

# Bristol Hate Crime and Discrimination Services

Hate Crime and Discrimination  
Resource Pack



# Contents



•	<a href="#">1. About our services</a>	•
•	2. Hate crime statistics	•
•	3. Hate crime categories	•
•	4. BHCDS partners	•
•	5. Guidance	•
•	6. Links and how to report	•

# Who we are

Bristol Hate Crime and Discrimination Services (BHCDS) is a partnership of six organisations:

- Stand Against Racism & Inequality
- Brandon Trust
- Off The Record
- Bristol Mind
- Bristol Law Centre
- Resolve West

We aim to offer a complete service for victims of hate crime and discrimination in Bristol.

The partnership and the work it carries out is funded by Bristol City Council's Impact Fund.

# Our Services

BHC&DS offers a support service for victims of hate crime and discrimination that is free and confidential.

We can support you to cope with the emotional, physical and mental trauma caused by hate crime.

We can work with you to look at your options for taking actions to resolve your case.

We can work with statutory and voluntary agencies on your behalf, to encourage them to take action, to get updates, and to ensure that they do the right thing.

We can support you through legal proceedings relating to your case.

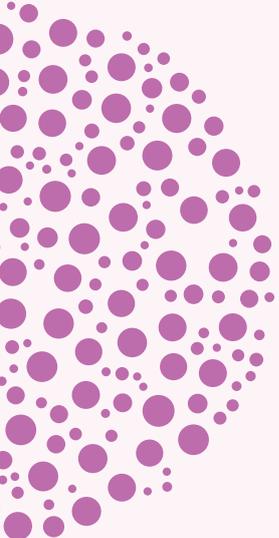
We can help you make complaints against other agencies.

We can make referrals to other services you need.

Your caseworker will work with you and on your behalf to get the best outcome for you.

# What is a hate crime?

Any criminal offence motivated by hate towards a person's racial group, religion, sexual orientation, gender identity or disability.



**Criminal offence  
+  
Bias motivation  
=  
Hate Crime**

- Some incidents do not meet the threshold to be considered crimes, but are nonetheless motivated by hate – these are known as Hate Incidents
- Hate crime can show itself in many ways including physical abuse, name calling, damage to property, offensive gestures, online abuse, hate mail and many more.

It is important that if you are a victim of hate crime you:

- Keep a record of incidents
- Report to the police
- Get support from agencies such as BHCDS

# What is discrimination?

Discrimination is most typically found in the workplace, though it can also apply to education, housing, shopping, services, and private clubs or associations. Discrimination on the grounds of age, disability, ethnicity, nationality, race, religion, sex, sexual orientation, gender identity, pregnancy or marital status is against the law.

Discrimination can come in some of the following forms:

- **Direct discrimination**

- Treating someone with protected characteristic less favourably than others.

- **Indirect discrimination**

- Putting rules or arrangements in place that apply to everyone, but that put someone with a protected characteristic at an unfair disadvantage.

