

# Asylum Support Partnership

help and advice



July 2013

English

## Reporting a Crime or an Offence

If you are the victim of a crime or an Offence in Law, or see one being committed, it is important that you report it to the police.

You can:



- Go to your nearest police station;
- Phone 999 (only if it is an emergency). If you need an interpreter, tell the person who answers the call which language you speak, so they can find the correct interpreter quickly; or
- Phone 101 to contact the Police if it is not an emergency.
- 01661 872555 for Northumbria Police. Operating in Newcastle, North Durham including the Borough of Gateshead (Tyne & Wear), Sunderland, Berwick and Northumberland.
- 0345 6060365 for County Durham Police (operating in most of County Durham).
- 101 and ask for Cleveland Police (Operating in Redcar, Cleveland and the Tees Valley).
- **Contact Arch** if it's a hate crime (Harassment on the Basis of Race, Gender, Sexuality or Religion).

If you are in housing arranged by the UK Border Agency, the person who provides your housing can help you to find the nearest police station and can arrange an interpreter if you need one.

The North of England Refugee Service can also help you to find your nearest police station and can arrange an interpreter if you need one.

Phone calls to 999 are free of charge from any phone, including mobile phones. When you phone them, say you want to speak to the police and you will receive immediate help from local police officers.

Phone calls to 101 cost 15p (Mobile Phone Charges May Differ, calls to the local numbers are charged at differing rates).



### Reporting racist, religious, homophobic and transphobic Incidents

Racism & homophobia should not happen, but they still do. Nobody should suffer because of who they are and nobody should put up with it. You can do something about it.

If you, your family or friends are having problems because of your 'race' or skin colour, this is a racist incident.

If you, your family or friends are having problems because of your sexuality, this is homophobia.

Transphobic incidents are hate incidents against people who are, or are perceived to be, transgender. Some types of these incidents, such as verbal abuse and threats, are obvious. Other examples, such as damage to your property, bullying or rude gestures are harder to identify.

If you believe you have experienced a racist or homophobic incident, even if you have no proof, report it.

### **What is ARCH?**

ARCH is working to stop hate crime in Newcastle.

You can report a racist, religious, homophobic or transphobic incident to ARCH.

We are a group of organisations working together to get the right help to victims, and to take action against the attackers.

Everyone involved in ARCH will believe you and deal with an incident in the same way.

You decide what happens to your information, for example it can go to Victim Support and not to the police.

You simply say yes to those you want help from.

### **How is ARCH different?**

With just one telephone call you can get help from a range of organisations including: Your Homes Newcastle, the police, Victim Support, the Private Rented Project, Nomade5, Mesmac and Outpost.

We all work together to get the best support to you and take action against the attackers. If you do not want to give your name and personal details you do not have to.

### **How do I report an incident to ARCH?**

Phone 0800 032 3288.

This is available 24 hours a day and is free. There is a translation service to over 100 languages.

You can report something that has happened to you, to someone else or about something you have seen.

## **Contacting Arch in the Newcastle area:**

### **Call 0800 032 3288**

- Phone lines open 24 hours a day, calls are free. There is a translation service into over 100 languages.
- You can report something that has happened to you, to someone else or about something you have seen.

Call into an **ARCH** Incident Reporting Centre. You can report to:

- Northumbria University, Student Support and Wellbeing Centre: City Campus - 0191 227 4967 Coach Lane - 0191 215 6493. Northumbria University, Human Resources - 0191 227 3278
- Any Your Homes Newcastle housing office across the City.
- Any Newcastle City Council Customer Service Centre:  
Civic Centre, Sandyford Road  
Byker, Shields Road  
West Denton Way  
Kenton, Hillsview Avenue  
Gosforth, Regent Farm Road.
- Victim Support, Quaker House, Jesmond - phone: 0191 281 3791
- Student Advice centre, Newcastle University
- Private Rented Project, 91 Tamworth road - phone: 0191 273 6103
- Nomade5 – phone: 0191 292 2649
- North England Refugee Service, Bigg Market - phone: 0191 222 0406

- Streetwise Northeast, 35 Groat Market - phone: 0191 230 5400
- Mesmac Northeast, 11 Nelson street - phone: 0191 233 1333
- Outpost – phone: 0191 222 1937
- [emailarch@newcastle.gov.uk](mailto:emailarch@newcastle.gov.uk) or phone 0191 277 7832

### Contacting **ARCH** in the **South Tyneside Area**:

#### **Call 0800 032 3288**

- Phone lines open 24 hours a day, calls are free. There is a translation service into over 100 languages.
- You can report something that has happened to you, to someone else or about something you have seen.

