STOP HATE UK®©

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Supporting victims of hate crime in a hostile environment

Kush May-Chahal
Director of Training Services

10 March, 2026

Where do we provide our 24-hour services 18th September 2025

STOP HATE UK©
0800 138 1625
24 HOUR HELP LINE

Stop Hate Line (covers all aspects of identity)
Cambridgeshire and Peterborough
Derbyshire
Jersey
Leeds
London Borough of Brent
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 Sutton
London Borough of Waltham Forest
Royal Borough of Greenwich
Royal Borough of Kingston upon Thames
Manchester (City of Manchester)
Merseyside
Newcastle (City)
Northamptonshire
Oldham
Rossendale
Southway Housing (South Manchester)
Staffordshire
Stockport
South Yorkshire

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
Southampton
London Borough of Lewisham
North Yorkshire including York
City of Manchester

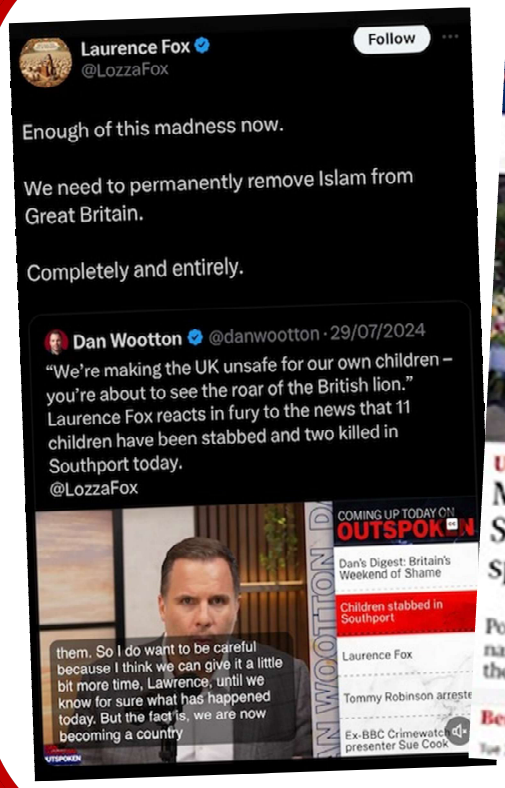
Phone: 0800 138 1625

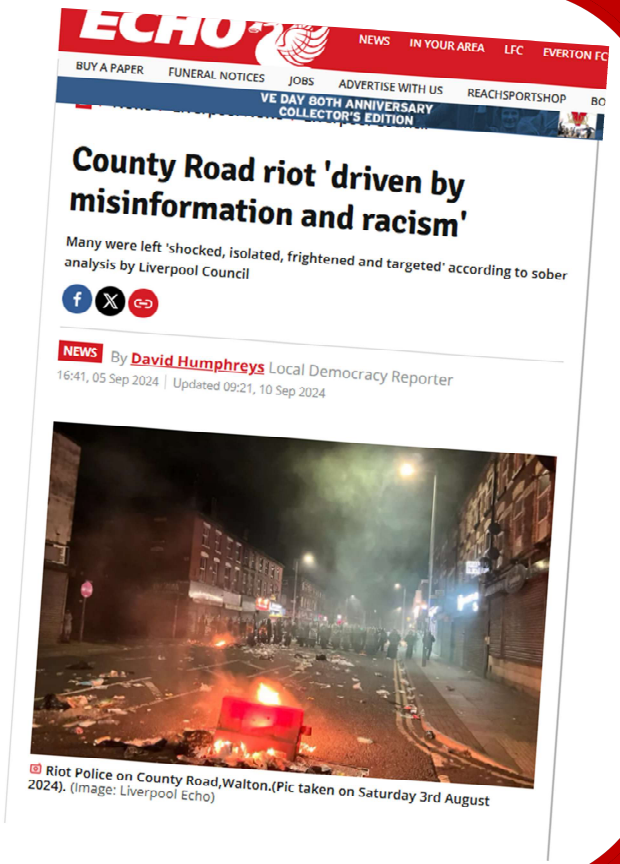
Text: 07717 989 025

Relay UK: 18001 0800 138 1625

BSL: via www.stophateuk.org
Email: talk@stophateuk.org
Chat: www.stophateuk.org
Online: www.stophateuk.org