- **Harrassment**

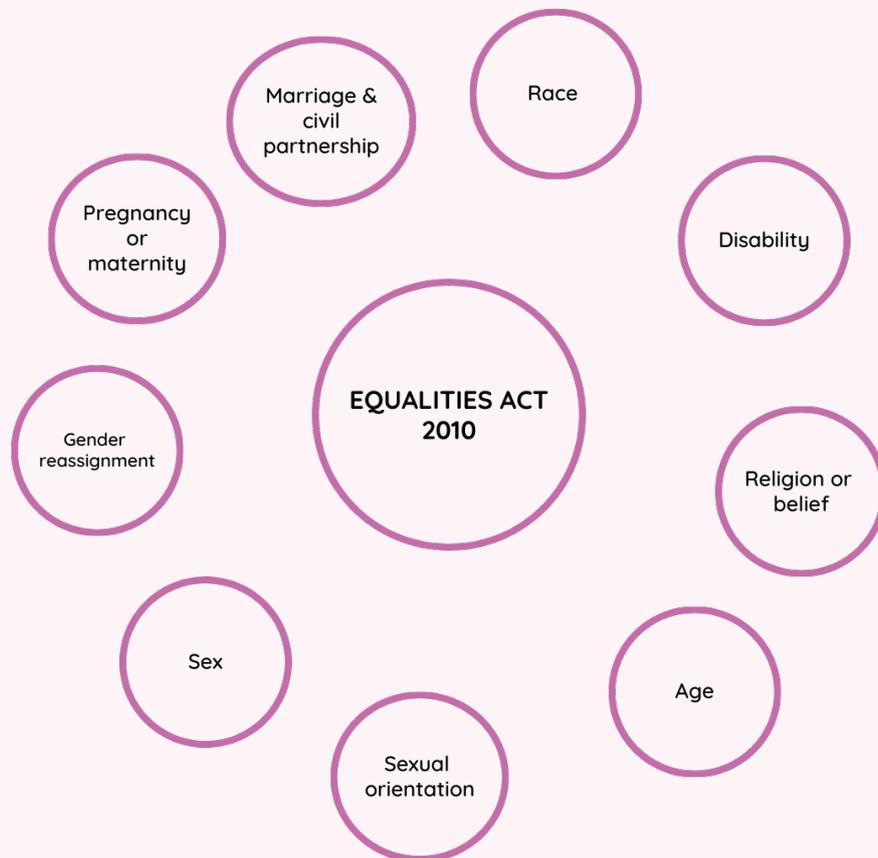
- Unwanted behaviour linked to a protected characteristic that violates someone's dignity or creates an offensive environment for them.

- **Victimisation**

- Treating someone unfairly because they've complained about discrimination or harassment.

# Equality Act 2010

The Equality Act 2010 legally protects people from discrimination at work, in schools and higher education, housing, shops and businesses, services, transport, and private clubs or associations.



It is against the law to discriminate against someone because of: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; sexual orientation; These are called protected characteristics.

## Crown Prosecution Service

Any crime can be prosecuted as a hate crime if the offender has either:

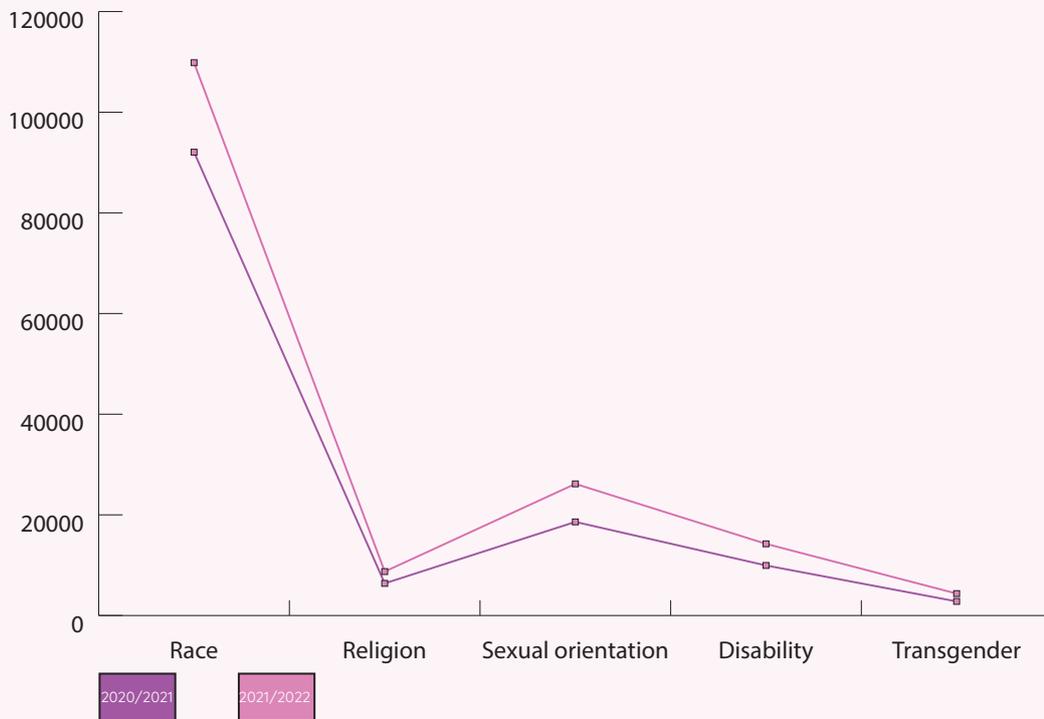
- demonstrated hostility based on race, religion, disability, sexual orientation or transgender identity

Or

- been motivated by hostility based on race, religion, disability, sexual orientation or transgender identity.  
Someone can be a victim of more than one type of hate crime.

