HATE CRIME REPORTING
POLICY AND PROCEDURE

JOINTLY OPERATED BY
STUDENT SUPPORT SERVICES &
STUDENTS’ UNION

Effective date: May 2018
Review date: May 2019

Approved by: SESC
Responsible:
Pewist Osman, Student Support Services
# Contents

1. **INTRODUCTION** .................................................................................................................. 1
2. **POLICY OUTLINES AND DIFFERENTIATION OF RESPONSIBILITIES** .................. 2
3. **PROCEDURE – STUDENT CENTRE** .................................................................................. 3
4. **PROCEDURE – STUDENTS’ UNION** .................................................................................... 4
5. **REFERRALS TO INTERNAL OR EXTERNAL SUPPORT** ..................................................... 5
6. **DATA PROTECTION** ........................................................................................................... 6
7. **CONTACTS** ....................................................................................................................... 7

*Appendix 1* – Reporting form ..................................................................................................... 8

*Appendix 2* – Lewisham Council Guidance on the scheme ...................................................... 10

*Appendix 3* – Student Factsheet .............................................................................................. 16
1. INTRODUCTION

1.1 The Hate Crime Reporting Policy is in place to ensure that Goldsmiths has guidance and a process to support students, staff and members of the community to report hate crime incident in a safe and knowledgeable environment.

1.2 In collaboration with the Lewisham Third Party Reporting scheme, the aims are to deliver a coordinated response to hate crime between Student Support Services and the Students’ Union (from herein referred to under the umbrella of “Goldsmiths”), the Local Authority and Metropolitan Police.

1.3 Goldsmiths will facilitate effective reporting, alongside Lewisham Council and independent agencies to the Police in relation to a report of Hate Crime.

1.4 Goldsmiths will report without prejudice or opinion on claims brought forward by our students, staff and members of the community.

1.5 Goldsmiths will not be responsible for determining the circumstances of the report, the investigation of the report or the gathering of evidence in relation to the report.

1.6 Personal Tutors, Senior Tutors and Programme Leaders should signpost students to either contact the police or contact Student Support Services or the SU to report incidents that they feel are of the nature of a hate crime.

1.7 The aim of this policy is to allow persons reporting a hate crime incident to have a safe space to report incidents and to feel encouraged and comfortable to do so.

1.8 In turn, this policy aims to create a transparent and accessible way for students, staff and members of the community reporting incidents and so provide a clear message across the borough that hate crime is not tolerated at Goldsmiths.
2. **OUTLINES AND DIFFERENTIATION OF RESPONSIBILITIES**

2.1 **Hate Crime:** is any criminal offence where the victim has been targeted because of their protected characteristics, such as race or ethnicity, religion or belief, sexual orientation, gender identity, disability.

2.2 **Hate Incident:** is an incident that does not constitute a criminal offence but causes alarm, distress or harassment where the victim has been targeted because of their protected characteristics.

2.3 The Police will record and report within 24 hours of receiving the notified hate crime details and investigate accordingly.

2.4 Staff, students or members of the community, can report any time, online via www.met.police.uk and clicking on “report it”.

2.5 Reporting centres, such as the Student Centre or the Students’ Union, will not have responsibility to decide if an incident constitutes as hate crime or hate incident.

2.6 The reporting centres will factually report how the victim responds to the questions on the form verbatim.

2.7 The reporting centres will not need to provide evidence in relation to an incident that has been reported to them.

2.8 Police will provide a crime reference number and allocate an Investigating Officer.

2.9 Police will also keep the victim informed of the investigations, provide special measures for vulnerable victims or those still experiencing harassment or intimidation.

2.10 Student Support Services and the Students’ Union will promote the reporting centres to students and staff at Goldsmiths.

2.11 Goldsmiths will provide a lead person for the sites and will act as main point of contact for the Borough Council and Police.

