



REFUGEE **GOOD** ACTION **PRACTICE**

RESPONDING TO HATE CRIME

A toolkit for organisations in the UK
refugee and migration sector

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Responding to Hate Crime Toolkit

Hate crime has a devastating impact on the lives of those it targets. People who are refugees and those seeking asylum may have a disproportionate experience of hate crime as well as needs and experiences which prevent them from accessing hate crime resources or support.

In an Insight Hub [survey](#) from November 2021, 75% of organisations (27) told us that in the preceding 6 months their clients disclosed experiences of verbal abuse/harassment from the public and 25% received complaints of such abuse from government-contracted staff. Furthermore, 25% of organisations received reports from their clients about experiences of physical violence from members of the public.

Through the [Insight Hub](#), hate crime was identified as a key support need for sector organisations, to enhance their capacity to provide a comprehensive response to the communities they support. Stop Hate UK was commissioned by Refugee Action to develop and deliver a comprehensive package of support for organisations on hate crime.

In January 2022, Stop Hate UK facilitated a focus group discussion with organisations to co-design a training and support package. Following this initial consultation phase, an evidence-based programme was developed and delivered to over 40 participants from across the sector in Mar/Apr 2022. Hope Not Hate co-facilitated part of the training focusing on far-right activity and online hate.

This **Responding to Hate Crime Toolkit** emerged from the training in order to offer busy practitioners a range of information and resources they can lean on to help them better respond to hate crime in their communities, and to spread this knowledge to their clients.

*The project was commissioned by Refugee Action as part of the Insight to Action Programme and led by **Kusminder Chahal**, Director of Training Services at Stop Hate UK and Senior Research Fellow at Birmingham City University. Additional thanks to **Safya Khan-Ruf** from Hope Not Hate for supporting the training delivery.*

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What is Hate Crime?

A common legal definition of [hate crime](#) is:

'Any criminal offence which is perceived by the victim or any other person, to be motivated by 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 hostility or prejudice against a person who is transgender or perceived to be transgender.'

The key distinguishing feature of hate crime is the motivation and hostility that form the action. [The Metropolitan Police](#) describe it in the following way:

*"In most crimes it is something the victim has in their possession or control that motivates the offender to commit the crime. **With hate crime it is 'who' the victim is, or 'what' the victim appears to be that motivates the offender to commit the crime.**"*

A "**hate incident**" is defined as any incident which the victim, or anyone else, thinks is based on someone's prejudice towards them because of their race, religion, sexual orientation, disability or because they are transgender.

The victim does not have to show evidence of the hate element or personally perceive the incident to be hate-related. It could be that another person, for example, an advocate, family or friend, or a witness thought that the incident was hate related.

"**Harassment**" is defined by the Equality Act 2010 as:

*'Unwanted conduct which has the purpose or effect of violating someone's dignity or which is **hostile, degrading, humiliating or offensive** to someone with a protected characteristic or in a way that is sexual in nature.'*

Hate crimes can also be directed at whole communities - for example desecration of graveyards, vandalism of community buildings, offensive graffiti in public places.

Hate Crime Monitored Strands

The current monitored strands (sometimes referred to as 'protected characteristics') of hate crime, when a person is targeted because of a hostility or prejudice, are:

- Disability
- Race or ethnicity
- Religion or belief (which includes non-belief)
- Sexual orientation
- Transgender identity

The police and other relevant agencies must record any hate complaint based on the 5 monitored strands. **Hate crime targeting refugees and asylum seekers is recorded under the 'Race' strand.** Locally, the police can record hate separately to gain a better picture of hate against a specific group. For example, Nottinghamshire Police began recording misogyny as a hate crime to gather evidence and gain insight into the problem of everyday and malicious sexism.

Working with your local multi-agency partnership and police to extrapolate recorded figures of hate against refugees and asylum seekers may help to identify under-reporting.

The College of Policing (CoP) published updated guidance on how the police should respond to hate crime in October 2020. The [Authorised Professional Guidance on hate crime](#) includes information on what can be covered by hate crime. The guidance states: **A hate crime is 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, or any racial group or ethnic background including countries within the UK and Gypsy and Traveller groups; this includes asylum seekers, refugees and migrant communities
- A person's religion or perceived religion, or any religious group including those who have no faith
- A person's sexual orientation or perceived sexual orientation, or any person's sexual orientation
- A person's disability or perceived disability, or any disability including physical disability, learning disability and mental health or developmental disorders

- A person who is transgender or perceived to be transgender, including people who are transsexual, transgender, cross dressers and those who hold a Gender Recognition Certificate under the Gender Recognition Act 2004

The inclusion of people seeking asylum, refugees, and migrants within the first category listed above means that offences with a xenophobic element (such as graffiti targeting certain nationalities) can be recorded as race hate crimes by the police.

A crime is classified as a hate crime when the perpetrator's hostility or prejudice against an identifiable group of people is a factor in determining who is victimised. While a crime may be recorded as a 'hate crime', it may only be prosecuted as such if evidence of hostility is submitted.

Incitement to hatred

The Metropolitan Police highlight that the offence of incitement to hatred occurs when someone acts in a way that is threatening and intended to stir up hatred. That could be in words, pictures, videos, music, and includes information posted on websites. Hate content may include:

- Messages calling for violence against a specific person or group
- Web pages that show pictures, videos or descriptions of violence against anyone due to their perceived differences
- Chat forums where people ask other people to commit hate crimes against a specific person or group

Experience of refugees and asylum seekers

According to [research](#) by the British Red Cross (2019), refugees and people seeking asylum in the UK have a unique and disproportionate experience of hate crime, due to a number of factors:

- Fleeing violence, danger, persecution
- Trauma, mental and physical health
- Limited or no support network
- Language barriers to access services
- Limited knowledge of hate crime
- Fearing or avoiding authorities, affecting hate crime reporting rates (belief that doing so may risk detention or removal)

Understanding Hate Crime

Hate and harassment can take many forms, including:

Violence: Hitting, punching, pushing, slapping, kicking, beating, assault, murder.

Damage to property: Offensive graffiti, desecration of graves, vandalism to cars, smashing windows, arson attacks.

Threats: Verbal threats, offensive letters, threatening messages, abusive posts on social networking sites such as Facebook.

