



Surrey

**Hate Crime & Community
Cohesion**

Needs Assessment 2025



About this Report

The Safer Communities Strategic Lead for Hate Crime and Community Cohesion sit within the Safer Communities Team at Surrey County Council and works in partnership with the Surrey Community Safety and Prevention Board (CSPB). This role also collaborates with The Surrey Office of Data Analytics (SODA) — a multi-agency partnership comprising public, academic, and voluntary sector organisations across Surrey.

SODA supports the CSPB and Safer Communities in its priority focus areas by providing data-driven insights and analytical support to inform strategic decision-making and community safety initiatives.

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Executive Summary

Hate crime is a serious and persistent issue that affects individuals and communities across the UK. These offences are driven by prejudice or hostility towards a person's actual or perceived identity. The impacts are far-reaching, and victims often experience trauma, isolation and fear, while communities, particularly those already marginalised, may feel unsafe, unwelcome, and disconnected.

Between 2020 and 2024, over 11,800 hate crimes were recorded by Surrey Police—an average of nearly 2,400 per year. While racially motivated hate crime remains the most prevalent, incidents targeting sexual orientation, disability, religion or faith, and transgender identity are also rising. Harassment is the most common offence type, and hate crimes are increasingly linked to other risk factors such as online abuse and gender-based violence.

Despite rising numbers, hate crime remains significantly underreported. While tackling hate crime is essential, this assessment takes a broader, preventative approach shifting the focus from enforcement alone to the social conditions that build inclusion, trust, and resilience.

Undertaken between October 2024 and June 2025 in collaboration with the Surrey Office of Data Analytics (SODA), this needs assessment was initiated in response to growing concerns about the prevalence and impact of hate crime across Surrey's communities. The assessment takes a whole-system approach, drawing on police data, national research, and community insight to understand the scale, impact, and complexity of hate crime in Surrey. It also highlights the role of community cohesion, through shared values, visibility, and belonging in preventing hate. The findings aim to inform future planning, partnership work, and service commissioning to support victims and reduce harm.

It calls for a coordinated response, one that balances safety with inclusion, and enforcement with empathy, to ensure all Surrey residents feel safe, valued, and empowered to thrive. For more information or to discuss the findings in detail, please contact the Safer Communities team at: safer.communities@surreycc.gov.uk



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Acronyms in this document

Acronym	Description
A&E	Accident & Emergency
ASB	Antisocial Behaviour
ASC	Adult Social Care
AWHP	Adults, Wellbeing and Health Partnerships
BTP	British Transport Police
CAB	Citizens Advice Bureau
CFL	Children Family and Lifelong Learning
CID	Criminal Investigation Department
CNI	Community Needs Index
CPS	Crown Prosecution Service
CSP	Community Safety Partnership
DfE	Department For Education
EDI	Equality, Diversity and Inclusion
ESOS	East Surrey Outreach Service
HCCC	Hate Crime and Community Cohesion
HCI	Hate Crime Incident



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Acronym	Description
JNS	Joint Neighbourhood Survey
JSNA	Joint Strategic Needs Assessment
LGA	Local Government Association
LGBTQ+	Lesbian, Gay, Bisexual, Transgender, Queer or Questioning The “+” represents other identities that fall outside of these categories, such as – Intersex, Asexual, Pansexual, Non-binary, Two-Spirit
LGR	Local Government Reorganisation
NCHI	Non-Crime Hate Incident
NHS	National Health Service
NPCC	National Police Chief’s Council
NRPF	No Recourse to Public Funds
NSIR	National Standard for Incident Recording
OfSTED	Office for Standards in Education, Children’s Services and Skills
ORS	Opinion Research Services
Outcome 22	Home Office police outcome code used in England and Wales to record cases where - A crime has been investigated, but no further action is taken because the suspect has engaged in a diversionary, educational, or



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Acronym	Description
	intervention activity, and it is not in the public interest to proceed with prosecution.
PCC	Police and Crime Commissioners
PEX	Permanent Exclusion
PSHE	Personal, Social, Health and Economic education
SCC	Surrey County Council
SEND	Special Educational Needs and Disability
SFRS	Surrey Fire and Rescue Service
SGCTF	Surrey Gypsy Traveller Communities Forum
SIU	Safeguarding Investigation Unit
SMEF	Surrey Minority Ethnic Forum
YJS	Surrey Youth Justice Service
VAWG	Violence Against Women and Girls
VS	Victim Support
YEO	Youth Engagement Officers



Key Findings

The key findings provide a summary of the review/analysis of existing strategies, policies, initiatives, service mapping, Surrey Police 2024-2025 data, open-source data and insights and qualitative survey responses, organised into 13 key themes.

Communication and Influence

Effective evidence-based communication is essential to counter misinformation, challenge echo chambers, and shape public understanding. Social media offers a powerful tool for reaching diverse audiences, but its impact depends on who delivers the message and what type of message is being shared. In communities where trust in statutory services, such as the police or local authorities is low, it is vital to identify credible messengers who reflect and resonate with the target audience. Peer-led, community-based voices are often more trusted and can play a key role in shifting perceptions and promoting cohesion.

Schools are Hubs for Inclusion

Schools are communities within communities, playing a vital role in shaping values, fostering belonging, and modelling inclusive behaviours. However, they often lack the support and tools needed to effectively identify and respond to hate-related incidents.

There is currently no statutory requirement for schools to report hate incidents, and while some contribute data through safeguarding returns, reporting remains inconsistent. Formal training on recognising and recording hate is limited, and existing data is not routinely reviewed or escalated. Cultural awareness training is also not widely available. Many schools would benefit from greater support in understanding their demographic makeup and ensuring representation is reflected in staff, curriculum, and school environments.

Victim and Offender Demographics

Victims are predominantly young to middle-aged adults, with cisgender males being the most frequently recorded offenders and victims.



Complex Nature of Hate Crimes

Hate crimes often link to additional factors such as substance use, online activity, weapon involvement, gender-based violence, and domestic abuse.

Contributing Factors

Hate crimes often involve multiple contributing factors and often do not appear in isolation. Data shows the involvement of substance use, online activity, weapon involvement, gender-based violence, and domestic abuse in many hate crime incidents. These additional “flags” highlight the complex and multidimensional nature of hate crime, reinforcing the need for a coordinated, trauma-informed, and multi-agency response. Mental health issues, and homelessness can create other vulnerabilities to hate crimes.

Regional and Location-Based Insights

Surrey Police's West Division (covering Woking, Guildford, and surrounding boroughs) records the highest volume of hate crimes, with specific hotspots in Guildford and Woking. Hate crimes occur in various settings, including public spaces, private dwellings, and institutional locations.

Underreporting

Certain types of hate crimes, particularly those related to LGBTQ+ identity and disability, are often underreported. Students may be especially reluctant to report incidents due to fear and mistrust, including concerns about not being believed or a lack of confidence in the police and other authorities.

Community Engagement

Efforts to raise awareness and improve community relations are ongoing, with notable initiatives like SMEF's "Voices Heard" event.



Seasonal Peaks

There is a noticeable increase in hate crimes during the summer months, possibly due to more outdoor interactions.

Community Belonging and Inclusion Are Uneven Across Surrey

The 2025 Community Cohesion and Belonging Survey found that while most Surrey residents report a strong sense of neighbourhood belonging and trust, this is not felt equally. Younger people, ethnic minority residents, and those with higher incomes were more likely to feel included and respected. In contrast, LGBTQ+ individuals, people with long-term health conditions, and those on lower incomes were more likely to feel excluded or unheard in local decision-making. These disparities highlight the need for targeted efforts to build inclusive, representative communities where all residents feel they belong.

Trends

Youth Justice - Data shows a significant number of racially aggravated offences.

Increasing Trends - Most hate crime categories have seen an increase in reported incidents year on year.

Harassment as a Dominant Offence - Harassment is the most prevalent type of hate crime across all categories.

Prevalence of Race-Related Hate Crimes - Hate crimes in Surrey encompass various categories, including race, religion or faith, sexual orientation, transgender identity and disability. However, race-related hate crimes are the most common, aligning with national trends. According to [national](#) data, racially motivated hate crimes accounted for 70% of all hate crimes recorded by the police in England and Wales, which is closely aligned with Surrey, where nearly two-thirds (66%) of reported hate crimes were related to race.



Recommendations

The following recommendations have been informed by the evidence gathered during this Needs Assessment. The recommendations are designed to inform what the policy approach should be to raise awareness, reduce incidents, gain public trust, etc.

Develop a Surrey-Wide Hate Crime and Community Cohesion Strategy

To ensure this needs assessment leads to meaningful and sustained change, its findings should be translated into a formal strategy with clearly defined objectives, timelines, and accountability structures. This strategy must align with both national frameworks—such as the [Action Against Hate](#) plan and the [2024 Khan Review](#)—and local priorities, including Surrey’s approaches to antisocial behaviour, serious violence, and wider community safety. Hate crime prevention and community cohesion should be embedded as core components of Surrey’s community safety agenda. A dedicated, multi-agency partnership group should be established to lead this work, ensuring that efforts are coordinated, evidence-led, and responsive to local needs. This should include raising public awareness and actively challenging the attitudes and behaviours that normalise or perpetuate hate.

Create a Community Cohesion Framework

To effectively promote inclusion and resilience, Surrey must define what “community cohesion” means in a local context and establish a clear framework for measuring it. This should include indicators such as trust in neighbours and institutions, sense of belonging, intergroup contact, and perceptions of safety. By setting out a shared understanding and measurable outcomes, partners can identify areas of concern, track progress, and ensure that efforts to strengthen community cohesion are sustainable.

Improve Data Collection and Analysis

Improving the quality and consistency of hate crime data is essential for understanding the full scale and nature of the issue in Surrey. This includes addressing current gaps in offender and victim demographics, location data, and the use of hate crime flags. To support this, recording



practices should be standardised across all relevant agencies including police, schools, and NHS services to ensure that data is accurate, comparable, and actionable. A more consistent approach will enable better analysis, targeted interventions, and more effective partnership working.

Enhance School Reporting Mechanisms

To strengthen the response to prejudice in educational settings, schools should be supported to improve the identification and reporting of prejudicial incidents. This includes providing staff with training and practical tools to recognise, record, and escalate incidents appropriately. Schools should be strongly encouraged to record all incidents, using clear categories to support consistent reporting and enable better analysis. A more robust and standardised approach will help ensure that patterns of behaviour are identified early and addressed effectively, creating safer and more inclusive learning environments.

Monitor Intersectionality and Emerging Trends

Future data collection should be expanded to capture the complexity of hate crime more accurately, including incidents involving multiple protected characteristics. This more inclusive approach will help ensure that all forms of hate and prejudice are recognised, recorded, and addressed appropriately.

Cultural Awareness and Anti-Prejudice Training

To build a more inclusive and responsive system, training should be rolled out across schools, frontline services, and community leadership. This training should go beyond basic awareness and include unconscious bias, trauma-informed practice, and intersectionality equipping professionals with the knowledge and confidence to recognise, respond to, and prevent hate-related incidents. Embedding these principles into everyday practice will help foster safer, more equitable environments across Surrey.



Support Community-Led Initiatives and Inclusive Communication

Supporting community-led initiatives is essential to building trust, resilience, and long-term cohesion. This includes awareness campaigns, peer support networks, and co-produced solutions developed in partnership with those most affected by hate and discrimination. Communications should be inclusive and accessible, using social media, local media, and community events to raise awareness and promote positive narratives. Messaging must also be tailored to resonate with different audiences such as young people, LGBTQ+ communities, and faith groups to ensure relevance and impact.

Improve Reporting Including Anonymous and Third-Party Reporting

Improving access to hate crime reporting is critical to increasing victim and witness confidence and ensuring incidents are addressed effectively. This should include the expansion and promotion of anonymous and third-party reporting options, which offer safer and more trusted pathways for individuals who may be reluctant to engage directly with statutory services. These mechanisms must be well-publicised, easy to use, and accessible to all, particularly for people with disabilities, those facing language barriers, or individuals at risk of digital exclusion. A more inclusive and responsive reporting system will help close the gap between experience and action, ensuring that all communities feel heard, protected, and supported.

Celebrate Diversity and Promote Belonging

Celebrating diversity and fostering inclusion should be a visible and ongoing commitment across Surrey. This includes supporting community-led events which provide vital opportunities for education, dialogue, and connection. Schools and workplaces also play a key role in reflecting the diversity of their communities through inclusive displays, representative curricula, and diverse staffing helping to create environments where all individuals feel seen, respected, and valued.



Embed Hate Crime in HR and Safeguarding Policies

All public sector organisations should establish clear and consistent internal policies to support staff who experience hate incidents, ensuring that responses are transparent, accountable, and aligned with best practice. In addition, accessible support pathways and robust reporting mechanisms must be implemented, enabling staff to report incidents safely and confidently, and to receive timely, appropriate assistance tailored to their needs

Improve Multi-Agency Coordination

To strengthen community resilience and tackle hate crime effectively, it is essential to embed hate crime and community cohesion priorities within broader strategic frameworks, including those addressing anti-social behaviour, serious violence, and immigration. Local Community Safety Partnerships (CSPs) and the Community Safety & Prevention Board should maintain clear oversight and drive coordinated, cross-sector action. Promoting shared learning across boroughs and sectors will further enhance consistency, foster innovation, and maximise the impact of interventions.

Raise Awareness and Build Confidence

To foster greater understanding and resilience, public campaigns should be launched to raise awareness of hate crime, encourage reporting, and highlight the support available to those affected. These efforts must also address the barriers that prevent individuals, particularly young people and marginalised communities from coming forward, including fear, mistrust, and lack of awareness. Celebrating diversity and inclusion through visible, community-led initiatives will further strengthen cohesion and promote a sense of belonging for all.



Introduction

About this needs assessment

This is the first needs assessment undertaken by the Surrey Hate Crime and Community Cohesion (HCCC) partnership. Developed in collaboration with the Surrey Office of Data Analytics (SODA), it provides an evidence-informed understanding of hate crime and community cohesion across the county.

Conducted between October 2024 and June 2025, the assessment draws on both quantitative and qualitative data to explore the scale, nature, and impact of hate crime in Surrey, and how local systems can better prevent harm, support victims, and build community resilience.

To centre lived experience, independent agency Solutions Research carried out in-depth interviews with survivors, both those who had accessed services and those who had not. Their work was guided by four key questions exploring perceptions of safety, access to support, barriers to engagement, and how services can be improved.

A Surrey-wide survey also captured residents' views on safety, belonging, and community engagement, helping to identify priority concerns and inequalities across different groups.

The assessment reviews current services, considers national and regional policy, and highlights the importance of community cohesion as both a protective factor and a long-term goal. Its findings will inform the development of a Surrey-wide Hate Crime and Community Cohesion Strategy and guide future planning, commissioning, and partnership working.

What is hate crime?

This needs assessment uses the definition of **hate crime**, **hate incident**, **non-crime hate incident (NCHI)** as agreed by the [Crown Prosecution Service](#).

Other related terms such as “prejudice”, “discrimination”, “bullying” and “harassment” may also be used when discussing hate crime. For a definition of these terms, please see the Glossary.



Table: overview of hate crime, hate incident and NCHIs

	Hate Crime	Hate Incident	Non-Crime Hate Incident
Definition	Criminal offence motivated by hostility or prejudice towards a protected group	Any incident perceived as motivated by prejudice related to a protected group	Alleged act perceived as prejudiced, not amounting to a criminal offence
Legal threshold	Must meet the threshold for a criminal offence	Does not have to meet criminal threshold	No crime has occurred
Perception	Hostility must be proven for prosecution	Victim or third party perceives incident as motivated by prejudice	Perception of prejudice must be supported by evidence of impact or risk
Motivation required	Hostility towards a protected characteristic	Perceived prejudice towards a protected characteristic	Perceived prejudice; must meet NSIR criteria (e.g., impact on quality of life or concern)
Outcome	Investigated and may lead to prosecution	May inform local responses or referrals, but not a prosecution	Monitored for safeguarding, not prosecutable unless future risk or crime arises
Police Recording	Always recorded, as a flag attached to crime	May be recorded depending on context	Recorded if risk of harm or disruption is identified; otherwise recorded anonymously or not at all.

Hate crimes and incidents occur when someone is targeted due to hostility or prejudice related to their race, religion or faith, disability, sexual orientation, or transgender identity. Importantly, a person does not need to identify with the targeted community to be affected. Anyone perceived



to be part of, or associated with, that identity can be a victim. This broad and inclusive definition ensures that all hate-based behaviour is recognised and taken seriously.

Such crimes can also extend to offences against individuals associated with alternative lifestyles or cultural identities. These communities often share a strong sense of identity, expressed through distinctive clothing, values, and music styles. A heartbreaking example is the case of [Sophie Lancaster](#), who was brutally attacked and killed in 2007 simply because of her appearance and the way she dressed. Her story remains a powerful reminder of the importance of challenging intolerance and prejudice in all its forms.

Hate Crime: Understanding the Challenge

Hate Crime in the UK: A Growing Concern

Hate crime remains a persistent and deeply damaging issue across the UK, targeting individuals and communities based on characteristics that are fundamental to their identity. Defined in law as criminal offences motivated by hostility or prejudice related to race, religion, sexual orientation, disability, or transgender identity, hate crime not only harms individuals but also fractures the social fabric of communities.

Between 2012 and 2023, the number of recorded hate crimes in England and Wales more than tripled, rising from 42,255 to 147,645. This steady year-on-year increase was largely attributed to improvements in police recording practices, as well as greater public awareness and willingness to report incidents. These figures have often spiked following major political or social events, reflecting the broader social tensions that fuel hate.

