STOP HATE UK

STOP HATE CRIME
0800 138 1625
24 HOUR HELP LINE

Stop Hate Line Helpline Procedure

Call/text/chat/email received

Operator listens to caller and completes form

Incident (Hate Crime or other)
Operator provides information about local agencies who may be able to help and advises to report all incidents to police

Enquiry
Operator records all details and answers queries where possible

Hoax/abusive
Operator records all details and **follows procedure given in handbook**

Emailed to **reporting@stophateuk.org.cjsm.net**
Processed by Stop Hate UK and entered onto database.

Incident (Hate Crime or other)
Note if consent to share given (and with which agencies)

Enquiry
Follow up action taken (e.g. information sent out)

Hoax/abusive
Ensure Police have all necessary information
Supply Police with recordings of call

Consent given

Within Stop Hate Line commissioning areas: Referral made by email to local Police and/or agency (designated referral points)

Outside Stop Hate Line commissioning areas: Anonymous details of incident emailed or phoned to local Police for intelligence purposes only

Consent NOT given
Anonymous details of incident emailed to local Police and/or agency for intelligence purposes only