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Introduction

Britain is a modern, diverse society with strong enduring principles of freedom, fairness and equality. We are proud that we have a country where people from different faiths and different backgrounds can live and work together with a strong sense of identity both in themselves and in their country. Yet the problem of hate crime where difference is reviled rather than respected sadly endures.

At its core hate crime targets people and property because of difference – whether it be race, religion, disability, sexual orientation or gender identity. While all crime is damaging to society, hate crimes can seriously undermine the confidence and quality of life of both individuals and specific communities. The individual victim of the crime may suffer physical injuries or enduring emotional trauma. News of hate crimes spread quickly through communities, increasing fear and lessening people’s willingness to express their identity and go about their normal lives.

This is why tackling hate crime carries an importance beyond the individual crime itself. A robust response to hate crime helps build confidence within communities that they have the support of Government, Police and wider society, so that the actions of a bigoted few should not be allowed to interfere with their right to share in our open, diverse society.

The Jewish community in Britain has long recognised the need for a strong response to hate crime, as part of its commitment to fighting all forms of bigotry in our society. This commitment is embodied today in CST.

It is CST’s hope that this experience in tackling hate crime, as set out in this booklet, can help other communities throughout the United Kingdom and help deliver the strong cohesive society that benefits us all.



James Brokenshire MP
**Parliamentary Under
Secretary of State
for Crime Prevention**



Gerald M. Ronson
CST Chairman



Richard Benson
Chief Executive CST

About CST

CST is the Community Security Trust, a registered charity with 55 full-time staff, 3,000 voluntary personnel and many supporters. CST advises and represents the Jewish community on matters of antisemitism, counter-terrorism, policing and security. CST received charitable status in 1994 and is recognised by Government and Police as a model of a minority community security organisation.

CST provides security advice and training for Jewish schools, synagogues and communal organisations, and gives assistance to those bodies that are affected by antisemitism. CST also assists and supports individual members of the Jewish community who have been affected by antisemitism and antisemitic incidents. All this work is provided free of charge.

An essential part of CST's work involves representing the Jewish community to Police, legislative and policy-making bodies, and providing people inside and outside the Jewish community with information to combat antisemitism.

CST as a model of best practice

The Jewish community has had its own organisation for recording hate crimes and hate incidents for many years, in the form of CST. CST has existed as an independent charity since 1994, before which it was part of the Board of Deputies of British Jews, which is the representative body for the Jewish community in Britain. CST has recorded antisemitic incidents in the UK since 1984, as part of its wider work providing security assistance and advice to British Jews.

The experience and expertise that CST has accumulated in recording and analysing hate incidents and hate crimes against British Jews is not just specific to the problem of antisemitism. The benefit of having a community-run, grass-roots hate crime monitoring network, working in close partnership with the Police, would apply to any minority community. This is why CST has been recommended by several senior Police officers and Government ministers as a model of best practice for other minority communities to follow.

"Hate Crimes are corrosive in society; they have a greater impact on the victim but also cause harm to our communities. The police are committed to reducing the harm caused by hate crimes and to do so we need to encourage more victims to come forward and seek support. Only by reducing under-reporting can we see the full extent of these crimes and be in a position to work with partners to reduce the harm they cause.

"The Community Security Trust is an excellent example of an effective body that has been able to form a true partnership with police colleagues and to inspire confidence in communities. I believe they are one of the best examples of a third party reporting structure and would provide an excellent model for emerging groups to emulate."

Assistant Chief Constable Drew Harris, Hate Crime lead for the Association of Chief Police Officers (ACPO)

Community hate crime reporting

The speed with which reports of hate crimes can spread within communities is one reason why the proper reporting and recording of hate crimes is so important. It only takes a small number of media reports of hate crimes against a particular community to generate the sense that there is a growing trend, targeting that particular group. Yet without firm data, it is impossible to know whether such a perceived growth in hate crimes reflects an actual increase; and if there is an increase, firm data is needed to know where and when the hate crimes take place, what forms they take, and therefore what the policing and community response ought to be.

While the Police will always be the primary agency for tackling crime of all kinds, efforts to tackle hate crime are enhanced when minority communities have their own agencies for reporting, recording and analysing hate crimes. This particularly helps with the monitoring of hate incidents – that is, incidents that do not constitute crimes but are still motivated by prejudice or hate. These incidents do not require Police investigation but still contribute to the damaging impact that patterns of bigotry have on the confidence and well-being of minority communities.