In the year ending March 2024, the total number of recorded hate crimes dropped by 5% to 140,561. Despite this overall fall, religious hate crime rose sharply by 25%, especially offences targeting Jewish and Muslim communities. Racially motivated hate crimes remained the most common, making up 70% of all reported incidents.

A key turning point came in the summer of 2024, during riots in England and Northern Ireland that followed a tragic mass stabbing in Southport. From 30 July to 5 August, misinformation and far-right narratives spread quickly online, leading to serious unrest. The violence included racist



attacks, arson, and looting, with over 1,280 arrests and nearly 800 charges. This was one of the most severe outbreaks of hate-fuelled violence in the UK since 2011.

These events highlight the dangers of unchecked hate speech and misinformation, particularly when spread on social media. They also show that enforcement alone is not enough. Hate crime needs to be addressed through long-term, preventative, and community-led approaches.

Why a strategic and community-led approach is needed

Hate crime is not simply an issue of criminal justice. Its impacts are psychological, social, and often long-lasting. For victims, the experience can be deeply isolating and traumatic, instilling fear that extends beyond the immediate incident. For communities, particularly those who are minoritised, repeated exposure to hate crime, whether online abuse, verbal harassment in public, or physical violence, can erode feelings of safety and belonging.

Evidence suggests that many hate crimes remain unreported, particularly among disabled people, LGBTQ+ individuals, and certain ethnic and religious minority groups. Victims may fear not being taken seriously, lack trust in statutory services, or may not recognise that their experience constitutes a hate crime. For some disabled people, practical barriers such as inaccessible reporting systems or communication challenges can make it difficult or impossible to report incidents. Others may believe that reporting will not lead to meaningful action or protection or may be unable to report due to the nature of the abuse, such as in cases of mate crime. Fear of retaliation or further victimisation can also deter individuals from speaking out. As a result, these incidents often go unnoticed and unaddressed, even when they raise serious safeguarding concerns. Moreover, hate crimes often intersect with other forms of vulnerability, such as poverty, homelessness, and mental ill-health. The trauma they produce can further entrench these vulnerabilities, particularly if individuals lack access to support.

The Role of Local Partnerships in Tackling Hate

The 2024 riots showed how quickly tensions can escalate, especially when local systems are unprepared. They also reinforced the importance of strong partnerships between local authorities, police, health services, voluntary organisations, and communities themselves.



To be effective, local responses must:

Acknowledge the complexity of identity and intersectionality - recognising that individuals may face layered experiences of harm.

Ensure that reporting pathways are accessible, trusted, and empowering - particularly by strengthening peer-led and community-based options that reflect the lived experiences of those most affected.

Address online harm with care and urgency - recognising that digital spaces can be a source of trauma, targeted abuse, and radicalisation, and that prevention must include safeguarding and education.

Equip frontline professionals with the tools and confidence to respond early and compassionately - embedding trauma-informed approaches across education, housing, healthcare, and youth services to ensure that those affected by hate are met with understanding and support.

Efforts to reduce hate must be rooted in building connection, trust, and resilience across communities. This is where community cohesion becomes essential.

Community Cohesion: Building Stronger Communities

Community cohesion, introduced in the 2001 [Cantle Report](#), emerged in response to social divisions and riots in several UK towns. The report highlighted the existence of "parallel lives", where communities lived separately with little interaction, fuelling mistrust and prejudice.

Community cohesion focuses on building inclusive, interconnected societies where people from different backgrounds feel valued, engaged, and united. It moves beyond traditional multiculturalism by actively encouraging dialogue, shared values, and integration to challenge segregation and break down stereotypes. By strengthening community cohesion, societies become more resilient against hate crime, reduce social tensions, and create environments



where diversity is embraced rather than feared. This approach fosters mutual understanding, promotes equality, and helps prevent the conditions that allow prejudice to flourish.

The [Local Government Association \(LGA\)](#) defines a cohesive community as one where:

- There is a shared vision and sense of belonging.
- Diversity is appreciated and positively valued.
- People from different backgrounds have similar life opportunities.
- Strong and positive relationships are developed between people from different groups in workplaces, schools, and neighbourhoods.

Social cohesion and democratic resilience

Social cohesion is closely linked to community cohesion, and the two terms are often used interchangeably. The [2024 Khan Review](#) defines social cohesion as the strength of relationships and sense of belonging within society. It also highlights the role of shared values, mutual respect, and the protection of democratic freedoms. Khan has further clarified this by explaining that she views **community cohesion** as a locally based model, focusing on relationships within specific areas, whereas **social cohesion** is a far broader framework, incorporating national strategies to foster unity across the entire society.

Importantly, cohesion does not mean everyone must agree or be the same. It values difference and open debate. A cohesive society protects those differences and ensures that everyone has a voice, even in disagreement. By investing in both community safety and community cohesion, local areas can build resilience to hate crime and create the conditions for inclusion and equality to thrive.

Belonging

Belonging is essential for personal and social well-being, it gives people a sense of security, identity, and acceptance. When individuals feel truly included, they are empowered to express themselves and engage meaningfully in their communities.



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Hate crime directly threatens this. It isolates people, makes them feel unwelcome, and creates fear that undermines confidence and self-worth.

To protect belonging, societies must actively foster inclusivity, respect, and understanding. Open dialogue, education, and strong community support help break down prejudice and ensure that no one feels alienated because of who they are.

Insights from the Community Life Survey and Local Data

The [Community Life Survey](#), covering October 2023 to March 2024, offers valuable insights into the state of community cohesion across England. It tracks key indicators such as sense of belonging, neighbourly interaction, trust, and community engagement, all essential ingredients for fostering social action and resilience.

In Surrey, the survey shows generally positive signs of cohesion and belonging. Around 63% of respondents felt they belonged to their immediate neighbourhood, slightly above the national average of 61%. Certain boroughs like Epsom and Ewell, Mole Valley, and Waverley report particularly strong feelings of belonging, while Guildford shows slightly lower levels.

Trust in neighbours remains high, with over half (51%) of Surrey residents expressing confidence in their local community, compared to 41% nationally. This trust is uneven across boroughs but remains a key asset for local cohesion efforts.

Most Surrey residents (86%) agree that people from different backgrounds get along well in their area, a figure consistently above the national average. Satisfaction with local areas is also strong, with 82% expressing contentment, again exceeding national levels. However, some boroughs such as Spelthorne report lower satisfaction and trust, highlighting areas needing additional focus.

New survey questions on pride in place reveal that 68% of Surrey respondents feel proud to live locally, with natural spaces, safety, and friendly neighbours cited nationally as key reasons. Boroughs like Mole Valley and Waverley stand out for particularly high pride, while others such as Runnymede and Woking lag.



Community Needs and Wider Determinants

Beyond survey findings, the [Community Needs Index \(CNI\)](#) offers a deeper understanding of how connectedness and access to local amenities affect social outcomes at a ward level in Surrey. It highlights several priority outcomes, including preventing isolation, supporting mental health, and empowering residents to engage and improve their communities.

Key indicators related to belonging include the presence of social meeting spaces, the availability of support networks, and the willingness of residents to collaborate on local improvements. The CNI's holistic approach recognises that fostering community cohesion involves addressing wider social and environmental determinants that influence health, wellbeing, and social inclusion.

Linking Community Cohesion to Crime Reduction and Resilience

[Surrey's Community Safety & Prevention Board](#) conducted a survey to better understand how residents aged 16 and over feel about safety and support in their communities. The survey explores key concerns, including crime, antisocial behaviour, and discrimination, while also examining whether these issues are local to Surrey or part of a broader national picture. Additionally, it sought to understand resident's perceptions of their community and their sense of belonging in their area.

Community Cohesion and Perceptions of Safety in Surrey

A county-wide survey conducted in May to June 2025 gathered insights from 627 Surrey residents aged 16 and over. Responses were received from all districts, with the highest participation from Guildford and Elmbridge. The sample skewed older, with a significant proportion aged 50+, and included a mix of income levels, health statuses, and ethnic backgrounds.

"I feel very unsafe at the moment." – Reigate & Banstead, Male, 70–74



“I rarely go out because I can't get over being anxious.” – Woking, Female, 60–69

Most residents defined their community as their immediate neighbourhood or town/city, particularly among older and higher-income groups. Younger respondents were more likely to define community through social or family networks. Community cohesion was generally perceived positively at a micro level, with many citing the role of local social media groups in fostering connection. However, there was widespread frustration over the lack of visible police and council presence, and a sense that unity during crises was short-lived.

“My community works fairly well together when tackling common issues especially the ones that affect everybody directly like road repairs and security.” – Guildford, Male, 25–29

The survey reported that those feeling a strong sense of community “always” or “often” were more likely to be under 30 or over 70, live in Mole Valley or Elmbridge, have higher household incomes (£50k+), and not have a long-term health condition. Ethnic minority respondents (Black and Asian) also reported stronger feelings of inclusion. In contrast, those in Spelthorne, individuals with health conditions, LGBTQ+ respondents, and those with lower incomes were more likely to disagree that their community was inclusive or valued diversity.

“We understand each other's issues because of lived experience. We are stronger together.” – Woking, Female, 30–39



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While over half of respondents felt comfortable expressing their identity and beliefs locally, this was more common among younger and older age groups, males, heterosexual individuals, and those without health conditions. Around half also felt valued and respected in their local area, with agreement highest among males, ethnic minorities, and higher-income households.

“Surrey is about as safe as it gets, relative to other areas of the UK.” – Waverley,

Male, 19–24

Despite these positive indicators, over half of respondents disagreed that their voice was heard in local decision-making. Disagreement was most common among those aged 40–69, white respondents, and individuals with health conditions. Trust in local authorities was also low, with many expressing a lack of confidence in council responsiveness and transparency.

“There is no sense of community anymore. People don't care how their behaviour affects others.” – Epsom & Ewell, Female, 40–49

Experiences and Concerns Around Hate Crime and Discrimination

Nearly one in five respondents reported experiencing crime or hostile behaviour in the past year, with a third knowing someone who had. Victims were more likely to be LGBTQ+, identify with a gender different from their birth, have a health condition, or come from lower-income households. Notably, 5% of respondents cited being targeted due to their ethnic origin or belief system as a key concern.

“Staines feels very unsafe, town centre full of gangs of very bored youths causing trouble.” – Spelthorne, Female, 50–59



Concerns around discrimination and inclusion were reflected in the survey's priority themes, which included diversity, inclusion, and discrimination alongside safety, youth support, and community engagement. While violent and gang-related crime was perceived to be less of an issue in Surrey compared to the national picture, anti-social behaviour, drugs, and burglary remained prominent local concerns.

Two in five respondents had considered leaving Surrey. This was more common among under-30s, LGBTQ+ individuals, crime victims, and those with household incomes under £29k. The primary reason cited was high house prices, but a quarter also mentioned not feeling welcome or a lack of belonging. Other reasons included a desire for improved quality of life, dissatisfaction with overdevelopment and infrastructure, and concerns about education provision, particularly for children with special educational needs and disabilities (SEND).

“Community doesn't really work together unless it's to find missing pets.” –
Spelthorne, Female, 16–18

Observations from the survey considering wider research

Strong community bonds fostered through belonging, trust, and active engagement have a protective effect against hate crime. When people feel connected and valued, they are more likely to challenge discrimination, support victims, and collaborate on building safer neighbourhoods. Volunteering and community participation are crucial for this resilience, helping to create inclusive environments where hate crimes are less likely to flourish.

At the same time, the emotional and social impact of hate crime can weaken cohesion by sowing fear and mistrust. This underscores the need for accessible reporting mechanisms and victim support services, which help maintain community confidence and healing.



Joint Neighbourhood Survey (JNS)

The 2024-2025 Joint Neighbourhood Survey (JNS) is a telephone survey carried out by Opinion Research Services (ORS) for Surrey Police and Surrey County Council. It obtains information from Surrey residents about their priorities and opinions regarding policing issues and Surrey County Council services. A question is included on how satisfied or dissatisfied Surrey residents are with the local area as a place to live. Overall, a significant majority of respondents are satisfied with their local area as a place to live. Specifically, 31% of people reported being very satisfied, while 56% indicated they were fairly satisfied. When broken down by gender, 32% of males and 30% of females are very satisfied, with 53% of males and 59% of females being fairly satisfied. Age-wise, satisfaction levels vary, with the highest very satisfied responses coming from the 75+ age group at 55%, and the highest fairly satisfied responses from the 18 to 34 age group at 64%. This data suggests that most people, across different demographics, have a positive view of their local area (Joint Neighbourhood Survey).

Legislative and Strategic Context

Hate crime is a serious issue that affects individuals and communities across the UK, targeting people based on their personal characteristics. In recognition of the harm these crimes cause, the UK government has introduced legislation to address hate crime, including provisions for enhanced sentencing where hostility is a motivating factor. These legal measures aim to protect victims, deter offenders, and signal a clear commitment to tackling prejudice and discrimination in all its forms.

National strategies to tackle hate crime

The UK Government sets out its approach to tackle hate crime in the 2016 [Action Against Hate](#) strategy. This recognised that hate crime victims are more likely to suffer repeat victimisation, more likely to suffer serious psychological impacts as a result, and less likely than the victims of other crime to be satisfied with the police response. This plan focused on five key areas:



1. Prevention – Challenging harmful beliefs and attitudes that can lead to hate crimes.
2. Response – Improving the way communities and authorities respond to hate crime incidents.
3. Reporting – Making it easier and safer for people to report hate crime.
4. Support – Ensuring victims get the help they need.
5. Understanding – Building a stronger evidence base through better data collection.

A 2018 review of the strategy, [Action Against Hate - 2 years on](#), reinforced the importance of joined-up work between public services and communities to share learning and good practice across the different types of hate crime.

The Role of community cohesion

Community cohesion is central to preventing hate crime. Professor Ted Cante CBE highlighted the role of community programmes that bring people together from different backgrounds. These kinds of initiatives help reduce fear, build understanding, and create stronger, safer communities. This was further discussed in the 2018 parliamentary report [How do we build Community Cohesion when hate crime is on the rise?](#)

More recently, the [2024 Khan Review](#) drew attention to growing threats to social cohesion, such as declining trust in public institutions and the impact of misinformation. It called for local authorities to make cohesion a central part of long-term planning. Following this, in December 2024, the [Women and Equalities Committee launched an inquiry](#) to explore challenges to cohesion, particularly in schools and online, and to make recommendations for future action.

The violent unrest that took place in summer 2024 showed how quickly tensions can escalate. However, the public response also demonstrated the strength of community solidarity, as many people stood together in support of peace and inclusion. This reinforces the importance of cohesion work that builds resilience during times of division.

Policing and Hate Crime

The 1999 [Macpherson Report](#), following the murder of Stephen Lawrence, marked a turning point in recognising institutional racism in policing. It led to important changes, including improved reporting of racist incidents and greater emphasis on community engagement.



A [2021 follow-up](#) acknowledged that while some progress had been made, challenges remain, particularly around trust in policing among Black, Asian and minority ethnic communities, and ongoing disparities in stop-and-search practices. The Home Affairs Select Committee stressed the need for a representative police workforce and stronger relationships with diverse communities.

These findings show how critical it is for policing approaches to be inclusive and responsive to the needs of all communities. Lessons from Macpherson continue to shape national thinking on hate crime and cohesion.

Also, in 2021 the [Law Commission's Hate Crime Laws Final Report](#) proposes reforms to ensure disabled and LGBT+ victims receive equal legal protections as those targeted due to race or religion, while also recommending measures to address public sexual harassment and safeguard freedom of expression.

The [Crown Prosecution Hate Crime Guidance](#) revised in 2022, outlines how hate crimes are prosecuted in the UK, detailing how offences linked to race, religion, disability, sexual orientation, and transgender identity are investigated, charged, and sentenced, ensuring fair and consistent legal action against perpetrators.

In 2023 the [Non-Crime Hate Incidents Code of Practice](#) introduced a proportionate approach to recording incidents, ensuring that personal data is only retained when there is a real risk of harm or future criminal activity, while also safeguarding freedom of expression.

Hate Crime Laws

[Hate crime laws](#) in England and Wales comprise three distinct sets of provisions:

1. **Aggravated offences** (Crime and Disorder Act 1998) – where hate is a key part of the crime and carries a higher penalty.
2. **Enhanced sentencing** – courts can treat hate as an aggravating factor in sentencing, even if it is not a specific hate crime offence.
3. **Stirring up hatred** (Public Order Act 1986) – offences that involve encouraging hatred based on race, religion, or sexual orientation.



There are also specific offences like chanting at football matches that use racist language.

[The Equality Act 2010](#) plays a key role in protecting individuals from discrimination and harassment based on characteristics including race, religion, disability, sexual orientation, and gender reassignment. The Act also introduced the Public Sector Equality Duty, which requires public services to:

- Eliminate discrimination
- Promote equal opportunities
- Foster good relations between people from different backgrounds

In April 2025, the UK Supreme Court ruled that the definition of “sex” under the Equality Act 2010 refers to biological sex. This means that, for the purposes of the Act, a person’s legal sex is the one recorded at birth, even if they hold a Gender Recognition Certificate (GRC). However, the Act continues to protect transgender people under the separate protected characteristic of gender reassignment.

Following the ruling, the Equality and Human Rights Commission (EHRC) issued an interim update to clarify the practical implications for employers, service providers, and public bodies. The EHRC is also in the process of updating its statutory Code of Practice, which will provide formal guidance once approved by Parliament.

Prosecutions of Hate Crime

In the UK, hate crimes can be prosecuted under various statutes, including:

- [Public Order Act 1986](#): This act covers offences such as incitement to racial hatred.
- [Crime and Disorder Act 1998](#): This act includes provisions for racially or religiously aggravated offences.
- [Criminal Justice Act 2003](#): This act allows for enhanced sentencing for offences motivated by hostility towards a person's race, religion, sexual orientation, disability, or transgender identity.
- Additionally, the [Equality Act 2010](#) provides protection against discrimination, which can be relevant in cases of hate crimes.