2.12 No additional data is collected by Goldsmiths in relation to the report.
3. **PROCEDURE – STUDENT CENTRE**

3.1 Issue presented to Student Centre in person.

3.2 Member of staff to inform Hate Crime Project Reporting Officer of the incident presented and Hate Crime Project Reporting Officer to see student in the private office in RHB117.

3.3 Hate Crime Project Reporting Officer to use Online Reporting tool outlined in this policy.

3.4 In the case of the system or Goldsmiths network being unavailable, Hate Crime Project Reporting Officer to use the paper reporting tool located in the appendices of this paper.

3.5 In the case of online reporting, Hate Crime Project Reporting Officer to record interaction with student on CRM but do not hold details of the incident unless the student explicitly gives permission.

3.6 In the case of paper reporting, Hate Crime Project Reporting Officer to report interaction with student on CRM and permission asked to keep an electronic copy of the incident on their record. If permission is not given, proceed as above.

3.7 Following completion of the paperwork or on-line referral the reporting person if a Goldsmiths’ student will be referred to Student Support Services, including Wellbeing and/or Counselling. Staff will be referred to staff counselling.

3.8 Should the student not require any further follow up, mark the case as “completed” on CRM.

3.9 If the report has been made on paper, the report will be scanned and sent to cer@lewisham.gov.uk. The hard copy of the form will be confidentially disposed of, supposing all systems are fully operational.

3.10 All reporting persons will be informed of the commitment to confidentiality.

3.11 In the event that Hate Crime Project Reporting Officer is not available, the Student Centre Officer will be informed.

3.12 The reporting process is summarised in the graphic process below.
4(PROCEDURE – Students’ Union)

4.1 Student will report to the Students’ Union reception desk.

4.2 Every effort will be made for the desk to be staffed however if this is not possible there will be a telephone number on display which the student can call (designated person).

4.3 The receptionist or designated person responsible will call the advice team to see if there is an adviser available.

4.4 If an adviser is not available (this may be by illness, training, AL, or in an appointment) the designated person will consult the adviser’s calendar and will advise when the adviser will become available.

4.5 Once the adviser becomes available the client will be seen.

4.6 The adviser will be responsible for locating a quiet space.

4.7 In the event of the adviser not being immediately available the designated will also be informed of the option of going to the Student Centre.

4.8 Recording

4.8.1 The online system would normally be used but if this is unavailable a paper version would be used. A paper version would be used by an encrypted email (training needed).

4.9 Data Storage

4.9.1 If the person approaching the service’s only enquiry is making a hate crime report, this can be anonymised and no identifying information will be kept.

4.9.2 There will be an anonymised record of the contact for statistical purposes.

4.9.3 If the enquirer is a student there could be additional support needs such as Extenuating Circumstances or a referral to wellbeing services. The student will be offered advice and support on this. They will be asked to complete a client form in line with the Advice Service Policy.

4.9.4 In these cases it would not be necessary to keep a copy of the reporting form. It would however be usual to keep a brief summary of the issue in the client notes.
5  REFERRALS TO INTERNAL OR EXTERNAL SUPPORT

5.1 Should the reporting person be in distress, they will be offered first aid or a quiet space within the Student Centre or Students’ Union offices.

5.2 Should the student/staff/member of the community indicate that they are physically unwell or injured, emergency services will be called.

5.3 If our student requires the use of Wellbeing, refer them to the drop-in or make a referral to Counselling using the counselling link, to their GP, or to 3rd party agencies.
6  DATA PROTECTION

6.1   No data will be held on site in relation to the hate crime report.

6.2   If the reporting person is a student or member of staff, consent will be requested for a record will be made on the CRM within Student Support Services or on the HR records system.

6.3   Should the student present issues at the Students’ Union which require referral to support services, the designated member of staff at the Students’ Union would gather consent to share from the student and information will be passed onto Student Support Services.

6.4   If the hate crime report is made on paper, an electronic version of the report will be sent and the paper copy disposed of confidentially.