The benefits that can be brought by community-based non-governmental organisations (NGOs) are increasingly recognised by governments. The 2010 Annual Report of the European Union Agency for Fundamental Rights (FRA) noted that: “NGOs have a crucial role to fulfil in the implementation of anti-discrimination legislation. The strengthening of their capacities is therefore crucial.”¹ The Organisation for Security and Cooperation in Europe’s Office for Democratic Institutions and Human Rights (ODIHR), which represents 56 governments across Europe, Central Asia and North America, identified six key roles for community-based NGOs in efforts to combat hate crimes:

- Working with governments to improve legislation
- Monitoring and reporting incidents
- Acting as a voice for victims of hate crimes, especially by serving as intermediaries with the authorities

1 Annual Report 2010 Conference Edition, European Union Agency for Fundamental Rights, p.102 http://www.fra.europa.eu/fraWebsite/attachments/AR_2010-conf-edition_en.pdf

- Providing practical assistance to victims of hate crimes, such as legal advice, counselling and other services
- Raising awareness about the existence of discrimination, intolerance and hate crimes; and
- Campaigning for action to meet the challenge of hate crimes.²

The benefits of establishing community-based NGOs to monitor and record hate crimes are maximised by working in partnership with Police and Government, to ensure that effective hate crime legislation is passed and implemented fully. This partnership depends on a two-way relationship of trust and respect. However, sometimes the victims of hate crimes do not want to have direct contact with the Police, or want to remain anonymous.

In these circumstances, a community NGO can perform a vital function as a ‘Third Party Reporter’ and act as an intermediary between the victim and the Police. CST performs this function for the Jewish community.



Graffiti, Manchester 2009

2 Preventing and responding to hate crimes: A resource guide for NGOs in the OSCE region, OSCE/ODIHR 2009, p.13 http://www.osce.org/publications/odihr/2009/10/40781_1382_en.pdf

What is a hate crime?

Different organisations and agencies follow different definitions of a hate crime, but all uphold the basic principle that it is a crime which involves prejudice against a particular group, whether this is based on religion, colour, nationality, sexual orientation, disability, gender or some other characteristic.

All police forces in the United Kingdom, and the Crown Prosecution Service, follow the definition contained in the Cross-Government Action Plan on Hate Crime.³

This includes the following summary definitions:

Hate motivation:

Hate crimes and incidents are taken to mean any crime or incident where the perpetrator's hostility or prejudice against an identifiable group of people is a factor in determining who is victimised.

Hate incident (race incident is used here as an example; for other types of incidents substitute 'religion', 'sexual orientation', 'disability' or 'transgender' for 'race' as appropriate):

Any non-crime incident which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a person's race or perceived race.

Hate crime (religious hate crime is used here as an example; for other types of incidents substitute 'race', 'sexual orientation', 'disability' or 'transgender' for 'religion' as appropriate):

A hate crime is a criminal offence which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a person's religion or perceived religion.

The full definitions of a hate crime and a hate incident as included in the Cross-Government Action Plan can be found on page 24-27 of this booklet.

ODIHR defines the prejudice or bias involved in a hate incident as: "preconceived negative opinions, intolerance or hatred directed at a particular group. The group must share a common characteristic that is immutable or fundamental, such as 'race', ethnicity, language, religion, nationality, sexual orientation, or other characteristic."⁴

CST defines an antisemitic incident as any malicious act aimed at Jewish people, organisations or property, where there is evidence that the incident has antisemitic motivation or content, or that the victim was targeted because they are (or are believed to be) Jewish. This can be applied to other types of hate crimes, by substituting the relevant feature of the targeted group for 'Jewish'.

NGOs such as CST or other community-based monitoring groups are free to choose whether or not to follow the Government definition of a hate crime or hate incident, particularly the part which relies on the perception of the victim or any other person. CST does not follow this definition, preferring to make its own judgement about whether each alleged antisemitic incident is genuinely antisemitic, but others may choose to follow it.

The most important thing is that NGO reports of hate crimes should be credible and reflect genuine examples of hate crimes or hate incidents, rather than crimes or incidents that just happen to involve victims from a particular community.