Uplifting of Hate Crime Sentences

When someone reports a hate crime, the police investigate to see if one has taken place. If they think there is enough evidence, they may refer the case to the [Crown Prosecution Service](#) (CPS), who decide whether to charge the offender. Not all cases are sent to the CPS.

The CPS is responsible for taking the case to court and asking for a tougher sentence if it's proven to be a hate crime. If the offender is found guilty, the court must take the hate element seriously and increase the sentence. This is called a sentence uplift, meaning a stronger punishment because hate was involved.

The CPS only publishes hate crime data for the whole of England and Wales, not by local area. This data shows that fewer hate crime cases were sent to the CPS by the police, dropping by nearly 11%, from 4,239 cases in the second quarter of 2024/25 to 3,778 in the third quarter.

The number of people charged with hate crimes also went down by 11.3%, from 3,413 to 3,026. The percentage of suspects who were charged (out of all legal decisions made) dropped slightly from 88.4% to 87.4%.

There were fewer completed prosecutions too, down by 1.3%, from 3,924 to 3,873. However, the percentage of convictions where the court recognised the hate element and increased the sentence went up from 77.3% to 79.0%.

In the third quarter, 118 prosecutions were stopped because the victim either didn't want to continue or couldn't take part. That's a 6.3% increase compared to the previous quarter, when 111 cases were stopped for the same reason. This means that 3% of prosecutions were dropped due to lack of victim support, up from 2.8%.

Finally, the overall conviction rate fell slightly from 86.7% to 86.0%, and the total number of convictions dropped by 2.2%, from 3,404 to 3,330.



Aggravated or Motivated

Hate crimes can be either **motivated by** or **aggravated by** hostility or prejudice. In both cases, the presence of hate can lead to a tougher sentence, but the legal definitions and thresholds differ.

A **motivated hate crime** is when the offender deliberately targets someone because of their race, religion or belief, sexual orientation, disability, or transgender identity. This is often premeditated and driven by bias or hostility towards a specific characteristic.

An **aggravated offence** occurs when a crime, such as assault or harassment, is committed, and during the incident, the offender demonstrates hostility related to the victim's race or religion. For example, if two people argue and one uses a racist slur during the altercation, the offence may be considered racially aggravated.

Currently, [aggravated offences in law](#) only apply to race and religion, although other forms of hate can still be considered during sentencing under enhanced sentencing provisions.

Intention to Incite or Stirring Up Hate Crime

The Public Order Act 1986 includes [specific offences](#) of inciting hatred on the grounds of race, religion and sexual orientation. Incitement offences also include offences of distribution, broadcasting, performance, public display and possession of inflammatory material. The 1998 Act created several specific offences of racially and religiously aggravated crime, based on offences of wounding, assault, criminal damage, harassment and threatening and/or abusive behaviour. The nature of these offences can lead to conflict between individuals and groups about the balance between human rights and an individual's protection from hatred. For example, free expression or debate of a personal view is a protected human right, but a religious or any other personal belief is not a defence to these offences. Stirring up offences do not cover disability or transgender identity.

Law Commission Proposals

The Law Commission has made several proposals to reform current hate crime laws, which include equalising protection across all existing protected characteristics through extending the



application of aggravated offences and stirring up hatred offences to characteristics not already covered, particularly disability and LGBTQ+. The Commission also advocates for the recognition of age in hate crime laws, and reformulating stirring up hatred to focus on deliberate incitement of hatred, to provide greater protection for freedom of speech where no intent to incite hatred can be proven.

There are specific challenges in prosecuting disability hate crimes, particularly exploitative forms that lack obvious “hostile” features.

According to the [Law Commission](#), the hierarchy of protection is seen as sending a distinctly negative message to victims on the basis of disability, sexual orientation and transgender identity.

Terrorist Offences

Terrorist offences [may or may not be considered a hate crime](#) depending on the circumstances. A terrorist attack may be targeted against general British or Western values rather than one of the 5 specific strands, although they will clearly be motivated by hate. However, other terrorist attacks are motivated by a hatred towards one of the five centrally monitored hate crime strands. For example, the Finsbury Park Mosque attack in June 2017 has been classified as a hate crime because the victims were thought to be targeted because of their religious affiliation.

Victim support

In 2021, the Crown Prosecution Service [commissioned research](#) into what victim's need from the justice system. It found that vulnerable victims, including those affected by hate crime, often need more support. Key improvements included better communication, stronger partnerships across services, and a more victim-centred approach.



Education and Safeguarding

Schools have a vital role in promoting inclusion and preventing hate-related behaviour. The [2024 Keeping Children Safe in Education](#) guidance encourages schools to:

- Foster respect and understanding across diverse communities
- Support children affected by hate crime or discrimination
- Teach equality and diversity
- Identify and respond to bullying or harassment

By creating safe, respectful environments, schools help lay the foundation for cohesive communities.

Understanding the Costs of Hate Crime

Hate crime comes with both **tangible** and **intangible** costs:

- For **victims**, this includes financial loss, injury, time off work, fear of leaving the house, changes to daily life and emotional harm such as anxiety or isolation.
- For **communities**, hate crime can cause fear, drive local tensions, and lead to economic impacts (e.g. businesses closing due to perceived risks).
- For the **police and justice system**, there are costs linked to responding, investigating, and prosecuting hate crimes, as well as reputational damage when trust is lost.

A [2023 publication by the Bard Center](#) for the Study of Hate on Economic Costs of Hate Crimes estimated an annual measurable cost of US \$3.4 billion in the United States. Although there is no official estimate of the cost of hate crime in the UK, a [recent report](#) has put the total cost of all crime as high as £250 billion per year – around 10% of GDP (Gross Domestic Product) – when fear and wider social impacts are included.



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Hate crime leads to increased healthcare expenses, including mental health support, as well as higher security costs for targeted communities. Businesses and local economies also suffer due to reduced consumer confidence and workplace disruptions.

Monitoring Hate crime and risk of escalation

Hate crimes can escalate when left unaddressed. The [Summer 2024 unrest](#), sparked by an incident in Southport and fuelled by online misinformation, led to extreme violence, criminal damage, and heightened tensions.

Previous spikes in hate crime, linked to events like the [EU referendum](#) and terrorist attacks, show how local incidents can trigger broader unrest. This highlights the need for strong monitoring and early intervention at both local and national levels.

By identifying risks early, police, communities, and support services can respond effectively, prevent escalation, and reinforce community cohesion, creating safer, more inclusive environments.

Surrey Policies and Strategies

Hate Crime is one of six key themes under the CSPB, reflecting its priority status in Surrey's wider approach to community safety.

The Surrey Police [Hate Crime Strategy 2022-2025](#) outlines a three-pronged approach to tackling hate crime, focused on Prevention, Response, and Reporting. Prevention efforts aim to challenge harmful beliefs and foster inclusive communities through engagement and education. Response prioritises effective investigation and support for victims, ensuring accountability and reinforcing trust. Increasing the accessibility and visibility of reporting mechanisms is also central, encouraging more victims and witnesses to come forward.

This strategic focus aligns with broader efforts to strengthen community cohesion by fostering mutual respect and tackling hate crime not only as individual incidents but as threats to the



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social fabric. The **Surrey Hate Crime Scrutiny Panel**, a community-led initiative, reinforces this by reviewing cases to improve police practices, promote transparency, and strengthen trust between Surrey Police and diverse communities.

Building momentum, Surrey's inaugural Hate Crime Conference in 2023 underscored the need for coordinated action. The 2024 conference marked the launch of Surrey's refreshed approach to hate crime and community cohesion, delivered in partnership with Surrey County Council, Surrey Police, and the Surrey Minority Ethnic Forum. The event introduced the Hate Crime and Community Cohesion Needs Assessment and provided a platform for knowledge exchange between local authorities, police, and community organisations. The conference addressed key challenges such as misinformation and societal division, while promoting shared solutions and stronger partnerships.

This work is intrinsically linked to other strategies across the system. The [Surrey Antisocial Behaviour \(ASB\) and Community Harm Strategy 2024-2027](#) shares key principles around prevention, victim support, and multi-agency working. It reinforces hate crime prevention by reducing behaviours that can escalate into targeted incidents. Likewise, the [Surrey Serious Violence Reduction Strategy 2024–2026](#) supports inclusive, safe communities through a public health lens, focusing on early intervention, community empowerment, and addressing structural inequalities.

National policy also supports these efforts. The Home Office has identified hate crime as a strategic priority, with a focus on improving criminal justice outcomes, increasing victim confidence, and addressing weaknesses in the reporting, recording, and investigation of hate crimes. The [NPCC's FY22–26 funding case summary](#) includes resourcing to tackle performance gaps and victim care within hate crime response.

Additional strategic alignment is found in the [Surrey-Wide Immigration Strategy](#), which promotes cohesion by ensuring sanctuary seekers, migrants, and refugees feel welcomed and supported. The strategy adopts a partnership approach to tackle barriers to inclusion, promoting access to services, clear communication, and community participation.



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Together, these strategies and governance arrangements reflect a Surrey-wide commitment to tackling hate crime, reducing harm, and strengthening community ties.

[Community Safety Partnerships \(CSPs\)](#) were established under the Crime and Disorder Act 1998 to bring together police, local authorities, fire and rescue services, health partners, and probation services in tackling crime, disorder, and anti-social behaviour. Recognising that effective crime prevention requires collaboration, CSPs facilitate coordinated, multi-agency responses to enhance public safety.

The Police Reform and Social Responsibility Act 2011 further strengthened CSPs by linking them to Police and Crime Commissioners (PCCs), ensuring greater alignment, accountability, and shared priorities in crime prevention efforts. Each [District and Borough Council](#) has its own CSP, allowing initiatives to be tailored to local community needs for maximum impact.

The [Surrey Community Safety and Prevention Board](#) was established to enhance crime prevention, community safety, and multi-agency collaboration across Surrey. Chaired by Police and Crime Commissioner Lisa Townsend, the board brings together key partners, including Surrey Police, Surrey Fire and Rescue, the Crown Prosecution Service, and Surrey County Council, to tackle crime and disorder. The board focuses on six priority areas:

- Violence Against Women and Girls & Domestic Abuse
- Anti-social Behaviour (ASB) & Community Harm
- Serious Violence
- The Prevent Strategy (Counterterrorism)
- Serious Organised Crime
- Hate Crime & Community Cohesion

It was created to provide a dedicated space for addressing community safety issues, which were previously discussed within Surrey's Health and Wellbeing Board. The initiative aims to strengthen partnerships, improve crime prevention strategies, and protect residents across the county.



Work under the Local Government Reorganisation (LGR) programme will also consider how hate crime response, reporting, and prevention can be embedded in future governance models.

The Local Picture: Surrey Statistics

Who Lives in Surrey?

Surrey's population is ageing, with the fastest growing age group being those aged 70-74.

Surrey's population has increased at a slower pace compared to the rest of England, reaching 1,203,108 people in 2021, a 6.2% increase compared to the 2011 Census. By 2030, the population over 55 is expected to increase, while the population under 55 is projected to decline. Birth rates in Surrey have been decreasing, with a drop of 8% in children under 4 since 2011. Future growth in younger age groups will likely be driven mainly by migration.

Surrey's population is also becoming more ethnically diverse – While 91% of people over 75 are White British, only 74% of those under 25 are. The largest ethnic minority groups in Surrey are from Asian/Asian British and other White backgrounds, each comprising 8% of the population. One in six people in Surrey was born outside the UK, which is higher than the national average. The most common countries of origin for those born abroad are Poland, India, and South Africa. Around 10,000 people in Surrey do not speak English well or at all.

There are wide variations in our population's health – Health in Surrey varies widely, with overall better health than national averages. However, there are significant differences in healthy life expectancy across the county. Health tends to decline with age, especially among those aged 70 and above, the fastest growing age group. At least 1 in 7 people in Surrey live with a long-term illness or disability that affects their daily life.

Religious affiliations are changing in Surrey – While more than half of residents identify as Christian, this number is declining, largely due to an increase in those who identify as having no religion (rising from 25% in 2011 to 36% in 2021). Young adults (16-24 years) are the most likely to have no religion, while those aged 75 and older are more likely to be Christian. Approximately 7% of the population follow religions other than Christianity, with Muslims



being the largest minority religious group. Muslims are the only religious group with more individuals in the younger age groups (under 15 and 16-24).

LGBTQIA+ demographics – 91% of Surrey’s identified as straight or heterosexual, and 2.5% identified with LGBTQ+ sexual identities.

3,628 people stated in the 2021 census that their gender identity is different to their sex recorded at birth. Younger people were more likely to have a gender identity different from their sex recorded at birth. More than twice as many 16 to 24-year-olds did not identify with their sex recorded at birth than the Surrey average.

Young people are more likely to report a trans identity than older people, and this appears to be particularly the case among those young people whose sex recorded at birth was female. The proportion of people identifying as trans men is 3 times higher in younger than in older age groups. 1 in every 500 16-24-year-olds is a trans man compared to 1 in every 1,800 over 25s.

For more information see [‘Understanding inequality in Surrey’](#) on Surrey-I.

Hate Crime Data

Surrey Police hold the most comprehensive dataset on hate crime in the county, as many organisation’s signpost incidents to them rather than responding directly.

The way hate crime is recorded in Police data is by adding a ‘flag’ to the type of crime associated with it. Between **January 2020 and December 2024**, Surrey Police recorded a total of **11,818 crimes** flagged as having one or more hate-related components. Hate crimes differ from most other offences in that the motivation lies not in what the victim possesses or controls, but in who they are or who they are perceived to be. One incident may be recorded under multiple hate categories, and an individual may be victim to more than one type of hate crime.



Table: Reported Hate Crimes to Surrey Police (2020-2024)

Year	Number of hate crimes
2020	2,130
2021	2,478
2022	2,233
2023	2,453
2024	2,524
Total	11,818

While there was a decrease in recorded hate crime in 2021/22, the number of offences began to increase again from January 2023 onwards. By the end of December 2024, Surrey Police had recorded 2,524 hate crimes, a 2.9% increase compared to the 2,453 offences recorded in 2023. The [Community Safety JSNA](#) offers a yearly analysis of hate crime from August 2023 to August 2024, which also reports increases, although it considers a different time frame. Hate crimes are primarily recorded in relation to five core characteristics: race, religion or faith, sexual orientation, disability, and transgender identity.

In addition to hate crimes, non-crime hate incidents (NCHIs) are an important data source. These are incidents perceived by the victim or another person to be motivated by hostility or prejudice, but which do not meet the threshold for a criminal offence. Between 2020 and 2024, Surrey Police recorded the following numbers of NCHIs.

Table: Number of non-crime hate incidents (NCHIs), Surrey Police (2020–2024)

Year	NCHIs
2020	136
2021	171
2022	136
2023	62
2024	73
Total	578



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The significant drop in NCHI numbers in 2023 coincides with interim Home Office guidance issued in 2022 and followed by statutory guidance in June 2023. This guidance, developed in response to a 2021 Court of Appeal ruling, instructed police forces to strike a balance between responding to hate incidents and protecting freedom of expression. Under this guidance, officers are required to use discretion and apply the [national standard for incident recording \(NSIR\)](#), ensuring that NCHIs are only recorded where proportionate and necessary. These changes likely contributed to the decline in recorded NCHIs, and they have implications for how police forces and partners interpret trends and make operational decisions.

[Nationally](#), for the year ending March 2024, there were 140,561 hate crimes recorded in England and Wales, a 5% decrease compared to the previous year. Within the South-East region, police forces recorded [18,682 hate crimes](#), of which 14% occurred in Surrey, the lowest proportion among the South-East forces. For comparison, the Metropolitan Police recorded 27,454 hate crimes during the same period.

Hate Crime by Category in Surrey

A hate crime is any criminal offence perceived by the victim or any other person to be motivated by hostility or prejudice related to a person's actual or perceived race, or membership of a racial or ethnic group. This includes all ethnic backgrounds, national origins (including those within the UK), and communities such as Gypsy, Roma, and Traveller groups.

Hate crimes in Surrey are recorded under five core categories: race, religion or faith, sexual orientation, disability, and transgender identity. According to Surrey Police data from January 2020 to December 2024, race-related hate crimes were the most frequently reported, with 7,755 incidents. This was followed by crimes related to sexual orientation (1,421), disability (1,124), religion (589), and transgender identity (488). An additional 412 incidents were recorded under the category "Hate – Other," which includes hate crimes targeting alternative subcultures. A further 29 hate crimes were recorded as domestic abuse, which are not included within these category totals.



Race

Any crime or incident perceived by the victim or any other person to be motivated (wholly or partially) by hostility or prejudice based on a person's race or perceived race. This includes offences targeting individuals because of their ethnic background, nationality, or skin colour. The victim does not need to be of the targeted racial background—anyone perceived to be, or associated with, that identity can be affected.

Between 2020 and 2024, nearly two-thirds (66%) of reported hate crimes in Surrey were related to race, closely aligning with the national trend of 70%. Nationally, race remains the most common motivation for hate crime. According to the [Home Office's Official Statistics for England and Wales \(year ending March 2024\)](#), race-related offences accounted for over two-thirds of all recorded hate crimes (70% of 98,799 offences). In Surrey, the most frequently reported race-related hate crimes were harassment (5,178 incidents), common assault (973 incidents), and malicious communications (576 incidents). Harassment race hate crimes increased year on year from 2020 to 2023, with a slight decrease in 2024.

Sexual Orientation

Any crime or incident which is perceived, by the victim or any other person, to be motivated (wholly or partially) by a hostility or prejudice based on a person's sexual orientation or perceived sexual orientation. A sexual orientation hate crime could also target someone who is not themselves from the targeted group and the harmed person could be, for example, the child of a same-sex couple.