Verbal abuse: Insults and name calling.

Malicious communications: Obscene telephone calls/texts, distributing offensive leaflets and posters, threatening letters, hate mail.

Isolation: Deliberate exclusion, giving 'the cold shoulder', spreading rumours or gossiping about someone.

Humiliation and degradation: Putting excrement through letterboxes, spitting, name calling, abusive gestures, spreading malicious rumours.

Sexual violence: Rape, sexual assault, sexual intimidation.

Harassment: Making unfounded, malicious complaints against someone, repeated, low-level incidents of verbal abuse, threats, or intimidation, dumping rubbish outside homes/through letterboxes, stalking, following the victim, persistent phone calls, emails, post or texts.

Financial exploitation: The unauthorised use of a victim's funds or resources.

Online Hate: Posting and sharing hateful and prejudiced content against an individual, group or community through online platforms. It can take the form of derogatory, demonising, and dehumanising statements, threats, identity-based insults, pejorative terms, and slurs. If a post is hostile towards a person's race, religion, disability, sexual orientation, or gender identity, it could be viewed as Hate Speech. Online Hate can include Malicious Communications (sending letters, emails and messages that cause distress and anxiety), Cyberbullying, Cyberstalking, Harassment, stirring up hatred through content (text, image, video, audio), and Incitement to Commit Violence.

Far Right Harassment and Hate

Overview

Unsurprisingly, immigration has been a central issue for the British far right, and supporters have been very active in this area. Social media content is regularly posted by anti-migrant “citizen journalists”, filming migrants arriving on boats or harassing hotel staff where they suspect migrants are being housed. Far-right groups have also dropped banners in certain locations, calling for an end to immigration and doing their best to stir up community tensions.

The issue of immigration is also now attracting attention from far-right groups who had not seriously engaged with the issue before now. **Dover remains one of the key areas for migrant arrivals and therefore one of the most popular destinations for anti-migrant activists.** For several in the far right, filming the arrival of such migrants makes up the bulk of their online content. This is then shared widely on various messaging boards, accompanied by hundreds of angry and racist comments.

According to official statistics there are currently up to 16,000 asylum seekers in temporary accommodation, including hotels, hostels and disused military barracks across the UK, while they await longer-term housing. The overall number of people staying in asylum-related facilities has tripled in the past 10 years to 64,000. Anti-migrant activists have attempted to generate outrage by comparing the accommodation provided to “foreigners” with the situation of homeless British people, especially military veterans.

Tracking and analysis by HOPE not hate has found at least **125 hotel visits by anti-migrant figures in 2021** and this could even increase in 2022. It is important to note that while the official aim of these videos is to confront and harass migrants, less than 15% of the recorded visits in 2021 included a confrontation. Key trends to note:

- The activists often just filmed hotel buildings while mouthing monologues, or sometimes attempted to enter and were stopped by security guards.
- The videos with the greatest number of views on far-right channels were the ones where security or hotel staff engaged or argued with the filmer in any way.
- Videos where the filmer managed to talk to an asylum-seeker (sometimes under false pretences) also accrued more views.

Media Coverage

The issue of cross-Channel migration will likely continue to garner headlines and cause debate and discussion. However, it is vital that the hysterical and prejudiced voices of the far right are not legitimised or normalised in this delicate and difficult issue. When the mainstream media interviews an anti-migrant and far-right activist, for example, they should reveal his or her affiliations and should not merely describe them as a

“commentator” – as was the case for Steve Laws when he was interviewed by talkRADIO in 2021. Similarly, re-producing far-right leaflets uncritically in an article about them is exactly the type of coverage the far right are looking for.

Far-right activists

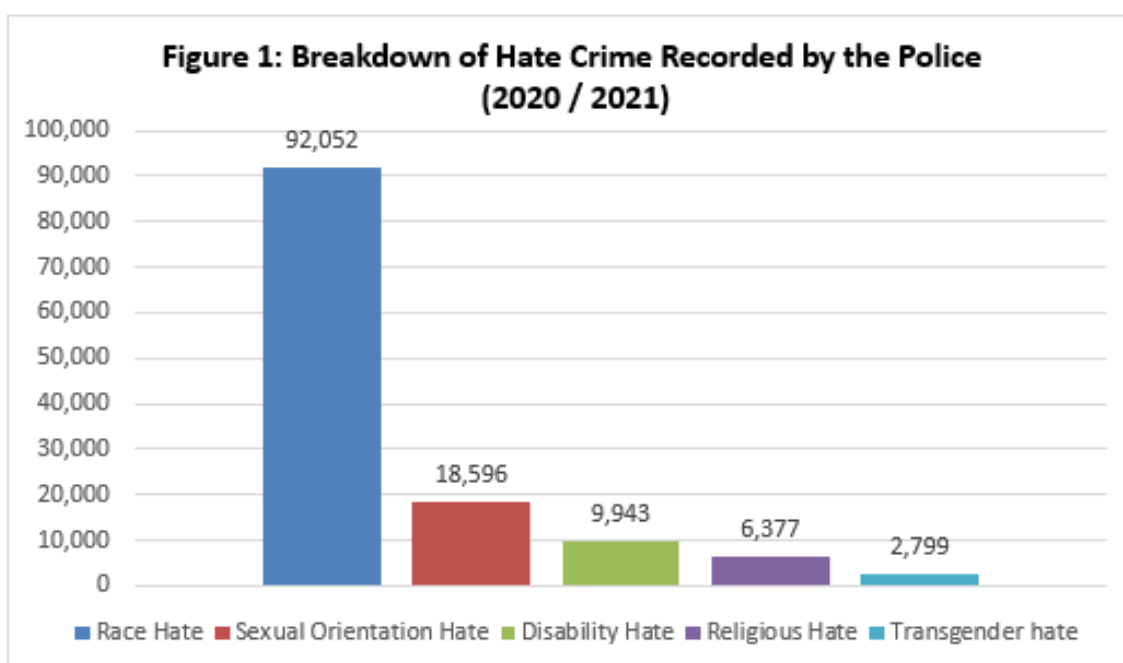
Refer to Annex 1 for profiles of the most prolific anti-migrant activists, responsible for the majority of asylum-seeker accommodation visits and anti-migrant footage produced.