For example, CST sometimes receives reports of attempted burglaries at synagogues or other Jewish buildings, or of muggings of Jewish schoolchildren. While these are crimes in which the victims are Jewish, they would not count as hate crimes unless some evidence of anti-Jewish feeling was expressed during the course of the crime (for example, by daubing a swastika on a burgled synagogue).

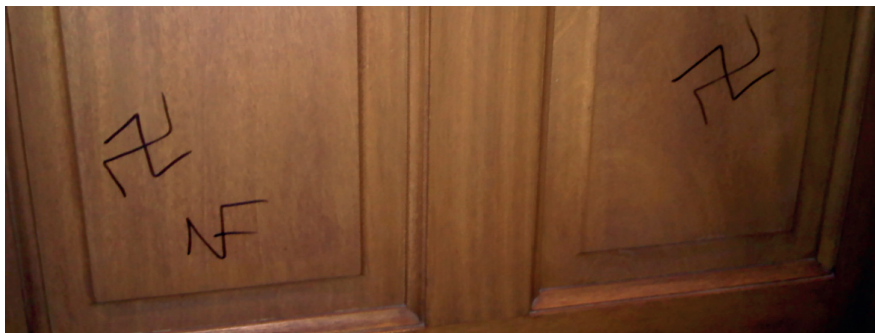
⁴ Preventing and responding to hate crimes: A resource guide for NGOs in the OSCE region, p.15

³ Hate Crime – The Cross-Government Action Plan, the Home Office September 2009, <http://library.npia.police.uk/docs/homeoffice/hate-crime-action-plan.pdf>

Reporting hate crimes

The easier it is for a victim or witness of a hate crime to report it, the more likely they are to do so. A hate crime NGO should try to establish as many different ways as possible to receive reports of hate crimes, such as a dedicated phone line, email address or website. While it is possible to build a picture of hate crime patterns by collating local and national media reporting of the problem, this will inevitably provide only a partial picture as it relies on the priorities and interests of, for example newspaper editors and their journalists.

As well as receiving and recording reports of hate crimes, a key part of the work of any hate crime NGO should be to establish networks of local volunteer activists, who can represent the NGO within their community. This has several purposes: firstly, to provide direct support to victims or witnesses of hate crimes; secondly, to investigate reports of hate crimes, which enhances the integrity and accuracy of the NGO's reports; thirdly, to provide another, more personal, reporting channel for victims of hate crimes; and fourthly, to raise the profile and credibility of the NGO within the community it seeks to serve, which in turn will increase people's willingness to report incidents to that NGO.



Neo-Nazi graffiti targets many different minorities

Working with the Police

The relationship with the Police is essential to any successful hate crime reporting scheme, whether local or national. Your organisation may wish to offer confidential support but there is still a need to be able to share even anonymous information. Effective partnerships will build on existing infrastructures rather than duplicating them.

National third party reporting schemes can access advice from the ACPO Hate Crime Manual and the ACPO Hate Crime Group. Information on both the Manual and the Group can be found through the ACPO website at: www.acpo.police.uk.

ACPO has taken ownership of the True Vision brand of reporting materials. True Vision provides a mechanism for third party schemes to report directly to the Police via an online reporting form. It allows reports made online to be routed to the relevant Police control room and provides an effective response to non-emergency referrals. True Vision also provides a library of resources which may assist in developing your schemes and reducing set-up costs. True Vision can be accessed at www.report-it.org.uk.



The relationship with the police is essential to a successful hate crime reporting scheme

Local partnerships

Community-based NGOs can be most effective when they form local partnerships with the Police, the local authority and other agencies dedicated to combating hate crimes. This does not mean that the NGO has to fall in line with these other agencies: a partnership works best when it provides a framework for open discussion and disagreement, if this leads to a better understanding of the problems posed by hate crimes.

Local partnerships can also take account of the different structures, agencies and communities in each area, to ensure that hate crime victims receive the best service to suit their needs. Volunteers for the NGO in each area should make contact with the hate crime lead within the local Police force and the local Community Safety Partnership. They will be able to give advice on local procedures but also have data exchange protocols to help your scheme. It is also worth building relationships with any other organisations combating hate crime in your local area, including those from other communities.



