



Office for Disability Issues
HM Government

How we deal with disability hate crime



Setting up third party reporting sites
about disability hate crime

Disability Rights UK



Important

This booklet is about setting up third party reporting sites. It also tells you how to deal with reports about a disability hate crime.

Green writing

In this Easy Read booklet we explain what some words mean.

The first time we mention any of these words, it is in **bold green** writing. We then write what the words mean in a blue box.

These words and what they mean are also in a Words List at the back of the booklet.

If any of the words are used later in the booklet, we show them in **normal green** writing. If you see words in **normal green** writing, you can look up what they mean by looking for the blue box earlier in the booklet, or by looking at the Words List.

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About this booklet

This booklet tells you about setting up third party reporting sites for disability hate crime.

To deal properly with disability hate crime, we think that disabled people's groups need to work with **public bodies** and other **local services**.

Public bodies

In this booklet this means the police, local councils or government services, or schools.

Local services

In this booklet this means things like housing organisations and transport companies that run buses and trains.

How we deal with disability hate crime



If we all work together, we can stop other people thinking badly and acting badly towards disabled people. This will help to stop disability hate crime.

This booklet sets out some of the things that a disabled people's organisation needs to think about when they are setting up a third party reporting site.



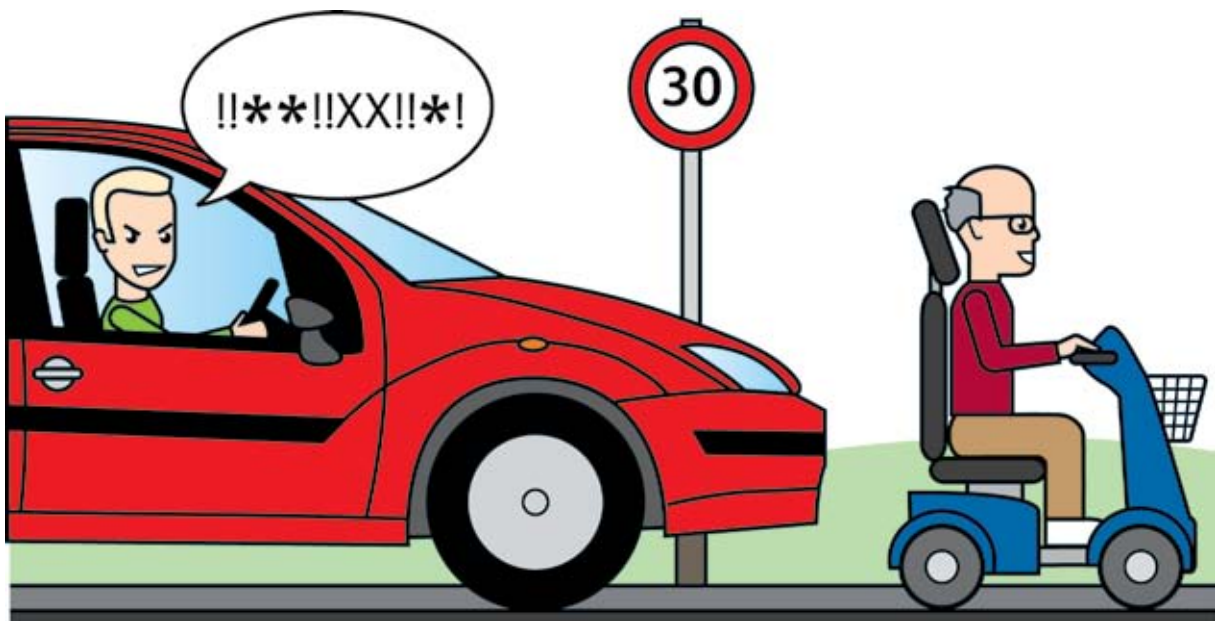
Why do disabled people need third party reporting sites?

The Disability Rights Commission did some **research** and found out that almost half of the disabled people they spoke to had come up against some kind of disability hate crime.

Research

This is work done to find out more about something.

Nearly 6 out of every 10 disabled people spoken to said that a stranger had acted in a bad way towards them because they were disabled.



The Disability Rights Commission found out that 9 out of every 10 disabled people would tell someone if they came up against disability hate crime. But, only 4 out of every 10 disabled people would tell the police.