From January 2020 to December 2024, 12% of the hate crimes recorded by Surrey Police were related to sexual orientation. Nationally, sexual orientation hate crimes accounted for 16% in England and Wales (22,839) in the year ending March 2024.



Disability

Any crime or incident 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, including both physical and mental disabilities. The Equality Act, 2010 (EA) generally defines a disabled person as someone who has a physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities.

From January 2020 to December 2024, 10% of the hate crimes recorded by Surrey Police were related to disability. [Nationally](#), in England and Wales, 8% of hate crimes were recorded as disability-related, with a decrease from the previous year (11,719 in the year ending March 2024). The most frequently reported hate crime type for disability was harassment (682 incidents), with 2024 having 147 reports, slightly higher than the average per year (136).

Religion and Faith

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, or any religious group including those who have no faith in a theology.

From January 2020 to December 2024, 5% of the hate crimes recorded by Surrey Police were religiously motivated, with Anti-Jewish and Anti-Muslim incidents accounting for 4%. [Nationally](#), there was a 25% increase in religious hate crimes from the previous year, with 10,484 offences recorded in the year ending March 2024. In Surrey, harassment was the most prevalent type of hate crime related to religion, with 293 incidents reported, showing a year-on-year increase, including a 31% rise from 2023 to 2024.



Transgender Identity

Any crime or incident which is perceived, by the victim or any other person, to be motivated (wholly or partially) by a hostility or prejudice based on a person who identifies as transgender. These crimes can also target individuals who are not themselves transgender, such as relatives of transgender people or those perceived to be transgender.

Between January 2020 and December 2024, 4% of hate crimes recorded by Surrey Police were related to transgender identity, which is broadly in line with the [national picture](#) of 3%. Most gender identity-related hate crimes in Surrey were categorised as ‘violence without injury’, with 64% being harassment offences, 12% common assault, and 6% malicious communications. Male offenders were identified in 43% of these cases, while 35% had no offender information recorded.

Hate Crime Type Key Points

Race: 66% of hate crimes in Surrey were race-related, aligning with the national trend of 70%.

Sexual Orientation: 12% of hate crimes in Surrey were related to sexual orientation, with harassment being the most reported type (60%).

Disability: 10% of hate crimes in Surrey were related to disability, slightly higher than the national figure of 8%.

Religion and Faith: 5% of hate crimes in Surrey were religiously motivated, with a significant increase in Anti-Jewish and Anti-Muslim incidents.

Transgender Identity: 4% of hate crimes in Surrey were related to transgender identity, like the national figure of 3%.



Harassment: Harassment was the most common type of hate crime across all categories.

Trends: Most categories saw an increase in reported incidents year on year, with some fluctuations.

Characteristics of Offenders and Victims

Age

- In Surrey, the majority of victims of race-related hate crimes were aged between 18 and 50, representing 73% of all such victims. The highest number of incidents involved victims aged 38 (233 reports), followed by those aged 40 (208 reports).
- 18% of sexual orientation hate crimes involved victims aged 18-24.
- For disability-related hate crimes, 32% involved victims aged 41-60.
- Religion or belief-related hate crimes, particularly Anti-Muslim incidents, accounted for 48% of this category, with 35-50-year-olds making up 40% of the victims.
- Transgender identity crimes affected 27% of victims aged 41-50, with the next highest group being 18-24-year-olds at 15%.

Gender

Between 2020 and 2024, hate crime data in Surrey showed a clear gendered pattern, with cisgender male offenders and victims more frequently recorded than their female counterparts. Cis-male offenders were responsible for more than twice the number of hate crimes committed by cis-females, highlighting a significant disparity in perpetration. This pattern was echoed in victim data, where 54% of recorded victims were male and 40% were female. However, it is important to note that gender information was not available in all cases: 38% of offender records and 5% of victim records lacked gender data, which limits the precision of these findings.

Where gender was recorded, the trend of higher male involvement held consistent, both in terms of offending and victimisation. This gender distribution closely mirrors national data, where male offenders consistently outnumber females, and female victims account for



approximately 40% of cases compared to 55% for male victims. In the table below, a more detailed breakdown is provided.

Table: Hate Crimes by gender of offenders and victims (2020–2024)

Gender	Offenders	Victims
Female	2,284	4,680
Male	5,033	6,419
Non-Binary	>5	27
Indeterminate	19	>5
Male (assigned female at birth)	>5	40
Female (assigned male at birth)	18	101
No Offender/Victim Recorded	4,383	205
Unknown	80	341

5,033 male offenders made up 43% of all offenders recorded in Surrey, compared to 19% who were female. Male victims accounted for 41% of victims, while females represented 30%. A small number of individuals identified as non-binary or with other gender identities. Among these, 27 victims and fewer than five offenders were recorded as non-binary. Additionally, a small number of victims and offenders identified with a gender different from that assigned at birth. In 40 cases, male victims had been assigned female at birth, while 101 female victims had been assigned male at birth. Offender numbers in these categories were minimal. There were 37.1% of hate crimes where no offender was recorded, and 1.3% where no victim was recorded. The “unknown” category accounted for 0.7% of offenders and 2.2% of victims.

Overall, the data shows that hate crime in Surrey has a gendered dimension, both in line with and reflective of [wider national trends](#). While men are more likely to be recorded as both victims and perpetrators, the presence of hate crimes affecting people across the gender spectrum, including those with non-binary and trans identities, highlights the need for inclusive, gender-informed responses.



Relationship between offender and victim

From January 2020 to December 2024, Surrey Police recorded that 20% of hate crimes were committed by strangers, with the highest number occurring in August and peaking between June and August. Incidents involving rivals, feuding, or unfriendly relationships accounted for 11% of hate crimes, with a rise in incidents from March to July. Hate crimes committed by neighbours totalled 9%, with the highest numbers reported from May to July. Notably, 37% of the crimes had no offender identified.

Nationally, hate crimes in England and Wales also show significant involvement of strangers, rivals, and neighbours, with a peak during the summer months. This pattern highlights the broader issue of hate crimes across the UK, reflecting similar trends seen in Surrey.

When examining hate crimes with an alcohol marker, 6% involved rivals, feuding, or unfriendly relationships, 4% involved neighbours, and 4% involved acquaintances. For drug-related hate crimes, 50% were committed by strangers, 5% involved rivals, feuding, or unfriendly relationships, 5% involved neighbours, and 3% involved acquaintances.

In the context of cyber-crime, 19% of the hate crimes involved rivals, feuding, or unfriendly relationships, and 13% involved acquaintances. Knife-related hate crimes saw 17% involving rivals, feuding, or unfriendly relationships. For violence against women and girls (VAWG) hate crimes, 13% involved rivals, feuding, or unfriendly relationships, 16% were committed by strangers, 12% by neighbours, and 7% by acquaintances, with 73% being social in nature.

Characteristic Key Points

Age Distribution: Majority of race-related hate crime victims were aged 18-50, with significant numbers in specific age groups for other categories.

Gender Pattern: Cisgender male offenders and victims were more frequently recorded than their female counterparts, with a significant disparity in perpetration.



Offender-Victim Relationship: 20% of hate crimes were committed by strangers, with significant involvement of rivals, neighbours, and acquaintances.

Alcohol and Drug Markers: Hate crimes with alcohol and drug markers showed varied relationships between offenders and victims.

Cyber and Knife-Related Crimes: Significant involvement of rivals and acquaintances in cyber and knife-related hate crimes.

VAWG Hate Crimes: High involvement of social relationships in violence against women and girls hate crimes.

Hate Crime and Contributing Factors

Hate crimes often involve multiple contributing factors and often do not appear in isolation. Surrey Police data from 2020 to 2024 highlights the involvement of substance use, online activity, weapon involvement, gender-based violence, and domestic abuse in many hate crime incidents. These additional “flags” highlight the complex and multidimensional nature of hate crime, reinforcing the need for a coordinated, trauma-informed, and multi-agency response.

Table: Hate Crimes with Additional Risk Factors (2020–2024)

Risk factor	Number of hate crimes	% of all hate crimes*
VAWG	4,048	34%
Alcohol-related	1,306	11%
Drug-related	377	3%
Cyber-enabled	625	5%
Knife-involved	76	<1%
Domestic abuse-related	29	<1%

*Percentages based on the total of 11,818 recorded hate crimes.



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A significant proportion of hate crimes (34%) were flagged as Violence Against Women and Girls (VAWG). Within these, 65% were racially motivated and 12% related to disability. Victims were overwhelmingly female (94%), with the most common age groups being 41–50 (20%) and 35–40 (16%). Trans women made up 2% of these victims, of whom 30% were aged 41–50. Male offenders were recorded in 38% of cases, most commonly aged 41–60, while female offenders accounted for 27%, with similar age profiles. In 33% of VAWG-flagged cases, no offender was recorded.

Substance use also featured prominently. Of the hate crimes flagged as alcohol-related, 64% were racially motivated and 21% related to sexual orientation. Male victims were the most affected, particularly those aged 18–30 (17%) and 35–50 (20%). Offenders were predominantly male, with 20% aged 18–30 and 33% between 35–60. Drug-related hate crimes showed similar trends. Race was the primary motivation (66%), followed by sexual orientation (22%). Male victims made up 63%, with the highest proportion aged 41–50 (15%). Male offenders aged 18–50 were responsible for 87% of drug-related cases, with 22% committed by those aged 25–30.

The digital environment also played a role, with 625 cyber-enabled hate crimes recorded. Nearly 50% were racially motivated and 16% involved disability. Female victims made up 49%, with 35% under the age of 24. The most affected age group among female victims was 13–15 (17%), followed by 18–24 and 41–50 (each at 15%). Male offenders accounted for 42% of cyber-related hate crimes. The largest group was aged 13–15 (20%), with a further 17% aged 41–50.

Although knife-related hate crimes were less frequent, they represent serious risk. Of the 76 incidents involving a knife, 67% were racially motivated. Male victims comprised 63%, with the most affected age groups being 41–50 (24%) and under 24 (22%). Male offenders were recorded in 57% of cases, with the highest representation under age 24 (31%) and 41–50 (22%).

Hate crimes flagged as domestic abuse-related were rare, comprising just 29 cases. However, their presence indicates that hate-motivated incidents can occur within intimate or familial settings, adding further complexity to the experience of victims and requiring specialised support.



Mental health and suicide risk

[Research](#) consistently shows that experiencing discrimination can have long-term negative effects on mental health, contributing to outcomes such as social isolation, financial hardship, loss of confidence, and suicidal ideation.

In Surrey, approximately 92 people die by suicide each year. Each death is a devastating loss that impacts families, friends, and communities. There is no single cause of suicide. Rather, it often results from a combination of factors including wider determinants of health, physical and mental illness, and psychosocial stressors. While experiencing hate crime may contribute to suicidal distress, suicide audits undertaken by Surrey County Council have not identified any confirmed cases where hate crime was a direct contributing factor.

Homelessness

People experiencing homelessness are particularly vulnerable to bias-motivated violence and hate crimes. According to [Crisis](#), people sleeping rough are almost 17 times more likely to be victims of violence and 15 times more likely to suffer verbal abuse compared to the general public. Societal attitudes that dehumanise homeless individuals can exacerbate these issues, making them targets for hate crimes. Efforts to address these problems include advocating for legislative changes to protect the rights of homeless individuals and raising awareness about the violence they face. Organisations like Crisis and [Homeless Link](#) work to document these incidents and push for policies that ensure safer environments for those experiencing homelessness.

The [East Surrey Outreach Service](#) (ESOS) provides support to adults who are rough sleeping or at risk of rough sleeping in the East Surrey area, which includes Epsom and Ewell, Reigate and Banstead, Mole Valley, and Tandridge. The ethnicity breakdown in (ESOS) shows a rising proportion of clients engaging from ethnic-minority backgrounds, with an increase from 13% in 2022 to 27% in 2023. Although there was a slight decrease to 22% in 2024, the overall trend still indicates a growing diversity among clients.



Contributing Factors Key Points

Complex Nature of Hate Crimes: Many hate crimes involve additional factors such as substance use, online activity, weapon involvement, gender-based violence, and domestic abuse.

VAWG: 34% of hate crimes were flagged as VAWG, with a significant proportion racially motivated.

Substance Use: Alcohol and drug-related hate crimes were predominantly racially motivated, with male victims and offenders being the most affected.

Cyber-enabled Crimes: Nearly 50% of cyber-enabled hate crimes were racially motivated, with significant involvement of young offenders.

Knife-related Crimes: Although less frequent, knife-related hate crimes pose serious risks, with a majority being racially motivated.

Domestic Abuse: Hate crimes within intimate or familial settings, though rare, add complexity to victim experiences.

Mental Health Impact: Discrimination can lead to long-term mental health issues, including suicidal ideation.

Homelessness Vulnerability: Homeless individuals are significantly more likely to be victims of violence and verbal abuse, highlighting the need for protective measures and support services.

When Does Hate Crime Occur

Analysis of monthly hate crime data reported to Surrey Police between 2020 and 2024 reveals clear seasonal trends. The number of reported incidents tends to rise during the summer months, with June (1,191 incidents) and July (1,203 incidents) consistently recording the



highest figures. This increase may be linked to warmer weather and longer daylight hours, which bring more people into shared public spaces, potentially increasing opportunities for conflict or targeting.

This seasonal pattern is evident across most hate crime strands. Gender, race, and religion-related hate crimes peak in June and July, while disability-related hate crimes show a continued rise into September. These trends suggest that targeted prevention and community safety initiatives may be particularly important during the summer period.

Additional factors associated with hate crime incidents also follow similar seasonal patterns. Reports involving alcohol, drugs, and violence against women and girls (VAWG) tend to increase during the same summer months. In contrast, cyber-related hate crimes are most frequently reported in April and May, while knife-related hate crimes peak in May.

These insights highlight the importance of seasonal planning in hate crime prevention strategies, with a focus on proactive engagement and support during periods of increased risk.

Reported Hate Crimes by Type and Month (2020–2024)

Between January 2020 and December 2024, a total of 11,818 crimes were recorded by Surrey Police as involving one or more hate-related elements. These incidents spanned all categories of hate (race, religion or belief, sexual orientation, disability, and transgender identity). Monthly reporting patterns varied across these categories. Race-related hate crimes consistently accounted for the highest number of reports throughout the year. Sexual orientation and religion or belief also featured prominently, with noticeable fluctuations across summer months.

Disability-related hate crimes showed a more gradual trend, with some increases observed in late summer and early autumn. Gender identity-related hate crimes remained lower in volume but followed similar seasonal patterns.



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While these figures highlight the scale and reach of hate crime across Surrey, it is important to recognise that recorded crime data only provides a partial picture. Factors such as police recording practices, operational priorities, and crucially, community confidence in reporting all influence the numbers. This reinforces the need to complement statistical data with community engagement, partner intelligence, and qualitative insights to build a more complete and accurate understanding of hate crime in the county.

Surrey Police

Surrey Police have four main divisions: three area divisions, Northern, Eastern, and Western; and a specialist crime/ops division. Within the three division are multiple borough teams. Typically, each borough will have a Neighbourhood Specialist Team (formerly they Safer Neighbourhood Team) and a Neighbourhood Policing Team (Formerly the Area Patrol Team/Targeted Patrol Team/Response). These borough teams are supported by investigative teams which span the whole division, this being the Criminal Investigation Department (CID) and the Safeguarding Investigation Unit (SIU).

Patterns in hate crime reporting have shifted over the five-year period:

- **2020 to 2021:** A rise in reported incidents across all police divisions.
- **2021 to 2022:** A noticeable dip in reporting.
- **2022 onwards:** Steady increases in the East and West police divisions.
- **2023 to 2024:** The North division was the only area to experience a decline in reports.

Between January 2020 and December 2024, the data highlights the importance of targeted interventions and support services in both public and private settings, especially during peak times and in regions with higher incidence rates. It also highlights the need for improved data collection to ensure all incidents are accurately recorded and addressed.



Location Key Findings

Seasonal Peaks: There is a noticeable increase in hate crimes during the summer months (June and July). This seasonal peak could be due to more people being outdoors and interacting in public spaces during warmer weather.

Location Distribution: Public or Open Spaces: A significant portion (29%) of hate crimes occur in public or open spaces, with the majority (68%) of these incidents happening on streets or roads. This suggests that public visibility and accessibility might contribute to the occurrence of these crimes. Dwellings: Another 22% of hate crimes take place in private residences, also peaking during the summer. This indicates that hate crimes are not limited to public areas but also occur within private settings. In England and Wales, racially aggravated offences in a dwelling are primarily addressed under the Crime and Disorder Act 1998 and the Public Order Act 1986. Specific provisions define aggravated offences and how sentences can be increased.