Inter-faith community training event

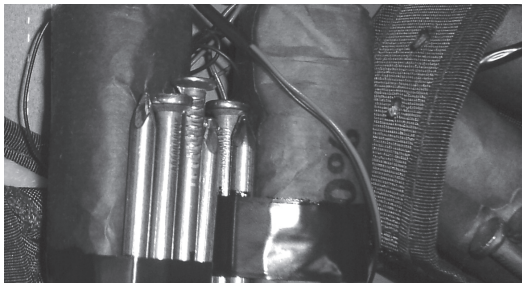
Responding to Hate Crimes

Types of hate crimes and hate incidents

CST divides antisemitic incidents into six categories, to make their analysis easier. These categories can be applied to all types of hate crimes or hate incidents and are as follows: Extreme Violence; Assault; Damage & Desecration of Property; Threats; Abusive Behaviour; Antisemitic Literature. The different types of incidents that fall into each category are described in more detail here. Where a description refers to people or property, this means people or property that belong to a targeted community, or are perceived by the attacker to belong to a targeted community. Where it refers to abuse, this means an act which singles out members of a targeted community for abuse, or where the type of abuse shows evidence of bigotry against a particular community.

Extreme Violence

- Any attack on a person that potentially causes loss of life or grievous bodily harm (GBH).
- Any attack on property, for example by arson or petrol bombs, where there is the potential for people in the property to be killed, for instance if the building is inhabited or occupied at the time of the attack.
- Bombs, including letter bombs. This includes any viable device that either detonates or is defused, and therefore was life-threatening. It also includes any device which is assessed to have been intended by its sender to be viable, even if after analysis it is found that it was incorrectly constructed and therefore would not have gone off.
- Kidnapping.
- Shooting.
- Stabbing.



Assault

- Any physical attack against a person or people, which does not pose a threat to their life and is not GBH. This would include actual bodily harm (ABH) or common assault.
- Attempted assault which fails, due to self-defence, or if the victim runs away.
- Throwing of objects at a person or people, including where the object misses its target.

Damage & Desecration of Property

- Any physical attack directed against property, which is not life-threatening. This would include the daubing of abusive slogans or symbols, or placing of stickers or posters, on property (such as swastikas on Jewish property), or damage caused to property, where it appears that the property has been specifically targeted because of its perceived connection to a targeted community.
- Arson attacks on property where there is no threat to life, for instance if the building is uninhabited at the time of the attack.
- Failed attempts, for instance attempted arson where the fire fails to catch or the arsonist is disturbed.
- Damage to cars or other personal property belonging to members of a targeted community, where it is apparent that they have been targeted for this reason.



Threats

- Any clear and specific threat, whether verbal or written. If the threat is not clear and specific then the incident should be recorded as Abusive Behaviour.
- Any 'bomb' which is assessed to be a hoax. This would include something that was designed to look like a real device but not intended to be viable, for instance if it does not contain any explosive material.



Abusive Behaviour

- Verbal abuse, whether face-to-face or via telephone or answerphone messages. This includes abuse that is mistakenly directed at, or overheard by, people who are not members of the targeted community.
- Written abuse, including emails and text messages, as well as targeted letters (that is, those written for and sent to a specific individual). This includes written abuse about a targeted community that is sent to people who are not members of that community. This is different from a mass mailing of abusive leaflets, emails or other publications, which is dealt with by the separate Literature category.
- Abusive graffiti or stickers on property that is not connected to the targeted community. Where it is clear that a group of stickers or cases of graffiti were done at the same time and by a single perpetrator, they are recorded as a single incident.

Literature

- Mass-produced abusive literature that is sent to more than one recipient. This covers mass mailings rather than individual cases of hate mail, which would come under the category of Abusive Behaviour or Threats (depending on content).
- Literature that is abusive in itself, irrespective of whether or not the recipient is from the targeted community.
- Incidents where people are specifically targeted for malicious distribution, even if the material itself is not abusive against their community. This would include, for instance, the mass mailing of neo-Nazi literature to Jewish homes, even if the literature did not mention Jews.
- Abusive emails sent to specific people or organisations who, for instance, are members of email lists or online groups. This does not include material that is generally available on websites.
- Each mass mailing of literature is recorded as a single incident, rather than recording each different victim as a different incident. However, if the same literature is sent on more than one occasion, then each occasion will be recorded as a separate incident.

Incidents of all types where there is no evidence that a person or property is being targeted because of their perceived connection to a targeted group, and where there is no evidence of abuse related to a targeted group, would not be classified as hate crimes.