One of the main reasons that disabled people do not tell the police about disability hate crimes is that they do not think they will be treated with respect.

Some disabled people told their family or friends about a disability hate crime. But those people either did not think it was a disability hate crime or they did not know what to do about it.



This shows that a third party reporting site run by a disabled people's organisation is a good idea.

A lot more disability hate crimes happen than are reported. Some third party reporting sites have said that disability hate crime is second only to race hate crime. The number of disability hate crimes has gone up a lot over the last 3 years.

Disability hate crime can happen anywhere. We need to get the people who should make sure it does not happen to do something about it. These are people like the police, transport companies, local councils and housing organisations.

One way of doing this is to make sure that more disability hate crimes are reported. If all disability hate crimes were reported then these people would have to do something about it.

A third party reporting site must work with local organisations like these.

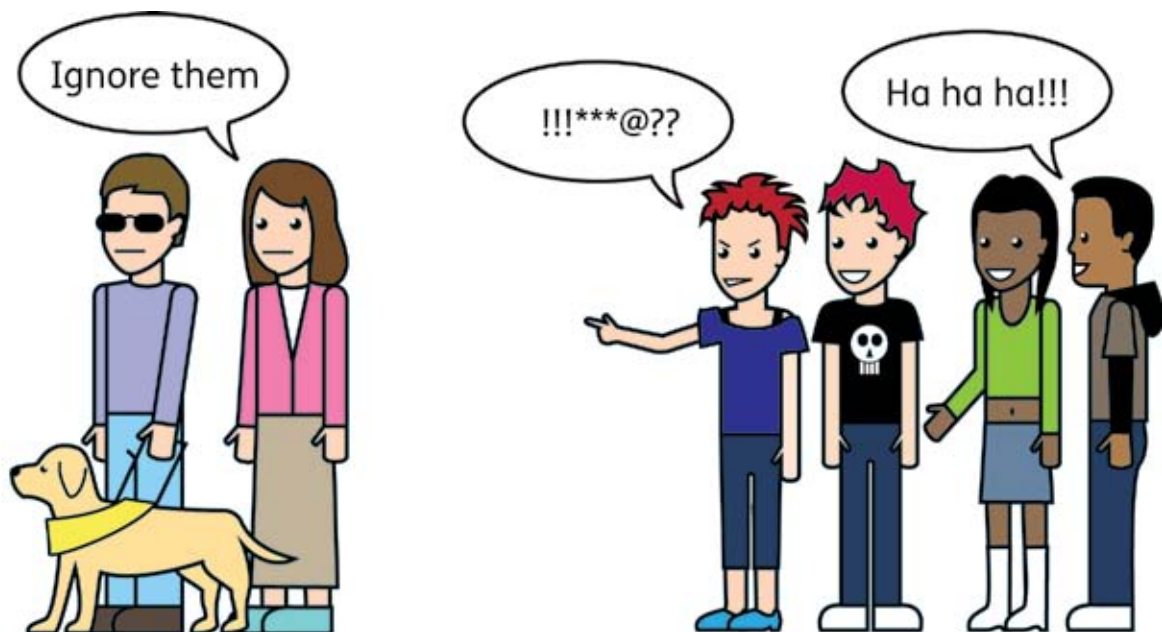
- The police.
- Local councils.
- Housing departments.
- Social services.
- Schools.
- Community safety partnerships.
- Transport companies, like bus companies and train companies.



To get more disability hate crimes reported we need to think about why disabled people do not want to report the disability hate crimes.

It can be because of these reasons.

- The disabled person does not know that what happened is a disability hate crime.
- The disabled person has been told to ignore what happened.
- The disabled person was not treated well the last time they tried to report a disability hate crime.
- The disabled person is scared that a disability hate crime will happen again if they report it.



It is important that disability hate crimes are reported so that something can be done about them. If disability hate crimes are not reported then nothing will be done and they will keep on happening.

A third party reporting site will make it easier for disabled people to tell someone about disability hate crimes.