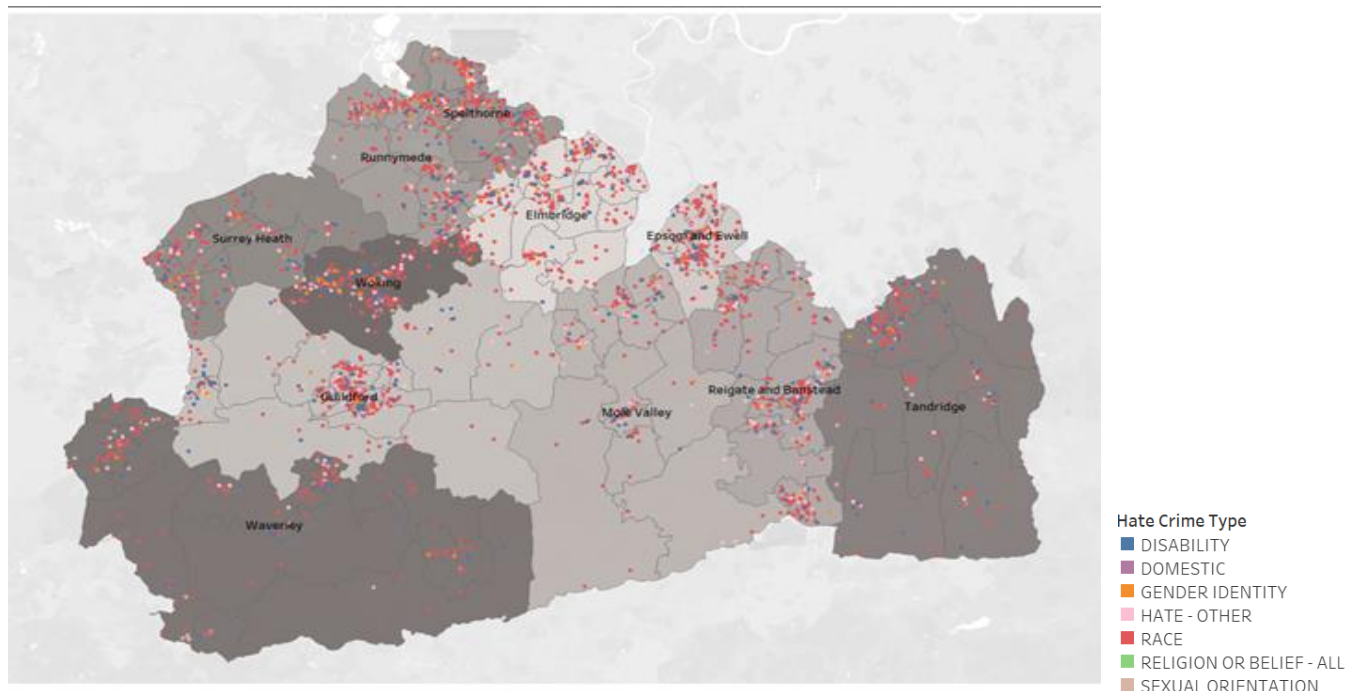
No Recorded Location: The fact that 22% of crimes have no recorded location highlights potential gaps in data collection or reporting practices.

Regional Variations: West Division: This division records the highest number of hate crimes in both public spaces and dwellings. Additionally, it reports more incidents in medical settings compared to other divisions. This could indicate regional differences in the prevalence of hate crimes or variations in reporting and recording practices.



Geographic Distribution

Chart: Hate crime by type and incident location (2020–2024)



The West division consistently recorded the highest volume of hate crimes, accounting for 38% of all reports from 2020 to 2024. It also saw the highest number of reports in both 2021 and 2024. In fact, in 2024 alone, the West division logged over 200 more reports than the East and North divisions combined.

Key borough-level insights include:

- Guildford and Woking led reporting within the West division, contributing 41% and 29% of that division's total respectively.
- In the North division, Spelthorne accounted for 42% of recorded hate crimes.
- In the East division, Reigate & Banstead was the most affected area, making up 38% of division-wide reports.

Some locations stood out in relation to specific types of hate crime flags, showing how intersecting risk factors manifest differently across the county.



Table: Hate Crimes Additional Risk Factors by locality (2020–2024)

Hate crime flag	Key areas with highest volumes
Alcohol-related	Guildford (20%), Reigate & Banstead (15%), Spelthorne (13%)
Drug-related	Guildford (19%), Reigate & Banstead (17%), Spelthorne (14%)
Knife-involved	Guildford (21%), Spelthorne (14%)
Cyber-enabled	Guildford (14%), Reigate & Banstead (12%), Runnymede (11%)
VAWG-related	Guildford (14%), Spelthorne (14%), Reigate & Banstead (11%)
Anti-social behaviour	Elmbridge, Spelthorne, Guildford, and Woking (highest volumes noted)

Prevalence by locations

The Surrey Police data from 2020 to 2024 identifies the postcode locations with the highest incidents. In 22% of the crimes, the location has not been captured. The top nine were around medical and law enforcement establishments (See section on Hate Crimes Against Key Workers). The 10th highest postcode relates to Thorpe Park (postcode KT16 8PN), a theme park in Chertsey, which had 41 hate crimes.

Hate crime is most visible in public spaces, but home is not always a safe space either. Nearly a third of hate crimes take place in public or open areas, with streets and roads being especially common. This suggests that hate is often expressed in public, potentially opportunistic or in response to visible identity markers. However, a significant portion also happens in private dwellings, indicating that hate crime is not confined to strangers in public: it can occur in the home, sometimes in the context of personal or domestic relationships, and in key institutional settings such as schools.



Harassment is the most common offence, and incidents are often shaped by additional risk factors including alcohol or drug use, online activity, knife involvement, and violence against women and girls (VAWG).

Table: Hate Crimes by location type (2020–2024)

Location	Number of hate crimes	%
Public/Open Place	3,476	29
Unknown	2,623	22
Dwelling	2,619	22
Shop	856	7
Medical	588	5
Hospitality	506	4
Education	375	3
Public Building	264	2
Commercial	215	2
Moving Vehicle	146	1
Leisure	101	1
Travel	23	0
Financial	18	0
Beach Hut	8	0
Total	11,818	100

Offence types by location

Harassment makes up the majority of hate crime reports, particularly in public spaces. This shows how hate can manifest as repeated or aggressive behaviour rather than physical violence. The prevalence of harassment, especially in relation to alcohol and drug use, also hints at situations where inhibition is lowered and existing prejudices are acted upon.



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Harassment was the type of crime for 5,957 incidents over the five-year period. These occurred in:

- Public or outdoor places: 42% (2,483)
- Dwellings: 1,402
- Shops: 680
- Medical locations: 369

The following information highlights the prevalence and locations of different types of offences, which can be useful for understanding patterns and potentially guiding preventive measures.

- Common assault (excluding on police constables): 457 reports (2021–2024), mostly in public or outdoor spaces.
- Malicious communications: Predominantly in dwellings (78%).
- Sexually related hate crimes: 41 recorded, with 49% occurring in dwellings.
- Other wounding: 467 incidents, with:
 - 53 in educational settings
 - 40 in medical locations
 - 34 in hospitality venues
- Serious wounding: Fewer than 5 incidents.
- Burglary, theft, or robbery: 81 incidents, mostly in dwellings (28) and public spaces (31).

Prevalence and Location Key Points

West Division: Highest volume of hate crimes, with Guildford and Woking leading in reports.

Borough Insights: Spelthorne (North) and Reigate & Banstead (East) are significant areas for hate crime reports.

Risk Factors: Guildford, Reigate & Banstead, and Spelthorne frequently reported alcohol, drug, knife, and cyber-related hate crimes.



Public Spaces: Many crimes, including common assault and burglary/theft/robbery, frequently occur in public spaces, highlighting the need for increased public safety measures. Nearly a third of hate crimes occur in public or open areas, with harassment being the most common offence.

Private Dwellings: A significant portion of crimes, such as malicious communications and sexually related hate crimes, occur in private dwellings, indicating the importance of protecting individuals in their homes. Significant portion of hate crimes occur in homes, indicating the need for protection in private settings.

Institutional Settings: Educational, medical, and hospitality settings also see notable incidents, suggesting the need for targeted interventions.

Offence Patterns linked to Contributing Factors

Alcohol and drug use are common contributors to incidents, especially where harassment is involved. Knife-related hate crimes are more likely to occur in public spaces, often escalating into intimidation or threats. Cyber-related hate mostly occurs in dwellings, showing that hate can reach victims even in their homes. Many VAWG-related hate crimes are reported as harassment and occur either in the home or in public places. This overlap suggests gendered hate is a significant element of the broader picture – one that demands both gender-informed and community-informed responses. All these factors underscore the importance of tailored prevention strategies for different contexts.

- Alcohol-related hate crimes: Violence without injury: 89% of cases, with harassment recorded for 77%, Violence with injury: 8%.
- Drug-related hate crimes: Violence without injury: 91% of cases, with 78% being harassment, Violence with injury: 5%.
- Knife: Violence without injury: 57% of cases, with 44% recorded as harassment.
- Cyber: Violence without injury: 96% of cases, with 69% recorded as malicious communications and Harassment, 29%.
- VAWG: Violence without injury: 94% of cases, with 85% recorded as harassment.



Offences and Contributing Factor Key Points

Alcohol and Drug Use: Common contributors to hate crimes, particularly harassment.

Knife-related Crimes: More likely to occur in public spaces, often involving intimidation or threats.

Cyber-related Crimes: Mostly occur in dwellings, indicating that hate can reach victims at home.

VAWG-related Crimes: Many reported as harassment, occurring in both homes and public places.

Data Gaps: A significant portion of hate crimes lack location data, limiting targeted interventions.

Tailored Prevention Strategies: Importance of developing context-specific prevention strategies based on contributing factors.

With around a quarter of hate crimes recorded without a location, there are however limits to how precisely interventions can be targeted. This gap points to a broader challenge in data completeness and consistency, and the need for better data recording to support effective action.

On Public Transport

British Transport Police (BTP) are responsible for policing the rail network across England, Scotland, and Wales, including incidents occurring at stations and on trains in Surrey. The data presented here covers hate-related incidents recorded by BTP between January 2020 and December 2024. It is important to note that the dataset includes offences both with and without personal victims, and the demographic information recorded is limited to the first suspect or victim where available. Fluctuations in incident numbers over the five-year period may reflect



the impact of COVID-19 restrictions on travel patterns rather than underlying crime trends. Despite these limitations, the data offers important insights into the nature and prevalence of hate crime in transport settings across Surrey.

Non-Personal Hate: It should be noted that hate can be directed at businesses or public bodies, not just individuals.

The BTP data highlights several important trends and issues regarding hate crimes in transport settings which can help inform strategies for improving safety and support for victims in transport settings:

Racially Motivated Hate: Racially motivated hate is the most common form of abuse in transport settings, accounting for 71% of all hate-related incidents recorded by the British Transport Police (BTP). This aligns with national trends and indicates that public transport spaces are significant locations for racially motivated hate.

Racially motivated hate is the dominant form of abuse in transport settings.

71% of all hate-related incidents recorded by BTP were racially aggravated. This reinforces national trends and highlights that public transport spaces are key flashpoints for racially motivated hate.

Most hate incidents occur in stations, with Guildford and Woking emerging as hotspots.

Most hate incidents occur at stations (55%) and on trains (40%). Guildford and Woking are identified as hotspots, with these locations accounting for over a third of station-based incidents and the highest number of incidents on trains.

Victims are most often young to middle-aged adults, but demographic data is incomplete.

58% of victims were aged between 20–59, with 20–29-year-olds most affected.

Victim gender was recorded in only 74% of incidents, and ethnicity in just 37%, limiting deeper analysis.

Most suspects are unknown, but where identified, they are more likely to be male and White.



Suspect identity was missing or blank in over half (52%) of incidents.

Among recorded cases, 39% of suspects were male, and 20% were White – North European.

Hate on transport is not just personal: it can be directed at businesses or public bodies.

Some incidents do not involve a personal victim, for example, graffiti or vandalism with hate content targeting specific groups. This highlights that hate can also be symbolic and community-directed, affecting wider feelings of safety.

LGBTQ+ and disability-related hate are present but possibly underreported or under-recognised.

There were 73 incidents flagged as homophobic or transgender-related and only 10 as disability-related. The low numbers may reflect underreporting, under-recognition, or data gaps, especially given [national evidence](#) that LGBTQ+ individuals frequently face abuse in public spaces.

Seasonal and monthly variations exist, but overall numbers remain low, with caveats.

While monthly data exists, overall incident numbers are modest. However, this does not mean transport is safe for everyone. Low numbers may reflect underreporting, lack of staff awareness or action, and barriers to accessing justice.

Public Transport Key Points

Transport Locations: Significant locations for racially motivated hate crimes.

Symbolic Hate: Hate crimes can target communities and symbols, not just individuals.

Racially Motivated Hate: 71% of hate-related incidents on public transport are racially aggravated.

Hotspots: Guildford and Woking are significant hotspots for hate incidents at stations and on trains.



Victim Demographics: Majority of victims are young to middle-aged adults, but demographic data is incomplete.

Suspect Demographics: Most suspects are unknown, but identified suspects are more likely to be male and White.

Seasonal Variations: Incident numbers vary monthly, but overall numbers remain low, possibly due to underreporting.

Prejudice-Related & Hate Crime Incidents in Surrey Schools

Racist Abuse and School Suspensions

Racist abuse is a growing concern in Surrey schools, as evidenced by the [rise in school suspensions related to such incidents](#).

Between the 2020-21 and 2023-24 autumn terms, Surrey saw 721 school suspensions for racist abuse, with 112 issued in the 2023-24 autumn term, a significant increase from sixty-five in the same term three years earlier. This mirrors a broader national trend, where suspensions for racist abuse across England have almost doubled in the past three years, from 2,628 in the 2020-21 autumn term to 4,966 in the 2023-24 autumn term. Overall, the number of school suspensions in England surged in the 2023-24 autumn term, with over 346,000 suspensions issued, compared to just 160,000 three years earlier.

In Surrey, the number of suspensions in the spring term of 2024-25 stood at 4,250, with 123 of those relating to racist abuse. The overall number of suspensions in Surrey's maintained schools and academies, not including non-maintained settings, reflects a trend of racist abuse being a proportion of total suspensions that has slightly exceeded the national average.

Equality, Diversity, and Inclusion in Surrey Schools

The [Equality, Diversity, and Inclusion \(EDI\)](#) in Surrey Schools report highlighted a gap between staff and student perceptions of inclusion, with students less likely to feel that all cultures and



backgrounds are valued. This gap is more pronounced for Black students and staff, who report feeling less fairly treated compared to their White peers. LGBTQ+ students also face higher levels of discrimination, with nearly two-thirds reporting incidents. However, only 30% of students would report such discrimination or harassment.

Many schools are still in the preliminary stages of their EDI journey, with inconsistent approaches to inclusion. A considerable number of schools lack clear EDI policies or fail to communicate them effectively. Homophobic discrimination remains a significant issue among students.

Under reporting in educational settings

A significant concern highlighted by the Surrey Minority Ethnic Forum (SMEF) was the reluctance of students to report incidents, citing fears of being labelled a "snitch" and mistrust of school staff, even when anonymous reporting tools were available. A 2022 workshop with Year 10 and 11 students focused on recognising hate incidents and encouraging reporting, though student engagement remained a challenge.

Youth Justice

The Surrey Youth Justice Service (YJS), which supports children and young people and works to prevent their involvement in crime, recorded 4,188 offences over the past three years. Of these, 3% were racially aggravated. Interestingly, the number of racially aggravated offences more than doubled between 2022/23 and 2023/24, before dropping by nearly half in the following year. The highest numbers of such offences were recorded in September 2023, January 2024, May 2024, and October 2024. Key areas, including Runnymede, Spelthorne, Guildford, and Tandridge, showed the highest rates of racially aggravated offences.



Types of Responses to Racially Aggravated Offences

Outcomes for these offences were varied, with the most common outcomes being:

- **Outcome 22:** A deferred prosecution allowing the young person to avoid charges if they engage with support services, accounting for twenty-six cases.
- **Out of Court Disposal Assessments:** Determining appropriate responses without formal court proceedings, with twenty-two cases.
- **Youth Rehabilitation Orders:** Community sentences focusing on rehabilitation, comprising twenty cases.
- **Youth Restorative Interventions:** Encouraging young people to take responsibility and make amends, with eleven cases.

These outcomes align with the youth justice system's focus on rehabilitation and addressing disproportionality, with Outcome 22 being particularly noted for positive results in other regions.

SMEF's Work on Hate Crime Awareness and Community Engagement

In March 2023, SMEF hosted a "Voices Heard" event following a high-profile incident at a local college, involving African and Afro-Caribbean communities. Participants raised concerns about unreported hate crimes, the differential treatment of ethnic minority children by teachers, and a lack of youth guidance. These discussions also emphasised the need for improved relationships with law enforcement officers and cultural awareness training. As a result, Surrey Police leadership committed to strengthening ties with the community.

Data Caveats and Caution in Comparisons

It is important to note that the data for school suspensions in Surrey for the spring term 2024-25 is provisional and may change as schools submit their official results to the DfE. The data for



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the 2023-24 academic year shows 233 upheld permanent exclusions (PEX) and 14,551 suspensions, with 0 and 323 cases for racist abuse, respectively. This data is subject to change before final publication.

Key Points

Increase in Racist Abuse Suspensions: Significant rise in school suspensions for racist abuse in Surrey, reflecting a national trend.

Equality, Diversity and Inclusion Gaps: Notable gap between staff and student perceptions of inclusion, with Black and LGBTQ+ students feeling less valued.

Underreporting: Students reluctant to report incidents due to fear of being labelled a "snitch" and mistrust of school staff.

Youth Justice Data: Surrey Youth Justice Service recorded 4,188 offences over three years, with 3% racially aggravated.

Varied Responses: Common responses to racially aggravated offences include deferred prosecution, out of court disposals, rehabilitation orders, and restorative interventions.

Community Engagement: SMEF's efforts to raise awareness and improve community relations, including the "Voices Heard" event.

Hate Crimes Against Key and Community Workers in Surrey

Community and key workers, including healthcare professionals, educators, and public service employees, often face hate crimes and incidents in their workplaces. These crimes can range from verbal abuse to physical assaults, driven by prejudice against race, religion, sexual orientation, disability, or transgender identity. Incidents are recorded in some of these areas, but there are still gaps in knowledge to understand the extent to which key and community workers are experiencing hate incidents.



