



Tyne and Wear Fire and Rescue Hate Crime Charter

**Tyne and Wear Fire
and Rescue Service**
Creating the Safest Community



A hate crime is any criminal offence which is perceived by the victim or any other person, as being motivated by hostility or prejudice based on an individual's actual or perceived race, disability, religion, sexual orientation or gender identity.

A hate crime can involve:

- Physical attacks such as assault, damage to property, offensive graffiti and arson.
- Threat of attack including offensive letters or language, abusive or obscene telephone calls.
- Intimidation and unfounded, malicious complaints, outing or threat of outing.
- Verbal abuse, insults or harassment - taunting, offensive leaflets and posters, abusive gestures.
- Dumping of rubbish outside homes or through letterboxes, and bullying at school or in the workplace.

Tyne and Wear Fire and Rescue Service (TWFRS) will not tolerate incidents of hate crime and we will work with the communities we serve, the Police and local authorities to support the prosecution of hate offenders.

Purpose of this Charter

It is the responsibility of all members of society to challenge hate crime when they encounter it. As an organisation providing a service to the public, we have a duty to ensure that victims of hate crime are offered the right support.

We want our staff and communities to feel safe and will operate a zero tolerance approach to hate crime. We believe that addressing hate crime is part of our vision of 'Creating the Safest Community'

This charter sets out our commitment to work with our partners to tackle hate crime. By setting common goals and standards, we aim to provide a consistent approach and we aim to educate our staff about the impact of hate crime, so that they are able to encourage people to report incidents either as victims or witnesses, and we want to share best practice across our communities.

Encouraging the reporting incidents

When someone reports an incident, the Police can investigate and there are also a number of agencies who can provide emotional and practical support. We understand the impact hate crime can have on victims and we want people to feel they will be taken seriously. The more detailed information our partners can build due to reports made to Police, the better equipped we will all be to seek solutions.

As a busy emergency service, working throughout the communities of Tyne and Wear, we can play a key role by making sure people are aware of how they can report incidents and the importance of doing so.

We will aim to encourage anyone who has been a victim of or witnessed a hate crime to report incidents to their local police force using 999 for emergencies or 101 for non-emergencies, helping them to provide as much information as possible, including personal contact details where the victim feels able to.

Our commitment

- TWFRS will have a zero tolerance approach to hate crime against our staff and community members.
- We are committed to supporting staff and community members when they are victims of hate crime, or if they witnesses a hate crime.
- We will encourage them to report to the Police at the time that incidents occur, or as soon as possible afterwards.
- We will support training and awareness among our staff that assists in tackling hate crime and the impact upon victims.
- We will train and support Workplace Hate Crime Champions throughout our service.
- We will engage with voluntary groups, local authorities and the police to ensure that we are working to prevent hate crime.

Chief Fire Officer

Chair of TWFRA

FBU

Unison

GMB



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OF YOUR FIREFIGHTERS



