



# Bystander Intervention Guide



**Stand  
by e**

**Stand by Me** aims to develop the awareness, skills and confidence needed to intervene in a situation when another individual needs help. This can send powerful messages about what is acceptable behaviour in our communities.

Incidents motivated by hate are on the increase and it can be very upsetting for victims if people just stand around and do nothing. Most incidents take place in public spaces including public transport, so there is a chance you may be a witness when you are out and about.

### **But what can you do?**

It can be difficult to know what action to take. This leaflet outlines safe and simple ways to stand against hate that anyone can use.

## DEFINITIONS:

**Bystander:** a person present in a situation where others needs help, but chooses not to act. Lack of information on safe interventions, bystander apathy, and diffusion of responsibility make people less likely to help.

**The Bystander effect:** a social phenomenon where the presence of others discourages an individual from intervening in an emergency situation. The greater the number of bystanders, the less likely that any one of them will intervene.



## WHEN TO GET INVOLVED?

We encourage interventions in day to day incidents that:

- Take place in public spaces
- Involve hate, hostility or prejudice
- Do not require a direct approach, but help and assistance can still be provided

## SAFETY FIRST

Remember that your safety is a priority.



# SEE



- **Watch, be a witness. Don't turn away as it gives the message to the offender that their behaviour is normal and acceptable.**
- **Observe and pay attention to what is happening, the description of the offender, where you are, what time it is, so that you have the best information when you report it.**

# REPORT



- **Inform security, staff or other people that might be able to help. You can also ask other people nearby for help to intervene.**
- **Once you are in a safe space you can then report the incident as a witness directly to the Police. In case of emergency always call **999**. You can find other ways to report in this guide.**

# SUPPORT



**Check in with the victim if possible, even if its after the incident.**

- **Check if the victim is OK.**
- **Ask if they need you to call anyone for them.**
- **Let them know of support services available and how they can report the incident using this guide.**

## TIPS ON INTERVENING ONLINE

Online hate is very common and challenging to tackle. It is as serious as crime committed in the physical world and should be treated as such. Social media platforms have strong policies that do not tolerate hate speech, but their programs often need human help. If you see hate speech online:

- Don't get into an argument. If you want to challenge it, use calm language and facts, avoid personal attacks
- Take a screenshot or a photo and save it as evidence
- Report it to the social media platform
- Block the user if they are upsetting you
- If you think it is very serious, call the Police

# BENEFITS OF INTERVENTIONS



Bystander interventions can:

Support the victims and assure them that what happened to them was wrong.

Send messages of no tolerance to perpetrators. Most perpetrators believe they are expressing the views of the majority. Intervening helps them realise that others do not share their hostile views.

Increase the reporting of hate crime. Even if every incident is not investigated, the reports offer key data to the Police and other authorities.



# HOW YOU CAN SUPPORT US

Stand by Me aims to reach as many people as possible. You can help us spread awareness about bystander interventions in many different ways:

- Follow us on social media, use **#StandbyMe**
- Join our Stand by Me Facebook Group
- Share Stand by Me content on social media
- Add our Twibbon to your profile picture

**For more resources and ways to support the project visit our website**

**[communitiesinc.org.uk/ourwork/stand-by-me](http://communitiesinc.org.uk/ourwork/stand-by-me)**

**Stand by Me is funded by:**



# A QUICK GUIDE TO REPORTING HATE CRIME



# What is a hate crime?



A hate **incident** is any incident which is perceived, by the victim or any other person, to be motivated by hate, hostility, or prejudice. If a hate incident **breaks the law**, it becomes a criminal offence and therefore a hate **crime**. Remember, any crime can be a hate crime as long as it is motivated by hate or prejudice.

Hate crimes can affect anyone and can have devastating consequences for individuals, families and entire communities if left unchallenged.

It is important to report both hate incidents and crimes.

**80% OF HATE CRIME IS UNREPORTED!**  
*CRIME SURVEY*



# What does a hate incident or crime look like?

Hate crime manifests in many ways such as:

- Harassment
- Verbal abuse
- Criminal damage
- Theft or burglary
- Misogyny
- Sexual assault or rape
- Online abuse
- Threats of violence



## Who is affected?



**Anyone** can be affected by hate crime as people can be targeted for their *perceived* or *actual* identity. However, there are some people that are more affected than others, so nationally, data is collected under five strands:

- Race
  - Disability
  - Faith or religion
  - Sexual orientation
  - Gender identity
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In Nottingham, data is also collected for:

- Misogyny
  - Alternative subcultures
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# Impact of hate crime



Hate crime can impact individuals and communities in a number of ways.

Individuals can:

- Get upset, anxious, or feel vulnerable
- Avoid places, feel fearful or depressed
- Feel suicidal, turn to drink/drugs
- Retaliate or start arguments
- Feel a need to move, or to conceal themselves

In communities, it can:

- Create divisions and tensions between groups
  - Create no-go areas or a sense of isolation
  - Make people feel they have to take sides, which impacts community cohesion
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# Why report hate crime?



By reporting hate crime you can:

- Stop it from getting worse or happening again
  - Send a message that hate crime will not be tolerated
  - Stop it from happening to other people
  - Help the Police and Council put in place measures that may prevent hate crimes from happening in the future
  - Help victims to access the appropriate support to deal with the emotional impact
  - Express solidarity with the victim and take a stand against prejudice
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## How to report a Hate Crime?

There are many ways to report hate crimes and incidents. You can choose the option that is best for you.

- Directly to the Police: in case of an emergency call **999**, otherwise call **101**
- Online with **True Vision**, which gives you the option to report it anonymously – **[www.report-it.org.uk](http://www.report-it.org.uk)**
- For anti-Muslim attacks contact **TELL MAMA**. Submit a report on **[www.tellmamauk.org](http://www.tellmamauk.org)**, call **0800 456 1226** or email **[info@tellmamauk.org](mailto:info@tellmamauk.org)**
- Call **Crime Stoppers** on **0 800 555 111**
- On trains and Tube contact **British Transport Police**. Text **61016** or call **0 800 40 50 40**

## Support Services

**Nottinghamshire Victim Care** provide advocacy and casework support for victims of hate crime in Nottinghamshire. Call **0 800 304 7575**

**Victim Support** provide support to victims of crime nationally. **0 808 1689 111** or request support through the website:  
**[www.victimsupport.org.uk](http://www.victimsupport.org.uk)**

**Samaritans** provide emotional support to anyone in emotional distress, struggling to cope, or at risk of suicide. Call **116 123** or email **[jo@samaritans.org](mailto:jo@samaritans.org)**

**Remember that you do not have to be a victim of hate crime to report it, witnesses can report it too.**

**There is no such thing as being a neutral observer. By doing nothing you only allow hate crimes to happen again.**