Hate Crimes Against Key Workers

During the COVID-19 pandemic, key workers, including healthcare professionals, emergency services personnel, and essential retail staff, faced increased hostility and abuse. These incidents often involved verbal abuse, threats, and physical assaults. Police data categorises the offence type, with 1% of hate crimes over the four-year period being against emergency workers or police officers (78 incidents). Accessing detailed data is challenging as agencies signpost to police data, which provides information on incidents at medical locations but does not specify if the victim was a staff member.

Social Care Staff Experiences

Social care staff face challenging environments, with incidents including racial abuse, threats of violence, physical aggression, and use of racial slurs by young people. Many perpetrators are vulnerable and traumatised, requiring a balance between preventing further incidents and recognising their disadvantaged backgrounds.

NHS Staff Survey Findings

The 2024 [NHS Staff Survey for England](#) revealed:

- **Discrimination:** 9.25% of staff experienced discrimination, the highest level in five years.
- **Physical Violence:** 14.38% of staff reported experiencing physical violence from patients, relatives, or the public.
- **Unwanted Sexual Behaviour:** 8.82% of staff experienced unwanted sexual behaviour at work.
- **Ethnic Discrimination:** 54.09% of staff who reported discrimination cited their ethnic background as the reason.
- **Learner Experiences:** 13% of learners experienced or witnessed unwanted sexual behaviour by patients.



Hate Crime Incidents in Medical Settings

From 2020 to 2024, Surrey Police recorded 588 hate crime incidents in medical settings, with 69% occurring in hospitals. The breakdown is as follows:

- **Hospitals:** 406 incidents (69%)
- **Mental Health Units:** 159 incidents (27%)
- **Other Medical Locations:** 10 incidents (2%)
- **Surgery/Health Centres:** 10 incidents (2%)
- **Dental and Hospice:** Fewer than 5 incidents each

Key Locations of Hate Crime Incidents

Several key medical locations in Surrey reported high numbers of hate crime incidents:

- **Farnham Park Hospital, Guildford:** 119 incidents (20%)
- **Cygnets Hospital, Woking:** 90 incidents
- **Fairlands Medical Practice, Guildford:** 61 incidents
- **Royal Surrey Hospital, Guildford:** 74 incidents
- **St Peter's Hospital, Chertsey:** 74 incidents
- **East Surrey Hospital, Redhill:** 59 incidents
- **Farmfield Hospital:** 56 incidents

Two law enforcement locations also reported significant hate crime incidents:

- **Staines Police Station:** 103 incidents
- **Surrey Police Custody:** 49 incidents



Community and Key Workers Key Points

Key and Community Workers: This cohort experience hate crimes ranging from verbal abuse to physical assaults.

COVID-19 Impact: Increased hostility towards key workers, including healthcare professionals and emergency services personnel.

Social Care Staff: Experience racial abuse, threats, and physical aggression, often from vulnerable individuals.

NHS Staff Survey 2024: 54.09% of discrimination cases were due to ethnic background.

Hate Crime Incidents in Medical Settings: 588 incidents recorded from 2020 to 2024, with 69% in hospitals.

Key Locations: High numbers of incidents at Farnham Park Hospital, Cygnet Hospital, and Staines Police Station.

Outcomes of Hate Crime Investigations

From January 2020 to December 2024, Surrey faced challenges in holding offenders accountable and securing prosecutions:

- **Identification of Suspects:** 24% of cases had no suspect identified.
- **Evidential Difficulties:** Many cases faced evidential difficulties, preventing progression.
- **Victim Disengagement:** Victim withdrawal or lack of support was a critical issue.
- **Low Prosecution Rates:** Only 8% of cases resulted in charges or summons.
- **Age of Offenders:** Some offenders were too young to prosecute.



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- **Health and Jurisdiction Barriers:** Cases where suspects were too ill or had died, and instances handed over to other agencies.

Impact of Associated Markers in Cases

- **Alcohol-related:** High victim disengagement (17%) and evidential difficulties (14%).
- **Drug-related:** Significant victim withdrawal (18%) and evidential difficulties.
- **Knife-related:** High evidential difficulties (30%) and unidentified suspects (18%).
- **Cyber-crime:** High rates of unidentified suspects (21%) and victim disengagement (34%).
- **VAWG:** Evidential difficulties (25%) and victim withdrawal (21%).

Outcome Key Points

Suspect Identification: 24% of cases had no suspect identified, indicating significant challenges in evidence gathering.

Evidential Challenges: Many cases face evidential difficulties, preventing progression even when suspects are named.

Victim Disengagement: A critical issue, with many cases not advancing due to victims withdrawing from the process.

Low Prosecution Rates: Only 8% of cases result in charges or summons, highlighting accountability challenges.

Young Offenders: Some offenders are too young to prosecute, complicating legal proceedings.

Health and Jurisdiction Barriers: Cases where suspects are too ill or have died, and those handed over to other agencies, pose additional challenges.

Associated Markers: High victim disengagement and evidential difficulties in cases.



Qualitative Data Insights

To complement the quantitative data and analysis, qualitative research was undertaken between November 2024 and February 2025 to explore lived experiences of hate crime and hate-related incidents in Surrey. This phase included in-depth interviews with survivors who had not accessed services, survivors who had accessed support and professionals working across policing, health, youth services, housing, and charities

People will query if what happens to them is hate crime. And will query what will happen if they do report it” (Professional)

“We support lots of people with lots of different characteristics. It is common for them to not realise what is happening to them without support. (Professional)

The research aimed to understand perceptions of safety, barriers to reporting and accessing support, and opportunities to improve service design and delivery. The research identified several key themes and findings.

Many participants struggled to identify whether their experiences constituted hate crime or hate-related incidents. This lack of clarity often led to underreporting and disengagement from support services. Hate incidents were frequently normalised, particularly verbal abuse in public spaces, contributing to a perception that such behaviour was “not serious enough” to report.

Emotional and Practical Barriers were identified with fear of retaliation, being judged, or not being believed common emotional barriers. Practical challenges included not knowing how to report, language barriers, and inaccessible reporting systems. Some participants expressed concern about the impact of reporting on immigration status or employment, particularly in healthcare settings.



*“I felt disgusted by what they said. While I might be desensitized, I still thought about it for a year after.” **Survivor, Non-Service User***

*“It made me feel insecure. I’ve had panic attacks about it. It wasn’t frightening but I was humiliated.” **Survivor, Non-Service User***

Mistrust and Perceived Inaction Historical and personal experiences of discrimination contributed to deep-rooted mistrust in the police, especially among LGBTQ+ and Black participants. Professionals noted that when individuals saw peers report incidents with no visible outcome, it reinforced reluctance to engage.

*“My friends wanted to report it, but I hadn’t come out to my parents, so I told my friends not to do anything which is a shame.” **Survivor, Non-Service User***

*“A lot of the LGBTQ+ teens have issues in places like McDonald’s but the security don’t want to do anything.” **(Professional)***

*“The past treatment of the LGBTQ+ community hasn’t been forgotten, even in young people there is distrust in the police as a result.” **(Professional)***

Participants shared a wide range of experiences, including verbal abuse on public transport, intimidation in nightlife settings, and workplace harassment. These incidents were often linked to race, gender identity, sexual orientation, or faith. The emotional impact included anxiety, panic attacks, and long-term distress.



“I could tell it was a religious thing for this person, and I felt like “what’s the point?”. They will always have those views so it’s just like nothing will change.” **Survivor, Non-Service User**

“It doesn’t change a thing [officers from same ethnic background], they are a cog in a machine – once someone gets in a position of authority, they lose connection with people that look like me.” **Survivor, Non-Service User**

Professionals often played a key role in encouraging victims to report incidents and access support. However, services were described as fragmented, with limited awareness of available options. Victims who did engage with services valued consistent support and tailored responses, but many relied solely on informal networks such as friends and family.

“I think there should be training for all staff and more resources for professionals.” **Survivor, Non-Service User**

“More training to look for early signs and help people identify what has happened to them.”. **Survivor, Service User**

Participants and professionals called for:

- Greater education on identifying and reporting hate crime
- Alternative reporting routes beyond the police
- Improved visibility and inclusivity in services
- More proactive community engagement
- Enhanced collaboration and transparency across agencies



Surrey initiatives and programmes

In June 2024, an initial workshop to introduce the Hate Crime and Community Cohesion governance structure began mapping support services in Surrey. This collaborative review highlighted that many victim support services are embedded within broader structures, such as advocacy programs, specialist-trained staff, and informal networks rather than standalone initiatives. To understand this hidden support system, a follow-up workshop focused on Surrey-based services in greater depth, ensuring a clearer picture of the actual level of assistance available.

Reporting

Reporting Hate Crime or HCI in Surrey can be directly to the Police, or via Liaison Officers who can support both the Police and the victims of crime. However, there are also anonymous reporting channels available to victims and witnesses, and others managed by Surrey County Council for specific cohorts.

Name of project / services / programme / initiative	Target audience	Geography	Description
Surrey Police	Surrey residents	Surrey-wide	Surrey residents can report a hate crime or incident, directly to the police. This can be done via 999 / 101, Online or in a police station. The Surrey Police website also details the process for reporting a hate crime via this link: How to report hate crime Surrey Police.



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Name of project / services / programme / initiative	Target audience	Geography	Description
Surrey Police LGBT+ Liaison Officers	Surrey residents Surrey Police staff	Surrey-wide	<p>Surrey Police’s Lesbian, Gay, Bisexual and Transgender (LGBT+) Liaison Officer has specialist training in, and a specific understanding of LGBT+ issues. They can offer support to officers, staff and the LGBT+ population, support effective criminal investigation, provide knowledge and understanding, support engagement initiatives, initiate engagement opportunities, offer external points of contact.</p> <p>Link: Surrey Police's LGBT+ Liaison Officers</p>
Crimestoppers	All residents	Nationwide	<p>Crimestoppers is an independent UK charity that allows people to report crime anonymously, helping to keep communities safe without fear of retaliation. It is not part of the police but works closely with law enforcement by passing on information securely and confidentially.</p>



Name of project / services / programme / initiative	Target audience	Geography	Description
			You can contact Crimestoppers 24/7 by calling 0800 555 111 or by submitting a report online at Crimestoppers UK
Fearless	Children and Young People	Nationwide	Fearless is the youth-focused arm of the UK charity Crimestoppers, offering a safe and anonymous way for young people to report crime without fear of being identified. It is not part of the police and does not collect personal data like names or IP addresses. You can share information 100% anonymously through their secure online form at Fearless UK or by calling 0800 555 111
Speaking Up Service	ALL SCC staff	SCC-wide	<p>The Speaking Up Service is provided to SCC staff to raise their concerns to an impartial third party regarding their experience of negative or non-inclusive behaviours from colleagues. The service complements existing processes including whistleblowing and grievance processes, rather than replace them.</p> <p>Surrey Fire & Rescue staff can access this service via Raising Concerns.</p>



Supporting

In Surrey, there are charities, groups and organisations that can offer support, advice and ways to report incidents of hate crime without having to talk directly to the police.

Name of project / services / programme / initiative	Target audience	Geography	Description
Active Prospects	Learning Disabilities, Autism, Complex Care, Mental Health and Brain injury	Surrey-wide	<p>Active Prospects</p> <p>Advocacy & Empowerment: Active Prospects supports people with learning disabilities, autism, and mental health needs to have a voice in their communities. This includes helping individuals speak up about discrimination or hate incidents and access appropriate support.</p> <p>Active Prospects contributes to creating inclusive, supportive environments where people of all backgrounds and abilities feel safe and valued.</p>
Eikon LGBTQ+ Youth Groups	Free and open to all young people aged 11-18, or up to 24 with SEND	Surrey-wide	<p>Eikon LGBTQ+ Youth Groups offer safe, inclusive spaces for young people across Surrey who identify as LGBTQ+ or are questioning their identity. These groups are free, welcoming, and designed to</p>



Name of project / services / programme / initiative	Target audience	Geography	Description
	<p>who identify as LGBTQ+ or are questioning</p>		<p>foster connection, confidence, and wellbeing through creative activities, discussions, and peer support.</p> <p>Ages 11–14: Fortnightly in West Byfleet, 6–8pm Ages 15–17: Fortnightly in Guildford, 6–8pm SEND (18–24): Online group in development</p> <p>1:1 Support:</p> <p>Eikon also offers LGBTQ+ focused emotional wellbeing sessions for ages 13–17 (or 18–25 with SEND), covering topics like identity, coming out, and gender dysphoria.</p> <p>Email: EikonLGBT@eikon.org.uk</p>
<p>End Stigma Surrey</p>	<p>Surrey residents who live with mental health issues</p>	<p>Surrey-wide</p>	<p>End Stigma Surrey is a county-wide campaign aimed at reducing mental health stigma and discrimination across Surrey. Commissioned by Surrey County Council Public Health, it is delivered in partnership with Catalyst, Mary Frances Trust, and Acting Out Productions. The programme engages with workplaces, schools, and</p>



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Name of project / services / programme / initiative	Target audience	Geography	Description
			<p>diverse communities to raise awareness, promote inclusion, and empower individuals through free training and lived experience storytelling.</p> <p>Email: info@endstigasurrey.org.uk End Stigma Surrey</p>
Global Community	Self-identified] Multinational SCC staff and colleagues	SCC staff and colleagues	<p>The Global Community is an Equality, Diversity, and Inclusion (EDI) initiative developed in response to staff feedback. It provides a safe and supportive space for multinational colleagues to share honest reflections on their work-life experiences, celebrate successes, and identify areas for improvement. The initiative fosters connection, empowerment, and inclusivity, helping international staff feel valued and able to bring their best selves to work.</p>
Let's Talk: EDI Surgeries	AWHP staff	SCC-wide	<p>AWHP's Let's Talk EDI Surgeries are open forums where staff can engage in honest discussions about equity, diversity, and inclusion.</p>



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Name of project / services / programme / initiative	Target audience	Geography	Description
Mediation Surrey	Surrey residents	Surrey wide	Confidential, impartial support for community & intergenerational mediation and support coaching where hate is a factor in the concern - Mediation Surrey
MEGA (Minority Ethnic Group and Allies)	ALL SCC staff		MEGA, Surrey’s Minority Ethnic Group Alliance, was founded in 2019 to support inclusion and racial equity. It offers safe spaces for dialogue, events like Black History Month, and reflective sessions for Black staff. Through initiatives like the Tea Break and its partnership with Race Equality Matters, MEGA promotes awareness, understanding, and action on race and diversity in the workplace.
Mindworks Surrey	Children and Young People	Surrey-wide	Mindworks Surrey is the emotional wellbeing and mental health service for children and young people across Surrey. It brings together NHS and community partners to deliver a wide range of support, from early intervention and school-based help to specialist mental health services. Website: mindworks-surrey.org



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Name of project / services / programme / initiative	Target audience	Geography	Description
			Crisis Line (24/7): Available for urgent mental health support
Outline	Surrey residents, LGBTQ+	Surrey-wide	<p>Outline, delivered by Catalyst in Surrey, is a confidential support service for people exploring or struggling with their sexuality or gender identity through a helpline, email, text support, and monthly social groups. The service is run by trained volunteers who offer empathetic listening, information, and signposting to further resources. Outline plays a vital role in promoting inclusion, mental wellbeing, and self-acceptance across Surrey.</p> <p>Helpline: 07451 289261 (Tues–Thurs, 7–9pm)</p> <p>Email: info@catalystsupport.org.uk</p> <p>Outline Surrey</p>
Pegasus Scheme	Residents with disability	Surrey wide	<p>Pegasus Scheme - free service designed to support people who have communication difficulties due to a disability, illness, or sensory impairment—including those with learning disabilities.</p>



Name of project / services / programme / initiative	Target audience	Geography	Description
			<p>Your personal and communication needs are stored securely, so you don't have to repeat them in an emergency.</p> <p>Pegasus card and PIN: When calling 999 or 101, you simply say "Pegasus" and give your PIN—this alerts the operator to your needs.</p> <p>Shared access: With your consent, your information can be shared with other emergency services (fire, ambulance) and local authorities.</p>
Refugee and Resettlement Teams	Refugees and Asylum Seekers	Surrey wide – Located in each D&B	Directly supporting refugees and Asylum Seekers to integrate and become independent of needing support in Surrey.
REMA (Race Equality and Minority Achievement Service)			<p>REMA is part of Surrey County Council's education services and is focused on supporting children and young people from ethnic minority backgrounds, including those with English as an Additional Language (EAL) and from Gypsy, Roma, and Traveller (GRT) communities.</p> <p>Support for EAL learners in schools and early years settings</p>



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Name of project / services / programme / initiative	Target audience	Geography	Description
			<p>GRT outreach and support</p> <p>Training and consultancy for schools on inclusive practices</p> <p>Advice on cultural awareness and anti-racism.</p>
<p>Skills for Care Workforce Race Equality Standard</p>	<p>AWHP Staff</p>	<p>SCC-wide</p>	<p>This initiative ensures that staff from ethnically diverse backgrounds experience equitable recruitment, career progression, and workplace culture, ultimately leading to better outcomes for both employees and the communities they serve.</p>
<p>Sunnybank Trust</p>	<p>Residents with learning disabilities</p>	<p>Northeast Surrey</p>	<p>The Sunnybank Trust is a Surrey-based charity that supports adults and young people with learning disabilities to live confident, connected, and fulfilling lives. Advocacy, Friendship and Social Clubs, Understand Us: A consultancy and training programme that raises awareness and promotes inclusion in the wider community.</p>
<p>Surrey Places</p>	<p>Residents with learning disabilities</p>	<p>Surrey wide</p>	<p>Surrey Place promotes safe, inclusive spaces for people with learning disabilities by using gender-inclusive and respectful language, celebrating diversity and</p>