If your NGO receives a report of a hate crime, it is important to know how to respond. The immediate needs of the victim of the hate crime are paramount, while important evidence may need to be preserved to aid any future Police investigation. Here are some basic principles that can be applied when a hate crime has taken place.

Supporting the victim

Different people will have a range of reactions to being the victim of a hate crime or a hate incident. It is very important to listen properly to the victim, and to show them empathy and respect. The charity Victim Support (<http://www.victimsupport.org.uk/>) can offer specialist advice direct to victims of hate crime, or to people dealing with victims on behalf of hate crime NGOs.

There are several different ways in which a hate crime NGO can support victims. If they have been subject to a physical assault they may need help accessing medical attention; if a building has been damaged or daubed in some way, its proprietors may need advice and assistance in improving the physical security at the location. Whether the victim reports the hate crime directly to the Police, or indirectly via the NGO as a Third Party Reporter, there is an important role for the NGO to play in ensuring smooth and ongoing communication between the Police and the victim and supporting the Police investigation.

Many victims of hate crime find that they benefit greatly from the moral and emotional support that a community-based NGO can provide, after what they may have found to be a very traumatic experience. This kind of support may be particularly necessary if the hate crime of which they were a victim results in a prosecution, and they need to attend court to give evidence against their attacker.

Confidentiality

Victim confidentiality should be assured to everybody who reports a hate crime or hate incident. While some hate crime victims will have the confidence to give evidence in court or speak to the media about their experiences, others may want to use a Third Party Reporting service rather than speak to the Police directly, or may even want to remain entirely anonymous. In all cases, the wishes of the victim should be respected. A community-based NGO can ensure that all hate crime reports are logged by the Police and form part of their intelligence picture about hate crime activity in their area, even if the victim does not wish to speak directly to the Police or support a possible prosecution.



CST's campaign to encourage reporting of hate crime.

Dealing with the crime

Different types of hate crimes or hate incidents require different responses. Some, such as a bomb threat, need to be dealt with as an emergency, while in other cases the priority should be to preserve evidence for a Police investigation. Some examples of the different responses required are given here.

Assault

- Check if the victim needs medical attention.
- Use the Person Description Form included in this booklet to record a full description of the perpetrator.
- Call the Police. If the incident has just happened, phone 999.

Threatening or abusive phone calls

- Use the Threatening/Abusive Call Report Form or the Bomb Threat Report Form included in this booklet to record as many details as you can.
- Make a precise record of the call. Write down exactly what was said and the exact time of the call. If you receive regular calls keep a diary recording each one. You might also try to record the call.
- Dial 1471 and note down the number.
- If a message is left on an answerphone save the message.
- Contact the Police and relay the nature of the threat to them. If the call involved an immediate threat, call 999.
- If the message is not merely abusive but threatening, try to get as much information from the caller and specific details on the nature of the threat. Keep talking to get more information: people might unintentionally give things away.
- Contact the phone company. Offensive calls are against the law and the phone company will probably have a department to deal with these complaints. They will advise you and may be able to trace calls.

Antisemitic postal mail or email

- As soon as you realise that you have received hate mail or offensive literature, stop handling it immediately and place the letter and envelope in a clear plastic bag or folder.

- Keep copies of all mail received, including the envelope. If it is an email, do not delete it. The mail may contain evidence which could help identify and prosecute the perpetrator.
- Contact the Police.

Vandalism, desecration or daubing

- Do not remove or touch anything until the Police arrive. Do not remove offensive slogans until they have been recorded.
- Always try to preserve as much evidence as possible. Do not remove items that have been used to cause the damage, such as paint cans or bricks that have been thrown.
- Take photographs of the damage or the graffiti before it is removed.
- Contact the Police immediately.

Suspicious item, package or letter

- A suspicious item, package or letter may be anything which is unexpected, bulky, unusually weighted, over-sealed, wrongly addressed or with too much postage.
- Do not touch, attempt to open or move any item which is suspicious.
- Check the immediate area to see if you can identify the owner of the item. If not, clear the area and isolate the item.
- Call the Police, using 999.

Verbal abuse

- If a person shouts verbal abuse, use the Person Description Form included in this booklet to record a full description of the perpetrator. If the abuse is shouted from a vehicle, use the Vehicle Description Form to do the same.
- Call the Police.