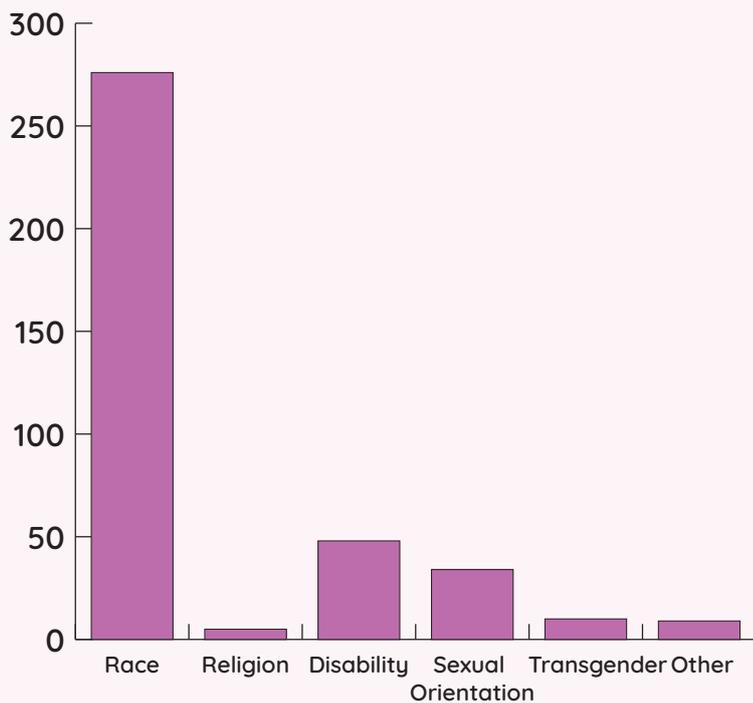
# Patterns and Trends

## National Hate Crime statistics



<https://www.gov.uk/government/statistics/hate-crime-england-and-wales-2021-to-2022/hate-crime-england-and-wales-2021-to-2022>

## Local Hate Crime Statistics



SARI statistics 2021/2022

# Racism and Religious Hate Crime



Racism can have a significant impact on a person. In more recent years, we have all witnessed the global impact it has had when it came to George Floyd's murder and the subsequent Black Lives Matter protests. In Bristol alone, we saw the significance of this movement in actions such as the toppling of the Colston statue for example.

Unfortunately, we also saw the significant rise in hate crime against many Black, Asian and Minority Ethnic people living in the city and beyond.

- Racism and religious hate crime has shown itself in many ways with the people we support. This has included:
- Name calling / Verbal abuse
- Hate mail
- Violent attacks
- Intimidation
- Assault
- Threats
- Attack on property

If any of the situations detailed above is something that you have experienced or have witnessed and would like support or advice, then do not hesitate to contact us at BHCDS.





# Disability Hate Crime

Disability is an umbrella term covering a broad spectrum of impairments (or) conditions and can be self-defined

- Summarised into the following categories:
- Sensory
- Physical
- Cognitive
- ASD (Autistic Spectrum Disorder)
- Mental Health
- Long term health conditions (12 months +)

## Mate Crime

Mate crime is an aspect of disability hate crime. It happens when people with learning disabilities - or some people with Autism or mental health issues - are befriended by someone who uses the relationship to exploit or abuse them

The exploitation could be:

- Physical
- Emotional
- Financial
- Sexual

- It is important to note that someone that is a victim of mate crime will rarely report this for themselves.



# Mental Health and Hate Crime

Mental health is a set of psychological, emotional and social factors that directly contribute to a person's wellbeing overall. Mental health disorders/conditions are those that affect a person's ability to think, their mood and their behaviour, impacting all aspects of their daily life.