Hate Crime Prevalence

We can identify the scale of hate crime currently through two official means – annual police recorded hate crime figures and the findings from the Crime Survey England and Wales.

Police recorded hate crime

In the year ending March 2021, there were [124,091 hate crimes](#) recorded by the police in England and Wales. The police can record more than one motivating factor for hate crime hence the total number in Figure 1 is 129,767. There was a 9% increase in recorded hate crime from 2016/17 to 2020/21, and race hate crime was the most prevalent type, at around 70% of all hate crimes recorded.



Increases in hate crimes recorded can be due to several factors¹:

- Improvements in crime recording by the Police.
- Growing awareness of hate crime leading to improved identification of such offences.
- Trigger events leading to more hate crime incidents; for example, EU Referendum in June 2016, terrorist attacks in 2017 and an increase in public order hate crimes during the summer of 2020 following the widespread Black Lives Matter protests and far-right counter-protests.

¹ From annual statistics, Oct 2021:

<https://www.gov.uk/government/statistics/hate-crime-england-and-wales-2020-to-2021/hate-crime-england-and-wales-2020-to-2021>

Crime Survey England and Wales

[The Crime Survey for England and Wales](#) (CSEW) covers **offences not reported to the police** and shows a fall in hate crime over the last decade.

According to the CSEW, the estimated number of hate crime incidents experienced by adults aged 16 and over fell from 307,000 in the combined years ending March 2008 and March 2009 surveys, to 190,000 in the combined year ending March 2018, March 2019 and March 2020 surveys, a fall of 38 per cent. Of the estimated 190,000 hate crime incidents, 104,000 were targeted because of race or ethnicity.

The CSEW estimates that 47% of hate crime incidents came to the attention of the police. This is a higher proportion than for all CSEW crimes (38%). Reporting rates for hate crime have been consistently higher than for all CSEW crimes. However, it is likely that hate crime towards refugees and asylum seekers is **under-reported** as such groups will be less likely to report to the police and engage with authorities.

Hate Crime in the Refugee and Asylum Sector

Although limited, there is some data in the sector which helps to build a picture of how hate crime experiences surface in the refugee and asylum sector. One of the [Insight Hub surveys](#) launched by Refugee Action in November 2021, reflected the following findings on hate crime:

- 75% of respondents (27) told us that in the last 6 months their clients have disclosed experiences of verbal abuse/harassment from the public, and 25% (9) from public sector or government-contracted staff
- 25% (9) of respondents had received disclosures of physical violence towards clients from members of the public.
- 13% said their organisation has been subjected to far right activity or hate crime including online attacks and 38% told us they do not feel equipped to respond to these attacks.

Impact of Hate Crime

The most common form of hate incident is verbal abuse, threats, and intimidation.

Often, victims of verbal abuse do not report such acts believing little or nothing can be done. However, there are laws in place to protect people from verbal abuse, threats, and intimidation.

Encouraging reporting of 'low level' hate and harassment can help the police and a local multi-agency partnership improve how the area is policed, what resources are committed to the area and levels of community engagement and other proactive work to be instigated.

[Recent research](#) from the British Red Cross, focusing on hate crime in relation to refugees and people seeking asylum, conducted interviews highlighting the everyday experiences of hate crime:

"One time somebody hit me in the street. I didn't know why, I didn't understand him. I didn't speak to him. I didn't tell the police because I don't like to speak to the police. I didn't want to make any trouble. It is easier not to make problems. I just left the man."

Young Refugee

"One of the neighbours always put their rubbish in front of our house. And they look like waiting for us to speak to them in order to start a fight. They know that we are asylum seekers and we might not be in a position to report them."

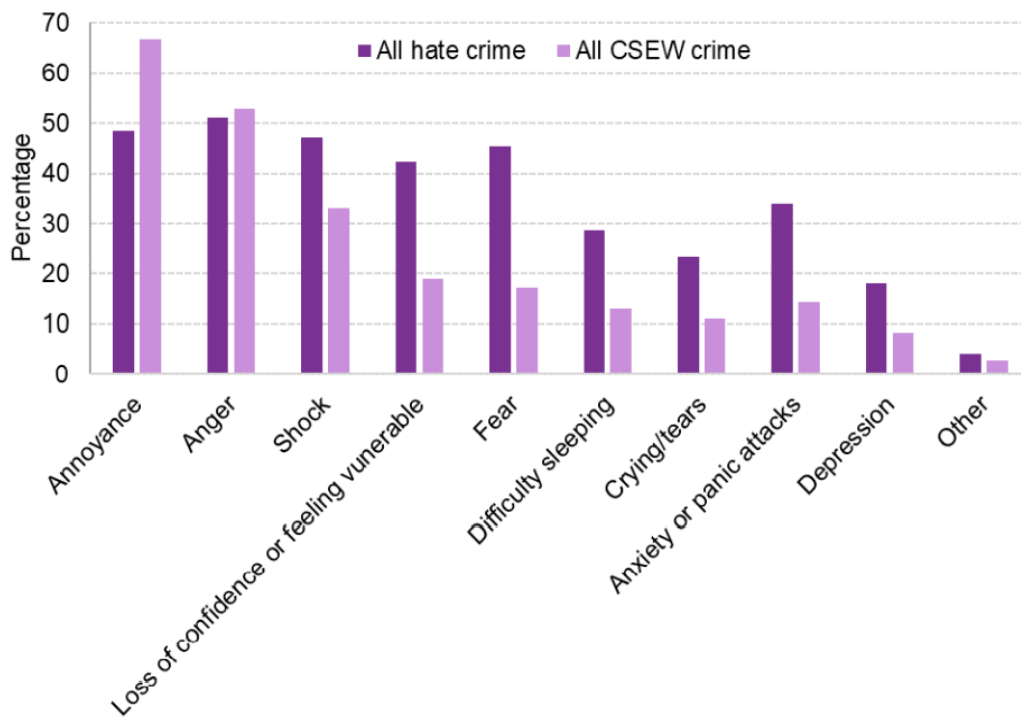
Voices Ambassador

It is well documented that the experience of hate crime has an impact, particularly, a psycho-social effect, compared to victims of crime overall. Box 1 shows the different reactions to hate crime compared with all crime.