In all cases, when you report the crime to the Police make sure you take the name of the officer and the crime reference number, so you can follow up the Police investigation at a later date.

Useful contact details

True Vision

<http://www.report-it.org.uk>

True Vision is a website full of information and help for anyone who has been a victim of hate crime. It includes direct contact to police forces throughout England, Wales and Northern Ireland, and an online facility for reporting non-emergency hate crimes.

Citizens Advice Bureau

<http://www.citizensadvice.org.uk>

Citizens Advice Bureaux provide free, confidential and independent advice from over 3,000 locations including in bureaux, GP surgeries, hospitals, colleges, prisons and courts. Advice is available face-to-face and by telephone. Most bureaux offer home visits and some also provide email advice.

Crimestoppers

<http://www.crimestoppers-uk.org>

Telephone 0800 555 111

Crimestoppers is an independent charity helping to find criminals and solve crimes. You can give information anonymously either by phone or via their website.

Equality and Human Rights Commission

<http://www.equalityhumanrights.com>

Telephone 0845 604 6610 (England)

0845 604 8810 (Wales)

028 90 890 890 (Northern Ireland)

englandhelpline@equalityhumanrights.com (England)

waleshelpline@equalityhumanrights.com (Wales)

information@equalityni.org (Northern Ireland)

The EHRC has a helpline to give information and guidance on discrimination and human rights issues. You can contact them by telephone, textphone, letter, email or fax. The helpline offices do not accept visitors and only provide a phone and correspondence service.

Victim Support

<http://www.victimsupport.org.uk>

Telephone 0845 30 30 900

Email supportline@victimsupport.org.uk

Victim Support is a national charity giving free and confidential help to victims of crime, witnesses, their family, friends and anyone else affected. They are not a Government agency or part of the Police and you don't have to report a crime to the Police to get their help.

Definitions of hate crimes and hate incidents

according to the Cross-Government Action Plan on Hate Crime⁵

The following definitions have been agreed by the Association of Chief Police Officers (ACPO) and the Crown Prosecution Service (CPS). These definitions are distinct from the definitions in law. However, they are designed to be broader, recognising the perception-based recording principle.

TITLE	DEFINITION	INCLUDED SUBJECTS
Hate Motivation	'Hate crimes and incidents are taken to mean any crime or incident where the perpetrator's hostility or prejudice against an identifiable group of people is a factor in determining who is victimised'.	This is a broad and inclusive definition. A victim does not have to be a member of the group. In fact, anyone could be a victim of a hate crime.
Hate Incident	<p>"Any non-crime incident which is perceived by the victim or any other person, to be motivated by a hostility or prejudice based on a person's race or perceived race", or</p> <p>"Any non-crime incident which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a person's religion or perceived religion" or</p> <p>"Any non-crime incident which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a person's sexual orientation or perceived sexual orientation" or</p> <p>"Any non-crime incident which is perceived by the victim or any other person, to be motivated by a hostility or prejudice against a person who is transgender or perceived to be transgender"</p>	<p>Any racial group or ethnic background including countries within the United Kingdom and 'Gypsy & Traveller groups'.</p> <p>Any religious group including those who have no faith.</p> <p>Any persons sexual orientation</p> <p>Including people who are Transsexual, transgender, transvestite and those who hold a Gender Recognition Certificate under the Gender Recognition Act 2004.</p>

⁵ Hate Crime – The Cross-Government Action Plan, the Home Office September 2009, <http://library.npia.police.uk/docs/homeoffice/hate-crime-action-plan.pdf>

TITLE	DEFINITION	INCLUDED SUBJECTS
Hate Crimes⁶	<p>A Hate Crime is any criminal offence which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a person's race or perceived race"</p> <p>or</p> <p>"Any criminal offence which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a person's religion or perceived religion"</p> <p>or</p> <p>"Any criminal offence which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a person's sexual orientation or perceived sexual orientation"</p> <p>or</p> <p>"Any criminal offence which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a person's disability or perceived disability"</p> <p>or</p> <p>"Any criminal offence which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice against a person who is transgender or perceived to be transgender"</p>	As Hate Incident in previous page
Hate Crime Prosecution	"A hate crime prosecution is any hate crime which has been charged in the aggravated form or where the prosecutor has assessed that there is sufficient evidence of the hostility element to be put before the court when the offender is sentenced"	As Hate Incident in previous page