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Name of project / services / programme / initiative	Target audience	Geography	Description
			<p>awareness days (e.g. Pride Month), Applying trauma-informed, client-centred intake practices, Offering continuous staff education on equity, diversity, inclusion, and accessibility (EDIA)</p> <p>This approach ensures that individuals feel welcomed, respected, and empowered to share their experiences and needs.</p>
<p>Surrey Coalition of Disabled People</p>	<p>Disabled people and those living with a long-term health condition in Surrey</p>	<p>Surrey-wide</p>	<p>The Surrey Coalition of Disabled People is a user-led organisation that empowers disabled individuals and those with long-term health conditions to have a voice in shaping services and policies that affect their lives. They offer support, advocacy, and opportunities for involvement in community and strategic decision-making across Surrey.</p> <p>Phone: 01483 456558 Text: 07908 671402 Email: info@surreycoalition.org.uk Website: surreycoalition.org.uk</p>
<p>Surrey Faith Links</p>	<p>All faith groups</p>	<p>Surrey-wide</p>	<p>Surrey Faith Links is a project run by SMEF. It aims to foster interfaith dialogue, social inclusion, and community cohesion</p>



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Name of project / services / programme / initiative	Target audience	Geography	Description
			across Surrey by building bridges between faith communities and public, voluntary, and community sectors.
Surrey Gypsy Traveller Communities Forum (SGCTF)	Gypsy Roma and Traveller communities across Surrey	Surrey-wide	<p>The Surrey Gypsy Traveller Communities Forum (SGTCF) is a volunteer-led organisation to foster dialogue and understanding between Gypsy, Roma, and Traveller (GRT) communities and wider society. It provides a platform for public agencies, charities, and community members to collaborate, aiming to overcome prejudice, promote equality, and celebrate Traveller culture. The Forum plays a key role in advocacy, education, and community cohesion across Surrey.</p> <p>Email: enquiries@sgtcf.uk Website: SGTCF UK</p>
Surrey Interfaith Forum	Surrey Faith related communities	Surrey-wide	<p>The Surrey Interfaith Forum (SIF) is a collaborative initiative that brings together faith leaders and community partners across Surrey to promote understanding, dialogue, and cohesion among diverse religious communities. Its goals include enhancing awareness of different beliefs,</p>



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Name of project / services / programme / initiative	Target audience	Geography	Description
			<p>coordinating community support, and contributing to Surrey’s 2030 Community Vision. Members include representatives from major faith groups, Surrey County Council, and local institutions like the University of Surrey.</p> <p>You can learn more or get involved via the Surrey Minority Ethnic Forum at: smef.org.uk/surrey-interfaith-forum</p>
Surrey Minority Ethnic Forum (SMEF)	Community groups, faith groups, ethnic minority groups in Surrey	Surrey-wide	<p>The Surrey Minority Ethnic Forum (SMEF) is a registered charity that supports and represents the needs of Surrey’s diverse ethnic minority communities. It works with over 60 grassroots community groups to promote equality, tackle racial disparities, and build stronger relationships between ethnic and faith communities. SMEF runs projects in areas such as mental health, autism awareness, perinatal equity, and interfaith dialogue, often in partnership with local authorities, the NHS, and Surrey Police.</p>



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Name of project / services / programme / initiative	Target audience	Geography	Description
			<p>SMEF plays a vital role in advocating for ethnic minority communities across Surrey, particularly in response to Hate Crime, building trust in public services, and amplifying marginalised voices.</p> <p>Website: smef.org.uk Email: admin@smef.org.uk Phone: 07853 153991 or 07961 421030</p>
Switchboard	LGBTQIA+ at any point in their journey	Nation-wide	<p>Switchboard is the national LGBTQIA+ support line, for anyone anywhere in the country, at any point in their journey. They provide a safe space for discussing anything related to sexuality, gender identity, sexual health or relationships.</p> <p>Email: hello@switchboard.lgbt Phone: tel:+08000119100</p>
Trans Action	Trans and non-binary people	Surrey Wide	<p>Trans Action Surrey is a grassroots support and social group for trans and non-binary people in Surrey, run by and for the community. Their aim is to create safe, inclusive spaces for connection, peer support, and advocacy. The group is active on Instagram via @SurreyTransAction,</p>



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Name of project / services / programme / initiative	Target audience	Geography	Description
			where they share updates on meetups, resources, and community news.
Twister	Young people aged 11-19, and up to 25 with SEND	Surrey-wide (4 Twister groups - 1 in each quadrant: Guildford, Epsom, Redhill, Woking)	<p>Twister is a youth group run by Surrey County Council for young people who identify as LGBTQ+ or are questioning their gender or sexuality. It provides a safe, supportive space where young people can meet others with similar experiences, build confidence, and take part in creative and social activities like art, music, cooking, and discussions about identity, relationships, and wellbeing.</p> <p>Darren Smith, Youth & Community Worker Darren.smith@surreycc.gov.uk Or call Molly White on 07966 133927 for location and times.</p> <p>SCC Twister</p>



Raising Awareness / Training/ Advocacy

There are several initiatives and programmes available to Surrey residents that take a preventative approach or raise awareness about different types of Hate Crime

Name of project / services / programme / initiative	Target audience	Geography	Description
In Their Shoes Surrey Fire and Rescue Service	SFRS staff	SCC-wide	In partnership with Vivida, the SRFS has developed the 'In Their Shoes' interactive training package, aimed at transforming organisational cultures and advancing EDI within the Fire and Rescue Services. This innovative training uses immersive, scenario-based learning to address critical issues such as race and gender equality, harassment, and inappropriate workplace comments. By engaging staff in real-life scenarios, 'In Their Shoes' fosters empathy and collaboration, helping participants understand the impact of inappropriate behaviour, particularly on underrepresented groups.
Surrey County Council- CFLL	Children’s Services, Education and	Surrey-wide	Focus on anti-racist practice within social care and education. The Audit and Practice Standards team is exploring how social workers recognise and respond to children’s identities. Regular training is



Name of project / services / programme / initiative	Target audience	Geography	Description
	Children and Families		now delivered to residential staff, foster carers, and independent visitors to support inclusive, identity-aware practice. Working group are embedding anti-racist supervision into standard practice, focus on cultural competency, developing the evidence base and bringing further discussion on cultural awareness to leaders and practitioners.
Surrey County Council - CFLL	Youth Justice	Surrey-wide	The Youth Justice Disparity Working Group has undertaken reviews to understand disparity within the youth justice system relating to race & ethnicity; sex; additional needs and disabilities; and whether children have been in contact with children’s social care. This analysis is informing the action plan.
Surrey Healthy Schools (Surrey County Council)	Surrey Schools	Surrey-wide	The Surrey Healthy Schools approach supports the development of a cohesive, inclusive school community by embedding health and well-being into all aspects of school life. Personal, Social, Health, and Economic (PSHE) education plays a key role, by aligning every lesson and



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Name of project / services / programme / initiative	Target audience	Geography	Description
			<p>interaction with shared values, schools create a supportive environment where students feel connected, respected, and empowered to thrive.</p> <p>Surrey Healthy Schools Healthy Surrey</p>
<p>Surrey Muslim Association (SMA)</p>	<p>Muslim community and organisations</p>	<p>Surrey-wide</p>	<p>SMA - A charitable organisation or Muslim individuals and organisations across Surrey. It aims to represent the Muslim community, promote interfaith dialogue, and support social and environmental initiatives.</p>
<p>Surrey Police – Race Action Plan</p>	<p>Internal Police and staff with external visibility</p>	<p>Surrey-wide</p>	<p>Action plan to support and train officers and staff, to improve community relations and increase confidence offering public reassurance.</p>
<p>Surrey Safer Communities Programme</p>	<p>Surrey schools and Y6 pupils</p>	<p>Surrey-wide</p>	<p>This digital course for Year 6 pupils helps children understand how to be positive, active members of their community and build healthy, respectful relationships. It uses a trauma-informed approach and supports emotional and social development.</p>



Name of project / services / programme / initiative	Target audience	Geography	Description
			Safer Communities Programme Healthy Surrey
Youth Engagement Offer Y4-7 in Surrey Schools (Surrey Police)	Surrey Schools; students Y4-7	Surrey-wide	The Youth Engagement Offer supports schools in delivering PSHE education by helping young people build resilience and community awareness. A new educational toolkit with professionally written session plans has been developed, each including space for open discussion and questions on topics that matter to students.

Nation-wide Initiatives and Programmes Available to Surrey Residents

Name of project / services / programme / initiative	Target audience	Geography	Description
Accesify UK	Disability Awareness	Nationwide	Accesify UK is an organisation focused on improving accessibility, inclusion, and disability awareness across communities, workplaces, and educational settings.



Name of project / services / programme / initiative	Target audience	Geography	Description
			Accessibility Audits, Training & Consultancy and Education & Youth Engagement.
Blossom LGBT	Young queer, LGBTQIA+ people	Nation-wide	<p>Blossom aims to empower LGBTQIA+ young adults and engage wider society to address the systemic barriers of discrimination, poverty, and social disadvantage faced by young queer people for the broader public benefit. They equip them with the tools, support, and opportunities they need to thrive. Through education, advocacy and community programmes, they aim to challenge inequality and foster a more inclusive society where every young person can succeed and live with dignity</p> <p><u>Blossom LGBT – Spaces for LGBTQ+ People to Bloom</u></p>
Citizens Advice Bureau (CAB)	All	Nation-wide	<p><u>Citizens Advice</u> provides some useful information on the different types of harassment and hate crime people may experience and support is available.</p>



Name of project / services / programme / initiative	Target audience	Geography	Description
Community Security Trust	British Jewish Community	Nationwide	<u>Community Security Trust</u> helps those who are victims of anti-Semitic hatred, harassment or bias.
Crimestoppers	All	Nationwide	Crimestoppers is a national charity with a free helpline for reporting crime anonymously. Crimestoppers
Dimensions	Support those with Learning Disability and Autism	Nationwide	Dimensions is a national organisation offering personalised support for people with learning disabilities and autism, including those with complex needs or behaviours of distress. This includes support with employment and community engagement and tailored support for any involvement within the criminal justice system. Dimensions Supporting People with Learning Disabilities & Autism
Forces Connect	The Armed Forces community, including: Serving personnel,	Nation-wide	Region Selection - Forces Connect is a support platform for members and families of the armed forces community. It gives centralised single point access to a wide range of services including health and wellbeing, mental health support



Name of project / services / programme / initiative	Target audience	Geography	Description
	Veterans, Reservists, Families and carers		and specific support for those identifying as LGBTQ+.
GALOP	LGBT+ community and their families	Nationwide	Galop is the UK's leading LGBT+ anti-abuse charity, offering specialist support to LGBT+ people who have experienced abuse and violence including hate crime.
Gendered Intelligence	Young people – 8 to 25 years		<p>Gendered Intelligence is a UK-based charity focused on increasing understanding of gender diversity and improving the lives of trans, non-binary, and gender-questioning people, especially young people.</p> <p>Youth Groups and specialist support, supporting families and carers and training and consultancy for schools and professionals to become more inclusive.</p>
GIRES – Gender Identity Research and Education Society	Trans and gender diverse community	Nationwide	GIRES – is a UK-wide charity dedicated to improving the lives of trans and gender diverse people of all ages, including those who are non-binary and non-gender



Name of project / services / programme / initiative	Target audience	Geography	Description
National Autistics Society (NAS)	Supporting those with Autism	Nationwide	<p>The National Autistic Society (NAS) is a charity for autistic people and their families, offering a wide range of national support services.</p> <p>Advice & Guidance, Training & Consultancy, Advocacy & Campaigning, Branches & Social Groups: Local networks offering peer support and activities to reduce isolation.</p>
Stonewall	Organisations, schools, employers	Nation-wide	<p>Stonewall aims to change attitudes across the UK to improve the lives of LGBT+ people. They work with organisations and employers through the Diversity Champions and Workplace Empowerment programmes. They also run courses to help schools to become more inclusive and to support transgender children.</p> <p>Link: Stonewall Strategy: Free to Be Stonewall</p>
Stop Hate UK	All	Nationwide	<p>Stop Hate UK is a leading national organisation working to challenge all forms of hate crime and discrimination.</p>



Name of project / services / programme / initiative	Target audience	Geography	Description
			No personal or identifying details need to be provided, and the service also helps witnesses. Home - Stop Hate UK
Tell Mama	Muslim Community	Nationwide	<p>Tell Mama supports victims of anti-Muslim hate and is a public service which also measures and monitors anti-Muslim incidents. It provides counselling support to victims of anti-Muslim hate or Islamophobia in addition to the casework, emotional support, legal signposting, advocacy, and court attendance support that Tell MAMA provides to those who experience anti-Muslim hatred or Islamophobia.</p> <p><u>Tell Mama: Report in Anti-Muslim Hate or Islamophobia</u></p>
True Vision	All	Nation-wide	<p>True Vision offers guidance on reporting hate crime and hate incidents.</p> <p>If Surrey residents do not wish to talk to anyone in person about the incident or wish to remain anonymous, there is an online form for reporting hate crime.</p>



Name of project / services / programme / initiative	Target audience	Geography	Description
			Report a hate crime - True Vision
Victim Support	All	Nationwide	<p>Victim Support is a national charity offering free and confidential help to anyone affected by crime or traumatic events in England and Wales. For those impacted by hate crime, they provide tailored support to help individuals feel safe, heard, and empowered.</p> <p>Emotional and practical support from trained specialists</p> <p>Help reporting hate crimes, including through third-party reporting centres (no need to go directly to the police).</p>

Gap analysis

The following gaps have been identified in Surrey’s current approach to hate crime and community cohesion, based on data, stakeholder feedback, and strategic review. These insights are intended to support continuous improvement and collaborative learning across the system.

Underreporting and Limited Victim Confidence

Hate crime in Surrey continues to be significantly underreported, particularly among LGBTQ+ individuals, disabled people, and ethnic minority communities. Many victims face barriers to reporting, including fear of retaliation, uncertainty about what constitutes a hate crime, and a



lack of trust in formal systems. For some disabled people, reporting may be further hindered by inaccessible systems or communication barriers. While anonymous and third-party reporting mechanisms are available, they are not always widely known or easy to access. These challenges contribute to a gap between lived experience and recorded data, limiting the ability to fully understand and respond to the scale of hate-related harm.

Inconsistent Data Collection and Recording

Data collection practices vary across agencies, which can make it difficult to build a complete and accurate picture of hate crime in Surrey. Around a quarter of recorded hate crimes lack location data, and demographic information such as gender and ethnicity is often incomplete. The use of hate crime flags is not always consistent, and there is currently no standardised reporting framework across key sectors such as education, health, and community services. These challenges reflect broader systemic pressures and highlight the need for shared tools and approaches to strengthen data quality and insight.

Limited School Engagement and Statutory Reporting

Schools play a vital role in shaping inclusive environments, yet there is no statutory requirement for them to report hate incidents. This contributes to inconsistent reporting and limited visibility of prejudice-related behaviour in educational settings. Many schools would benefit from greater access to cultural awareness and anti-prejudice training, as well as practical tools to support identification and response. Students have also expressed concerns about reporting, citing fears of being stigmatised or not being taken seriously. These insights point to the importance of building trust, strengthening safeguarding pathways, and supporting schools to embed inclusive practice.

Gaps in Support for Key and Community Workers

Frontline staff, including those in health, social care, and policing are known to experience hate incidents in the course of their work. However, these incidents are often underreported and not always recognised within existing support systems. While many organisations are working to improve internal processes, there is a need for clearer HR policies, accessible reporting



mechanisms, and trauma-informed support pathways to ensure staff feel safe, supported, and empowered to speak up.

Intersectionality and Emerging Trends Not Fully Captured

Current data systems do not always reflect the complexity of peoples lived experiences, particularly where individuals face multiple, overlapping forms of discrimination. Intersectional experiences, such as those involving both race and disability are not consistently recorded or analysed. Additionally, certain forms of hate, including mate crime, symbolic hate, and incidents affecting underexplored groups such as care workers and taxi drivers, are not systematically tracked. Addressing these gaps will require more inclusive data practices and closer engagement with affected communities.

Limited Use of Restorative and Community-Led Approaches

Restorative justice can offer a powerful route to healing and accountability, yet such options remain limited for hate crime victims in Surrey. Similarly, while community-led initiatives play a crucial role in building trust and resilience, they are not always consistently funded or embedded in strategic planning. Strengthening these approaches will require sustained investment, co-production with communities, and a commitment to long-term relationship-building.

Digital and Cyber Hate Crime Response

Cyber-enabled hate crime is an emerging area of concern, particularly for young people who are disproportionately affected by online abuse. While digital platforms offer new opportunities for connection, they also present risks that are not yet fully addressed by current safeguarding frameworks. There is a need for more tailored prevention strategies, digital literacy initiatives, and youth-focused interventions to ensure that online spaces are safe and inclusive.

Transport and Institutional Settings

Hate crimes occurring in public transport and institutional settings, such as hospitals, schools, and care facilities are a persistent concern. These environments can be particularly challenging for individuals who have limited control over their surroundings. While many services are



working hard to respond, data limitations, such as incomplete reporting from British Transport Police and gaps in demographic detail make it difficult to develop targeted interventions. Strengthening cross-agency collaboration and improving data sharing will be key to addressing these challenges.

Strategic Integration and Multi-Agency Coordination

Hate crime and community cohesion are not yet fully embedded across all relevant strategic frameworks, including those focused on antisocial behaviour, serious violence, and safeguarding. Coordination between agencies varies across boroughs, with some areas lacking dedicated structures for oversight and accountability. Strengthening strategic alignment and partnership working will help ensure that hate crime is addressed as a shared priority across the system.