Given the reduced support networks, trauma, the experience of the journey and continuing precarious status in the UK, refugee and asylum seekers are likely to experience elevated impacts beyond the data that is collected in the UK.

Experiencing hate crime can have a disproportionate impact on a person's mental and emotional wellbeing, in comparison to other forms of crime, as highlighted in Box 1. ([Crime Survey for England and Wales](#)).

Box 1: Emotional Impact of hate crime incidents 2017/18 to 2019/20 (CSEW)



Source: CSEW, ONS

[Evidence](#) also suggests that the impact of hate can also extend beyond the person who is initially targeted. For example, other individuals, families and communities in the vicinity, the wider area and beyond may equally feel threatened because hate crime targets a perceived identity which others also share.

Understanding and Reducing Barriers to Reporting

Repeat and secondary victimisation

The CSEW defines [repeat victimisation](#) as “**a victim of the same type of hate crime more than once in the last year**”. Hate crime victims are more likely to suffer repeat victimisation. The CSEW combined surveys showed 27 per cent of victims of household hate crime had been victimised more than once in the previous year, compared with 16 percent of victims of personal hate crime. This is likely to increase the effects of hate crime on those targeted.

- Victims of hate crime were more likely to report being affected by the incident rather than victims of all CSEW crime. For example, **36%** of hate crime victims said they were ‘very much’ affected emotionally following the incident compared with 15% for all CSEW crimes.
- Victims of hate crime were up to **four times more likely** to suffer more serious psychological impacts than victims of non-targeted crime.

The Figure below, taken from the CSEW covering data from 2017 to 2020, reflects the type of emotional impact of hate crime incidents compared with non-hate crime incidents. As shown, people who have experienced hate crime report significantly higher levels of **loss of confidence/feeling vulnerable, fear, difficulty sleeping, crying, anxiety/panic attacks and depression**.

[Secondary victimisation](#) involves a lack of understanding of the suffering of the victims which can leave them feeling both isolated and insecure and experiencing further harm. This lack of understanding or validation of the experience can aggravate the trauma being experienced and leave the victim feeling alienated from both immediate networks of support but also lead to non-reporting further incidents.

To reduce the risk of secondary victimisation and have at the forefront the likelihood that the victim has experienced repeat victimisation requires an understanding of the obstacles to reporting hate crime. There are numerous barriers to reporting hate crime which we should be aware of to ensure we limit the experience of secondary victimisation.

Barriers to reporting

In 2016, the [UK Government’s action plan](#) to tackle hate crime recognised that under-reporting by asylum seekers and refugees was an issue that required action.

[Research](#) has identified that hate crime is both under-reported and that there is often misunderstanding of what constitutes a hate crime. Asylum seekers and refugees will have concerns that require a response. Understanding the trauma they have already experienced and potentially not having disclosed identities they hold for fear of persecution may contribute to non-reporting of hate crime.

Box 2 (see below) has been adapted to identify a range of reasons that contribute to non-reporting across 4 different levels.

Box 2: [Barriers to reporting](#)

<p>Individual</p> <ul style="list-style-type: none"> ● Shame and guilt ● Language barriers ● Not knowing/having information about or how to hate crime ● Feeling that nothing will be done or change and No knowledge of positive effects of reporting incidents ● Fear that reporting will lead to escalation 	<p>Institutional</p> <ul style="list-style-type: none"> ● Mistrust of agencies ● Previous poor experience of hate crime not being dealt with effectively ● Fear of arrest, deportation, and negative effects on asylum application ● Not being believed in criminal proceedings ● Being stigmatised ● Fear of disclosing religious, ethnic, political identity or other identities
<p>Community</p> <ul style="list-style-type: none"> ● Seen as an everyday occurrence ● Normalisation of hate crime and harassment ● Fear of retaliation by victim or perpetrator 	<p>Societal</p> <ul style="list-style-type: none"> ● General climate of hate ● Prevalence of hostile remarks made in media by politicians ● International events triggering increases in hate

Overcoming barriers to reporting

Hate crime victims, particularly refugee and asylum seekers, may feel disempowered, targeted, threatened, and confused about when, who and how to report. They may access your service at a crisis point, having experienced multiple incidents or you may identify that what they are experiencing has an element of hate motivation.

Box 3 has been [adapted](#) and offers tactics that can be utilised to overcoming common barriers that refugee and asylum seekers may experience in relation to reporting hate crime.

Box 3: Actions to address and overcome barriers to reporting

Barriers to reporting	How to address barriers
Language	<ul style="list-style-type: none"> ● Display leaflets and posters in community languages ● Ensure you have access to interpreting services and/or colleagues with appropriate language skills ● The local councils and the Police can make use of Language Line telephone interpreting service
Fear of not being taken seriously	<ul style="list-style-type: none"> ● Ensure you treat complainants with dignity and respect - demonstrate that you are taking them seriously by validating their experiences ● Ensure thorough and accurate records are kept using an appropriate reporting form
Fear of not being believed	<ul style="list-style-type: none"> ● Part of the investigation will involve asking detailed questions about the incident – you should reassure victims that this doesn't mean that they are not believed but you need strong evidence, particularly if the police are involved so the evidence can stand up in court in order to take legal action – the evidence may not be strong enough to take legal action, but this doesn't mean the complainant isn't telling the truth
Belief that no action can or will be taken	<ul style="list-style-type: none"> ● Explain the importance of reporting hate crime and how this can help inform decisions about preventative action, even if it isn't possible to take formal action against the perpetrator ● Information about even apparently "minor" incidents can help to build up a picture of problems in particular areas that may warrant further investigation
Lack of knowledge about what action can be taken	<ul style="list-style-type: none"> ● Provide signposting information and the process a report to the police will take ● Invite local relevant support services and the police to give a talk to your service users about how they can help

Fear of retaliation	<ul style="list-style-type: none"> ● Explain confidentiality - no information will be disclosed without their permission ● Explain that they will be informed of any proposed action in relation to the perpetrator ● Explain that their safety will be taken seriously and a risk assessment will be conducted to identify / manage the risks
Threats of retaliation by the perpetrators	<ul style="list-style-type: none"> ● Ensure you fully record any threats and specific fears the victim or witness has ● A number of special measures can be put in place to support and protect victims and witnesses. The police and local multi-agency partnership can advise and be involved.
Lack of confidence in the police and the authorities	<ul style="list-style-type: none"> ● The Police and the Councils have a duty to respond effectively to hate incidents. There are complaints procedures in place if you feel you have not been taken seriously or adequate action has not been taken. ● Explain the rights they have from The Code of Practice for Victims of Crime
Fear of arrest, deportation, and negative effects on asylum application	<ul style="list-style-type: none"> ● Hold information events in partnership with the police and the local multi-agency partnership with refugee and asylum seekers to reduce fear of accessing official agencies. ● Create and distribute information explaining the rights asylum seekers and refugees have.