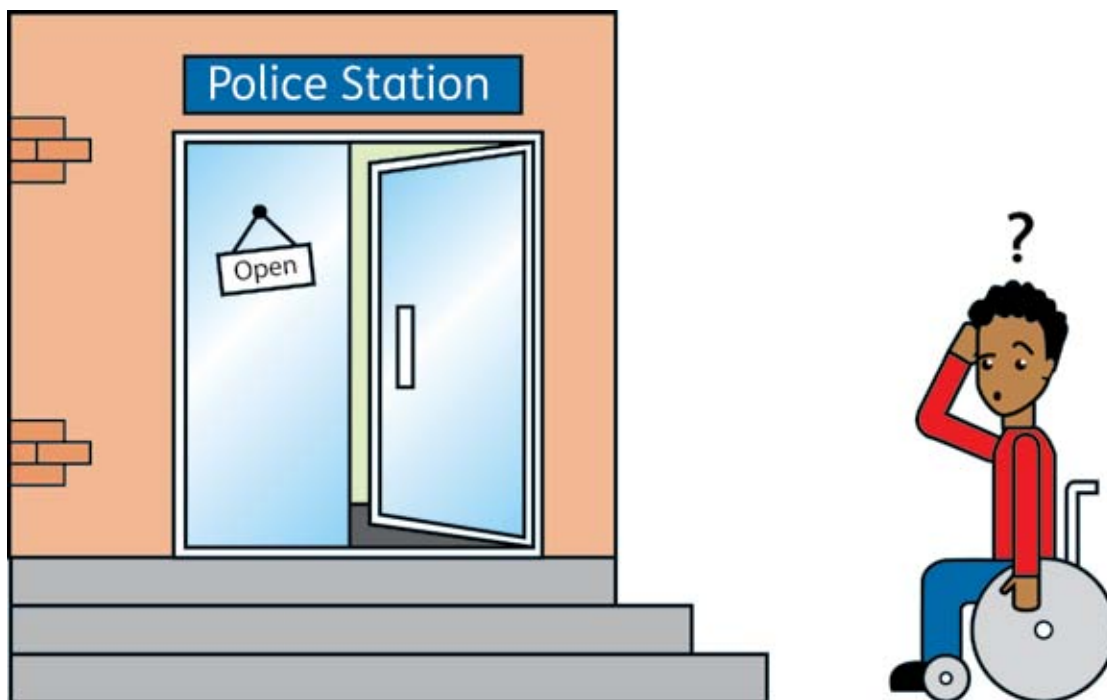
The third party reporting site will be able to support the disabled person. They will also be able to pass the report on to the right people.

This booklet sets out some of the things that a third party reporting site may need to think about when a disabled person is reporting a disability hate crime.

The third party reporting site

A third party reporting site is the place disabled people can use to tell someone about a disability hate crime.

Disabled people have told us that one of the reasons they do not report a disability hate crime is because they cannot easily use police stations.



The third party reporting site must be easy to use by all disabled people.

The third party reporting site should sort out with the police and the local council the way it will take details of a disability hate crime.

The reporting site should have a list of all the people and organisations that can be used to help and support a disabled person making the report of a disability hate crime.

If the reporting site cannot help the person reporting the disability hate crime, the person needs to be told where to go to get help and support.

Not all crimes that disabled people report to the third party reporting site will be disability hate crimes. Crimes can happen for lots of reasons.

- Because of a person's race.
- Because of a person's religion.
- Because they are a man or a woman.
- Because of a person's **sexual orientation**.

Sexual orientation

This is about whether a person is lesbian, gay, bisexual or asexual.

Lesbian means a woman whose partner is a woman.

Gay means a man whose partner is a man.

Bisexual means someone who is attracted to men and women.

Asexual means someone who is not attracted to men or women.

The third party reporting site should get to know other reporting sites in the local area. This is so the other sites can help if there are other reasons for the crime.

Before a report of a disability hate crime is taken

If a disabled person wants to make a report of a disability hate crime they can do this at a third party reporting site.

Before the third party reporting site can take a report of the disability hate crime it must check how the disabled person is feeling.

They need to find out these things.

- Is the disabled person still in danger?
- Does the disabled person need to be seen by a doctor or a nurse?
- Does the disabled person need to be moved to a safe place?



The third party reporting site will then check these things with the disabled person.