• Examples of mental health conditions include (this list is not exhaustive):

- mood disorders (e.g. depression, bipolar disorder, etc)
- anxiety disorders
- behavioural disorders (e.g. ADHD)
- addiction
- eating disorders
- personality disorders
- trauma-related disorders (e.g. PTSD)
- psychotic disorders (e.g. schizophrenia)
- suicidal behaviour

There is a common misconception about people with mental disorders being dangerous and more prone to violence, when in reality, they are the ones with higher risk of being attacked or hurting themselves. Due to their vulnerability and the stigma around mental health, this specific group is more likely to experience any form of hate crime.

Most of the times, the experience of hate crimes can aggravate the symptoms of the mental health condition.

# LGBTQ+ Hate Crime

LGBTQ+ hate crime encompasses all hate crimes motivated by prejudice against someone based on their sexual orientation and gender identity or that they are perceived to be LGBTQ+.

The types of victimisation LGBTQ+ people may experience includes:

- physical violence
- blackmail
- verbal abuse, such as calling someone anti-LGBT+ names or purposefully mis-gendering
- bullying

One of the biggest issues within this area of hate crime is the mass underreporting of LGBTQ+ hate crime. Statistics indicate that despite one in five LGBTQ+ individuals experiencing hate crime, four out of five victims do not report it.

These statistics are even more concerning when racial and religious identities are factored in, or when just looking at transgender victims. There are various reasons for this, including

- distrust of the police
- fear of secondary victimisation and/or
- fear of being outed

If you have experienced or witnessed an LGBTQ+ hate crime and you would like support or advice, please contact us at BHCDS.



# Who are the BHCDS partners?



STAND  
AGAINST  
RACISM &  
INEQUALITY

**Brandon**  
Live free

**mind**  
Bristol



**resolve west**  
resolving conflict, repairing harm

**Bristol  
Law  
Centre**





# STAND AGAINST RACISM & INEQUALITY

## SARI

Stand Against Racism & Inequality provides free and confidential support for anyone who is a victim of hate crime. Whether that's based on race, faith, disability, sexual orientation, gender identity, age, or sex. We also work to build greater understanding and respect for diversity and difference within our community.



We are a charity that was set up in 1988 and have been operational since 1991. Originally we were set up by and for victims of racial harassment and now we work with victims of discrimination across most protected characteristics as defined under Equalities Act 2010.

We work on a number of specialist projects i.e. Tackling Islamophobia; Community Cohesion & Independent Advocacy etc. and we have close working relationships with Public, Statutory, and voluntary organisations.

The work we do spans a range of services across the Avon and Somerset area (including Bristol City Council, South Gloucestershire Council, Bath, and North East Somerset Council, North Somerset Council and Somerset Council areas)

## Brandon Trust

Brandon Trust was formed in 1994 by the merger of the Buttress Trust and the South Avon Housing Association. Today, we are an independent charity, supporting around 1,600 children, young people and adults with a learning disability, autism or both. Our hate crime caseworker supports all disabled people.



Around 1.5 million people in the UK have a learning disability. Despite significant improvements in care and support in the last 20 years, people with a learning disability still experience significant inequalities.

We provide individualised, high-quality support that is genuinely life-enhancing.

## Bristol Mind

Bristol Mind supports victims of disability hate crime due to their mental health, and promotes better mental health for all.

Bristol Mind was originally founded in 1965 and is now a registered charity and a limited company. As a registered charity we are managed by a group of trustees who volunteer their time to oversee and support the work of the organisation.



We aim to provide advice and support to anyone experiencing a mental health problem in our area, wherever they are in their journey to good mental health. We are the voice of mental health and wellbeing.

## Resolve West

Resolve West is an independent charity with over 30 years' experience of providing confidential services to people experiencing conflict or crime.

We work with victims of crime or anti-social behaviour to help repair harm and for offenders to understand the impact of their actions whilst providing an opportunity to make amends.



Our expertise is in helping individuals and communities to resolve their differences by providing opportunities to have a voice and communicate directly or indirectly in a supported environment with the hope of helping people find a way forward.

We offer a range of restorative services to individuals, communities, neighbourhoods and organisations which includes:

- Restorative Justice
- Conflict Resolution and Mediation
- Conflict Coaching

... to those experiencing conflict, harassment, discrimination, anti-social behaviour and crime.



