Hate crime

What is a hate crime

Targeting anyone verbally or physically because of a personal characteristic is a hate crime. This can be any act of violence, aggression, prejudice or hostility directed at you because of your:

- age
- disability
- sexual orientation
- gender identity
- race or ethnicity
- religion or belief
- lifestyle

Hate crime can take place anywhere, both online and offline. It is illegal. Hate crime may also be called hate incidents or offences.

Examples of hate crime

Hate crime can include:

- **abusive or threatening behaviour:** such as rude gestures, name calling, groups hanging around to intimidate, unfounded malicious complaints, dumping of rubbish outside homes or through letterboxes, bullying at school or in the workplace
- **abusive phone, text messages or hate mail.** This can include offensive leaflets, letters, phone calls and posters
- **damage to property:** This can include graffiti and arson
- **harassment or emotional abuse**
- **encouraging or inciting others** to commit hate crimes
- **online abuse (also known as 'trolling')** on social media or websites
- **physical attacks or assault** such as hitting, punching, pushing or spitting
- **robbery**

How to report hate crime

Always report any incident of hate crime to:

Northumbria Police. You can:

- **Report incidents of hate crime online**
- Call the non emergency **101** telephone number
- Visit a **safe Hate Reporting Centre in Newcastle**
- Report Hate Crime in different languages

Hate Reporting Centres are a safe, neutral location in the community where you can report hate crime or hate incidents without having to contact the Police directly. You can use a Safe Reporting Centre if you are a victim, witness, or if you know some information that needs to be reported.

Safe Reporting Centres in Newcastle

- **Lemington Centre**
- **Welford Centre**
- **HFT (Formerly the Edward Lloyd Trust)**
- **Ponteland Road Health Centre**
- **Westgate Road Walk in Centre**
- **Healthworks**
- **Discovery Museum**
- **Becoming Visible**
- **Laing Art Gallery**
- **Newcastle Vision Support**
- **Newcastle City Learning**
- **Brainbox**
- **Disability North**
- **Special Educational Needs Newcastle**
- **Thornfield Medical Group (Molineux Street)**

> **If you're reporting a crime that's happening right now or if someone's life is at risk call 999.**

How to contact the Police if speaking or making a noise would put you in danger

The Silent Solution police system

If you're in an emergency situation and need police help, but can't speak, Make Yourself Heard to let the **999** operator know your call is genuine. All **999** calls are directed to call centres where you are asked which service you need. If no service is requested but something suspicious is heard during your call, BT operators will connect you to a police call handler if you can communicate with them using the steps described below:

1. **Listen** to the call handlers questions
2. **Cough or tap** the handset if possible

3. **Press 55** if prompted, to let them know your call is genuine. You can then be put through to the police
4. If calling from a landline the silent solution can't be used. They will try to ask you questions and get a response from you. If they can't decide if your call is genuine, the call may be ended. However the call may stay connected for 45 seconds. Pick up the handset again to let the police know your call is genuine. If the call handler is worried about your safety you'll be connected to your local police. Calling from a landline gives the call handler more information about your location.

Read more about the Silent Police Solution.

Other ways to report Hate Crime

Stop Hate UK work to combat hate crime. They will take you seriously and help you. You can report:

- if something has happened to you
- if you have witnessed something
- using their free confidential helpline, text message service, website, or video relay for BSL users
- using different languages

Call Hate Out is a confidential 24 hour support service for young people under 18 experiencing or witnessing a Hate Crime.

Support for people experiencing Hate Crime

Connected Voice Advocacy offer free, confidential support and advice to people over 16 who have experienced hate crime. They will:

- listen to you
- take you seriously
- offer support to report the incident
- help you to get your voice heard

Victims First Northumbria provide free and confidential help to direct and indirect victims of crime. Their services include:

- confidential support
- emotional and practical support
- help to access other support agencies such as counselling and therapy
- crime prevention advice
- support through court
- Restorative justice where victims can communicate the real impact of a crime to the offender

Victim Support have a national victim support telephone service and have **more information on hate crime.**

Read more information from:

- **GOV.UK on reporting hate crime**
- **Newcastle City Council on reporting hate crime.**

Asylum seekers and refugees

Asylum seekers and refugees can get support from the services mentioned above if they are victims of hate crime.

