



Hate Crimes at Work Support Workers



**Being abused is
NOT a part of
your job
description**

What is a Hate Crime?

Hate crime is motivated by prejudice against parts of a person's identity such as race, religion, disability, sexual orientation, and gender identity.

Hate crime could include property damage, threats, theft, verbal abuse, assault, harassment, and online abuse.

Anyone can be affected by hate crime, and it can be a very frightening and traumatic experience. It can feel particularly personal as someone has targeted you because of who they think you are.

We understand that as a support worker, you may not wish to pursue a criminal path if the perpetrator is a vulnerable individual. However, this does not mean that we cannot support you in other ways. Experiencing a hate incident can still have a significant emotional and professional impact, and we are here to help.

Who are Victim Support?

At Victim Support, we are an independent charity providing free and confidential support to people affected by hate incidents, crime, or other traumatic experiences. You do not need to report an incident to the police to access our help.

Our details can be found online at

<https://www.victimsupport.org.uk/resources/sussex/>

or our team can be contacted on 0808 168 9274 Mon-Fri 9-5 or via

SussexHateIncidentReport@victimsupport.org.uk

Outside of office hours Victim Support can be contacted via the national Supportline on 0808 16 89 111.

Self-referrals to our service can be made via email or through the web form on our website.

Below is guidance on how to report incidents to the police if you choose to do so. If you prefer not to receive advice about the police investigation, you can skip to the section titled 'How We Can Help.'

Reporting Hate Incidents as a Support Worker

 If the suspect is still present or there is an immediate threat to your safety or others, call 999 immediately.

 If the suspect has left the scene and there is no immediate danger, report the incident by calling 101 or via the Sussex Police website.

What Happens Next?

Once you have reported the incident, a member of the Initial Investigations Team will contact you. They will arrange a remote appointment where you can discuss the incident and provide a statement—there is no need to visit a police station in person.

Preserving Evidence

If you have CCTV footage or security footage capturing the incident or the suspect, it is crucial to save and securely store the footage as soon as possible. Consider the following steps:

- Download and back up the footage immediately.
- Avoid deleting or overwriting the video.
- Note the exact time, date, and location of the incident.
- If possible, take screenshots showing clear images of the suspect.
- Be prepared to share the footage with the police as part of the investigation.

Additional Tips for Reporting to Police

- If colleagues or other witnesses saw the incident, ask if they would be willing to provide a statement to the police.
- Keep a written record of key details, such as descriptions of the suspect, their clothing, any offensive language used, and the direction they went after the incident.
- If the incident involved online abuse, take screenshots and save messages as evidence.
- Consider reporting incidents to your management, union, or professional networks that provide additional support for retail workers facing abuse.

How We Can Help

We can support you in the following ways:

Emotional & Practical Support

Speak with a specially trained support worker in confidence. Get advice, ask questions, and receive emotional support in a way that works for you—whether by phone, online, or in person.

Safety & Wellbeing Support

Advice on staying safe while working, including strategies for handling difficult situations. Help accessing safety measures such as security systems or protective barriers where available. Guidance on dealing with anxiety, stress, or fear following an incident.

Connecting You with Further Help

Referral to specialist services, including legal advice, mental health support, or professional networks offering additional protection for support workers. Help accessing community networks that support staff working with vulnerable individuals.

Guidance on Reporting & the Justice System

Information on how to report incidents to the police, what to expect, and how the investigation process works. Support in making a report if you choose to do so—we can accompany you and advocate on your behalf. Guidance on legal rights, workplace policies, and what happens if further action is taken.

Support for Your Colleagues & Workplace

We understand that hate incidents and crime can impact more than just the person directly affected. We offer support to colleagues and management teams to help create safer working environments for all support workers.

No matter what has happened, you are not alone. We are here to listen, support, and help you move forward.