Supporting Victims of Hate Crime

The [Code of Practice for Victims of Crime in England and Wales](#) provides a framework for both the minimum service a victim should receive as well as guidance on how the service provider should demonstrate their professionalism. Feel free to print the Summary below and share with your staff, volunteers and clients:



Fig 2: Overview of 'Victims Rights' as outlined in the Code of Practice for Victims of Crime in England and Wales²

Hate crime casework and support

Hate crime casework and support is complex, particularly if the victim is experiencing on-going incidents. Ensuring a local multi-agency response, signposting to other sources of support and involvement from the police will be helpful to the victim. However, of equal importance is the relationship the person/family has with the support service. At a minimum [hate crime casework and support](#) should be:

"An interaction that makes clients aware of their rights, enabling them to take back control of their lives and offering realistic expectations of the outcome of their complaint."

²https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/974376/victims-code-2020.pdf (p1)

Although hate crime victims have common needs, working from a victim-centred approach means that the experience of the victim is acknowledged, heard, and responded to from an individual and intersectional basis.

Intersectionality

[CATCH](#), an advocacy service in London, describes intersectionality in the following way:

“If you belong to more than one marginalised group, you may face overlapping forms of prejudice. For instance, an individual could experience overlapping prejudice and violence motivated by both racism and homophobia. This can lead to individuals facing escalated levels of hate crime and experiencing added barriers to getting help. You are entitled to have a crime recorded within several hate crime categories if that is how you see what happened.”

Being aware of multiple or intersectional identities when supporting a victim may uncover needs a person has. For example, a refugee/asylum seeker targeted for being gay and black may not have told people they are gay. This will have implications on how to support this person, where to meet and specific support services they could access for further support. [Galop](#) has resources that can be accessed to support LGBT+ refugee and asylum seekers.

Needs of hate crime victims

Recent [Europe-wide research](#) has created many resources to support the work of hate crime practitioners. The project has identified a key needs hate crime victims have that a practitioner should be aware of:

- **Personal Safety and Security:** During and immediately after experiencing a hate crime, most victims feel utterly unsafe, exposed and in danger. The need to feel safe and protected from further harm is profound. Victims need to be reassured by criminal justice professionals that actions will be taken to support and protect them.
- **Practical Help:** Practical support to deal with the immediate consequences and impact of the crime will be needed by some hate crime victims. This can include legal advice, medical assistance, repairs and security arrangements for property, and family support.
- **Emotional and psychosocial support:** The emotional and psychosocial needs of victims of hate crime will differ from one person to another. However, there is often a need to be listened to and heard; a need for victims' perspectives about the crime's bias motivation to be believed and taken seriously; a need to be understood and the impact of the crime acknowledged; and a need to feel

solidarity from criminal justice authorities and victim support service providers, so that victims are not alone in responding to their experience of hate crime.

- **Confidentiality and Trust:** The experience of hate crime can shatter a person's trust in their community and their sense of a just world. Establishing relationships of trust and confidentiality with victims of hate crime is fundamental to the recovery process.
- **Information and Advice:** Hate crime victims will need information and advice about their rights and expectations in case they decide to report the crime to the police or other authorities and organisations. They will need information about all the available support services.
- **Respectful and dignified treatment:** Given that feelings of violation can be acute among hate crime victims, it is critical that criminal justice agencies and other service providers behave professionally, respectfully and in a way that protects victims from re-victimization.
- **Help in navigating criminal justice:** Hate crime victims need access to justice: to see that the criminal justice system will actively support their case. Victims need help to fully comprehend the criminal justice procedures involved in processing their case. Criminal justice agencies need to enable the victim to explain the circumstances of their case so that it can be properly understood. Victims will also need to be kept informed about the progress of their case through the criminal justice system so that they can see that it is being taken seriously. Overall, the criminal justice system needs to send a message that hate crimes are taken seriously. The active investigation, prosecution and conviction of hate crime sends an important message of justice for victims and condemnation of the offenders' motivations and actions.

Responding to victims and witnesses

Recognising that hate crime is under-reported and not immediately disclosed can mean a complaint that presents itself is made at a critical point. How frontline and support staff respond is crucial to the relationship that follows; the recognition of both repeat and secondary victimisation; and how an immediate, appropriate, and empathetic response can be made. Guidance and developing skills on how to support hate crime victims is available [here](#).

Advocacy

The organisation and staff may have an advocacy role that frames both how they support the victim but also one that ensures other agencies meet their obligations and responsibilities. There are at least six principles for advocacy that will frame the interactions:

- act in the client's best interest.

- act with the client's wishes and instructions.
- keep the client properly informed.
- carry out instructions with diligence and competence.
- act impartially and offer frank, independent advice.
- maintain rules of confidentiality.

SAFER-R Model of support

Box 3 highlights a model of crisis intervention called the SAFER-R Model which frontline and support staff can utilise to work with an asylum seeker/refugee to move them from a state of crisis to being able to co-produce solutions to the problems they are experiencing to achieve a baseline level of functionality.

