

# 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://reportharmfulcontent.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. 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
- Pincident.** A service from Durham Students' Union which allows you to record an experience of a number of crimes, without formally reporting it either to the University or the police.  
<https://www.durhamsu.com/pincident>
- 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:

College	Telephone number
College of St Hild and St Bede	0191 334 8300 / 07894 073335
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
South College	07921 897781
St Aidan's College	0191 334 5769 / 07741 237973
St Chad's College	0191 334 3358 / 07968 690830
St Cuthbert's Society	0191 334 3470 / 07776 681409
St John's College	08000 988084
St Mary's College	0191 334 5719 / 07793 268608
Stephenson College	0191 334 0545 / 07787 892048
Trevelyan College	0191 334 7000 / 07871 965526
University College	0191 334 3800 / 07880 442209

College	Telephone number
Ustinov College	0191 334 5470 / 07824 131678
Van Mildert College	0191 334 7100 / 07717 360985

## 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 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.

- Phone: 0800 138 2020

- Available Mon-Fri 09:00-17:00

- Email: [victimcare@durham-pcc.gov.uk](mailto:victimcare@durham-pcc.gov.uk)

- Refer online: <https://www.victimcareandadvice.service.uk/referrals>

- **Victim and witness Information** (info) 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.

<https://victimandwitnessinformation.org.uk/>

- **Citizens Advice Witness Service** (phone/email/online) 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 feel confident at every stage of the process.
  - Phone: 0300 332 1000
  - Email: [WSreferralhub@citizensadvice.org.uk](mailto:WSreferralhub@citizensadvice.org.uk)
  - Refer online: <https://www.citizensadvice.org.uk/law-and-courts/legal-system/going-to-court-as-a-witness1/get-help-and-support-being-a-witness/witness-referral/>

## Hate crime support

- **Equality Advisory Support Service** (helpline/live chat/email/BSL). UK charity providing independent support to people affected by hate crime. BSL available. <http://www.equalityadvisoryservice.com/app/home>
  - 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/ask>
    - Available Mon-Fri 09:00-19:00; Sat 10:00-14:00
  - 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/>
- **True Vision** (info/signposting/reporting) - A national scheme providing information to the public about what hate crime is and the ways it can be reported. <https://www.report-it.org.uk/home>

## LGBTQ+ hate crimes

- **Galop** (helpline/live chat/info) has advice for those experiencing LGBTQ+ 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). They can also provide advice, advocacy and support, and urgent help with medical support, housing and safety, without police involvement.  
<http://www.galop.org.uk/>
  - Phone: 0800 999 5428
    - Available Mon-Thu 09:30-20:00; Fri 09:30-16:30
  - Email: [help@galop.org.uk](mailto:help@galop.org.uk)
  - Make a referral for support (for yourself or others):  
<https://galop.org.uk/make-a-referral/>
- **Stonewall Information Service** (info) is a confidential service which can provide people in a number of situations, including those who are the victims of hate crimes, with information on where they can get support.  
<https://www.stonewall.org.uk/contact-stonewall%E2%80%99s-information-service>
  - Email: [info@stonewall.org.uk](mailto:info@stonewall.org.uk)
- **Switchboard** (helpline/live chat/email) - a confidential, non-judgemental LGBTQ+-specific listening service  
<https://switchboard.lgbt/>
  - Phone: [0800 0119 100](tel:08000119100)
    - Available Mon-Sun 10:00-22:00
  - Live chat: <https://switchboard.lgbt/>
  - Email: [hello@switchboard.lgbt](mailto: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](mailto:chaplaincy@durham.ac.uk)

## Support for Christians

- **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/>

## Support for Muslims

- **Tell MAMA** (helpline/SMS/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
  - SMS: 0115 707 00 07
  - WhatsApp: 0734 184 6086
  - Email: [info@tellmamauk.org](mailto:info@tellmamauk.org)
  - Submit a report: <https://tellmamauk.org/submit-a-report-to-us/>
  - Email for info on counselling: [counselling@tellmamauk.org](mailto: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
- Email: [info@mwnhelpline.co.uk](mailto:info@mwnhelpline.co.uk)
- SMS: 07415 206 936
- Live chat: <https://www.mwnhelpline.co.uk/index.php>
  - All services are available Mon-Fri 10:00-16:00

## Support for Jewish people

- **Community Support Trust** (info/reporting/helpline) can provide psychological support for Jewish people after a hate crime or other incident. It also allows users to report antisemitism anonymously.

<https://cst.org.uk/>

- Emergency phone: 0800 032 3263
  - Available 24/7
  - In an emergency, always dial **999** first before contacting other services
- Psychological support helpline: 0800 032 8477
- Reporting non-urgent incidents: [incidents@cst.org.uk](mailto: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](mailto:helpline@jcare.org)

## Support for Sikhs

- **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](mailto:info@sikhhelpline.com)
- Contact form: <https://www.sikhhelpline.com/contact-us>