

Hate Crime

Self-help booklet

What is Hate Crime?

Hate crime is any criminal act, including violence, threats, online abuse or property damage, that is perceived by the victim or any other person, to be motivated by hostility or prejudice, based on the victim's actual or perceived 'identity'. The law recognises five categories of hate crime based on:

- Race or ethnicity,
- Religion or belief (includes non-belief)
- Disability,
- Sexual orientation, and
- Transgender identity.

Anyone can be affected by hate crime. You do not have to be a member of the group to which the hostility is targeted, and someone can be a victim of more than one hate crime.

What can you do?

In some areas you can request a case review if you have reported an incident of hate crime within the past 6 months to any community safety partners, and you feel that no appropriate action has been taken. As a result, a review will be completed, assessing what action has previously been taken and deciding whether there are additional actions that can be taken. To find out more and to check your local areas threshold visit:

[The Anti-social behaviour Case Review.](#)

Carrying a personal alarm might help to make you feel safer when going out in public, it will allow you to alert passers-by that you are in danger. NSVCS may be able to provide you with one of these.



Keep a diary with information, such as the date, time and location of the behaviour, what you were doing, and how it made you feel. Please see the 'Useful Tools' section for more information and a diary template, alternatively your local organisation may have their own template.

Access Restorative Justice. Restorative justice is a voluntary process which offers you the opportunity to potentially communicate with the offender. You may be able to talk about the incident, the harm caused and ask any questions that you may have. To access Restorative Justice, speak to NSVCS.

What can NSVCS do?

Through our victim services, we are here to support anyone who has been affected by hate crime. Our person-centred approach aims to empower and build resilience; we provide the necessary tools to navigate your recovery journey and move forward from the impact of crime. Support offered by our victims' services is free, independent and confidential, and available to victims and witnesses regardless of whether the crime has been reported or not.

We can help in the following ways:

- Emotional support
- Advocacy
- Support through criminal justice processing
- Signposting and onward referrals
- Access to Restorative Justice
- Practical Support including crime prevention and safety advice



Useful organisations

Hate crime - Citizens Advice provides information regarding different types of crime, including hate crime.

Stop Hate UK- It is an anti-hate and anti-discrimination organisation that operates a free 24-hour anti-Hate Crime reporting service and helpline.

Galop - the LGBT+ anti-abuse charity provides support for LGBT+ people who have experienced abuse and violence

On Your Side - ESEA Hate Crime and Incident Reporting - On Your Side, provides support for anyone identifying as part of an East or Southeast Asian community, and has experienced racism or hate.

Reporting

You can also report to the police:

- In an emergency always call 999.
- In a non-emergency call 101
- Report online - [Contact us](#) | [Police.uk](#)
- Visit a local police station
- To report a crime anonymously, contact Crimestoppers at 0800 555 111, or visit [Independent UK charity taking crime information anonymously](#) | [Crimestoppers](#)



Useful tools

If the hate crime happens more than once, you might want to write the incidents down, if it is safe to do so. Below there is a diary that you can use for this.

Name of record keeper.....

Address.....

Signature.....

Date and time of incident	Location of incident	What happened?	Who was involved?	How did this affect you?	Did anyone witness this?	Did you report this to the police ?	Were any actions taken because of this?
30/10/25 5:20 pm	My house	Graffiti of a homophobic slur was written on my wall	Neighbour hood young people, myself	Financial damage to paint over it and feeling unsafe at my own home	No	Yes	I was given a crime reference number:





Norfolk & Suffolk
Victim Care

catch
22