Southport, July 29th, 2024





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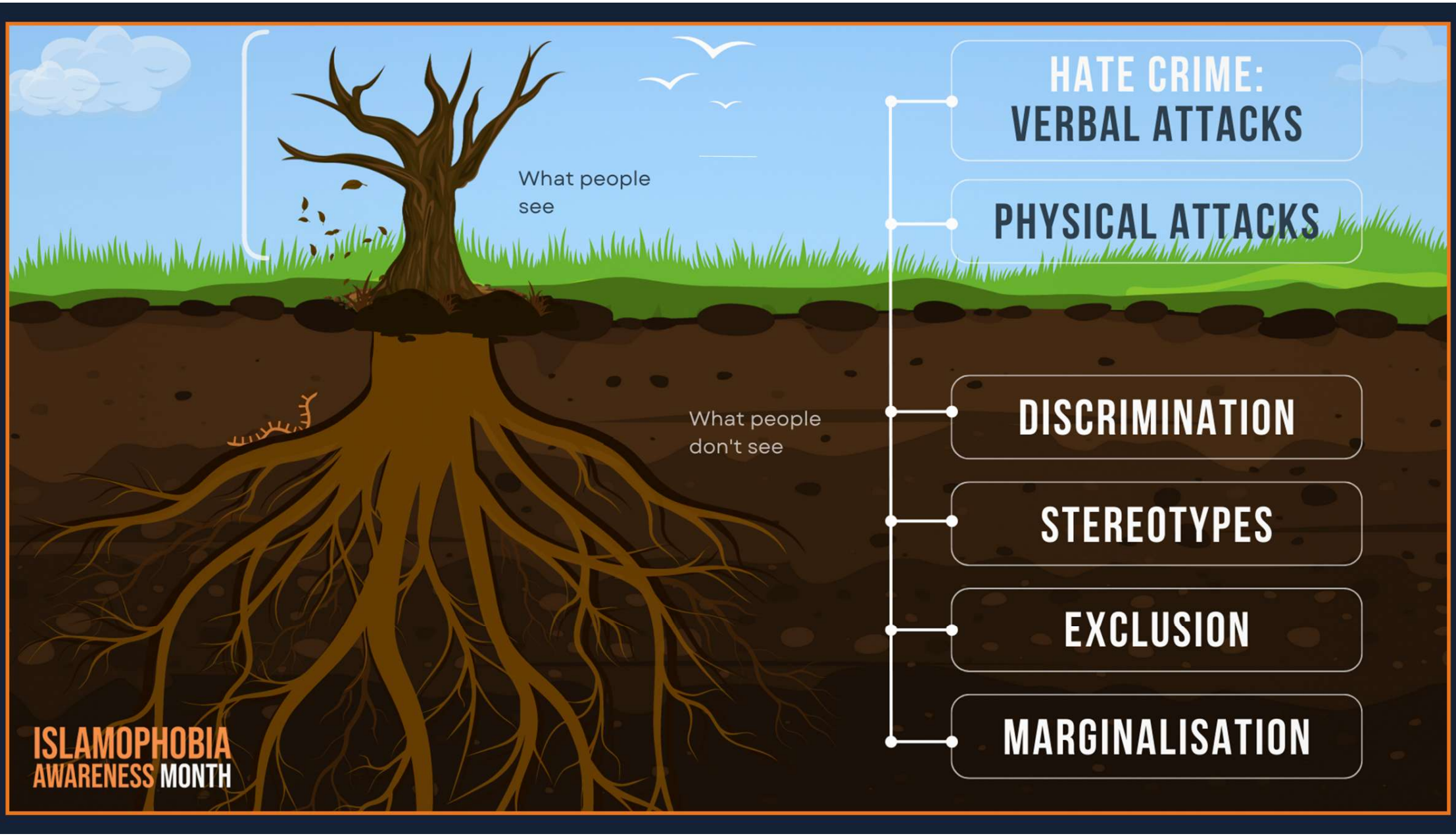
What people see
What people don't see
HATE CRIME:
VERBAL ATTACKS
PHYSICAL ATTACKS
DISCRIMINATION
STEREOTYPES
EXCLUSION
MARGINALISATION
ISLAMOPHOBIA
AWARENESS MONTH

Hate Crime: Current definition (England and Wales)

"Any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice based on:

- person's race or perceived race;
- religion or perceived religion;
- sexual orientation or perceived sexual orientation;
- disability or perceived disability and;
- any crime motivated by hostility or prejudice against a person who is transgender or perceived to be transgender."