Box 3: SAFER-R Model of crisis intervention

SAFER –R Model	Behaviours
Stabilise	<ul style="list-style-type: none"> • Explain your role and presence • Create a calm environment • Be professional • Assess impact of the immediate environment on the client • Build trust and rapport • Respond to immediate emergencies • Establish immediacy – what do they need right now
Acknowledge	<ul style="list-style-type: none"> • Offer words of support to help clients feel safe • Ask and listen to what has happened • Gather information • Be empathetic • Recognise silence
Facilitate understanding	<ul style="list-style-type: none"> • Focus on how the person feels • Validate their emotions • Ask open and probing questions • Paraphrase what they are saying • Normalise their symptoms • Attribute their reactions to the situation, not personal weakness • Establish the type of help the client needs
Encourage effective coping	<ul style="list-style-type: none"> • Build rapport • Encourage recognition of resources and coping strategies the client can draw on

	<ul style="list-style-type: none"> ● Support the client from victim to identify actions they can take
Recovery or Referral	<ul style="list-style-type: none"> ● Assess the client's ability to function safely ● With their permission pass on information and/or signpost to other agencies, for example, counselling services ● Identify with the client to additional networks for support – friends, community or religious group, support group

Source: [Everly, 2001, adapted](#)

Other resources to support victims of hate crime

[Supporting victims of hate crime: A practitioner guide](#) offers in one short book an overview of hate crime, the victim's perspective and the skills and principles of undertaking effective hate crime casework and support. It also offers an overview of the legislation.

[Hate Crime Victim Support in Europe: A Practical Guide](#) provides detailed evidence-based approaches to responding to hate, the principles of hate crime support, the role of service providers and case studies.

[EStAR](#) has developed a variety of evidence-based resources to equip state and non-state actors with the necessary tools and resources to ensure that hate crime victims are protected, enjoy full access to justice and receive tailored specialist support. The project set up a Network of Experts as a framework to share international standards and good practices while ensuring that the resources reach those who need them.

The [Crown Prosecution Service](#) offers a range of relevant information including [Victims Right to Review](#) and [Victim Personal Statements](#)

Victim Support has created a useful [leaflet](#) for hate crime victims.

[Citizens Advice](#) offers a range of information and advice on hate crime and how to report it.

Reporting Pathways

There are many ways to report hate crime and access support:

Reporting to the Police

☎ 999 if it is an emergency.

☎ 101 for non-emergency.

Visit a local police station and make a complaint in person.

In your area there may be police hate crime champions, community engagement officers, neighbourhood officers – ask around

Reporting to the police: Self reporting online via [True Vision](#)

Reports can be made online through your local police website. Self-reporting forms are available in a variety of languages that will be sent to your local police area. The person reporting can remain anonymous.

Reporting to local authority

Local authorities usually have an online hate crime reporting process. The website may offer further information, for example, a list of local hate incident reporting centres (sometimes referred to as third party reporting centres) and national support services.

Hate Incident Reporting Centres

These are local organisations and agencies independent of the police that have agreed to support people reporting incidents. Some people may be concerned about going to the police themselves or lack the confidence to do so. A member of staff at the reporting centre will complete the necessary paperwork with the victim and forward it to the local police division for allocation.

Hate incident reporting centres also have a role in promoting the reporting of hate incidents and can offer some support to people, such as providing an opportunity for them to talk in a safe space about what has happened. For this reason, many of the centres are organisations that work with people who are more likely to find themselves on the receiving end of a hate incident.

There may be such a scheme operating in your area. Check your local authority and/or police website. Your service may want to become a reporting centre.

Crimestoppers

This is a [national charity](#) with a free helpline for reporting hate crime anonymously. As much or as little information can be given. They can be contacted as follows:

☎ 0800 555 111

www.crimestoppers-uk.org

Victim Support

[Victim Support](#) offers specialist support for victims of crime, including hate crime victims. They can help hate crime victims:

- Deal with the immediate emotional impact of crime
- Report the crime to the police
- Find a counsellor to help a victim cope with what has happened
- Understand the criminal justice system
- Make a compensation claim
- Talk to other agencies, like a housing officer or advocacy service
- Find someone to repair locks and remove graffiti
- Provide personal safety equipment such as personal and window alarms and dummy CCTV units

 0808 16 89 111 or [online or by text relay](#)

The [Victim Support website](#) contains links and information about local support services for victims in each area of England and Wales.

Stop Hate UK

[Stop Hate UK](#) is a 24-hour, independent, confidential, accessible reporting and support for victims, witnesses and third parties. Check with local police or local authority if Stop Hate UK has been commissioned in your area.




Tell MAMA

[Measuring Anti-Muslim Attacks](#) (MAMA) is a secure and reliable service that allows people from across England to report any form of **Anti-Muslim abuse**. By using the 'Submit a Report' section, a person can describe the details of the abuse suffered, whether verbal or physical, and then add in the location of the attack so that Tell MAMA can effectively map incidents across England.



Tell MAMA can also refer the person for support through partner agencies if they have been a victim of an Anti-Muslim incident.

 0800 456 1226
SMS: 0151 707 00 07

Galop

[Galop](#) is an LGBT+ anti abuse charity and has a number of dedicated helplines, including reporting hate crime.

☎ 020 7704 2040



Community Security Trust

The [Community Security Trust](#) (CST) is a Jewish charity that supports victims of antisemitism and records antisemitic hate incidents and hate crimes.

☎ 0800 032 3263



East European Resource Centre

The [East European Resource Centre](#) offers free support with reporting the crime to the police, free general advice and support and work with victims in full confidentiality.

☎ 07521 857415 (EN/PL); 07730 021986 (EN/RO)

Email: hatecrime@eerc.org.uk



The Monitoring Group

[The Monitoring Group](#) is a leading anti-racist charity that promotes civil rights and provides a helpline and casework service to people experiencing racial violence, religious hatred, sexual violence and state neglect or misconduct.

☎ 020 7582 7438

Email: office@tmg-uk.org



Influencing Reporting Agencies to Act

Legal Frameworks

[The Equality Act 2010](#) ensures that statutory organisations share the same legal duties under section 149 of the Equality Act 2010, known as the equality duty. A public authority must have due regard to the need to:

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it

These are sometimes referred to as the three aims or arms of the general equality duty. The Act explains that having due regard for advancing equality involves:

- Removing or minimising disadvantages suffered by people due to their protected characteristics.
- Taking steps to meet the needs of people from protected groups where these are different from the needs of other people.
- Encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low.

If a statutory organisation is not making reasonable adjustments to facilitate your use of and access to their services, not properly dealing with reports of hate crime, or perpetrating discrimination in any other way, they may be breaching this equality duty.