⁶ Crimes refer to all those recorded by the police in accordance with the Home Office Crime Recording Standards

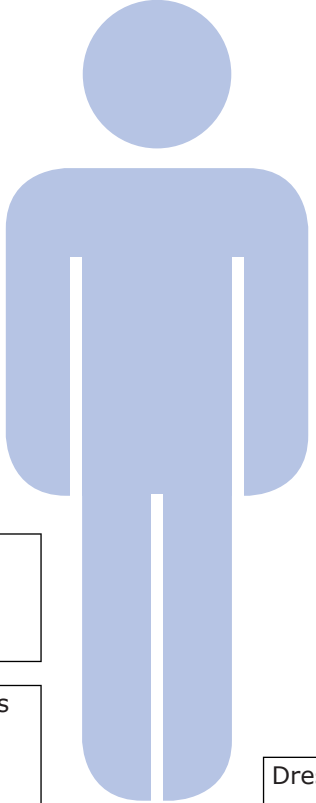
Hate crime reporting forms

This section contains report forms that can be used to record the details of hate crimes or incidents, suspected perpetrators of hate crimes or incidents and any vehicles they may have used.

Hate Crime/Incident Report


Date of Incident	Time of Incident	Date of Report
Victims name		
Address		Contact Numbers
Postcode		Email
Location of Incident		
Address		Contact Numbers
Postcode		Email
Reporter's name/ position		
Address		Contact Numbers
Postcode		Email
Description of Incident		
Police Informed Y/N	Officer	Station
Phone		Reference number

Person Description Form

Gender		Hair Colour/Style
Colour/Race		Face Shape
Age		Eye Colour
Height		Glasses
Build		Ears
Body Markings tattoos/scars/moles		Nose
Distinguishing Features		Facial Hair
Mannerisms		Dress/Jewellery
Additional Information/Location		

Name _____ Time/Date _____
 Contact Number _____

Vehicle Description Form

Registration	Make/Model	Colour
Vehicle Type	No. of Doors	Damage/Condition
		
No. of Persons male/female	Speed/Direction	External Features roof rack/sun roof
Location of Vehicle		
Reason for Suspicion		
Additional Information		

Name _____ Time/Date _____
 Contact Number _____

Threatening/Abusive Call Report

Message (exact words)	
Sex of caller	
Estimated age of caller	
Speech of caller	
Intoxicated <input type="checkbox"/>	Rational <input type="checkbox"/>
Rambling <input type="checkbox"/>	laughing <input type="checkbox"/>
Accent <input type="checkbox"/>	Serious <input type="checkbox"/>
Other <input type="checkbox"/>	
Give details of the above	
Did the message sound like it was being read out? Could you hear someone else's voice in the background?	
Was there noise on the line?	
Did the call sound like it was made outdoors (from a pay phone or a mobile phone)?	
Were there any interruptions?	
If the call was connected by an operator, state name if known?	
Other background noise	
Traffic <input type="checkbox"/>	Talk <input type="checkbox"/>
Typing <input type="checkbox"/>	Machinery <input type="checkbox"/>
Aircraft <input type="checkbox"/>	Music <input type="checkbox"/>
Children <input type="checkbox"/>	Other <input type="checkbox"/>
Give details of the above	
Time of call	Time of call
Name of recipient of call	Number on which call was recieved
Police Informed Y/N	Officer
Station	
Phone	Reference number

Bomb Threat Report

Keep this Bomb Threat Incident Report next to the telephone **AT ALL TIMES**.
 On receipt of a bomb threat message **IMMEDIATELY** alert another person.
DO NOT PUT DOWN THE TELEPHONE OR CUT OFF THE CONVERSATION.
 Obtain as much information as you can.
 Try to keep the caller talking.
 Apologise for a bad line and ask him/her to speak up.

Complete this form as your conversation is taking place. Try to ask questions in sequence using a calm voice.	
Message (exact words)	
Where is it?	
What time will it go off?	
What does it look like?	
What kind of bomb (type of explosive) is it?	
Why are you doing this?	
Who are you?	
What is your name?	
Where are you calling from?	
Time of call	Date of call
Additional information	

Call the Police immediately on 999

Police Informed Y/N	Officer	Station
Phone	Reference number	