

# Hyndburn Borough Council

## Draft Hate Crime / Incident Procedure

1. The aim of this procedure is to provide guidance to all Council employees and elected members on how to recognise and respond to hate crimes / incidents and to ensure that they are dealt with promptly and appropriately.
2. **What do we mean by Hate Crime / incident?**
  - 2.1 A **hate incident** is any incident which the victim, or anyone else, thinks is based on someone's prejudice towards them because of their race or perceived race; religion or perceived religion; sexual orientation or perceived sexual orientation; disability or perceived disability; or motivated by hostility or prejudice against a person who is transgender or perceived to be transgender. Hate incidents cause alarm, distress or harassment.
  - 2.2 Not all hate incidents will amount to criminal offences, but those that do become **hate crimes**.
  - 2.3 Hate incidents / crimes can include:
    - physical attacks – pushing and shoving to serious assaults;
    - verbal abuse – using derogatory or insulting words;
    - threatening behaviour, bullying and intimidation;
    - damage to property – including offensive graffiti, leaflets and posters, the dumping of rubbish outside homes or through letterboxes;
    - harassment;
    - malicious communications – threatening or offensive mail, texts or emails or other online communications;
    - damage to property and violence; and
    - hate can also be directed at whole communities – for example, vandalism of places of worship, or offensive graffiti in public places.
3. **What to do if someone reports a hate / crime incident to you**
  - 3.1 The nominated coordinator for Hyndburn Borough Council is the Head of HR.
  - 3.2 If anyone makes you aware that they believe a hate crime / incident has been committed against them, you should explain that the following options are available to them:
    - (i) to report the crime/incident themselves to the police or a third party reporting centre (see Appendix A). This can include making the report anonymously;
    - (ii) to give you the details so that you make a report on their behalf – use the form at Appendix B; or
    - (iii) not to do anything at this stage.
    - (iv) whichever option the person chooses, including doing nothing, you should make a record, even if you only have very few details, using the form at Appendix B. Return the form to the nominated coordinator.

#### **4. If you witness a hate crime / incident**

- 4.1 If you witness a hate crime / incident, you should report it directly to the police by telephone (see [Appendix A](#)). You should inform the nominated coordinator of this. If possible (and safe to do so) you should make the person (victim) aware that you have to inform the police about the incident and ask the person if they want to be involved. However, you must take care of your own health and safety.
- 4.2 A case could be made stronger by evidence from a number of witnesses about one alleged perpetrator. Therefore, details of what may seem to be minor incidents should still be recorded.
- 4.3 Where documents or letters form part of the incident /crime, they should be collected and passed to the Police or the nominated coordinator as soon as the complaint is made. If the victim is in receipt of abusive written material, handle the document with care as the police can check for forensic evidence.
- 4.4 You should always inform the nominated coordinator of any hate crime / incident witnessed or reported by you and what action you have taken. You should also tell your line manager.

#### **5. What the nominated coordinator will do**

5.3 The Head of HR, as nominated coordinator, will:

- ensure that all incidents that could be classed as criminal are referred to the police;
- signpost both victims and elected members or employees involved to access guidance and support (such as the organisations detailed in [Appendix A](#));
- ensure any evidence is stored securely;
- provide updates to Corporate Management Team on hate crimes/incidents; and
- liaise with partner agencies as required.

## Appendix A – Contacts

### Police Contacts

Hate crimes can be reported to the Police at the True Vision website - <http://www.report-it.org.uk/home>

Alternatively, contact 999 for emergencies or 101 for non-emergency situations.

#### Local police contacts:

Accrington: 01254 353103, email [accrington.NPT@lancashire.pnn.police.uk](mailto:accrington.NPT@lancashire.pnn.police.uk)  
Great Harwood: 01254 353361, email [greatharwood.NPT@lancashire.pnn.police.uk](mailto:greatharwood.NPT@lancashire.pnn.police.uk)

Our local contact for Hate Crime is:

PS1892 Ben Hodgkinson,  
East Division Hate Crime and Cohesion Unit (HCCU),  
Greenbank and Burnley Police Stations.  
Telephone: 01282 472650 / 01254 353610  
Email: [1892@lancashire.pnn.police.uk](mailto:1892@lancashire.pnn.police.uk)

### Support Organisations

For a full list, visit this website: [http://www.report-it.org.uk/organisations\\_that\\_can\\_help](http://www.report-it.org.uk/organisations_that_can_help)

Victim Support	0845 303 0900
Age Concern	020 8765 7576
Crimestoppers	0800 555 111
Immigration Advice Line	12pm-4pm Mon, Wed & Fri 0808 808 7398
Polari (Works for better services for older lesbians, gay men and bisexuals)	020 7255 4480
Preston and Western Lancashire Racial Equality Council	01772 906422 Email: <a href="mailto:admin@prestonrec.org.uk">admin@prestonrec.org.uk</a> <a href="http://www.prestonrec.org.uk">www.prestonrec.org.uk</a>
Lancashire Council of Mosques	01254 589699 or <a href="http://www.lancashiremosques.com/">www.lancashiremosques.com/</a>
Stonewall- Working for equality and justice for lesbians, gay men and Bisexuals	020 7881 9440
Childline	0800 1111 and online at <a href="http://www.childline.org.uk">www.childline.org.uk</a>
Citizens Advice Bureau	<a href="http://www.citizensadvice.org.uk">www.citizensadvice.org.uk</a>
Equality Advisory Support Service	<a href="http://www.equalityadvisoryservice.com">www.equalityadvisoryservice.com</a>

### Reporting Centres in Hyndburn

Hyndburn Homes, 1a Enterprise Way, The Globe Centre, Accrington, BB5 0FL - 0345 6751131

Accrington and Rossendale College, Broad Oak Road, Accrington, BB5 2AW - 01254 389933

East Lancs Advocacy, 54 Blackburn Road, Accrington, BB5 1LE - 01254 301030

## Appendix B: Hate Crime / Incident Reporting Form

### Hyndburn Borough Council

Details of Council employee / elected member completing this form	
Your name:	
Your job title (if employee):	
Your work contact telephone number:	

Incident details	
Time of incident	
Date of incident	
Description - what happened?	<i>Please describe as fully as you can what has happened. If you know or suspect who was responsible, please include this.</i>
Is there any evidence – photos? Video? Written evidence?	<i>Please attach or briefly describe the available evidence</i>
Where did the incident happen?	<i>Include address and postcode if possible</i>
Were there any witnesses?	<i>Please answer and give details if you have them.</i>

Details of the person making the report					
Are you: <i>Tick the one that applies</i>	The victim		A witness		Other ( <i>describe</i> ): _____
First name					
Surname					

Gender			
Date of birth			
Contact details	Telephone number		Email
If someone else is the victim, please tell us about them	<i>Please give the name, address or any other details you know about the victim</i>		
Is there anything else you want to include?			

Send a copy of this form to the police:

- if an individual wishes you to do this; or
- if you have witnessed a hate crime / incident.

Send a further copy to the nominated coordinator:

Kirsten Burnett (kirsten.burnett@hyndburnbc.gov.uk)  
 Head of HR  
 Hyndburn Borough Council  
 Scaitcliffe House  
 Ormerod St  
 Accrington  
 BB5 0PF