

Crimes and Hate Crimes Signposting

If you are under threat or in danger, please call the police on 999.

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Reporting and recording crimes

- **Durham Police.** The page contains emails, forms and other methods of reporting crimes or incidents. If you want to report a non-emergency situation, such as theft or damage, you should either call 101 to speak to the local police, or go to your nearest police station to report the situation (in Durham City, the local police station is on New Elvet). In an emergency, always call 999.
<https://www.durham.police.uk/>
- **Police UK.** An online service for reporting crimes to the police, available nationwide. This service is not for emergencies; in an emergency, always call 999.
<https://www.police.uk/pu/contact-us/>
- **Crimestoppers.** A charity service to anonymously report crimes to the police. This service is not for emergencies; in emergencies, always call 999.
<https://crimestoppers-uk.org>
 - Report online: <https://crimestoppers-uk.org/give-information/forms/pre-form>
 - Phone: 0800 555 111
- **Report Harmful Content.** An online service which provides advice on how to have harmful, illicit and criminal content online removed. This service is not for emergencies; in emergencies, always call 999.
<https://reporthearmfulcontent.com/>

- **University Security.** A trained staff member will ask you to describe what has happened and where you are, so that you can receive help quickly. Please keep calm, and be prepared to give a brief, clear and precise explanation of the problem. You can also use the **SafeZone** app to provide alerts. Your call should be answered within ten seconds.

<https://www.dur.ac.uk/about-us/how-to-contact-us/emergency-contacts/>

- Phone: 0191 334 2222

- SafeZone app:

[https://durhamuniversity.sharepoint.com/teams/ResilienceHub/SitePages/SafeZone.a
spx](https://durhamuniversity.sharepoint.com/teams/ResilienceHub/SitePages/SafeZone.aspx)

- **College contacts.** If you need to contact your college about a student support matter, or other serious situation, you can use the below phone numbers 24 hours a day:
<https://www.durham.ac.uk/about-us/how-to-contact-us/emergency-contacts/>

College	Telephone Number
College of St Hild and St Bede	07526 169136
Collingwood College	0191 334 5000 / 07979 753662
Grey College	0191 334 5900 / 07715 771447
Hatfield College	0191 334 2619 / 07884 386709
John Snow College	07912 746027
Josephine Butler College	0191 334 7270 / 07894 073322
St Aidan's College	07921 897781
St Chad's College	0191 334 5769 / 07742 237973
St Cuthbert's College	0191 334 3358 / 07968 690830
St Hild & St Bede College	0191 334 3470 / 07776 681409
St John's College	08000 988084
St Mary's College	0191 334 5719 / 07793 268608
South College	0191 334 0545 / 07787 892048
Stephenson College	0191 334 7000 / 07871 965526
Trevelyan College	0191 334 3800 / 07880 442209
University College	0191 334 5470 / 07824 131678
Ustinov College	0191 334 7100 / 07717 360985
Van Mildert College	07526 169136

Support after a crime

- **Victim Support** (helpline/live chat/BSL) is a service for those in need of support after a crime or a traumatic incident. They are a listening service and can explain your rights and options, and talk to you about further support, but it is not designed to be an ongoing support option. They also have a self-support space which gives access to a range of tools to help you cope and move forwards after crime.
<https://www.victimsupport.org.uk/>
 - Phone: 0808 1689 111
 - Available 24/7
 - Live chat available:
<https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/live-chat/>
 - Available 24/7
 - BSL:
<https://www.victimsupport.org.uk/accessibility/contact-victim-support-using-british-sign-language-bsl/>
 - My support space (self-support). Make an account to access support through:
<https://www.mysupportspace.org.uk/>
- **Durham Victim Care & Advice Service** (helpline/email/online) is a service designed to provide ongoing emotional and practical support to victims of crimes, regardless of when they occurred or whether they have been reported. They can provide emotional support, as well as help on reporting the crime and support through the courts system. Whilst this is a service provided by the Durham Police & Crime Commissioner, it operates fully independently and crimes will not be reported unless there is an express wish to do so.
<https://www.victimcareandadvice.service.uk/>
 - Phone: 0800 138 2020
 - Available Mon-Fri 09:00-17:00
 - Email: victimcare@durham-pcc.gov.uk
 - Refer online: <https://www.victimcareandadvice.service.uk/referrals>
- **Victim and witness Information** (info/signposting) is a UK Government service which provides information on victims and witnesses' rights, understanding the courts system and provides the ability to report a crime online. You can also access information on claiming compensation. They also have a local support finder to help find services across England and Wales.
<https://victimandwitnessinformation.org.uk/>
 - Local support finder: <https://victimandwitnessinformation.org.uk/find-support/locally>

- **Witness Service** (info/support/phone/email/BSL). provides support for prosecution and defence witnesses in England and Wales. They provide practical support such as accompanying witnesses when they give evidence, as well as emotional support to ensure witnesses and their family members feel confident at every stage of the process. Ran by Victim Support.

<http://witnessservice.org.uk/>

- Phone: 0300 332 1000 or 0300 330 2123
- BSL: 020 3830 2112
- Email: RIC@witnessservice.org.uk
- Refer online: <https://witnessservice.org.uk/make-a-referral/>

Hate crime support

- **Equality Advisory Support Service** (helpline/email/BSL). UK charity providing independent support to people affected by hate crime. BSL available.