Emotional and practical support services are available in Newcastle. Read more on InformationNOW about **support for asylum seekers and refugees.**

Anti-Muslim hate crime reporting and support

Tell MAMA (Measuring Anti-Muslim Attacks) supports victims of anti-Muslim hate. You can report an incident by Telephone, Email, SMS, Facebook or Twitter. It's a public service which also measures and monitors anti-Muslim incidents. An anti-Muslim incident (or hate crime) is any malicious act aimed at Muslims (or people believed to be Muslim), their property or Islamic organisations. This includes: harassment or online abuse, being targeted on public transport, threat of/or physical attacks, damage cause to property, discrimination at school, work or university, hate mail or email.

You can discuss the hate incident with a trained caseworker who can help you report it. They can refer you for support to partner agencies if you have been a victim of an Anti-Muslim incident.

Anti-Semitic hate crime reporting and support

Community Security Trust (CST) protects British Jews from anti-Semitism and related threats. They provide:

- a confidential service to report anti-Semitic incidents
- victim support
- liaison with the police and other services to help ensure that any incident is dealt with properly. They can report the incident to the police for you as a 'Third Party Reporter'
- online reporting for non-emergency situations
- security advice and training for Jewish communal organisations, events, schools and synagogues
- **educational resources**

If you are the victim of an anti-Semitic incident or you have information regarding an anti-Semitic incident that happened to somebody else, contact them as soon as possible.

An anti-Semitic incident is any malicious act aimed at Jewish people, organisations or property, where there is evidence that the incident has anti-Semitic motivation or content, or that the victim was targeted because they are (or are believed to be) Jewish.

Learning disability and autism hate crime support

If you are a victim of hate crime, report it to the Police.

Mencap explains **Mate and hate crime** where someone may take advantage of a person with a learning disability, pretending to be their friend.

True Vision has a **series of useful videos that explain what is a hate crime, how to report it or tell someone about it and your right**s.

Adult abuse is illegal. If you are worried that someone with a learning disability, is a victim of abuse or hate crime in Newcastle contact **Adult Social CarePoint**.

Disability North is a safe reporting centre, where you can report any hate crimes

Disability Rights article on InformationNOW has more on your rights and the law.

Read more on InformationNOW about local **support for people with a learning disability or autism.**

LGBTQ+ hate crime support

Galop supports LGBTQ+ people who have experienced hate crime, domestic abuse or sexual violence. You can report hate crime by telephone, email, text and WhatsApp.

Stonewall provides information and support for LGBTQ+ communities and their allies with:

- online list of organisations who offer support to LGBTQ+ people
- Information Service telephone line: They can put you in touch with organisations who provide counselling services and legal advice. Leave a voicemail and someone will call you back
- online resources, information guides, posters and leaflets

LGBT+ Switchboard helpline is a one stop listening service. It's a safe space for anyone to discuss anything, including sexuality, gender identity, sexual health and emotional well-being. They support you to talk things through and explore the right options for you. Volunteers, who also identify as LGBT+, provide support and information by phone, email and instant messaging service on their website. It's a confidential and non judgemental service. Nothing is off limits.

Travellers, Gypsies and Roma people support

Families, Friends and Travellers give telephone and online information and advice to Gypsies, Travellers and Roma people. They give information on a range of subjects such as: reporting racism and hate crime, health and wellbeing and mental health. They can provide advocacy support.

They have a free Advice for Advisors portal for voluntary sector organisations supporting Gypsy, Roma and Traveller communities. If you would like to access the portal email them.

They are working to end racism and discrimination against Gypsies, Travellers and Roma people and to protect the right to pursue a nomadic way of life.

