



Including victims' voices to develop hate crime strategies

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What I will cover

- What does Stop Hate UK do?
- Recognising the rights of victims of crime.
- Hate crime victims' experiences.
- The victim centred approach.
- How should we involve hate crime victims'.

Stop Hate UK

Stop Hate UK is a leading anti-hate and discrimination charity and has been supporting people and challenging hate since 1995.

Our Vision

A world which is free from hate, harassment, and discrimination.

Our Mission

To combat Hate,

To support those affected,

To educate towards a hate free world.

Our patron is Baroness Doreen Lawrence of Clarendon OBE, of Clarendon in the Commonwealth Realm of Jamaica.



In 2006, we launched the **Stop Hate Line** in response to a key recommendation of the **Stephen Lawrence Inquiry Report** (1999)

Recommendation 16:

The ability to report at locations other than police stations, and the ability to report 24-hours a day

STOP HATE UK[®]
0800 138 1625
24 HOUR HELP LINE

STOP HATE UK[®]
STOP HATE. START HERE

Commissioned areas: Stop Hate UK 24-hour services

Stop Hate Line (covers all aspect of identity)

Cambridgeshire and Peterborough

Derbyshire

Jersey

Leeds

London Borough of Bexley

London Borough of Barking and Dagenham

London Borough of Camden

London Borough of Croydon

London Borough of Hackney

London Borough of Hammersmith & Fulham

London Borough of Harrow

London Borough of Hounslow

London Borough of Lewisham

London Borough of Merton

London Borough of Newham

London Borough of Sutton

London Borough of Waltham Forest

Royal Borough of Greenwich

Merseyside

Newcastle (City)

Northamptonshire

Oldham

Rossendale

Southway Housing (South Manchester)

Staffordshire

Stockport

South Yorkshire

Wakefield

[Updated April 2024](#)

Reporting by App

West Yorkshire

Merseyside

Stockport

Call Hate Out Young people's helpline

All the Stop Hate Line areas

West Yorkshire

Nottinghamshire

Leicestershire

Street Harassment App

London Borough of Waltham Forest

London Borough of Newham

Southampton

Soon to be launched London Borough of

Lewisham

Code of Practice for Victims of Crime in England & Wales

- 12 Victims' rights.
- Enhanced rights.
- Special measures.
- Tailored services and support.
- Victim Personal Statement.

Hate crime victims' experiences

“ I definitely won't go out after 6pm now.”

Source: Interfaith Scotland engagement, September 2022

“ I have changed my lifestyle and will not go on buses now, and will wait hours for a lift rather than catching a bus.”

Source: Interfaith Scotland engagement, September 2022

“ I don't feel I would be believed, and even if I was it's really hard to actually get any action taken against someone, especially when you have no proof. The process can be horrific for victims, and I cannot handle that.”

LGBT+ young person

Source: LBGT Youth Report, April 2022

“ The way it impacted my health is, you get it so much that you just don't want to live no more.”

Disabled person

Source: Glasgow Disability Alliance engagement, October 2022

Victim centred approach

- Aware of their needs.
- Not passive or powerless – have agency, make own decisions.
- Co-produce solutions.
- Offered signposting to relevant support services.
- Validated, heard and represented.
- Rights are respected and can seek redress.
- Source: OSCE/ODHIR, 2024

Benefits of involving hate crime victims in policy/strategy

- Listen to their lived experience – speakers, through NGOs, research, consultation.
- Develop minimum standards.
- Develop and tailor support services.
- Understand intersectional needs.
- Targeted interventions.
- Complexity of communities, individuals and the monitored strands.
- Builds trust and partnerships – not the usual suspects, amplify the silent voices.
- Build points of contact, networks, sharing – IAGs.

Identified needs of hate crime victims

- ✓ Personal safety and security during and immediately after a hate crime
- ✓ Practical help/signposting
- ✓ Emotional or psycho-social support
- ✓ Confidentiality and trust
- ✓ Information and advice
- ✓ Understanding the complaint system
- ✓ Respectful, sensitive and dignified treatment

Thank you for listening

To discuss your training needs contact:

Kush@stophateuk.org

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