

## Bristol Hate Crime & Discrimination Services (BHC&DS)

### INFORMATION SHEET

#### 1. What is BHC&DS

BHC&D is a collaboration of charities. SARI is the administrative lead. We jointly deliver your local Hate Crime and Discrimination Services.

**We are now made up of 6 partners.**

**The former agencies that made up Bristol Hate Crime Services:**

**SARI** – leading the collaboration; will be triaging, assessing and allocating all new referrals; offering the 24/7 Emergency Out of Hours Duty Service; security installations; assessing all referrals and specialising in race and faith based cases. We also host the primary casework team and run the management team meetings.

**Brandon Trust** – are the Disability hate crime, mate crime expert with particular understanding re: Learning Difficulties, Autism, Asperger's and Physical and Sensory Impairment. Host a dedicated Disability Hate Crime Project Manager and advise on making services and information accessible for Disabled People.

**Bristol MIND** – offer expertise re: Mental Health linked Disability Hate and Mate Crime. Host a dedicated Caseworker who carries a case load for people where mental health needs are prevalent. Offers advice on emotional health and wellbeing.

**LGBT Bristol** – offer expertise re: the needs and issues for LGBTQ+ people. Host a dedicated Caseworker who carries a case load for people who are LGBTQ+. Offers other services that promote the emotional health and wellbeing for LGBTQ+ people.

**And we have then taken on 2 new partners:**

**Avon and Bristol Law Centre** – host 2 dedicated solicitors who specialise in legal advocacy relating to discrimination cases. Advise re: what action can be taken under the Equality Act 2010. Offer advice on other legal areas. Both solicitors carry caseloads for people facing discrimination due to their Protected Characteristics.

**Bristol Mediation** – have a project manager and team of volunteers specialising in restorative approaches, mediation and conflict resolution. Will work on hate and crime and discrimination cases where the victims want restorative justice (where the perpetrator is willing to engage, apologise and make amends); mediation – where 2 parties are not getting along and would like us to try and help them build a more positive relationship and conflict resolution where 2 or more parties need work to reduce the level of anger, hostility and conflict between and hopefully achieve peace and harmony.

## 2. What services do we offer?

- **Casework and legal advocacy** for victims of hate crime and discrimination. We will support anyone who feels they are being targeted because of their Protected Characteristic. Please see the attached leaflet for more information.
- **Information and empowerment sessions** for residents and community groups. We will do talks and sessions for people who are at risk of facing hate crime or actually facing hate crime e.g. Adult or young Disabled People; faith groups; LGBTQ+ groups; BME groups to empower them to recognise and respond effectively to hate crime or prejudice based incidents.
- **Advice, guidance and information for agencies.** We are here to offer advice to any agency or agency staff member on how best to deal with hate crime and to take referrals. We can do short information sessions. We can also offer bespoke more detailed training at competitive rates.
- **Restorative Justice, Mediation and Conflict Resolution** for cases or situations where hate crime or discrimination is a factor. This can include where there is conflict or argument between different groups e.g. different ethnic groups; faith groups vs. LGBT groups etc. We also see quite a few cases where you have individuals alleging hate crime towards each other e.g. a Disabled person and a BME person both feeling targeted by the other.
- **One to one work with perpetrators/ offenders.** We are offering up to 3 sessions with individual perpetrators/ offenders of hate crime. Offenders need to be willing to and give consent to engage with our service. We anticipate this being particularly applicable to young perpetrators; and adult perpetrators of lower level offences or adult offenders with additional vulnerabilities such as a Learning Difficulties. We will utilise our different partners' expertise to deliver the sessions. We will embed restorative approaches into these sessions.
- **One to one work with young victims of hate crime.** We are offering up to 3 sessions for young victims to empower them to overcome the impact the abuse.
- **Signposting.** We will signpost people to services they need. At times people will need specialist service re: counselling; mental health needs; domestic or sexual abuse; drugs and alcohol issues etc. We will be able to signpost to internal services such as AVoice Advocacy in SARI or Mindline. We will also signpost to external agencies and services as needed. We will go with people on this journey if that is what is needed to get them successfully to the service they need.
- **Quarterly Provider Forums.** We will be running quarterly forum meetings for local agencies and residents who would like to get updates about our work; learn about our services and also be informed/ upskilled about key equalities related issues. Each forum will be themed re: relevant topics chosen by those who attend the forum meetings e.g. in the past we have run sessions on LGB or Trans community needs; Mate Crime; Refugees and Asylum-seekers. Our next Provider Forum will be on Wednesday 15<sup>th</sup> November from 10 – 3, venue TBC. This will be the formal launch of our new service. Please save the date for an exciting event.

- **Raising Voices for victims of hate and discrimination.** We will be running an annual victims' voices day as a round table event with key agency reps listening to the stories and experiences of those who have faced abuse. These days also identify learning and actions needed for local providers to embed in future practice. We will also continue to run HUG – Hate Crime Users Group – which comprises people with 'lived experience' coming together to influence local services and to empower other survivors.

**All the activities we do contribute to the following aims:**

- i) Those affected by the crime or discrimination will be equipped to cope better, have improved wellbeing, life chances and to participate in the wider community.
- ii) Agencies and communities will be better informed about the adverse effects of hate crime and discrimination and be better equipped to respond effectively.
- iii) Perpetrators of hate crime or discrimination will be informed about the impact of their behaviour on victims and communities and be deterred from future offending.

**How to contact us:**

**Freephone:** 0800 171 2272 (also for our Out of Hours Emergency Duty Service)

**E-mail:** [sari@sariweb.org.uk](mailto:sari@sariweb.org.uk)

**Website:** <https://www.bhcads.org.uk/> (please note this is still under formation)

**Facebook:** <https://www.facebook.com/BristolHateCrimeandDiscriminationServices/>

You can also visit us at SARI's Offices Monday – Friday, 9.15 – 5.30 pm at 15 Portland Square, Bristol, BS2 8SJ.

**Please refer to the websites for each partner agency to check out their office opening times:**

<https://www.ablc.org.uk/>

<https://www.brandontrust.org/information-and-support/hate-crime/>

<https://bristol-mediation.org/>

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

<http://lgbtbristol.org.uk/hatecrime/>