

Victim of or witness to a Hate Incident

Report it to the police through:

- Phone (999 or 101)
- Face to Face at a police station
- True Vision (<http://www.report-it.org.uk/home>)

Report it to a third party such as:

- Hate crime support service - SARI
- Citizens Advice
- Housing Associations
- Other public bodies such as councils or fire service

Support the victim/witness to report it to the police through:

- Phone (999 or 101)
- Face to Face at a police station
- True Vision (<http://www.report-it.org.uk/home>)

Victim doesn't want to report to the police

Information is looked at with partners to identify patterns and if any things can be done to stop these things happening.

When reporting the incident some details will be needed to make sure the best response can be given. Once you have given this you will be given a Police reference number. This will mean you can check on the progress of the investigation or any questions you have. This could be things such as:

- When did the incident happen – this will include the date and time
- Where did the incident happen
- Why do you think the incident happened
- Your contact details and preferred way to contact you
- Any evidence such as CCTV, the incident been recorded on a mobile phone, information of any potential witnesses.

Leaves contact details and what's the incident looked into

A Police Officer will make contact with the victim/witness. This will be to get more information and talk through what will happen. . This will be somewhere the victim/witness feels safe but could be:

- Visit to their home
- Or visit a safe space
- Voluntary Sector building

Through this meeting they will create an investigation plan

If you don't leave contact details the incident will still be recorded for monitoring

If there is enough information given then the case will be looked at to see if there is enough information to take action

Information is looked at with partners to identify patterns and if any things can be done to stop these things happening.

Police Officer is assigned to investigate the crime. They could do this through:

- Talking to any witnesses
- Look at CCTV
- If there was violence involved talk to Accident and Emergency

Review how the investigation is going and change where needed.

Details are shared with the Victim Support Service (Lighthouse)

Contact is made to make sure the victim would like support

Not enough evidence to take the case forward

Enough evidence to take the case forward

Information is looked at with partners to identify patterns and if any things can be done to stop these things happening.

A conversation takes place with the victim/witness about how best to resolve the case. This could be

- Restorative justice
- Taken to Court
- Caution

Information is looked at with partners to identify patterns and if any things can be done to stop these things happening.

The victim declines additional support

The victim welcomes the additional support so their details are shared with the relevant support service.

Support Plan is agreed with the Victim

End of support for the victim is lead by the victim