in lifting your mood, and helping you to cope and get on with your life.

*Remember that it's okay to ask for professional help. If you feel that you are struggling to manage on your own, one of our caseworkers can give you the support you need and deserve.*

## Why write a diary?

Writing a diary is an example of something called reflective practice. That means it's more than just casual thinking and writing.



It's thinking about things that have happened and how you felt; trying to make sense of situations and learning from them to help you cope with events in the future.

You can write about a positive or negative event in your diary. You could include what it means - or meant - to you, what you did as a result of it, and what you may have learned from the experience.

## My coping diary

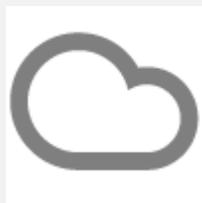
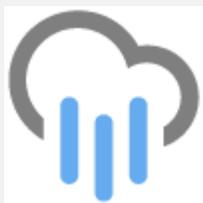
It's important to recognise what works for you in terms of dealing with the stresses and strains in life, it may be useful to use your diary to reflect on:-

- What was I feeling?
- What did I do to cope?
- How did it work?

## Mood diary

Keeping a mood diary is another tool that can help you to recognise the changes in your mood and what can be helpful for you.

You can use these symbols, emoji faces or just write in the box to express how you are feeling.



Your Victim Support caseworker can help you with these diaries and give you templates to help make a start.

This is not an exhaustive list of how people feel after experiencing a hate crime. No matter how you are feeling it is valid and you have a right to feel like that.

# Advice for professionals

This section is meant for professionals who are working with people who may have experienced, or may be at risk of experiencing, hate crimes.

Follow the steps below if a client discloses that they have experienced a Hate Crime to you.

- **Safeguarding.** Risk assess the safety of the situation and the person who has disclosed to you. Normal safeguarding considerations should be made. It's useful to explain to the person disclosing that the conversation can remain confidential unless you believe someone will be at risk of harm in which case you would follow normal safeguarding advice. If you have made considerations and still have concerns you should speak to your manager or a designated safeguarding officer on appropriate steps moving forward.
- **Listen.** Active listening is always the most helpful response to a disclosure, whatever that disclosure may be. Don't tell the person how to feel or what they must do, instead let them have their own voice, acknowledge their feelings and their situation without judgement. Take them seriously, be empathetic and listen and react without judgement. Hate Crimes are an attack against a person's core identity and can bring about a range of complex emotions. There is no right or wrong way for the person to be experiencing the situation.
- **Discuss options.** Present options that could be available to the person, encouraging them to suggest solutions too. Discuss the different reporting options. Some people feel that they are ready to talk to the Police straight away, whilst others have personal barriers to approaching the Police. Remember that someone can report Hate Crime to us anonymously, we are a Third Party Reporting Centre so we can take their report and pass it onto the Police on their behalf, we can also capture their report and hold it until they are ready to share it with the Police. In addition, we are able to provide ongoing emotional support through My Support Space, our Victim Care Officers and our Case Workers. We require victims to give their consent, once you have it you can pass their details to us and we'll make contact if that's what they prefer.
- **You.** Don't forget that your professional judgement is important too and you may have dealt with other disclosures in your role. You don't need to know everything to be able to handle a disclosure well, active listening and knowledge of support services are key. Contact us if you'd like information on internal training that we can deliver to staff and volunteers to build their knowledge in this area.

# Helpful organisations and how to contact Victim Support

Victim Support work with a wide network of charities across Wales. Some of the charities that we work with across Wales are listed below, and may be useful contacts for gathering help and resources.

## Show Racism The Red Card

Show Racism the Red Card works in schools and other educational settings throughout the UK to offer a whole range of educational training, workshops, resources and activities, all designed to educate young people and adults about the causes and the consequences of racism.

<https://www.theredcard.org/wales>

## Citizens Advice

Citizens Advice offers free support through phone, emails and meeting to help with all situations that may arise unexpectedly. They advise people on Hate Crime and how to report incidents and recommended organisations and charities that can provide extra help for victims.

<https://www.citizensadvice.org.uk/law-and-courts/discrimination/hate-crime/>

## Disability Wales

Disability Wales (DW) is the national association of Disabled People's Organisations (DPOs) striving to achieve rights, equality and independent living of disabled people in Wales.

<http://www.disabilitywales.org/>

## Stonewall Cymru

Stonewall Cymru campaigns for the equality of LGBTQ+ people across Wales. They have a variety of useful resources on their website.

<https://www.stonewallcymru.org.uk/>

## MEND

MEND seeks to tackle Islamophobia across the UK, hosting workshops to educate and offers support to victims of Islamophobia.

