

Support Services

We know hate crime can have a devastating impact, and it can be frightening to talk about it or report it to the police. You can get help and support without reporting to the police. There are people who can help you.

Northumbria Victim and Witness Service (all ages)

- Free service that helps both victims and witnesses by listening to you and making sure you get the right support from report to court.
- nvws@northumbria.police.uk
- 0800 011 3116 (Text: 07984446858)
- nvws.northumbria.police.uk

Connected Voice Advocacy Service (age 18+)

- Free, independent service to explain all forms of hate crime and your legal rights, ensure you are heard by agencies, and can navigate the criminal justice system, challenge discrimination and help you recover.
- advocacy@connectedvoice.org.uk
- 0191 235 7013
- connectedvoice.org.uk/services/advocacy

Age UK Gateshead (age over 50)

- Free practical and emotional support for victims of hate crime, developing individual care plans for you.
- advice@ageukgateshead.org.uk
- 0191 477 3559
- ageuk.org.uk/gateshead

Support Services

Children North East - (age 5 - 25)

- Free therapeutic support for you as a young victim of hate crime, and counselling.
- therapeutic.services@children-ne.org.uk
- 0191 273 3997
- children-ne.org.uk

Streetwise Young People's Project part of Everyturn

- (age 11 - 25)
- Free practical and emotional support for you as a young victim of hate crime.
- admin@streetwisenorth.org.uk
- 0191 230 5400
- streetwisenorth.org.uk

Pride Action North - (age 8+)

- Free independent service providing practical, emotional and counselling support for you as an LGBT+ victim of hate crime.
- support@prideactionnorth.org.uk
- 03332427307
- prideactionnorth.org.uk

Useful Contacts

Crimestoppers

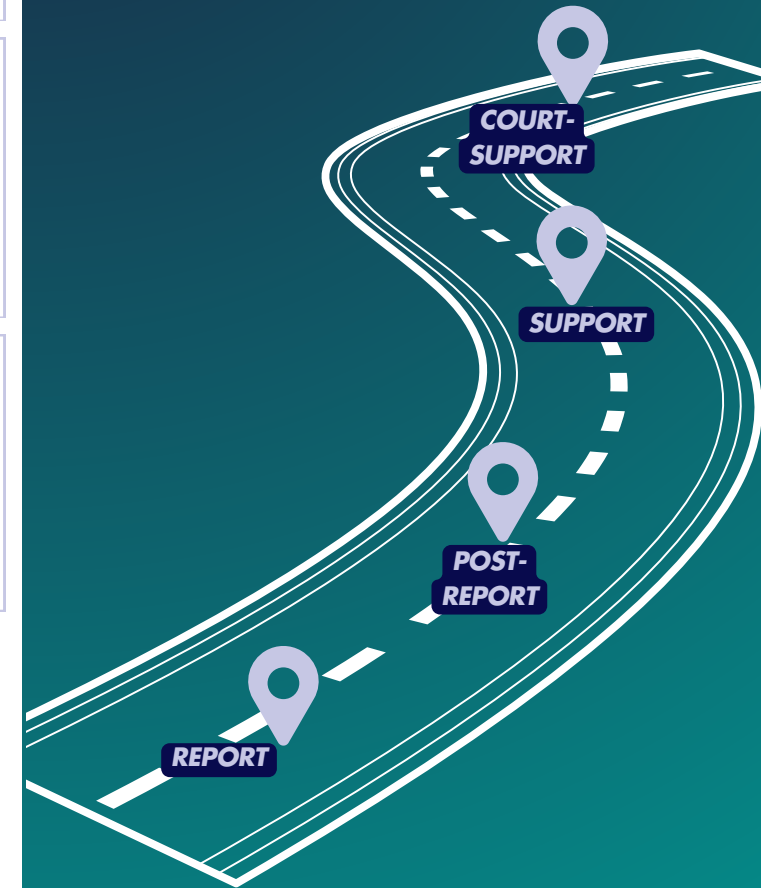
- 0800 555 111
- crimestoppers-uk.org

Stop Hate UK

- info@stophateuk.org
- 0800 1381625
- stophateuk.org

Hate Crime Victim Roadmap

Being you is not a crime.



Please note that this is a 6 month pilot in Gateshead, starting from April 2025.

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REPORT

Not everyone will want to report hate crime directly to the police and that is ok.

There are lots of ways to report if you want to, you can choose what is best for you.

Northumbria Police

In an emergency you should always call 999.

If it's not an emergency, you can report by:

- Calling 101
- Northumbria Police website - www.northumbria.police.uk/hatecrime/
- Northumbria Police social media channels
- Visiting a Hate Crime Safe Reporting Centres in Gateshead where trained staff help identify hate crimes and can support you.

Non-police

If you do not want to report it to the police you could:

- Report it to your **local council**
- Report it to your **social housing provider** (if you live in social housing)
- Report it anonymously via **Crimestoppers**. They won't even ask your name, address or phone number, calls are not recorded, no one will know you contacted them.

COURT SUPPORT

Witness Support Service - Citizens Advice

- Free, confidential and independent support for witnesses in every criminal court.
- Support around the court process including court visits pre-trial.
- Emotional support for confidence when giving evidence.

POST-REPORT

The police will need to speak to you again to confirm all the details. They will do this however, you feel most safe and comfortable, they won't come to your home if you don't want them to and you don't have to come to the police station.

The police can meet you in a safe place, for example at the Gateshead Enhanced Reporting Centre, The Davidson Building, Swan Street, Gateshead, NE8 1BG, or if you have specialist support already, at their office.

SUPPORT

If you don't want to report it at all that is ok, you can still get support to help you cope and recover from your experience.

More details are on the rear of this leaflet.



COURT-SUPPORT

SUPPORT

POST-REPORT

REPORT

COURT SUPPORT

- Citizens Advice Gateshead - Local Adviceline and Witness Service: 0808 278 7902
- www.citizensadvicegateshead.org.uk/
- www.citizensadvice.org.uk/about-us/information/about-the-witness-service/