Police

If you are not satisfied with how the Police has handled your hate crime report, you can present a complaint. You should make your complaint within 12 months, but it is better to do it as soon as you can.

Police complaint template letters³:

- [Failure to provide reasonable adjustments](#)
- [Unsatisfactory response to reporting of a disability hate crime](#)

³ Source:

<https://www.disabilityjustice.org.uk/learn-more-and-take-action/hate-crime-discrimination-guide/#victimcode>

- [Discriminatory treatment by the police](#)

The [Victim's Right to Review Scheme](#) enables people who are victims of crime to seek a review of some of the decisions that are made by the police or CPS not to start or not to continue a criminal prosecution, to see if it was the wrong decision.

Community Trigger

Also known as the ASB Case Review, Community Trigger gives victims of persistent anti-social behaviour reported to any of the main responsible agencies (such as the council, police, housing provider) the right to request a **multi-agency case review** of their case if a local threshold is met.



*"If you (or others with your consent) **have reported an incident 3 or more times within a 6-month period** you can activate the Community Trigger through your Local Authority. This has been designed to give you, the victim, the right to demand that agencies deal with persistent anti-social behaviour."*

Each Local Authority must specify the point of contact for activating the Community Trigger (or ASB Case Review for those using this name) and ensure that applications made to that point of contact are passed on to all the relevant bodies in the local government area. If you would like to activate the Community Trigger you can find the correct contact in your local area via the 'Community Trigger Directory' below (England and Wales only).

Key Resources:

- 📌 [Community Trigger Factsheet](#)
- 📌 [Tips for gathering evidence](#)
- 📌 [How to activate the Community Trigger](#)
- 📌 [Community Trigger Directory](#)
- 📌 [Map of Local support](#)

Community Impact Statement and Hate Crime

A [community impact statement](#) is a short document illustrating the concerns and priorities of a specific community over a set time period. The statements are compiled and owned by the police and be made in the form of a section 9 witness statement (Criminal Justice Act 1967).

Community impact statements can help criminal justice agencies understand the wider impact of hate crime and can improve decision making and increase public confidence. A community does not just have to be determined by geographic areas. A community can also be defined as a group of people who interact and share certain

characteristics, experiences or backgrounds, and/or are located in proximity to each other.

Schools

Hate crime and discrimination against children and young people from refugee and asylum-seeking backgrounds is present in schools⁴.

State (not private) schools must have a behaviour and anti-bullying policy in place that includes measures to prevent all forms of bullying among pupils. This policy is decided by the school and the school has a duty to ensure these policies are freely accessible to teachers, pupils and parents.

Schools and staff must act to prevent discrimination, harassment, and victimisation within their school. This applies to all schools in England and Wales. Head teachers have the legal power to ensure pupils behave outside of school (state schools only), including bullying, for example, on public transport or in a town centre.

If you are supporting clients who are experiencing hate crime at school and your complaints to the school are not being responded to adequately, you should raise it with the Police. Further information about how to report hate crime, discrimination and bullying taking place in schools can be found [here](#).

Hope Not Hate has some excellent resources around hate crime in schools and also offers training support and workshops to schools to help address these issues. More info [here](#). In 2021, they published '**Signs of Hate**', a resource for teachers, and other public sector workers, to learn about and develop the skills to spot far right terms, symbols and codes. The hope is that this resource will arm teachers with the understanding needed to make early and effective interventions. A copy of the book has been sent to every school in England and Wales and you can access it online, [here](#).

Hate crime support quality standards

[Quality standards](#) developed from [a pan-European project](#) highlight the need to respond from an evidence-based perspective. Such standards can play a crucial role in developing and strengthening specialised hate crime victim support and meeting the needs of hate crime victims.

The standards developed ensure professional conduct, expertise, benchmarks and can be used as guidelines for the development of new services, and as criteria to assess the quality of existing services.

Quality standards provide measures to evaluate the organisation and delivery of services, as well as to identify whether standards are achieved and what needs to be

⁴ [More than 100,000 demand inquiry into hate crime in UK schools](#) | Refugees News | Al Jazeera

improved. Finally, these standards can be adapted to your own organisation and enable a reflective process of developing a hate crime service from the victim's perspective.

Annex 1: Further Resources

Overview of the law

Legislation provides three specific options to support the prosecution of hate crime:

- Offences of inciting hatred on the grounds of race, religion, and sexual orientation
- Specific racially and religiously aggravated offences under the Crime and Disorder Act 1998
- Enhanced sentencing under section 66 of the Sentencing Act, 2020 which allows for an uplift in sentence of those convicted of a hate crime.

The [College of Policing](#) and [The Law Commission](#) provide a comprehensive account of the legislation available to prosecute hate crime. The [Crown Prosecution Service](#) has produced a series of guides about hate crime and how to help those who may be victims.

Online hate crime

Advice about staying safe on the internet can be found at Get Safe Online [here](#) or report online hate material to the police or reporting to internet service providers and website hosts can be found [here](#).

NGOs and hate crime

- UKREN, the UK Race and Europe Network, has produced a simple, accessible tool for victims and NGOs on [dealing with hate crime](#) including online hate.
- [Hate Crime – a guide for those affected](#) helps victims of hate crime (and NGOs who work with victims) to understand rights to justice, police, and criminal justice agencies' obligations to act and share good practice in helping victims.

Statutory bodies and statistics

- [UK Government Home Office](#) holds data on hate crime including the annual police recorded figures.
- The [House of Commons Library](#) will report on hate crime
- The [Equality and Human Rights Commission](#) for further research on hate crime

Far Right Profiles

Info supplied by Hope not Hate. Click [here](#) for a more comprehensive list of far-right profiles. Recognising these figures on sight can help avoid a confrontation or at least, identify the threat before anything occurs.

Paul Golding and Britain First

Britain First remains the best-known far-right political party in the UK. However, in 2021 it began functioning as a more traditional party, with regional branches created and localised campaigning. Last year, BF focused heavily on invading and demonstrating outside hotels hosting asylum seekers and refugees and this reflected the strong emphasis on public activism which sets the party apart from the rest of the British far right.