6.5   The copy of the email sent will be saved on Goldsmiths’ servers securely.

6.6   No information will be sent electronically without the expressed consent of the victim.

6.7   Police and local authority reporting areas will not require the 3rd party reporting centre to disclose names of members of staff taking the report, although a named contact will be given to Lewisham Local Authority in relation to the policy and the scheme.
## CONTACTS

| Student Centre | T: 020 7919 7050  
|               | studentcentre@gold.ac.uk |
| Students’ Union | T: 020 7717 2511  
|               | advice@goldsmithssu.org |
**Appendix 1 – Reporting form**

**Appendix 1 Reporting Form**

**Lewisham Third Party Reporting Partnership Protocol**

**Hate Crime Reporting Form**

**Part 1A Communication Support or Interpreter**

Do you have any communication or accessibility needs?  No [ ] Yes [ ]

If Yes, please provide details e.g. Language / Hearing / Sight : __________________________

Is anyone helping you complete this form?  No [ ] Yes [ ]

If Yes you can ask them to complete the rest of the form on your behalf.

**Part 1B Consent**

☐ I wish to make a full report and I give consent for my personal details to be passed onto the Police and Lewisham Council.

I give consent for my details to be passed to the following support agencies:

☐ Lewisham Victim Support ☐ Other Relevant Support agencies ☐ None

Signed: __________________________ Print Name: __________________________ Date: __________________________

☐ I wish to make an anonymous report and will not be disclosing my personal/contact details.

(If yes, go straight to Part 3 of this form and complete 'Incident details'. If you would like receive support from Lewisham Victim Support please call 020 8696 4583)

**Part 2 Victim or Witness Details**

Are you the: Victim [ ] Witness [ ] If you are a Witness do you know the victim?  Yes [ ] No [ ]

If Yes, please provide details (e.g. Brother, Friend, Colleague) __________________________

Name: __________________________ Date of Birth: __________________________

Address: __________________________ Postcode: __________________________

Contact no: __________________________ Email: __________________________

Gender: Male [ ] Female [ ] Transgender [ ] Other [ ]

Your home? Council/Housing provider [ ] Private rented [ ] Homeowner [ ]

**Your Background (Optional)**

<table>
<thead>
<tr>
<th>Ethnic origin</th>
<th>Religion</th>
<th>Sexual Orientation</th>
<th>Disability</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>Christian</td>
<td>Straight/heterosexual</td>
<td>No [ ] Yes [ ]</td>
</tr>
<tr>
<td>Black</td>
<td>Muslim</td>
<td>Lesbian</td>
<td>Yes [ ]</td>
</tr>
<tr>
<td>Asian</td>
<td>Jewish</td>
<td>Gay</td>
<td>Other [ ]</td>
</tr>
<tr>
<td>Chinese</td>
<td>Buddhist</td>
<td>Bisexual</td>
<td></td>
</tr>
<tr>
<td>Mixed Other</td>
<td>Hindu</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Specify Below)</td>
<td>Sikh</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>Athiest</td>
<td>Other</td>
<td></td>
</tr>
<tr>
<td>(Specify Below)</td>
<td>Other</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

☐ Rather not say

**Part 3 Details of Incident**

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Page | 8
Lewisham Third Party Reporting Partnership Protocol

Date of Report..............................................................................................................................................

Date of Incident..........................................................Time of Incident.........................................................

Location of Incident......................................................Number of people involved........................................

What happened? (continue on a separate sheet if necessary).................................................................

....................................................................................................................................................................

....................................................................................................................................................................

....................................................................................................................................................................

....................................................................................................................................................................

Why do you think you were targeted?

Race ☐ Religion/Faith ☐ Disability ☐ Sexuality ☐ Other ☐ Please specify.................................................

Do you know the Perpetrator/s? Yes ☐ No ☐

If Yes, please provide their name/s...........................................................................................................

Do you know where they live?....................................................................................................................

