



Cleveland Hate Crime Charter

2025





Cleveland Hate Crime Charter

This charter sets out what you can expect when you report hate crime to Cleveland Police.

It includes what you can report, how to report it and what happens after you have made a report.

No-one in our community should be targeted because of who they are.

This charter demonstrates Cleveland Police's commitment to making sure people can live and work without fear of abuse because of a personal characteristic.

If English is not your first language, you can have access to an interpreter at every stage of the process – from reporting an incident to going to court.



What can you report?

Hate crime is any crime which you feel is targeted at you because of certain personal characteristics. They may be real or the person targeting you may just think you have them.

To be a hate crime, you must be targeted because you are believed to have one or the following characteristics:

- Race
- Religion/Belief
- Sexual Orientation
- Gender Identity
- Disability

If you are targeted because of your association with someone with any of these characteristics, this is also a hate crime.

Hate crime can take a range of forms. It can be physical violence, criminal damage, such as graffiti on your property or eggs being thrown at your house, being spat at or being verbally abused.

Some verbal abuse may not be counted as a crime. This would be a hate incident.

Hate incidents should also be reported. This is because repeat incidents can demonstrate a pattern of behaviour that may be classed as harassment. Harassment is a crime.

How do you report hate crime?

In an emergency you should dial 999. An emergency is when there is a threat to life or health or a crime is still taking place

If you have problems with hearing or speech and you have pre-registered with the emergency SMS service, you can send a text to 999. To register text the word "register" to 999 from your mobile phone and follow the instructions sent to you. It is a good idea to register in case you ever need to use the service as registering can take time.

If English is not your first language, you should say what language you need. The operator will then connect you to an interpreter. You should stay on the line until you have been connected.

When it's not an emergency, you can report a hate crime in these ways:

- Ring 101
- Report online at www.cleveland.police.uk
- Use the COPA Cleveland Policing app
- Use a third party reporting centre.

Centres are community locations which display the Hate Crime logo. There's a list on the Cleveland OPCC website.



How do you report hate crime?

British Sign Language users can use SignLive to contact the police in a non-emergency. It is a free service, which will connect you to a qualified online BSL interpreter. The interpreter will relay the conversation between you and the police. To use this service, download the SignLive app on your mobile phone or tablet, or visit www.signlive.co.uk/login

If you are not an English speaker, you should say the language you need to use. You should stay on the line until you are connected with an interpreter.

What support is available?

Everyone who reports hate crime to Cleveland Police will be offered free and confidential support from the Victim Care and Advice Service (VCAS).

You can get support from VCAS even if you have not reported the hate crime or incident.

To get help from VCAS:

0303 040 1099

www.vcas.uk



**victim care &
advice service**

What happens after you report hate crime?

The details of the crime will be recorded as soon as possible.

The report will be assessed using the THRIVE risk assessment tool, which stands for Threat, Harm, Risk, Investigation, Vulnerability, and Engagement. This helps the Police to judge the severity of the incident and decide how quickly the police need to attend. This could range from an emergency attendance for the most serious cases to a scheduled appointment with an officer.

If the case takes some time, you will receive regular updates. Updates will take place at least monthly.

When the case ends - or if it cannot go any further - you will get a final update from the officer. You will be told when important decisions are taken. At certain stages of the justice process, you can ask for decisions to be looked at again.



You will be given the opportunity to make a Victim Impact Statement

If your case goes to court, you can make a Victim Impact Statement (VIS).

This statement lets you explain in your own words how the hate crime has affected you. This can be physically, emotionally, financially or in any other way.

The VIS is considered by the judge or magistrates when deciding on punishment. It also helps service providers see what additional support you and/or your family may need.



To help decide whether you want to make a VIS, you will be given information about it

If you decide to make a VIS, you will be asked whether you want to read your statement in court or have it read on your behalf.

You can request a copy of the VIS. You can also make an additional statement to show how the hate crime has impacted you/your family.

The court process

If your case goes to court this can be daunting, but there are several things that can be done to make the experience easier for you.

The Witness Service can organise a visit to the court building before the trial. That means you will have a better understanding of how the trial process works.

You can ask for a range of special measures to make it easier for you to give evidence. They include:

- Giving your evidence from behind a screen in court.
- Giving your evidence from a different room in the court building so you don't have to be in the court room when the trial takes place.
- Giving your evidence from a different building so you don't have to be in the court building.

If you are getting support from VCAS or the Witness Service, they can come with you to court if you would like this.

If the offender pleads guilty, you will not need to give evidence in court.

The outcome of the case and appeals

You will be told about the outcome of the case. Possible outcomes may include informal action, sanctions or prosecution.

If the case goes to court and the defendant is convicted, you will have the sentence explained to you. If the offender appeals against their conviction or sentence, you will be told about the appeal and its outcome.

At the end of the case, you will be told the outcome. You will be told why the final decision was made – if reasons are available. The outcome should be given to you as soon as possible after the case ends.

Making a complaint

If you believe that your needs have not been met, you can make a complaint. You can do this by using the organisation's published complaints process.

To make a complaint about how the police have handled your case:

resolution@cleveland-pcc.gov.uk

01642 301860.