The high turn-over of members in Britain First has been a factor since its inception. Not only do members get 'burnt' by the party, more often than not financially, there is also a high level of burnout and personality clashes. However, BF has a great ability to quickly replace members and gloss over or simply ignore internal discord or disharmony. At odds with its attempts to portray a respectable electoral face, Golding has teamed up with a number of former members of the terror group Combat 18, such as the notorious football hooligan Andy 'Nightmare' Frain. Frain has travelled the country alongside Golding as he attempts to broaden further his influence in revived football thuggery circles. Although Golding and Britain First attempted to ingratiate themselves into the anti-vax and anti-lockdown conspiracy movement, they have been remarkably unsuccessful.

Throughout 2020 Golding and Britain First made the news by 'patrolling' the Kent coast in 'Operation white Cliffs' in a boat donated by a former supporter. Last year the boat had mysteriously disappeared and was never to be spoken of again. However, alarmed at the growing activity by so-called migrant hunters namely 'Active Patriot' Alan Leggett and the 'Little Veteran' Nigel Marchman, Golding was forced to search the harbor in Ramsgate desperately trying to hire a boat and skipper.

More recently, Golding launched a full-scale attack on Marcham and Leggett by declaring they were in league with HOPE not hate in an attempt to undermine Britain First and him personally. Leggett and Marcham's crime was to reveal how only £1,500 of the £17,000 raised by BF was actually going to its intended recipient, homeless ex-serviceman Tom Foley. To head off cries of fraud, Golding denounced them all, including a deeply troubled Foley, for working for HOPE not hate.

Steve Laws

Steve Laws rose to prominence over the past two years as one of a band of so-called 'migrant hunters', individuals who have filmed, harassed and intimidated refugees, asylum seekers and migrants. He also proved to be a key figure in creating and distributing anti-migrant content in online far-right networks. Laws' videos of Dover arrivals are shared by many far-right groups, including Patriotic Alternative. He also regularly shares posts from other far-right individuals, such as Stephen Yaxley-Lennon (aka Tommy Robinson) and far-right groups such as Britain First.



In 2021, he was a guest on Talk Radio, where he was erroneously described as a "social commentator" and was subsequently quoted in several mainstream newspapers. Beyond his specific support for the 'Great Replacement' conspiracy theory, Islamophobia is rife inside Laws' Telegram channel. He has repeatedly used dehumanising language such as "invaders" and "swarm" to describe migrants.

In 2021, Laws helped organise a demonstration in Dover attended by a range of people from across the UK far right scene, which ended in four arrests. He is a close ally of Alan Leggett (aka Active Patriot), editing his documentary about grooming gangs and accompanying him to his numerous court cases. Laws himself was in court several times last year on charges related to his actions, including being arrested and found guilty of taking a dinghy without the owner's consent. He appealed this decision in late 2021 (the court discontinued the case in March 2022). Dover Harbour Board also filed an injunction in 2021 against Laws, as well as against Alan Leggett (Active Patriot), Nigel Marcham (Little Veteran), Tracey Wiseman (XxTWxX) and an unknown person, for filming without permission at the docks. Unlike some of the other defendants, he refused to sign an undertaking to stay away from the docks and opted for a further court hearing in 2022. He has become the Ukip spokesperson on migration.

Alan Leggett aka Active Patriot

Alan Leggett is perhaps the best known and most active of the so-called 'migrant hunters' in the UK. Formerly a loyal 'Tommy Robinson' supporter, he has made a name in the far right for his "citizen journalism". Leggett remains very active online, regularly filming newly arrived migrants in Dover and outside accommodations for new arrivals across the country. Leggett made a "solemn promise" not to intimidate new arrivals and was banned from entering the Eastern and Western Docks in Dover in



November 2021, during a Canterbury Crown Court hearing after the Port of Dover sought an injunction against his behaviour. He faces two years in prison if he breaches the order.

In December 2021 he released a documentary about “Muslim grooming gangs”, playing it on a portable screen at seven towns in the north of England, often in front of the police stations. Audiences were tiny. However Leggett focused on filming his actions and his screen. This allowed him to generate a lot of content for his Telegram channel, which has subsequently been widely shared in far-right circles. He is likely to remain one of the most active content producers in the far right, pushing the issue of immigration and migrant accommodation so that it remains high on the movement’s agenda. That said, his numerous spats with other far-right figures during 2021 mean he is becoming an increasingly divisive figure in this milieu, so more infighting is likely on the cards.

Nigel Marcham aka Little Veteran

While Nigel Marcham was a key player in the anti-migrant scene during 2020, his activity decreased over 2021. He started a new YouTube channel, “Mission Impossible” and has posted videos of himself taking a boat out to “patrol” The Channel. He has also posted footage of migrants at Dover, but was slowed by an operation and has been increasingly silent after Dover Harbour Board brought a case against him and several other (so-called) migrant hunters. As a result, he has signed an undertaking that he will not intimidate asylum seekers or enter the docks without permission.



Marcham has also increasingly posted conspiracy theories about the COVID-19 vaccine over the course of the year. Due to the undertaking he signed, he could be jailed for two years and face an unlimited fine if he breaches the agreement and enters Dover Port harbour without permission. Marcham announced in December 2021 that he was tired of the confrontations with Dover police and that he would now focus on his real passion, which was helping homeless veterans. This lasted a few weeks before he was back posting anti-migrant content and Dover videos.

Amanda Smith aka Yorkshire Rose

Amanda Smith is an anti-migrant activist living in Wakefield, West Yorkshire, and is known for her content on social media, especially YouTube. Her videos mostly consist of harassing staff, security guards and anyone else she suspects of being a migrant at hotels and other accommodation she visits. In January 2021, she and Alan Leggett (aka Active Patriot) were arrested for causing alarm and distress, and she claims they were banned from



North Yorkshire as part of their bail conditions. She has also harassed staff at COVID-19 test centres, claiming COVID-19 is fake.

On her accounts she has posted 5G and New World Order conspiracy theories and content from the fascist group Patriotic Alternative, as well as using disparaging language to talk about Muslims and migrants. Smith is very prolific on YouTube, uploading up to five videos a week. Her constant activism is likely to be reflected in growing visibility on her YouTube channel (currently over 2,000 subscribers).