

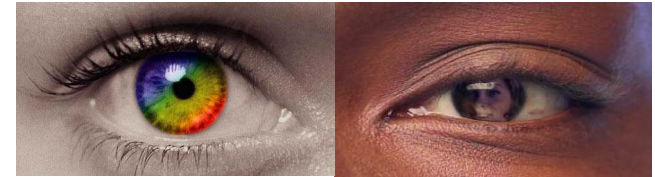
REPORT IT!



The Bedfordshire Hate Crime Partnership
TRUE VISION Co-ordinating Service
36 Mill Street
Bedford
MK40 3HD
Tel: - 01234 340728/350459
Email: truevision@fsmail.net

Bedfordshire Hate Crime Partnership

(BHCP)



T R U E V I S I O N

**HELP US TO SEE WHAT'S
HAPPENING**

Hate Crime is a serious offence
REPORT IT!

WHAT IS B.C.H.P?

The Bedfordshire Hate Crime Partnership (BCHP) is a working partnership of countywide representatives from the Public, Statutory and Voluntary sectors, who all work as a network to co-ordinate action against Hate Crimes.

The Purpose:

To recognise and raise awareness of Hate Crime, and to challenge the different types of Hate Crime.

The Aim:

To create a climate of trust and confidence for victims to report incidents.

The Objectives:

1. To increase trust and confidence amongst minority communities within the whole community.
2. To encourage the reporting of Hate Crime.
3. To facilitate information sharing and communications between agencies.
4. Provision and support services to victims and appropriate action against perpetrators.
5. To develop a picture of the nature and extent of Hate Crime in Bedfordshire.

The Partnership promotes the **TRUE VISION** Campaign and there are many information and resource centres available to the public, where they can go and pick up a self-reporting pack for Hate Crime. All reports and records of incidents are kept confidential and details are only released with the authorisation of the person reporting the incident.

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We also use data (anonymous) to provide information on the patterns of behaviour and to assess where problems may arise if not addressed. We also review the process to ensure that we are providing a quality of service to victims.

# THE CHARTER

THESE ORGANISATIONS HAVE AGREED TO UPHOLD THE AIMS AND OBJECTIVES OF THE BEDFORDSHIRE HATE CRIME PARTNERSHIP.

Advocacy Alliance  
Aldwyck Housing Association  
Aragon Housing Association  
B Proud  
Bedford Borough Council  
Bedford College  
Bedford Community Rights Centre  
Bedford Council of Faiths  
Bedford Race Equality Council  
Bedford Refugees & Asylum Seekers Support  
Bedfordshire County Council  
Bedfordshire County Youth Service  
Bedfordshire Pilgrims Housing Association  
Bedfordshire Police  
Bedfordshire Rural Communities Charity  
Bedfordshire Social Services (Asylum Team)  
CAB Bedford & District  
CAB Mid Beds  
CAB South Beds  
Connexions  
Family Groups  
HMP Bedford  
Home Start  
John Grooms Lifestyle Choices Project  
Leighton Linsdale Town Council  
Mid Beds District Council  
Mid Beds PCT  
National Travellers Action Group  
South Beds District Council  
Victim Support Bedfordshire  
Voluntary & Community Action South Beds  
Youth Action

Age Concern  
CAB Leighton Buzzard  
North & Mid Beds CVS  
Manor Farm Family centre  
MENTER  
Minority Achievement Support Service  
Rethink (Mental Health Project)  
Sure Start

## ***How to Make A Complaint/ Compliment About Our Service***



If you have a complaint the aim of this procedure is to ensure that the complaint is investigated fully and promptly and dealt with frankly. We welcome any complaints and comments you have about our service.

Your complaint should include your name, address, and the nature of the complaint, e.g.

- What exactly happened ?
- What was done?
- What was said?
- When did it happen?
- Was seen or heard by someone other than yourself?
- Do you know how they can be contacted?

You can write it down or tell someone at your local Reporting Centre.

Send your complaint to:- The Chair  
Bedfordshire Hate Crime Partnership  
C/O Bedford Race Equality Council  
36 Mill Street, MK40 3HD

Your complaint needs to reach us within two months of the incident you are complaining about.

### **Acknowledging The Compliant**

All complaints will be acknowledged within seven days of receipt of signed complaint.

### **Action Taken**

The Chair will ensure that your complaint is investigated and that you receive a response within one month. The Chair will advise the Bedfordshire Hate Crime Partnership of any complaint received.

## **WHAT IS HATE CRIME?**

**Hate Crime** is any offence committed against a person or property which is motivated by the offender's hatred of people because they are seen as being different. You do not have to be from a minority community to become a victim of Hate Crime.

**Hate Crime hurts.** It can be confusing and frightening. By reporting it you may be able to help prevent these crimes from happening to someone else. Reporting makes a difference, To you, your friends and your life.

### ***What Can I Report?***

**Any** incident where you or anyone else has been targeted, because they or you are believed to be different due to:

- Race
- Religion
- Sexuality
- Gender Identity
- Disability

Domestic Abuse can also be reported— provided an offence has been committed by a person which you have a close relationship with, past or present.

**Any** incident you believe was motivated by:

- Racism
- Religion
- Homophobia
- Transphobia
- Disability

Any incidents that may involve verbal abuse, harassment, attacks and damage to your property (such as graffiti) or bullying.

## WHY REPORT IT?

The Self- reporting system allows you as the victim, witness, parent, carer or any concerned person to report the incident to the police by giving us as little or so much information as you wish.

### By filling out this form you will:

Enable the police and partnership agencies to build up patterns of behaviour. Highlight areas of concern and provide us with a **“ True Vision”** of hate crime within your community.

Without the details:

The report will be used for monitoring purposes to get a true vision of what is happening.

## HOW CAN I REPORT AN INCIDENT?

There are a number of ways you can report **“Hate Crime”**:

- Phone the **TRUE VISION** co-ordinating team 01234 350459
- Phone the police, there are specially trained police officers in your area, who will speak to you in confidence.
- Self-reporting use the form contained within this pack, to report an incident. You do not have to give your personal details.
- Internet reporting: some police forces allows you to report “Hate Crime” on line, check out your local police website.
- Information and Resources centres in many local agencies have trained members who will help you to complete a self-reporting form. They can also report the incident on your behalf and provide you with advice and support,
- They can also report the incident on your behalf and provide you with advice and support.
- LOG ON TO [www.report-it.co.uk](http://www.report-it.co.uk)

## TRUE VISION CO-ORDINATING SERVICE

TEL: 01234 340728

EMAIL:-[truevision@fsmail.net](mailto:truevision@fsmail.net)

Some members of the partnership fund the TRUE VISION co-ordinators post.

This is to ensure that the right process of reporting is adhered to and that the complainant has their needs identified and that they are offered or advised of the most appropriate service.

The co-ordinator promotes **TRUE VISION** and also liaises with information and resources centres and ensures that information is distributed throughout the community.