Have they done this before?........................................................................................................................

Can you give a description of the person/s who did this?..............................................................

....................................................................................................................................................................

Is there any evidence? e.g. CCTV, emails, text messages, graffiti Yes ☐ No ☐

If yes, keep safe and provide details........................................................................................................

Were there any witnesses? Yes ☐ No ☐ If yes, please provide details....................................................

....................................................................................................................................................................

Part 4 Details of Reporting Site / Person completing form if not the victim

Name.........................................................................................Organisation.................................................

Telephone................................................................................Email.............................................................

Signature..................................................................................Date............................................................

Please forward this completed form to LBL Crime Enforcement and Regulation Service by:

Email: hub@lewisham.gov.uk

Post: Crime Enforcement and Regulation Service

LBL Crime Reduction Service, 9 Holbeach Road, Catford, London SE6 4TW
SAFER LEWISHAM PARTNERSHIP

HATE CRIME
THIRD PARTY REPORTING PROTOCOL
Lewisham Hate Crime Third Party Reporting Protocol

1. Introduction:
Lewisham Third Party Reporting scheme aims to deliver a coordinated response to hate crime by bringing together key agencies to work in partnership to ensure victims and witnesses have access to support and protection, and offenders are brought to justice which will help create a safer and more cohesive community.

1.1 The purpose of this protocol:
- To facilitate consistent, effective reporting of hate crime and hate incidents to independent agencies other than the police.
- To promote safe and effective information sharing between partner agencies.
- To facilitate lawful exchange of information between partner agencies for the purposes of identifying and managing individuals in order to protect the public and reduce crime and disorder.
- To clarify the roles of participating agencies and the responsibilities towards each other and victims and witnesses who report incidents via Third Party Reporting Sites.

1.2 Effective dates:
The protocol is effective from January 2017 and will be reviewed annually (next review January 2018).

2. Key principles:
2.1 Hate crimes are unacceptable and should not be tolerated in our community.
2.2 There is no hierarchy of hate crimes – all forms of hate, whatever the motivation and/or perceived or actual identity of the victim(s), should be taken seriously.
2.3 Victims can face multiple forms of discrimination and experience a range of barriers to reporting incidents and accessing services. Agencies will work to ensure that services are accessible to all.
2.4 Preventing and responding to hate crime is a shared responsibility across all public services. No agency has either the means or the sole responsibility for tackling hate crime alone. A co-ordinated approach is needed, in which different agencies work together as partners, combining their resources to achieve a shared vision.

3. Aims of Third Party Reporting:
3.1 To support and encourage increased reporting of hate crime and hate incidents to establish a better understanding of the needs of different communities and target resources effectively.
3.2 To enable victims and witnesses of hate crime incidents to make reports at independent community locations, where they feel safe and comfortable.

3.3 To improve information sharing between partner agencies and promote joint working to increase community safety.

3.4 To send a clear message across all communities that hate crime is unacceptable, that victims will be supported and protected and perpetrators will be held to account.

4. Definitions:

4.1 Hate Crime is any criminal offence where anyone believes the victim has been targeted because of their race, ethnicity, religion, belief, gender or gender identity, disability, age, sexual orientation or any other actual or perceived difference.

4.2 Hate incidents are incidents that do not constitute a criminal offence but cause alarm, distress or harassment where anyone believes the victim has been targeted because of their race, ethnicity, religion, belief, gender or gender identity, disability, age, sexual orientation or any other actual or perceived difference.

4.3 The term “partners” used throughout this protocol refers to:

- Lewisham Police
- The London Borough of Lewisham Crime Enforcement and Regulation Service
- Third Party Reporting Sites

5. Roles and Responsibilities of Partners

The Police

Lewisham Police will record the report within 24 hours of receiving the report and investigate accordingly. Please send the report to the police by going to www.met.police.uk and click on ‘report it’ on the front page. If the third party reporting site doesn’t have internet access they will have to give all the details via ringing the non-emergency police number on 101. Please include any CAD or CHS reference numbers that you are given if you have already called 101. Please also send the third party report of hate crime to PC Susan Hailes who is the Met Police Partnership Officer for the borough of Lewisham Susan.Hailes@met.pnn.police.uk PC Hailes will log all instances from the Lewisham third party reporting scheme for statistical purposes. Please be mindful her email address is NOT a method of reporting.

