

What happens next?

Most people simply want the incidents to stop. Depending on the case, we can help you take up further action with, for example:

- a service provider (for example council, housing association, health or care organisation)
- an employer or education provider
- the police, if appropriate

We can work with other local organisations to make sure you get all the help you need.

We also work together with other organisations to help stamp out hate incidents right across your local area.

For example, we may encourage reporting, share appropriate information and identify areas of concern or good practice.

Citizens Advice helps people find a way forward.

We provide free, confidential and independent advice to help people overcome their problems. We are a voice for our clients and consumers on the issues that matter to them.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.

For more information

You can access information online at: www.cabshropshire.org.uk or by calling advice line on 0808 233 1133.

cabshropshire.org.uk



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What are hate incidents and hate crimes?



**citizens
advice**

Shropshire

The Association of Chief Police Officers definition of a hate incident is:

Any incident, which may or may not constitute a criminal offence, which is perceived by the victim or any other person, as being motivated by prejudice or hate.

A hate crime is defined specifically as:

Any hate incident, which constitutes a criminal offence, perceived by the victim or any other person, as being motivated by prejudice or hate. The motivation can be on account of the victim's:

- disability
- gender identity
- race
- religion or belief
- sexual orientation.

Hate incidents include both non crimes and crimes, and if they are crimes they are known as hate crimes. So every hate crime is also a hate incident, but not every hate incident is a hate crime. It is important to note that anyone can consider something a hate incident, not just the person on the receiving end.

We're here to help

We support people with advice and information to help them with the problems they face. We promote equality and challenge discrimination at all levels. We know that hate incidents leave a devastating impact on individuals, families and the wider community.

We believe that by tackling hate incidents effectively, local communities can be healthy and safe places, where people can prosper and get on well together. We're here to help you.



Taking action - reporting

We operate as a hate crime reporting centre to help people report directly to the police or anonymously.

We provide generalist advice about hate, helping people explore their options and what they want to do, and support people to take action.

If you have experienced, or witnessed, a hate incident it's natural to be angry or worried about taking things further.

It's important to report incidents, so people can get help with the personal and practical problems caused by hate incidents.

Tell us "I want to report a hate incident." You can say whether it relates to your disability, gender identity, race, religion, sexual orientation or a combination of these factors. Include details about how you are feeling, so we can best support you.

No incident is too small – report everything! When major incidents happen, they often follow minor ones that were not reported.

You can make your report anonymous if you want to.