

# You said

# We did

# Improving hate crime reporting

November 2025

You said reporting hate crime was confusing, hard to access and support wasn't clear. We made reporting easier and more confidential, strengthened independent and specialist support, improved information, and increased education and transparency to build trust and awareness. Find out more below.

## What you said

1

You want to see South Liverpool Homes working in partnership with trusted, independent organisations to support reporting and responses to hate incidents.

2

It's not always clear what a hate incident is or how to report it anonymously, and people are worried their details could be shared.

3

Reporting hate crime online is hard to find and feels complicated.

## What we're doing



We are working with other partners so that people can report hate crime to independent organisations. This will help victims who may feel more comfortable speaking to someone other than ourselves, or the police.



We are reviewing and relaunching our hate crime myth-buster campaign using plain English and accessible formats. This will explain what hate incidents are, how anonymous reporting works, how Subject Access Requests apply, and how personal data is protected.



We have made it easier to report hate crime on our website by moving the reporting form higher up on the page, improving the search function and adding more reassurance around confidentiality and anonymous reporting.

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There needs to be wider awareness of support available to victims of hate crime, with clear contact information.

5

Children and young people need better education about hate, difference, and the impact of language.

6

People feel that SLH doesn't do anything about hate crime and we need to say more about what is being done.

## What we're doing



Support for victims is being strengthened through a dedicated contact person at SLH for all hate crime enquiries, so residents know exactly who to contact and what support to expect. We are also improving access to specialist support services such as Mind Connect, which offers 1-2-1 support through funding we provide.



We are prioritising engagement with children and young people, delivering awareness sessions in schools and youth groups to promote respect and understanding from an early age.



To keep building trust and show that our work is making a difference, we will share anonymised stories of real cases to demonstrate how concerns are taken seriously, how partners are involved, and how victims are supported. We hope that this will help build trust and reassurance that reporting leads to action.