#### **Call into an ARCH Incident Reporting Centres**

- South Tyneside Council's Anti-social Behaviour Unit;
- South Tyneside Council's Community Wardens;
- Northumbria Police;
- South Tyneside Homes;
- ISOS Housing Limited;
- South Tyneside College;
- Your Voice Counts;
- Victim Support;
- STAG (South Tyneside and Gateshead Bisexual Men's Project);
- MESMAC (Working with gay men in the North East);
- Apna Ghar;
- Age UK;
- Arab Community; and
- Ocean Road Community Centre.

### Contacting **ARCH** in the **North Tyneside Area**

#### **Call 0800 032 3288**

- Phone lines open 24 hours a day, calls are free. There is a translation service into over 100 languages.
- You can report something that has happened to you, to someone else or about something you have seen.

Visit a **reporting centre** where you will be listened to, taken seriously and dealt with in confidence in a private room:

- **Age UK** - Bradbury Centre, Saville Street, North Shields
- **Any Northumbria Police Station**
- **Amanda Nicole School of Dance** - Willington Quay 0191 289 2262
- **Connexions** - 1-4 Russell Street, North Shields
- **Mesmac NE** - Nelson Street: 0191 233 1333
- **ISOS**, 5 Gosforth Park Avenue, Gosforth Business Park, 0191 292 2000
- **Victim Support** - Albion House, North Shields: 0191 257 9079
- **Wallsend People's Centre** - Frank Street, Wallsend: 0191 263 5029
- **Youth Village** - Hudson Street, North Shields

#### **North Tyneside Council Customer Service Centres**

- **Killingworth**
- **North Shields**

- **Wallsend**
- **Whitley Bay**

## Contacting **ARCH** in the **Gateshead** Area:

**Call 0800 032 3288**

- Phone lines open 24 hours a day, calls are free. There is a translation service into over 100 languages.
- You can report something that has happened to you, to someone else or about something you have seen.

## Contacting **ARCH** in the **Sunderland** Area:

**Call 0800 032 3288**

- Phone lines open 24 hours a day, calls are free. There is a translation service into over 100 languages.
- You can report something that has happened to you, to someone else or about something you have seen.
- **City of Sunderland College**  
Any of Sunderland City College Centres:  
Bede Centre, Durham Road, Sunderland, SR3 4AH  
Hylton Skills Campus, North Hylton Road, Sunderland, SR5 5DB  
Shiney Row Centre, Success Road, Philadelphia, DH4 4TL  
Usworth Sixth Form College, Stephenson Road, Washington, NE37 2NH  
St. Peter's Sixth Form College, Charles Street, Sunderland, SR6 0AN
- **Sunderland City Council**  
Any Customer Services Centre across the city  
Any Library across the city  
Neighbourhood Relations Team, Civic Centre, Burdon Road, Sunderland  
Language Point, Cassaton House, 43-49 Fawcett Street, SR1 1RR, Sunderland
- **Northumbria Police**
- **North Of England Refugee Service** 19 Villiers Street, Sunderland, SR1 1EJ
- **Sunderland Royal Hospital** Kayll Road, Sunderland, SR4 7TP
- **Young Asian Voices** 20, Villiers Street, Sunderland, Tyne And Wear, SR1 1EJ
- **Gentoo Sunderland** Any office across the city
- **University of Sunderland** City Campus, Chester Road, SR1 3SD
- **Students' Union** (Sunderland University) Edinburgh Building, City Campus, Chester Road, SR1 3SD
- **Sunderland Bangladeshi Community Centre** 30 Tatham Street, Hendon, Sunderland, SR1 2OD
- **Victim Support** 4 Toward Road, Sunderland, SR1 2QG
- **Home Group** 1 Plains Road, Plains Farm Estate, Sunderland, SR3 1SL
- **Connexions**  
Connexions Sunderland, First Floor, City Art and Library Building, Fawcett Street, Sunderland, SR1 1RE  
Connexions Houghton, 66 Newbottle Street, Houghton-le-Spring, DH4 8GB  
Connexions Washington, The Galleries, Washington
- **International Community Organisation of Sunderland (ICOS)** Arrow Business Centre, 14 Foyle Street, Sunderland, SR1 1LE
- **Age UK Sunderland** Bradbury Centre, Stockton Road, Sunderland, SR2 7AQ
- **Sunderland Pride** 226A Chester Road, Sunderland, SR4 7HR
- **We'Ar Out** Voluntary and Community Action, 21 Frederick Street, Sunderland, SR1 1LT