Young people hate crime reporting and support

Call Hate Out is a confidential 24 hour support service for young people under 18 who have experienced or witnessed hate crime. You can contact them to

- report an incident of hate crime
- get support and advice

Training for professionals

Connected Voice offer Cultural Competency Training for frontline workers in Newcastle from health and wellbeing services in the public and Voluntary and Community sectors. This session helps you to understand how to connect with and deliver effective services to people across majority and minority ethnic communities.

Newcastle Safeguarding Adults Board (NSAB) offer regular safeguarding training sessions. To help you spot the signs of abuse and know how to report it.

Families, Friends and Travellers, offer telephone and online information and advice to Gypsies, Travellers and Roma people. They provide advocacy casework, advice and information on their national helpline. They have a free Advice for Advisors portal for voluntary sector organisations supporting Gypsy, Roma and Traveller communities. If you would like to access the portal email them. They're working to end racism and discrimination against Gypsies, Travellers and Roma people and to protect the right to pursue a nomadic way of life.

Show Racism the Red Card (SRtRC) is an anti-racism educational charity. In addition to the direct education of young people and adults in schools, workplaces and clubs, SRtRC produces educational resources, to challenge misconceptions, stereotypes and negative attitudes in society. They will work with Trade Unions, Teachers and other staff in the workplace.

IMIX have resources for organisations who are targeted by far right abuse or violence or misinformation campaigns.

Hope Not Hate have resources for charities supporting refugee and asylum seekers who are targeted by far right abuse or violence

---

Abuse

There are **different types of abuse and signs to be aware of.** Types of abuse include: financial, physical, emotional, sexual and neglect.

Contact Adult Social CarePoint if you are worried about the abuse or neglect of an adult in Newcastle. Read more about **adult abuse** and **domestic abuse** on InformationNOW.

Last updated: October 15, 2025

Useful Organisations

Northumbria Police

Website: www.northumbria.police.uk

Telephone: 101

Northumbria Police – Neighbourhood Watch

Website: http://www.ourwatch.org.uk/

Telephone: 101

Crimestoppers

Website: https://crimestoppers-uk.org

Telephone: 0800 555 111

Address: Crimestoppers Trust, SM6 6BG

Stop Hate UK

Email: talk@stophateuk.org

Website: https://www.stophateuk.org/

Telephone: 0800 555 111

Address: PO Box 851, LS1 9QS

Equally Ours

Email: info@equallyours.org.uk

Website: https://www.equallyours.org.uk/

Telephone: 020 303 31454

Address: Tavis House,, WC1H 9NA

Connected Voice Advocacy

Email: advocacy@connectedvoice.org.uk

Website: http://www.connectedvoice.org.uk/services/advocacy

Telephone: 0191 235 7013

Address: One Strawberry Lane, NE1 4BX

Galop

Email: help@galop.org.uk

Website: http://www.galop.org.uk/

Telephone: 0800 999 5428

Northumbria Victim and Witness Service

Email: VictimWitnessSupport@northumbria.police.uk

Website: http://www.victimsfirstnorthumbria.org.uk/

Telephone: 0800 011 3116

Address: Northumbria Police,, NE13PH

Tell MAMA (Measuring Anti-Muslim Attacks)

Email: info@tellmamauk.org

Website: https://tellmamauk.org/

Telephone: 0800 456 1226

Switchboard helpline

Email: chris@switchboard.lgbt

Website: https://switchboard.lgbt/

Telephone: 0800 456 1226

Address: Switchboard, N1 9QS

Community Security Trust (CST)