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The harms of hate

- Hate crime is not only an attack on an individual; it targets intrinsic identity, belonging and community.
- Victims are more likely to experience greater emotional harm.
- Victims report fear, humiliation, shame, and ongoing insecurity.
- The effect can be cumulative where abuse is repeated in public, local, or everyday settings.
- It has a ripple effect - one incident may be read as a warning by others in the same group.

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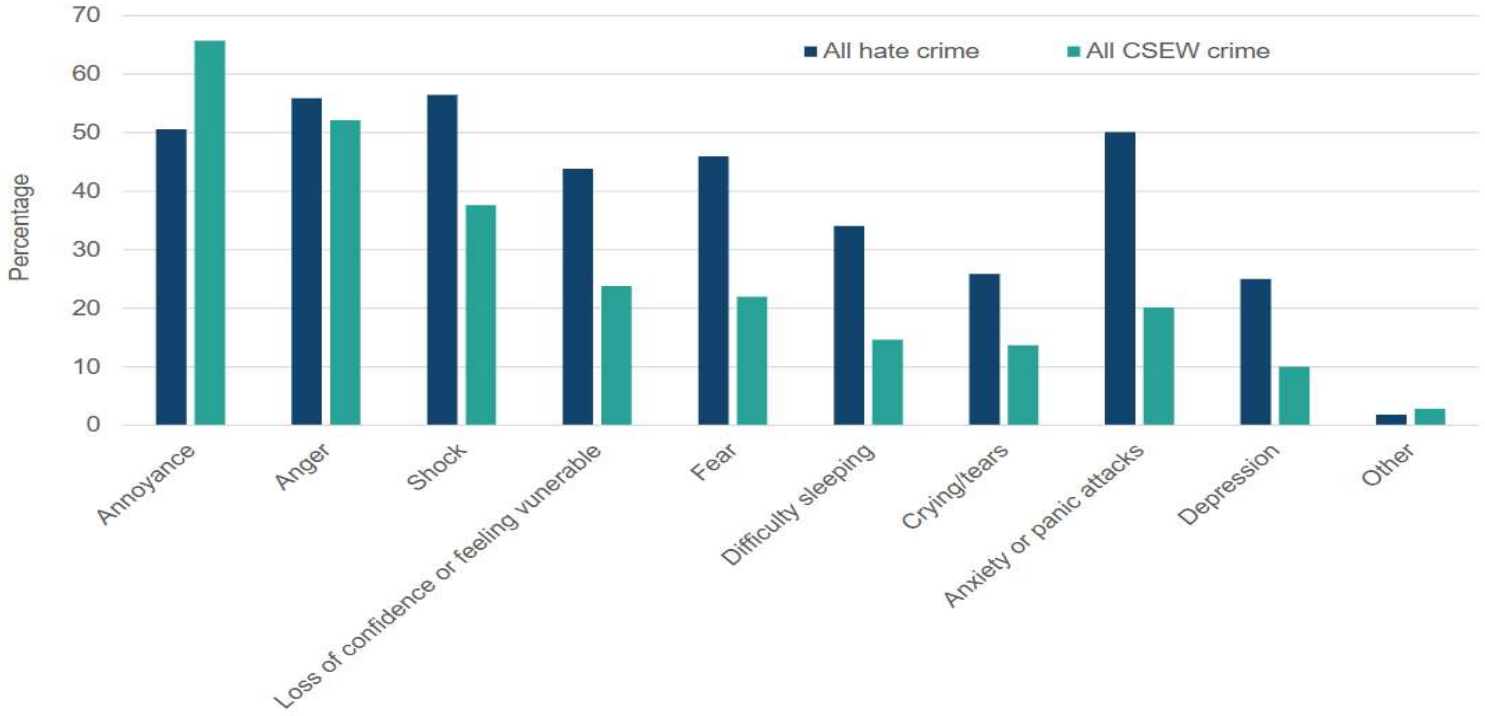
Some recognised impacts/disruptions