The Police will:

5.1 Record third party reports within 24 hours once they are received.

5.2 Allocate a crime reference number and provide details of the Investigating Officer on receipt of a third party report to the victim.

5.3 Investigate all third party reports and ensure that all possible lines of enquiry are followed through.
5.4 Provide victims and witnesses with the best possible care during the investigation process, in accordance with the ACPO guidance.

5.5 Take Positive Action in the form of arrests where appropriate when dealing with hate crimes. This means assessing the vulnerability of the victim against the needs of the local community and societies need for strong action to be taken against those who commit hate crimes.

5.6 Ensure that special measures are applied in cases involving vulnerable and intimidated witnesses and that all victims are offered referral to appropriate support services to meet their needs in line with standard operating procedures.

5.7 Ensure that victims are informed of the progress of their case in accordance with the Victims Code.

5.8 Store information securely, in accordance with Data Protection requirements.

5.9 Provide monitoring reports on the numbers and types of reports received, action taken and outcomes to partners and the TPR Group.

5.10 Contribute to ongoing training on the role of the police to staff in Third Party Reporting Centres.

5.11 Contact victims / witnesses by telephone (where possible) or letter to confirm receipt of their report.

5.12 Ensure that all practicable lines of enquiry are followed through to identify the perpetrator and ensure the victims’ safety.

5.13 Take formal action in all hate crime cases where a perpetrator is identified and evidence is available with due regard for the victims wishes. The level of formal action will depend on the seriousness of the case, the evidence available, and the likelihood of the proposed remedy having a positive effect on the perpetrators’ future behaviour and the victims’ safety.

5.14 Updates on cases are provided regularly to victims and witnesses and to partners with consent from the victim or witness.

6 London Borough of Lewisham Crime Enforcement and Regulation Service (CER)

LBL Crime Enforcement and Regulation Service is responsible for co-ordinating partnership action to make Lewisham safer and for tackling antisocial behaviour, licensing, trading standards, noise nuisance and environmental health. Please send the report to: cer@lewisham.gov.uk

The LBL Crime Enforcement and Regulation Service will:

6.1 Co-ordinate the TPR scheme, acting as a central contact and monitoring point for all Third Party reports.

6.2 Act as the central point for receipt of Third Party Reports from Reporting sites and for online reports made via the Lewisham Council website.

6.3 Ensure the Police receive the Third Party Report and chase up acknowledgment of receipt if not sent within 48 Hours.
Lowisham Third Party Reporting Partnership Protocol

6.4 Maintain up to date information about TPR sites including access and contact information and names of trained staff.

6.5 Organise and deliver ongoing training on hate crime, and third party reporting training for staff in Third Party Reporting sites.

6.6 Support and advise partners on Hate Crime issues, the Third Party Reporting scheme and on specific cases as necessary.

6.7 Co-ordinate a quarterly Third Party Reporting Meeting to provide all partners with a regular opportunity to share information and best practice and assess progress of the TPR project.

6.8 Produce regular monitoring reports on the progress, outcomes and take up of TPR for the TPR Scheme.

6.9 Ensure that publicity materials about the project are up to date and distributed to TPR sites and across the borough.

7 Third Party Reporting Sites will:

7.1 Publicise the availability of Third Party Reporting at the site to staff and service users, ensuring that leaflets and posters are prominently displayed in public areas.

7.2 Identify a lead officer for TPR. The lead officer will act as the main point of contact for TPR at the centre, attending TPR forum meetings, and maintaining a secure file of reports received at the centre.