- Is the disabled person worried they will be attacked again because they have reported the crime?
- Is the disabled person worried that no one will believe them?
- Is the disabled person worried that nothing will be done?
- Is the disabled person worried that they will not be allowed to live on their own and look after themselves?



When the third party reporting site has made sure the disabled person is happy to make the report, it needs to find out if the disabled person will need help to make the report.

The help a disabled person needs can be many different things. It can be things like an **advocate**, a **personal assistant** or an **interpreter**. It could also be something like a **hearing loop**.

Advocate

This is someone who helps a disabled person speak up about what they want.

Personal assistant

This is someone who helps a disabled person to do things.

Interpreters

These are people who speak more than 1 language. We use an interpreter if a customer does not speak English.

Hearing loop

A hearing loop is a system that picks up the sounds of people talking on telephones or on TV. The system then sends it as a clear sound to people with hearing aids.



If the disabled person does need help, the third party reporting site should make a note of this. The reporting site can then tell the police when they pass on the report.

The reporting site will then tell the disabled person how the report will be taken. The reporting site will also say what will happen to the report after it has been taken.

The reporting site will also tell the disabled person that anything they say will be kept private. The report will only be shared with organisations like the police and local councils if the disabled person agrees or if they are in danger.

If the disabled person does not want their details to be passed to any other organisation, the reporting site will do these things.

- Tell the police about the crime, but will not give the police any details about the disabled person.
- Tell the disabled person that if they do not want their details passed on then they must understand that nothing can be done to stop disability hate crimes from happening.



Taking a report of a disability hate crime

When a disabled person is giving a report of a disability hate crime, the third party reporting site will make sure that nothing happens to break up the interview.



The person taking the report will give their full attention to the disabled person.

The person taking the report must make sure that the disabled person feels safe in the place they are giving the report.

The third party reporting site will ask the disabled person if they want anyone with them, like a member of their family, while they make their report.

The third party reporting site will make sure that the disabled person remembers as much as they can about the disability hate crime.

The person taking the report will have set aside enough time to get all the information they can from the disabled person. This can take around an hour.



If the report does not give the police or the local council enough information then it will have been a waste of everyone's time.

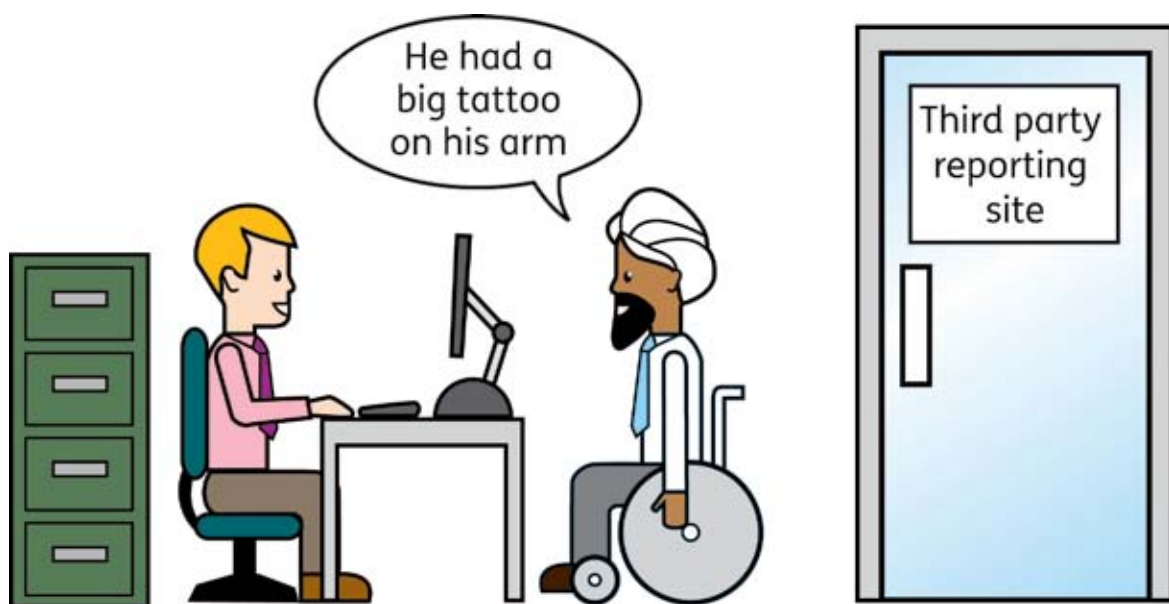
What the reporting site will need to talk about

When the third party reporting site is taking a report of a disability hate crime it needs to find out these things.