<https://www.equalityadvisoryservice.com/app>

- Phone: 0808 800 0082
 - Available Mon-Fri 09:00-19:00; Sat 10:00-14:00
- Live Chat and Email: <https://www.equalityadvisoryservice.com/app/contact-us>
 - Available Mon-Fri 09:00-17:00
- BSL: <https://www.equalityadvisoryservice.com/app/bsl>

- **Equality and Human Rights Commission** (info). Provides information on human rights across England, Scotland and Wales.

<https://www.equalityhumanrights.com/>

- **Stop Hate UK** (info) provides information on what hate crimes are, how people can be supported after being a victim of hate crime and also provides a good glossary of terms. They offer a 24/7 helpline, but as of the time of writing this does not cover Durham.

<https://www.stophateuk.org/>

- **Report It** (info/reporting). An information and reporting service for Hate Crimes. Goes in depth about what Hate Crimes are and has many resources and signposting for organisations and victim support groups in your area.

<https://www.report-it.org.uk/>

LGBTQ+ hate crimes

- **Galop** (helpline/live chat/info) has advice for those experiencing LGBTQIA+ abuse or violence, such as hate crime, domestic abuse, sexual violence, so-called “conversion therapy” or any other kind of abuse and those around them (friends/family members/professionals).
 - Phone: 0800 999 5428
 - Available Mon-Tue 09:15-20:00; Wed-Fri 09:15-16:30 (closed for lunch 13:00-14:00)
 - Live Chat: <https://www.galop.org.uk/helpline>
 - Wed-Thur 09:15-16:15 (closed for lunch 13:00-14:00)
 - Email: help@galop.org.uk
- **Switchboard** (helpline/live chat/email) - a confidential, non-judgemental LGBTQ+-specific listening service
 - <https://switchboard.lgbt/>
 - Phone: 0800 0119 100
 - Available Mon-Sun 10:00-22:00
 - Live chat: <https://switchboard.lgbt/>
 - Email: hello@switchboard.lgbt
 - They aim to reply within 5 days.

Race and ethnicity hate crimes

- **The Monitoring Group** (reporting/helpline/email) is a charity which allows anonymous reporting of racist hate crimes, as well as support for victims and witnesses through their helpline and email service, which is accessed after reporting an incident.
 - <https://tmg-uk.org/>
 - Report online: <https://tmg-uk.org/report-racism>

Religious hate crimes

- **Chaplaincy service** (info/email). Faith, belief and worldview support at Durham University and signposting. They also offer a listening service.
<https://www.durham.ac.uk/colleges-and-student-experience/student-support-and-wellbeing/faith-support/>
 - Email: chaplaincy@durham.ac.uk
- **Christian Premier Lifeline** (helpline) is a confidential telephone helpline offering a listening ear, emotional and spiritual support from a Christian perspective, prayer and signposting.
<http://www.premierlifeline.org.uk/>
 - Phone: 0300 111 0101
 - Available Mon-Fri 09:00-17:00
- **Association of Christian Counsellors** (counselling directory). This professional body provides a directory of Christian counsellors and psychotherapists in the UK.
<https://www.acc-uk.org/>
- **Tell MAMA** (helpline/text/WhatsApp/email). A confidential support service for those facing anti-Muslim hate and discrimination. Their website has a number of different ways to report anti-Muslim incidents. They also offer free counselling.
<https://tellmamauk.org/>
 - Phone: 0800 456 1226
 - Text: 0115 707 00 07
 - WhatsApp: 0734 184 6086
 - Email: info@tellmamauk.org
 - Submit a report: <https://tellmamauk.org/submit-a-report-to-us/>
 - Email for info on counselling: counselling@tellmamauk.org
- **MWN UK** (helpline/email/SMS/live chat). A confidential helpline for Muslim women and girls, which can be used to talk about a number of different issues that may be impacting them, including Islamophobia and hate crimes.
<https://www.mwnhelpline.co.uk/index.php>
 - Phone: 0800 999 5786
 - Mon-Fri 10:00-16:00
 - Email: info@mwnhelpline.co.uk
 - SMS: 07415 206 936
 - Mon-Fri 10:00-16:00
 - Live chat: <https://www.mwnhelpline.co.uk/index.php>
 - Mon-Fri 10:00-16:00

- **Community Service Trust** (helpline/counselling/advice/reporting/SMS). A charity that supports the Jewish community by providing security training, trauma counselling, and advice for dealing with antisemitism. They also have a student helpline for support for people who experience or witness antisemitism in higher education, and a report function.
<https://cst.org.uk/>
 - Phone (CST National Emergency Number): 0800 032 3263
 - Available 24/7
 - Phone (Student Helpline): 07578 201 999
 - Whatsapp (Student Helpline): 07578 201 999
 - Report Antisemitism: <https://cst.org.uk/report-incident>
 - Email: incidents@cst.org.uk
- **Jewish Care Listening Line** (helpline/email). Staffed by trained volunteers who provide a non-judgemental listening ear for Jewish people.
<https://jewishcare.org/>
 - Phone: 0800 652 9249
 - Available Mon-Thu 12:00-00:00; Fri 12:00-15:00
 - Email: helpline@jcare.org
- **Sikh Helpline** (helpline/email). The Sikh Helpline is a free professional and confidential telephone counselling and email inquiry service, available 24 hours a day, 7 days a week.
<https://www.sikhhelpline.com/>
 - Phone: 03000 3000 63 or 07999 0043 63
 - Available 24/7
 - Email: info@sikhhelpline.com
 - Contact form: <https://www.sikhhelpline.com/contact-us>