7.3 Ensure that at least one staff member is trained to take reports and at least one trained TPR officer is available to take reports during service hours. The role of trained TPR officers is detailed in Appendix 2.

7.4 Provide a drop in service that can be accessed by victims and witnesses of hate incidents, ensuring that no individual is turned away unless there is a health and safety risk.

7.5 Provide a confidential area to interview victims and take reports.

7.6 Ensure that all information is stored securely, in accordance with Data Protection requirements.

7.7 Ensure that the trained TPR officer is responsible for ensuring consent is obtained from the victim/ witness to indicate their agreement for their personal details to be disclosed to the Police and Council. If consent is not given, the report can be forwarded as an anonymous report, by omitting any personal details from the form. The victim/witness does not need to sign the form if they are making an anonymous report.

7.8 Email reports to cer@lewisham.gov.uk at Lewisham Council. Ensure that all reports made are sent to the Crime Enforcement and Regulation Service whether they are full reports or anonymous reports. This is important for intelligence monitoring purposes.

7.9 Take into account that where there are child protection issues, risk to life and matters of national security, information can be shared without consent of the victim. Decisions to disclose information without consent should be made in accordance with the agencies’ own confidentiality, adult protection and safeguarding children policies and procedures.
7.10 Contact the Crime Enforcement and Regulation Service if acknowledgement of referral has not been received within 48 hours. This will be the responsibility of the TPR Officer.

7.11 Will not determine whether a report is a ‘hate crime’ or ‘hate incident’ or a different crime. All reports made by victims or witnesses should be documented and then forwarded to the Crime Enforcement and Regulation Service, who will then forward the report to the Police who can decide whether an offence has occurred.
Appendix 3 – Student Factsheet
How can the Student Centre and Goldsmiths Students’ Union help me to report a hate crime?

The Student Centre and Goldsmiths Students’ Union are third party reporting centres, focused primarily on ensuring that any report of a hate incident is logged efficiently and concisely with Lewisham Local Authority and the Metropolitan Police for investigation on your behalf.

Are you responsible for investigating the incident?

No. Neither Goldsmiths nor Goldsmiths Students’ Union has investigative powers to determine if the report is a hate crime or not. However, Goldsmiths has a zero tolerance policy on hate crime on campus. Should the Metropolitan Police decide to press charges against a Goldsmiths student in relation to the incident, Goldsmiths will treat this as Student Disciplinary matter.

What support can Goldsmiths give to me in the event of an incident?

Our support can be wide-ranging and bespoke. We have our Wellbeing Team who can support you in understanding how to best-manage your experience emotionally and get you back on track with your studies. We have links with the local authority and third party support agencies within the community who are there as independent bodies set up to support you.

Should the police wish to press charges, you may be asked to give evidence. Metropolitan Police will talk to you regarding your options for continued support, in collaboration with our services too.

What happens after I report an incident to Goldsmiths?

One of the team will assist you in logging the incident. Following this referral to the Police and local authority teams, there will be a period of time investigating the report. However, a representative from the police or local authority will be in touch with you 24 hours after receiving the report to explain next steps. Please note that students do not have to report to the Police, if they do not wish to do so.

Our staff will explain your options in terms of support and you will have an opportunity to think about which types of support you may find useful, if any.

Are there any implications to my enrolment after this report?

No. Your enrolment and the report of an incident are two entirely separate things.

What happens to the information you collect following the report?

Your report and data are stored on our electronic system under regulations in accordance with the Data Protection Act. Only those who need to know the information internally will have access and this will only be used in order to support you on an ongoing basis. Should you wish the support to cease, the data will be stored on our system for record keeping only.

What happens if I approach the Student Centre regarding sexual harassment or violence?

The University has separate policies and support networks for this type of incident. However, if your perception is that this harassment or violence was in relation to your protected characteristics, our advice would be to report it as hate incident as well.