- What happened.
- When it happened.
- Where it happened.
- Was the disabled person hurt. If the disabled person was hurt they will need to say how they were hurt.
- Was any property taken or damaged.



- How many people took part in the disability hate crime.
- Does the disabled person know the people. If they do know them the disabled person will need to say where they live.
- If the disabled person does not know the people they will need to say what they looked like. And if they had anything that would make them stand out, like coloured hair or a tattoo.



- Did the people have a car. If they did, the disabled person should say what sort of car it was and the colour of the car.

The report will be written just as the disabled person says it, using their own words.

When the disabled person is talking about the disability hate crime the person taking the report will need to make notes. But they will still need to listen to the disabled person.

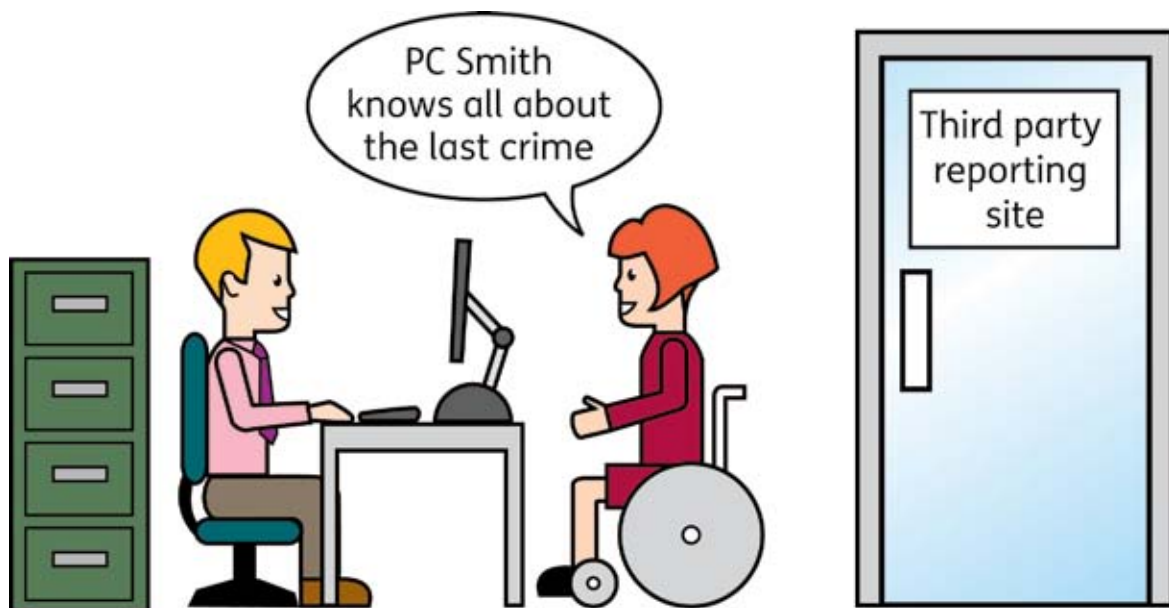
The person writing the report is not allowed to make any comment about what happened.

Disability hate crimes or incidents that happened earlier

The disabled person must say if there have been any disability hate crimes or incidents that have happened before and are something to do with this report.

If there have been earlier disability hate crimes or incidents, the person taking the report will need to know these things.

- The crime numbers, which will have been given to the disabled person by the police.
- The name of the person dealing with the other crimes or incidents.



The disabled person will need to give these things to the person taking the report if they have them.

- A diary showing the times things happened and what happened.
- Printed copies of things like letters, emails and texts which are to do with the disability hate crimes or incidents.
- Photographs of any damage that was done to their property.



Did the person who carried out the disability hate crime say anything?

The disabled person will need to tell the person taking the report about anything the person who carried out the disability hate crime said.

- Before the disability hate crime.
- During the disability hate crime.
- After the disability hate crime.