<https://www.mend.org.uk/>

## **Race Council Cymru**

Promotion of equality and diversity by the elimination of discrimination on the grounds of race, gender, disability, sexual orientation or religion.

<https://racecouncilcymru.org.uk/>

## **EYST**

EYST has expanded its mission and vision to also meet the needs of BME young people, families and individuals including refugees and asylum-seekers living in Wales. It does this through the provision of a wide range of services including education, employment, health, family support and community safety.

<http://eyst.org.uk/>

## **Welsh Refugee Council Wales**

WRC Help victims of torture, persecution and war to build futures in Wales through specialist advice, support and advocacy services. They provide urgent support for those in the asylum process and seek to ease the transition to life as a refugee.

<https://wrc.wales/>

## **Umbrella Cymru**

Gender and Sexual Diversity Support Specialists in Wales. Offering variety of support services and resources and education tools.

<https://www.umbrellacymru.co.uk/>

## **Mind Cymru**

A mental health charity that provides support across the UK and within Wales.

<https://www.mind.org.uk/about-us/mind-cymru/>

## **Galop**

Emotional and practical support for LGBT+ people experiencing domestic abuse

<http://www.galop.org.uk/>

## **Race Equality First**

Tackling discrimination and hate crime and promoting the message that Race Equality is a human right.

<http://raceequalityfirst.org/contact/>

## **Chinese Association in Wales**

The Chinese in Wales Association (CIWA) is a charitable organisation, which aims to deliver services that will make a positive difference to the lives of ethnic Chinese residents in Wales.

<https://chineseinwales.org.uk/>

## **Travelling Ahead**

Travelling Ahead is a Welsh project working with young people and families from Gypsy, Roma and Traveller communities

<http://www.travellingahead.org.uk/>

## **Pride Cymru**

Pride Cymru is a volunteer led charity that works to promote the elimination of discrimination be it on the grounds of sexual orientation, gender, race, religion or ability.

<https://www.pridecymru.com/>

## **The Mix**

Signposting service for under 25s. Able to find best help on any issue.

<https://www.themix.org.uk>

## **Hourglass Cymru**

Support for older people experiencing abuse and harm

<https://www.wearehourglass.cymru>

## **All Wales Domestic Abuse Helpline**

24-Hour helpline for anyone experiencing domestic abuse in Wales

0808 2000 247

## **Black Association of Women Step Out (BAWSO)**

Provides generic and specialist holistic services to black, minority and ethnic women.

0800 731 8147

## **DAN 24/7**

Point of contact for those wanting more information or help relating to drugs and alcohol.

0808 808 2234





## Contacting Us

If you want to access any of the support mentioned in this toolkit you can contact us in the following ways

**Telephone: 0300 3031 982** (we also have Text Relay services available)  
*This number is free and is available 24/7*

**Email:** [Hate.CrimeWales@victimsupport.org.uk](mailto:Hate.CrimeWales@victimsupport.org.uk)

**Website:** [www.reporthe.victimsupport.org.uk](http://www.reporthe.victimsupport.org.uk)  
*You can self refer, complete an online reporting form and access resources here*

**Victim Support Website:** [www.victimsupport.org.uk](http://www.victimsupport.org.uk)  
*You can access our 24/7 Live Chat services here and find more information on other types of crimes*

### Social Media Handles

**Twitter:** @VictimSupportHC

**Facebook:** @VictimSupportHC

**Instagram:** @vswaleshatecrime

# Get Involved

There are a number of ways that you can get involved and support victims of hate crime:

- **Report It!** If you experience or witness a Hate Crime, let us know. Refer back to the section 'what happens if I witness a Hate Crime?' for details of how to, including how to report anonymously.
- **Share It!** Tell other people about our services. The more people and organisations that are aware of our service, the more likely it is the information will reach those that need it most. If you're in a premises that's happy to host some of our marketing materials, we can send some to you.
- **Get us involved!** We have an experienced team of Engagement & Training Officers who are able to come to your organisation, department or community group to give a presentation, deliver an engaging Hate Crime workshop or meet with staff to share information on how the service works and what support is available. Outside of social-distancing restrictions this is available face-to-face, and alternatively it is offered through an accessible virtual format. You can also invite us to events and activities taking place in your organisation or community – we will do our best to attend.
- **Volunteer!** There are a number of Volunteer opportunities available, including becoming an accredited emotional support volunteer, supporting our community engagement and training, and helping to drive forward awareness of Hate Crime and support services as a community Hate Crime Leader.

You can contact us through our main number to discuss any of the above opportunities, or you can contact us via email ([Hate.CrimeWales@victimsupport.org.uk](mailto:Hate.CrimeWales@victimsupport.org.uk)) and we will direct you to the Engagement and Training officer for your area.