Community Cohesion Measurement

There is currently no unified framework for measuring community cohesion across Surrey. While many partners are working to promote inclusion and belonging, the absence of consistent indicators, such as trust, intergroup contact, and perceptions of safety makes it difficult to assess progress or identify areas of concern. Developing a shared approach to measuring cohesion will support more targeted, evidence-informed action and help ensure that all communities feel valued and connected.



Appendices

Appendix A: Data limitations

This needs assessment draws on a range of quantitative and qualitative sources to build a comprehensive picture of hate crime and community cohesion in Surrey. However, several limitations in the available data should be acknowledged to support transparency and guide future improvements.

Surrey Police Classification

Surrey Police follow the Home Office definition of hate crime, applying relevant flags to incidents perceived to be motivated by hostility or prejudice based on protected characteristics. These flags are used to categorise hate crime offences across key strands, including race, religion or belief, sexual orientation, disability, and transgender identity.

Data Quality Considerations

While police data provides the most comprehensive source of recorded hate crime in Surrey, there are important limitations that affect how this information can be interpreted and used. Inconsistencies in flag usage, incomplete victim and offender profiles, and missing location details present challenges for analysis. For example, approximately one in four hate crimes recorded between 2020 and 2024 did not include a location, limiting the ability to identify geographic patterns or target place-based interventions.

These gaps do not reflect a lack of effort by frontline services but rather highlight the complexity of recording hate crime in real-world settings, where time pressures, system constraints, and the sensitive nature of incidents can all impact data quality. Additionally, the absence of standardised reporting frameworks across sectors such as education, health, and transport means that many incidents may go unrecorded or be captured in ways that are not easily comparable.



Improving the consistency, completeness, and inclusivity of hate crime data will require continued collaboration across agencies, investment in training and systems, and a shared commitment to centring the experiences of those most affected. This includes ensuring that data collection practices are trauma-informed, culturally competent, and responsive to the diverse ways in which hate can be experienced and reported.

British Transport Police (BTP)

British Transport Police (BTP) data provides valuable insight into hate crime incidents occurring on the rail network across Surrey. However, there are several limitations that affect the depth of analysis and the ability to develop targeted responses. Demographic information—such as age, gender, and ethnicity—is often incomplete or inconsistently recorded, particularly for suspects. In over half of the recorded incidents, suspect identity was missing or unclassified, and ethnicity data was captured in only a minority of cases. Additionally, the dataset includes both personal and non-personal hate incidents (e.g. graffiti or vandalism), which, while important, are not always disaggregated. These gaps limit the ability to fully understand who is most affected, where risks are concentrated, and how best to intervene. Strengthening data completeness and consistency, while ensuring privacy and proportionality, will be key to improving safety and inclusion in transport settings.

Education - Statutory Guidance for Schools

National statutory guidance, including *Keeping Children Safe in Education*, *Exclusion Guidance*, and Ofsted's *Harmful Sexual Behaviour and Harassment in Schools*, provides essential frameworks for safeguarding and promoting the welfare of children. However, these documents do not consistently require the collection or analysis of gender-specific data in relation to hate incidents or prejudice-related behaviour. This can limit the visibility of gendered patterns of harm and reduce opportunities for targeted intervention. Without clear expectations around disaggregated data, schools may struggle to identify trends, respond effectively to incidents, or evaluate the impact of their inclusion and safeguarding efforts. Strengthening guidance to



support more inclusive and detailed data practices would help ensure that all forms of hate and discrimination are recognised and addressed within educational settings.

Qualitative Research Methodology

To ensure the needs assessment was informed by lived experience, qualitative research was commissioned by Surrey County Council and conducted by Solutions Research between November 2024 and February 2025. The aim was to explore how individuals who have experienced hate crime or hate-related incidents perceive safety, access support, and engage with services in Surrey.

Research Design and Approach

The research was designed to capture a range of perspectives, including those who had accessed support and those who had not. It involved:

- **10 in-depth interviews** with individuals who had experienced hate crime but had not accessed services
- **3 interviews** with service users who had received support in Surrey
- **11 interviews** with professionals working across policing, health, youth services, housing, and voluntary sector organisations

Participants were recruited through a combination of free-found outreach and referrals from SCC partner organisations. All interviews were conducted confidentially, with informed consent, and participants were given the option to remain anonymous.

Research Objectives

The qualitative research aimed to:

- Understand perceptions of safety among those who have experienced hate crime or incidents
- Explore experiences of accessing or attempting to access support services



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- Identify barriers to reporting and engagement
- Gather insights into what is needed to improve service design, delivery, and prevention efforts

Scope and Inclusion

The study included individuals who self-reported experiences of hate crime or incidents based on race, faith, disability, sexual orientation, or gender identity. There was a skew toward female participants, with fewer males agreeing to participate. Professionals interviewed worked with individuals across all protected characteristics, though fewer had direct experience supporting ethnic minority communities.

Limitations

While the qualitative findings provide rich insight into lived experience, the sample size was small and not fully representative of all communities affected by hate crime in Surrey. Only two service users responded to the call for participation, which may reflect broader barriers to engagement. Nonetheless, the findings offer valuable perspectives that complement quantitative data and highlight areas for improvement in service provision and community engagement.

Community Safety and Belonging Survey Research Methodology

To complement qualitative insights and ensure a broad understanding of community perceptions across Surrey, a county-wide Community Cohesion Survey was conducted between May and June 2025. The survey was commissioned by the Community Safety and Prevention Board (CS&PB), with a focus on prevention and early intervention.



Survey Design and Sampling

The survey was delivered online and took approximately 10 minutes to complete. A total of 627 Surrey residents aged 16 and over participated. The sample was drawn from two sources:

- Research panel: 300 respondents recruited to reflect a representative spread of age, gender, and geography
- Open link: 327 respondents accessed the survey via a link promoted by Surrey County Council and partner organisations through local communication channels

This dual approach enabled both demographic representation and community-led participation.

Research Objectives

The survey aimed to:

- Identify residents' top concerns and priorities for community safety
- Assess perceptions of safety across different settings and times of day
- Measure experiences of crime and hostile behaviour
- Explore feelings of belonging, inclusion, and community cohesion
- Understand engagement with local events and services
- Identify differences across age, gender, ethnicity, income, and health status

Demographic Profile

The sample included residents from all 11 boroughs and districts in Surrey. Key characteristics included:

- Age: 59% of respondents were aged 50+, with younger people more represented in the panel sample



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- Gender: 61% identified as female, 37% as male, and 2% preferred not to say
- Ethnicity: 77% identified as White British/Irish, with 23% from other ethnic backgrounds
- Health: One-third reported a long-term health condition, with 22% stating it affected their daily life
- Sexual orientation: 83% identified as heterosexual or straight, with 8% preferring not to say

Limitations

While the survey achieved a strong response rate and broad demographic coverage, there are some limitations to note:

- The open link sample skewed older and more female, which may influence perceptions of safety and belonging
- Some groups, including younger men and people from minority ethnic backgrounds, were underrepresented
- As with all self-reported data, responses may be influenced by personal interpretation, recall, or willingness to disclose sensitive experiences

Despite these limitations, the survey provides valuable insight into the lived experiences and perceptions of Surrey residents, helping to shape a more inclusive and responsive approach to hate crime prevention and community cohesion.



Appendix B: Hate Crime strategies in other local authorities

As part of the current Needs Assessment, the hate crime policy landscape in 21 county councils in England was looked at for best practice and lessons learned. The following key findings may be able to help inform the development of SCC's Hate Crime Strategy/Policy. It is important to note that not all county councils have a dedicated Hate Crime strategy or policy, and among those who have one, some have not updated their strategy or policy at the time of writing this. In addition, only Oxfordshire Council has published a Needs Assessment which addresses Hate Crime.

Need to address underlying offender attitudes, motivations or perspectives

Cambridgeshire Council conducted a [behavioural insights project](#) that sought to explore different ways to change the offender's discriminatory thinking and behaviour, as it is unlikely that punitive measures would deter or prevent further incidents.

Racially motivated offences

For most of the county councils in England, racially motivated offences make up the largest proportion of reported hate crimes.

Hate Crime categories and "other" identifying features

[Devon County Council](#) recognises age and "other" identifying features are important Hate Crime categories. Sophie Lancaster was attacked and murdered in 2007 because of the way she was dressed.

LGBTQ+ Hate Crime Reporting

In order to encourage victims to report LGBTQ+ hate offences, Essex County Council conducted a [research project](#) in 2024. The purpose of the project was to help the partnership understand victims' experiences and perceptions of Hate Crime reporting. The feedback received noted the importance of having a special reporting line for LGBTQ+ and transgender victims, greater engagement between community leaders and the police, increased reporting involvement of charities, having a duty of care for those reporting, and making people aware of the benefits of reporting Hate Crime.



Engaging with rural communities

Hampshire County Council took part in a review that was aimed to scrutinise and support the PCC in his intention to prevent, and tackle hate crime across Hampshire and the Isle of Wight. The [scrutiny](#) considered how well the PCC was listening to and engaging partners, community associations and members of the public across the two counties in efforts to enhance outcomes for victims and to encourage them to come forward to report their concerns. The review highlighted the fact that rural communities have a low-level engagement in and awareness of Hate Crime.

Under-explored cohorts that are susceptible to Hate Crime

Essex County Council identified the following cohorts as being “susceptible to Hate Crime” but currently under-explored: taxi drivers, care workers, and those with learning disabilities. The Hate Crime Strategy in Lincolnshire suggested the exploration of “Mate Crime”, where person is harmed or taken advantage of by someone, they thought was their friend. It is more common with people with learning disabilities and mental health condition but not exclusively.

Restorative process to make victims feel safer

[Restorative Nottinghamshire](#) is a service delivered by Remedi and the OPCC in Nottinghamshire which provides an opportunity for victims and offenders to communicate with each other, to enable the victim to explain the impact the crime had on them, and for the offender to realise and apologise for their actions. It is one of several services funded to support victims and improve public safety.

Hate Crime as part of HR Policy

Hate Crime policies in some county councils such as Derbyshire have an internal HR dimension, and appropriate support is given to staff.

Links between Hate Crime and Radicalisation

In Kent County Council, Hate Crime is mentioned as a concern for reporting under the [Report radicalisation or extremism \(Prevent\) - Kent County Council](#). In Warwickshire, the Strategy for Tackling Hate Crime also links with the Prevent counter-terrorism strategy.



Hate Crime Ambassadors

Sussex and West Sussex County Councils have launched an initiative that appoints staff and residents as Hate Crime Ambassadors to promote awareness of Hate Crime in the community.



Glossary

Aggravated crime

An aggravated crime could be when two people argue, and one person uses a racist term to insult the other person. Aggravated offences only apply in respect of racial and religious hostility.

Bullying

Bullying is defined by the UK Department for Education as behaviour by an individual or group that is repeated over time and intended to hurt another person or group, either physically or emotionally. It typically involves a real or perceived imbalance of power, which can be physical, social, or psychological. Bullying can take various forms, including physical actions (such as hitting or pushing), verbal abuse (such as name-calling or threats), relational behaviours (such as social exclusion or spreading rumours), and cyberbullying (such as online harassment or the sharing of harmful content). While commonly associated with school environments, bullying can also occur in workplaces, care settings, communities, and online spaces.

Cisgender

Cisgender refers to a person whose gender identity aligns with the sex they were assigned at birth. For example, someone who is assigned female at birth and identifies as a woman is considered cisgender. The term is used to distinguish people whose experience of gender matches societal expectations based on their assigned sex from those who are transgender or non-binary.

Community or social cohesion

Where there is a common vision and a sense of belonging for all members of the community, where the diversity of backgrounds is appreciated and valued, and there are strong positive relationships being developed between people from different backgrounds and circumstances in the workplace, schools or within neighbourhoods. [communitycohesionactionguide.pdf](#)



Cyber-related hate crime

Cyber-related hate crime refers to any hate-motivated offence that takes place online or through digital communication platforms. This can include abusive or threatening messages sent via social media, email, messaging apps, or forums, as well as the distribution of offensive or discriminatory content targeting individuals or groups based on protected characteristics such as race, religion, disability, sexual orientation, or transgender identity. Although these crimes occur in virtual spaces, their impact on victims can be significant and far-reaching, often involving psychological harm, reputational damage, and a sense of personal insecurity. Cyber-related hate crime is increasingly recognised in legal and policing frameworks, with authorities adapting responses to reflect the digital nature of these offences.

Discrimination

The unjust or prejudicial treatment of groups of people, particularly on the grounds of protected characteristics as per the Equality Act 2010, which also include age, disability, gender reassignment, marriage and civil partnership, race, religion or belief, sex and sexual orientation. The law protects against discrimination at work, in education, as a consumer, in accessing public services, buying or renting property, and membership of a private club or association. The law also protects those associated with someone who has a protected characteristic or who has supported someone claiming discrimination.

Gender reassignment (as defined in the Equality Act 2010)

The term refers to the process of transitioning from one gender to another. Under the Act, a person is protected if they are proposing to undergo, are undergoing, or have undergone a process (or part of a process) for the purpose of reassigning their sex by changing physiological or other attributes of sex.

Importantly, the Equality Act does not require a person to be under medical supervision or to have had any physical changes to be protected under this characteristic. A person is covered if they have made their intention known, even if they have not started or do not proceed with a physical transition. This protection applies regardless of age and includes people at any stage of the transition process.



Harassment

Conduct that causes alarm or distress and that a reasonable person would consider oppressive or unacceptable (Protection from Harassment Act 1997). There needs to be 2 or more incidents by the same offending person or group of people to be classed as harassment.

Hate crime (as defined by the Crown Prosecution Service)

Any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice based on a person's race or perceived race; religion or perceived religion; sexual orientation or perceived sexual orientation; disability or perceived disability; or transgender identity or perceived transgender identity. This definition emphasises perception, meaning that a hate crime does not require the offender to have demonstrated hostility; it is enough that the incident is perceived as being motivated by such hostility. Offences may be prosecuted as hate crimes when there is evidence of hostility based on one of these characteristics, and courts may apply a sentence uplift if such hostility is proven.

Hate incident (as defined by the Crown Prosecution Service)

Any incident which the victim, or anyone else, believes is motivated by hostility or prejudice based on a person's actual or perceived race, religion, sexual orientation, disability, or transgender identity. Unlike hate crimes, which require evidence of a criminal act, a hate incident does not necessarily involve an offence. The key aspect of a hate incident is that the victim or someone else perceives it to be motivated by hostility or prejudice related to one of the protected characteristics. Not all hate incidents will amount to criminal offences, but the police recommend that they are still reported.

Hostility

In the context of hate crime legislation in the UK, hostility refers to ill-will, spite, contempt, prejudice, or antagonism based on a person's actual or perceived protected characteristic, such as race, religion, sexual orientation, disability, or transgender identity. It does not require evidence of hatred in the everyday sense; the legal threshold is lower and can include words or actions that demonstrate or are motivated by hostility.



Intersectionality

People live multiple, layered identities derived from social relations, history and the operation of structures of power. It also demonstrates the complex, cumulative way in which the effects of multiple forms of discrimination (such as racism, sexism, and classism) combine, overlap, or intersect.

Intersex

A term used to describe individuals born with physical sex characteristics – such as chromosomes, hormone levels, or reproductive anatomy that do not fit typical definitions of male or female. This is sometimes referred to in medical contexts as Differences (or Disorders) of Sex Development (DSD), though many advocacy groups prefer the term intersex due to its more inclusive and non-pathologising framing. Intersex variations are natural and can be identified at birth, during puberty, or later in life. Intersex people may face distinct challenges related to health, bodily autonomy, legal recognition, and discrimination.

Mate crime

A form of exploitation or abuse in which a perpetrator pretends to befriend a person, often someone who is vulnerable (such as a person with a learning disability, mental health need, or other support need), to take advantage of them. This can include financial exploitation, physical or sexual abuse, or coercion. Mate crime is a form of hate crime and is often underreported, as victims may not recognise that the abuse is taking place or may feel dependent on the relationship.

Non-crime Hate Incident (NCHI)

Any act that is perceived to be motivated by hostility or prejudice towards a protected characteristic, even if no crime has occurred. According to the National Standard for Incident Reporting, a NCHI does not involve criminal behaviour, but it may still disrupt a person's quality of life or cause concern. Importantly, an NCHI may be recorded even if the person affected or anyone else believes it to be a hate-related incident, even if the victim does not view it in that way. The key distinction between a hate crime and a NCHI is that the former involves a criminal act motivated by prejudice, while the latter does not involve an offence but is still related to



hostility or prejudice. The reporting of an NCHI can be done by the person affected or by someone else who witnessed or was aware of the incident.

Prejudice and “prejudice-related incident”

A judgement made about someone without knowing them. It is usually called prejudice when the judgement is negative, and prejudice is often formed by stereotypes. A prejudice-related incident is one in which is perceived by the victim, or any other person, to be prejudiced towards an individual, due to one or more of the protected characteristics.

Racial group

As per Equality Act, a "racial group" means a "group of persons defined by reference to race, colour, nationality (including citizenship) or ethnic or national origins". The definition is wide, and victims may come within the definition under more than one of the references. Gypsies and some travellers, refugees or asylum seekers or others from less visible minorities would be included within this definition.

Stereotype

Commonly held belief about a group of people, usually offensive and untrue.

Transgender

An umbrella term for people whose gender identity differs from the sex they were assigned at birth. A transgender person may identify as male, female, non-binary, or another gender, and may or may not choose to undergo medical or social transition. Being transgender is not dependent on medical procedures. Trans people may face significant discrimination, including transphobic hate crime, and are protected under the Equality Act 2010 as having the protected characteristic of gender reassignment.

Uplifting or "sentence uplift"

This term refers to an increase in a sentence imposed on a convicted offender, based on the presence of aggravating factors, such as hate crime motivation.