Email: enquiries@cst.org.uk

Website: https://cst.org.uk

Telephone: 0800 456 1226

Adult Social CarePoint at Newcastle City Council

Email: ASCP@newcastle.gov.uk

Website: http://www.newcastle.gov.uk/AdultSocialCare

Telephone: 0191 278 7878

Address: Adult Social CarePoint Newcastle City Council, NE4 9LU

Families, Friends and Travellers

Email: fft@gypsy-traveller.org

Telephone: 0191 278 7878

Address: Friends, Families and Travellers, BN1 3XG

Show racism the red card

Website: https://www.theredcard.org/

Telephone: 0191 257 8519

Address: The Linskill Centre , NE30 2AY

Call Hate Out

Website: https://www.stophateuk.org/call-hate-out/

Telephone: 0808 801 0576

Healthworks – The Lemington Centre

Email: hwn@hwn.org.uk

Website: http://www.healthworksnewcastle.org.uk/our-centres/lemington-centre/

Telephone: 0191 264 1959

Address: The Lemington Centre, NE15 8RZ

Welford Centre

Website: https://www.newcastle.gov.uk/social-care-and-health/care-and-support-adults/types-care-services/long-term-services/welford-centre

Telephone: 0191 277 2577

Address: Welford Day Centre, NE3 3UR

Hft (formerly Edward Lloyd Trust)

Website: http://www.hft.org.uk/Our-locations/Northern-England/Hft-Newcastle-Area/

Telephone: 0191 213 1608

Address: Dobson House, NE3 3PF

Newcastle Urgent Treatment Centre (Westgate Road)

Website: https://www.newcastle-hospitals.nhs.uk/hospitals/westgate-urgent-treatment-centre/

Telephone: 0191 282 3000

Address: Newcastle General Hospital, NE4 6BE

Newcastle Urgent Treatment Centre (Molineux Street)

Website: https://www.newcastle-hospitals.nhs.uk/hospitals/molineux-street-urgent-treatment-centre/

Telephone: 0191 213 8566

Address: Molineux Street Urgent Treatment Centre, NE6 1SG

Newcastle Urgent Treatment Centre (Ponteland Road)

Telephone: 0191 271 9030

Address: Ponteland Road Health Centre, NE5 3AE

Disability North

Email: reception@disabilitynorth.org.uk

Website: www.disabilitynorth.org.uk

Telephone: 0191 2840480

Address: The Dene Centre, NE3 1PH

Newcastle Vision Support

Email: info@newcastlevisionsupport.org.uk

Website: http://newcastlevisionsupport.org.uk/

Telephone: 0191 232 7292

Address: Suite 1, 6th Floor West A, NE1 8AF

Newcastle City Learning

Email: NCLGatewayEnquiries@newcastle.gov.uk

Website: www.newcastlecitylearning.ac.uk

Telephone: 0191 277 3520

Address: Westgate College, NE4 9LU

Healthworks

Email: enquiries@hwn.org.uk

Website: https://www.healthworksne.org.uk/

Telephone: 0191 272 4244

Address: Health Resource Centre, NE4 8BE

Discovery Museum

Email: info@discoverymuseum.org.uk

Website: www.discoverymuseum.org.uk

Telephone: 0191 232 6789

Address: Blandford Square, NE1 4JA

Laing Art Gallery

Email: info@laingartgallery.org.uk

Website: www.laingartgallery.org.uk

Telephone: 0191 278 1611

Address: New Bridge Street, NE1 8AG

Becoming Visible

Email: hello@becomingvisible.org.uk

Website: www.becomingvisible.co.uk

Telephone: 0191 233 0999

Address: Becoming Visible, SR5 1AH

Victim Support

Website: victimsupport.org.uk

Telephone: 0808 16 89 111

Safeguarding Adults Unit

Website: https://www.newcastlesafeguarding.org.uk/safeguarding-adults-unit/

Telephone: 0808 16 89 111

Address: Safeguarding Adults Unit, NE4 9LU

Newcastle Safeguarding Adults Board (NSAB)

Email: safeguardingboards@newcastle.gov.uk

Website: https://www.newcastlesafeguarding.org.uk/

Telephone: 0191 278 8156

Address: Westgate College, NE4 9LU

Related Articles

Age discrimination and ageing well

Disability Rights

Racial Discrimination

Adult abuse

Security for your home

Anti-social behaviour

Neighbourhood Watch

Personal Safety

Ways to report crime and community safety issues

Problems with your neighbours

Autism and local support services

Support for Asylum Seekers and Refugees

Learning disability local support services

Support for your rights as a LGBTQ+ person

Domestic abuse