



# NO PLACE FOR HATE

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## **You have the right to be who you are.**

Hate incidents involve violence or hostility against you because of who you are. If you're targeted because of your real or perceived disability, gender identity, race, religion or sexual orientation, this is a hate incident.

Hate incidents include both non crimes and crimes, and if they are crimes they are known as hate crimes. So every hate crime is also a hate incident, but not every hate incident is a hate crime.

It is important to note that anyone can consider something a hate incident, not just the person on the receiving end.

## Examples

Hate incidents can happen at work, when you are out and about, or where you live. Anything can be a hate incident, for example:

- **Verbal abuse, like name-calling, jokes in the street, on the bus etc.**
- **Harassment, like constantly knocking the door or throwing eggs at windows.**
- **Bullying or intimidation by children, adults, neighbours or strangers.**
- **Physical assault on a person (for example hitting, punching, pushing, spitting, violent words).**
- **Threats of violence.**
- **Hoax calls, abusive phone or text messages.**
- **Insulting or derogatory online comments (for example via Facebook, Bebo etc).**
- **Displaying or circulating discriminatory literature.**
- **Harm or damage to your home, pet, vehicle, community building or place of worship etc.**
- **Using dogs to frighten a person.**
- **Throwing rubbish into a garden.**
- **Disputes over tenancy, lease, insurance etc.**
- **Graffiti.**
- **Arson.**
- **Malicious complaints over parking, visitors, smells, noise, etc.**

Hate incidents can cause untold misery and distress whether physical, mental, financial, emotional or spiritual.

## **Citizens Advice service**

The Citizens Advice service supports people with advice and information to help people with the problems they face. We promote equality and challenge discrimination at all levels. We know that hate incidents leave a devastating impact on individuals, families and the wider community.

We believe that by tackling hate incidents effectively, local communities can be healthy and safe places, where people can prosper and get on well together. We're here to help you.

## **Taking Action – Reporting**

If you have experienced, or witnessed, a hate incident it's natural to be angry or worried about taking things further. It's important to report incidents, so you can get help with the personal and practical problems caused by hate incidents.

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

No incident is too small – report everything! When major incidents happen, they often follow minor ones that were not reported. You can make your report anonymous if you want to.

## Reporting centres

Reporting centres are local places where you can report incidents and get help, especially if you don't want to go to the police. For example they could be community organisations, housing associations, local authority projects or social organisations. Find out where hate incident/crime reporting centres are in your area.

## What happens next?

Most people simply want the incidents to stop. Depending on the case, your CAB can help you take up further action with, for example:

- **a service provider (for example council, housing association, health or care organisation)**
- **an employer or education provider**
- **the police, if appropriate.**

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

## What if I'm not taken seriously?

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

But, if you feel someone is not dealing with you properly, ask them how to make a complaint, or ask your CAB or a reporting centre to help you with complaining about the organisation.

Don't give up until you are listened to and taken seriously.

## Useful organisations

These other organisations can also help, or find help for you:

### England and Wales

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

**Citizens Advice Bureau**  
[www.adviceguide.org.uk](http://www.adviceguide.org.uk)

**Crimestoppers**  
☎ 0800 555 111  
[www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)

**Victim Support**  
☎ 0845 30 30 900  
[www.victimsupport.org.uk](http://www.victimsupport.org.uk)

**Educational Action Challenging Homophobia**  
☎ 0808 1000 143  
[www.eachaction.org.uk](http://www.eachaction.org.uk)

**Stonewall**  
☎ 08000 502020  
[www.stonewall.org.uk](http://www.stonewall.org.uk)

**Stop Hate UK**  
☎ 0800 138 1625  
[www.stophateuk.org](http://www.stophateuk.org)

**Community Security Trust (anti-Semitic incidents)**  
☎ 07659 101 668 – London  
☎ 0800 980 0668 – Northern Regions  
[www.thecst.org.uk](http://www.thecst.org.uk)

**Equality and Human Rights Commission**  
Equality Advisory and Support Service (EASS).  
EASS is completely independent of the EHRC and replaces the EHRC helpline.  
To contact the EASS:  
Phone: 0808 800 0082  
Textphone: 0808 800 0084  
Website:  
[www.equalityadvisoryservice.com](http://www.equalityadvisoryservice.com)

**The Monitoring Group**  
☎ 0207 430 2869  
☎ 0800 374 618  
[www.tmg-uk.org](http://www.tmg-uk.org)

**Mencap**  
☎ 0808 808 1111  
[www.mencap.org.uk](http://www.mencap.org.uk)  
Click campaigns, then stand by me

## Wales only

### Valleys Regional Equality Council

☎ 01443 742704  
[www.valrec.org](http://www.valrec.org)

### Race Equality First

☎ 029 2048 6207  
[www.refweb.org.uk](http://www.refweb.org.uk)

### Stonewall Cymru

☎ 08000 502020  
[www.stonewallcymru.org.uk](http://www.stonewallcymru.org.uk)

### LGBT Excellence Centre

☎ 0800 023 2201  
[www.ecwales.org.uk](http://www.ecwales.org.uk)

### Safer Wales

☎ 029 2046 1564  
[www.saferwales.com](http://www.saferwales.com)

Your nearest Citizens Advice Bureau is:

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**You have the right to be who you are.  
There is no place for hate.  
Report it.**

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## Our principles

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

## Our aims

- To provide the advice people need for the problems they face
- To improve the policies and practices that affect people's lives

**Citizens Advice** 3rd Floor  
North  
200 Aldersgate Street  
London  
EC1A 4HD  
Tel: 020 7833 2181

A bilingual version of this booklet is available in Welsh and English.

For more information about the Citizens Advice service and its work, visit: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

To find your local CAB and to get advice in a range of languages (British Sign Language (BSL), Polish, Lithuanian, Latvian, Hungarian, Slovak and Czech), visit: [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

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Citizens Advice is an operating name of the National Association of Citizens Advice Bureaux.  
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