

SUPPORT SERVICES

You do not have to report directly to the police to access support. The organisations below can help you report incidents and provide advice and support:

Local support

Norfolk & Suffolk Victim Care

Free confidential support for anyone affected by crime in Norfolk & Suffolk. They offer:

- Emotional support to cope and recover from the crime
- Information on and referrals to other agencies
- Advice on crime prevention and tailored safety planning advice
- Practical support such as a personal alarm
- Support using Language interpreters and British Sign Language interpreters

Visit nsvictimcare.org

Stop Hate in Norfolk (SHIN)

Encourages and supports reporting of hate incidents. Visit www.norfolk.police.uk and search "hate".

GYROS

Supports migrant, culturally and linguistically diverse communities:

communitydirectory.norfolk.gov.uk/Services/4632

DIAL

Advice and support telephone line for disabled and vulnerable people:

01493 856900

LGBTQ+ Project (Norfolk & Waveney)

Mental health and wellbeing support for LGBTQ+ individuals:

lgbtqproject.org.uk

National support

True Vision

National directory of hate crime support services:

www.report-it.org.uk

Tell MAMA

Support for anti-Muslim hate incidents:

tellmamauk.org

Community Security Trust (CST)

Support against antisemitism:

cst.org.uk

Galop

A national charity providing advice and support to members of the LGBT+ community:

www.galop.org.uk

Further information

For more resources, visit our website: www.norfolk-pcc.gov.uk



COMMUNITY
COHESION
COMMUNITY
TENSION
HATE CRIME



Community Cohesion

Community cohesion describes how people from different backgrounds live, work and interact positively within the same community. It is characterised by mutual understanding, respect for differences, and strong, positive relationships that create a shared sense of belonging.

Community Tension

Community tension refers to situations, pressures or patterns that may lead to fear, division or conflict between groups. These tensions can arise from social, economic, cultural or political factors and can weaken trust, safety and community cohesion if not addressed.

Hate Crime

A hate crime is any criminal offence perceived by the victim or another person to be motivated by hostility or prejudice based on a person's identity, including race, religion, sexual orientation, disability or transgender identity.

Why these matter

Community cohesion, community tension and hate crime are closely interconnected. Strong community cohesion helps build trust, inclusion, resilience, and a sense of belonging, making communities safer and better able to respond to challenges.

When tensions are left unaddressed, they can increase fear, reduce trust and lead to division between groups. In some cases, this can escalate into hate incidents or hate crime, causing harm to individuals and damaging the wider community.

By understanding and addressing these issues together, communities can promote fairness, reduce harm, and create environments where everyone feels safe, valued and included.

What this looks like

In a cohesive community, people:

- Feel safe, respected and included
- Have positive relationships across different groups
- Trust local services and each other
- Work together to address shared challenges

Where there is community tension, you may see:

- Increased fear, mistrust or division between groups
- Disputes, protests or public unrest
- Pressure on services and reduced confidence in institutions
- Online hostility, misinformation, or discriminatory behaviour

Where hate incidents or crimes occur, this may include:

- Verbal abuse, harassment or threats
- Physical assault or damage to property
- Offensive graffiti or inflammatory material
- Online content intended to spread hatred or encourage harm

Reporting makes a difference - to you, your community, and future prevention.



HOW TO REPORT

Reporting makes a difference

Reporting hate crime or community tension:

- Helps prevent escalation
- Protects others from harm
- Enables agencies to respond effectively
- Builds a clearer picture of local issues

How to report Hate Crimes to Norfolk Police:

Emergency: **call 999**

Non-emergency: **call 101**

In person: at your **local police station**

Online: www.norfolk.police.uk

You can also report online hate crime at:

www.report-it.org.uk

Anonymous reporting:

- Call Crimestoppers on **0800 555 111**
- Online via crimestoppers-uk.org

How to report Community Tensions to Norfolk Police:

- Emergency: **Call 999**
- Non-emergency: **Call 101**
- Email: communitytension@norfolk.police.uk (Please note: this inbox is not monitored at weekends)