The disabled person should also tell the person taking the report if the person who carried out the disability hate crime made any signs towards them.



At the end of the report

When the person taking the report has finished writing they will go through the report with the disabled person. This is in case anything has been missed, which can then be added to the report.

The disabled person will be asked if they agree to the report being passed to another organisation like the police or the local council. Their answer will be written on the report.

The disabled person will then need to sign and date the report, saying it is true.

The person taking the report will then ask the disabled person if they want a copy of the report.



After the report has been taken

When the report has been taken, the person who took the report will tell the disabled person what will happen next.

The third party reporting site will make sure the disabled person understands that the report will be passed to the police or other **public body**.

The disabled person does not have to give their name to the police. But if they do not give their name, the police will not be able to do anything about the disability hate crime or incident.

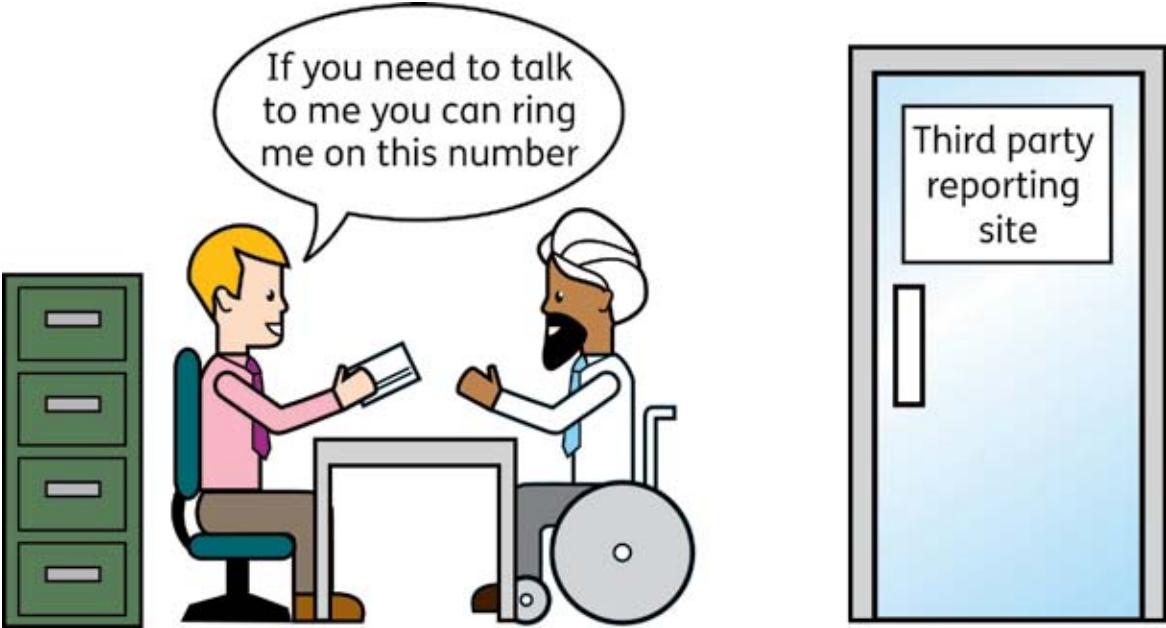
The person who took the report must never guess what the police will do with the report. Only the police or other **public body** can decide what will happen with the report.



The person who took the report will make sure that the disabled person will be safe. If the reporting site thinks the disabled person needs more help it will sort that out for them.

The third party reporting site will help the disabled person when they need to talk to the police. It will also help the disabled person if they need any more help and advice. If the third party reporting site cannot help the disabled person, it will tell them who can help.

The person who took the report will give the disabled person their name and telephone number in case the disabled person wants to speak to them again.



Word list

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Disability Rights UK – formed through a merger of Radar (The Royal Association for Disability Rights), Disability Alliance and National Centre for Independent Living on 1 January 2012.

Our vision is a society where all disabled people can participate equally as full citizens.

We aim to be the largest national pan-disability organisation led by disabled people.

How to contact us

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More information

You can get more information about stopping disability hate crime on our website at www.radar.org.uk/people-living-with-health-conditions-disability/disability-hate-crime/

The police have a hate crime website called True Vision at www.report-it.org.uk

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