## Off The Record

OTR is a mental health social movement by and for young people aged 11-25 in Bristol, South Gloucestershire and North Somerset. We offer a variety of projects to promote good mental health and wellbeing, and empower young people to support themselves and their communities. However, we're not just a charity providing mental health services - we're a mental health movement mobilised to support, promote and defend the mental health, rights and social position of young people. OTR is free, confidential and self-referral - we give young people a choice and a voice.



Within OTR, Freedom is a gender and sexuality social action project. We focus on creating safety, building community and empowering young LGBTQ+ people. exploring culture, identity and tackling inequality. We offer a mix of one-to-one support, youth groups and training. Within these spaces, we aim to create a positive atmosphere with a sense of belonging and security. You'll be able to explore your identity whilst joining in social activities and learning new skills.

Find out more at [otrbristol.org.uk](http://otrbristol.org.uk) and [@otrbristol](https://twitter.com/otrbristol).

## Bristol Law Centre

Bristol Law Centre is a charity that has been supporting local communities to access justice for over 30 years. We provide free legal advice, casework and representation on social welfare law issues, including:

- Housing law, such as threatened or actual homelessness, eviction and possession proceedings
- Welfare benefits appeals to challenge DWP decisions at tribunal
- Supporting people who are detained under the Mental Health Act
- Asylum and children's immigration law
- Discrimination law, in the workplace or elsewhere



As part of the Bristol Hate Crime Discrimination Service, Bristol Law Centre are here to offer specialist legal advice to people who have experienced discrimination. This may be as a customer accessing a service, as an employee within their place of work, or in a range of other spaces or groups. If you have been treated unfairly, we can explain what protections are provided by law under the Equality Act 2010 and what options are available to challenge discriminatory behaviour. We can support you to better understand your rights and consider what action is best.

# If you are a victim of hate crime...

## Actions:

- Report to police – make a note of reference number and officer's collar number
- Keep all information together - ideally in a specific notebook or file.
- Find an organisation's policy and procedures.
- Go to a shop or safe place and tell a member of staff.
- Refer to BHC&DS – 24 hours reporting line.

## Evidence

- Collect evidence but never put yourself in danger
- Keep a record of incidents – time and date
- Keep emails and texts
- Look for Landmarks (if incident away from home)

## Safety

- Check your home security
- Do your smoke detectors work?
- Check CCTV
- Personal attack alarm

## Living with Neighbours

We don't always get on with our neighbours and often we don't know who they are. So things can get difficult if there are problems.

Things you can do to limit problems:

- It may sound obvious, but introduce yourself (it's never too late). If you know each other by name, it's going to be much easier to talk if problems arise.
- Tell your neighbours anything useful. For example, if you need your TV volume up because you are hard of hearing or if you work nights and need peace and quiet in the day.
- Think about your own behaviour. If you play loud music at night, it could make you unpopular with your neighbours.
- Respect other people's right to enjoy their own home but remember you have this right too.

What you can do if problems arise:

- Think about the best way to tell your neighbours if they have done something you aren't happy with. Consider how you would want to be approached. Do you want to talk to them, write to them or get outside help?
- Remember to **keep yourself safe at all times**. You will know best whether it is safe to approach your neighbour. If in doubt, don't. You can get help to approach them from Resolve West, your housing officer (if you have one) or, in extreme circumstances, the police.
- If you are going to approach them face to face, choose a good time and think about what you want to say beforehand. First, tell your neighbours you need to talk to them about a problem, and ask if you can do it straight away. If not, agree a time that suits you both.
- **DON'T** tell everyone else in the street first, bang on walls, throw things, shout abuse or point fingers.
- **DO** give your neighbours a chance to tell you their side (even if you don't agree).
- **DO** give them enough time to deal with the problem.
- If you resolve things, don't forget to thank your neighbours for any changes they have made. Let them know what a difference this has made to you.

What if my neighbours have a problem with me?

- If your neighbour says that they have a problem/complaint about you, take a deep breath and think about it.
- Do they have a point? Try not to be offended by their approach and think about anything you would be happy to do differently.
- If you think they are being unreasonable, tell them why. If you don't feel safe doing this then this is something Resolve West can assist you with.

If you would like to discuss a specific problem, Resolve West offer a free\* and



## How to report to us



You can visit our [website](#) and submit a referral on our online form

Or



You can give us a call on our freephone

0800 171 2272

We aim to contact you about your referral within 5 working days