- Mental distress
- Threats to security
- Changes to routine behaviours
- Isolation
- Interpersonal
- Loss of trust in civil society

Vincent is now terrified that he and his terminally-ill wife, Lorraine will die in an arson attack, after he was threatened with a fire in his letter-box. He now stays up all night to keep watch.

The emotional impact of Hate Crime incidents, April 2022 to March 2025 CSEW



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On-going racist hate

Only our house has been targeted. We feel we have been ignored by the housing provider. They never referred us to anyone when my dad was assaulted. Doctor told us to go to local community centre.

We feel like we are in jail. We have stopped inviting people over. They were abused as well.

Our house was attacked with eggs and things last Halloween. My dad has depression. My mom's English is not the best.

The first time we were attacked last Halloween my brother [7-8 years old] was in the front room and he was really confused. He doesn't sit in the front room now, always in the back.

(British-Bangladeshi family)

Strategies for ensuring victims feel safe in their home/local area

- ✓ 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
- ✓ Navigating the criminal justice system
- ✓ Respectful, sensitive and dignified treatment

Man, 46, arrested for arson after Peacehaven mosque set on fire

Firefighters put out a car belonging to the Imam (Picture: Eddie Mitchell/ Dan Jessup)

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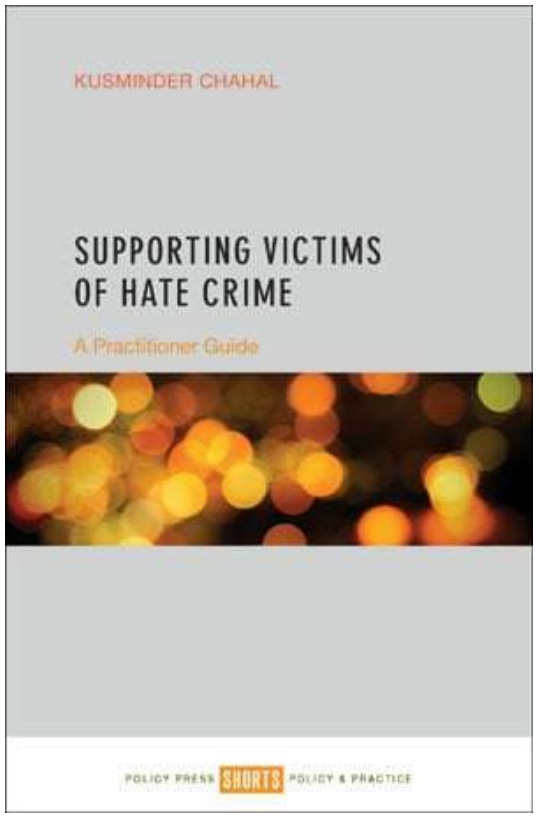
Intersectionality and person-centred support

- Intersectionality describes how interlocking systems of oppression (for example, racism, colonialism, capitalism, sexism, patriarchy) shape people's experiences and lives.
- Hate crime identities tend to be seen as self contained (for example, 'race', religion, disability) and not multi-dimensional (for example, Muslim woman, lesbian).
- Person-centred approach could help by being responsive to individual needs, strength-based approaches, collaboration and co-producing solutions, where available offering access to culturally appropriate services.

A person-centred approach

"An interaction that makes clients aware of their rights, enabling them to take back control of their lives and offering realistic expectations of the outcome of their complaint."

(Chahal, 2003)



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Summary

- Hate crime harms an individual, family and community in multiple ways.
- It injuries the individual victim and family, acting as a message crime that you are not welcome/wanted.
- It harms a community (local or otherwise) by signalling they could also be targeted increasing a sense of insecurity and not belonging.
- Appropriate victim support services can be a corrective to these dynamics.

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