

# Guidance for **victims** of Hate Crime: the role of organisations and individual rights

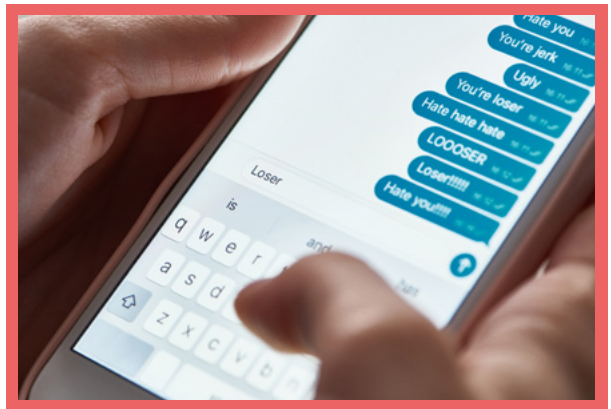
## What is a Hate Crime or Incident?

A Hate Crime is when someone commits a crime against you because of your disability, identification as LGBTQ+, race or religion.

A Hate Incident is behaviour which is perceived by the victim to be motivated by hostility or prejudice based on a person's race, religion, disability, sexuality, or gender. These incidents are still as important and should be reported to the police.

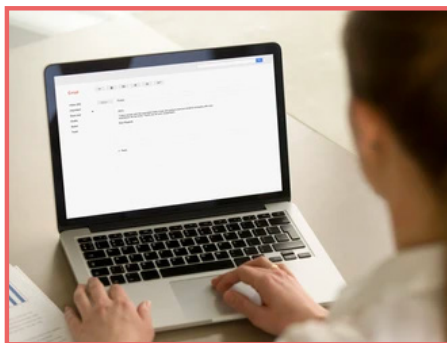
A Hate Crime isn't always physical violence. Someone using offensive language towards another or harassing another because of who they are, or who they think they are, is also a crime. The same goes for someone posting abusive or offensive messages about a person online.

Hate Crime affects whole communities, destroys lives and causes real fear for victims and witnesses. If these crimes are not tackled, it can lead to isolation, further victimisation of individuals and vulnerable groups, and the marginalisation of communities.



## Using this guidance

This guidance explains what you should expect from departments in the Royal Borough of Greenwich when you report a Hate Crime or incident. It also references published guidance from the Metropolitan Police Service. Both the Council and the Police treat Hate Crime as a priority.



Reports are treated confidentially and can be made anonymously. You can still receive support if you do not want to make a formal report to the Police or the Council, by contacting one of the local support services (see details below).

## Further resources

The College of Policing ([college.police.uk](https://college.police.uk)) has issued its own guidance on supporting victims of Hate Crime:

- Victims are individuals with individual needs. The best person to advise on these needs is the victim.
- The victim should be calmed, reassured and dealt with in a courteous manner.
- Interventions will remove or minimise any risks identified.
- In all cases, the police officer or staff member must explain to the victim how the police will respond and what will happen next.
- Using plain English that the victim can understand, avoiding technical terms which the victim or lay person may not understand.
- An officer should contact any victim who reports Hate Crime to provide reassurance and immediate support.

Below is a summary of further resources that you can access online:

An information booklet called Anti-Social Behaviour and Crime has been developed for tenants of the Royal Borough of Greenwich.

The booklet specifies that:

- You will be interviewed within one working day wherever possible.
- An interview will be arranged to suit your needs as much as possible, for example in your language or using a signer.
- Your case worker will agree with you what action to take, including arranging for more support or taking action against the person responsible.
- Your case may be referred to the Royal Borough of Greenwich's High Harm Case Panel, which is a forum of professionals from Royal Greenwich such as Tenancy Services, the Anti-Social Behaviour and Safer Communities teams, Police and support services that work with victims of Hate Crime.
- Actions will be agreed with a manager within three working days, or 24 hours in cases involving violence.
- The tenancy officer and their manager will check what is happening at least every month, and this will include contacting you for updates.

If you are the tenant of a Housing Association your landlord should have a similar process.

## Hate Crime is a priority

Tackling Hate Crime is a priority set by the Royal Greenwich Safer Communities Partnership.

In the Royal Borough of Greenwich, we are working towards creating a borough where Hate Crime is not tolerated but challenged, reported and dealt with appropriately.



## What are your rights?

The Human Rights Act 1998 sets out the rights and freedoms that everyone in the UK is entitled to. These rights are included under British law. **The essence of The Act should be implemented to ensure that individuals and groups are protected and treated with dignity.**

Public Bodies in the UK must demonstrate a regard to these rights through their policies and procedures.

## What to expect from organisations?

Each organisation must:

- Act in your best interest
- Make decisions impartially, fairly and use evidence without discrimination or bias
- Be accountable to the public
- Act and make decisions in an open and transparent manner



## The Support Services

The Royal Borough of Greenwich commissions independent services to support you including liaising with public bodies. Please contact these services below if you have experienced hate crime and need further support or advice.



Faith, race, religion Hate Crime support service  
**020 3747 9862** [reporthathe@griproject.org.uk](mailto:reporthathe@griproject.org.uk)



LGBT hate crime support service **020 8305 5003** /  
[safer@metrocharity.org.uk](mailto:safer@metrocharity.org.uk) [metrocentreonline.org](http://metrocentreonline.org)



MetroGAD hatecrime support service **020 8305 2221** /  
[info@gad.org.uk](mailto:info@gad.org.uk) [gad.org.uk](http://gad.org.uk)

