



Information on Safety and Support for Refugees, Asylum Seekers and Migrants and others who have concerns for their safety and security.

This information has been collated by the Wales Strategic Migration Partnership and is subject to change as more information is made available to us.

Immediate Concerns

If the situation you are in is violent or someone is in imminent danger contact 999 immediately.

Hate Crime

What is a hate crime?

Hate crimes are defined as any crimes that are perceived by victim or any other person to be motivated based on:

- Disability
- Race or ethnicity
- Religion or belief
- Sexual orientation
- Transgender identity

Anyone can be a victim of a hate crime, and the victim does not need to be part of the group at which hostilities are targeted.

Why should you report hate crime?

Hate crime incidents can be frightening and reporting them does make a difference. By reporting them you are helping to prevent these incidents from happening to others in the future and it helps the police to understand the scale of hate crime in your locality.

Police

In Wales, there are a number of ways to report hate crime. You can report hate crime directly to the police. To make a report call **101**, visit a police station, or make a report via one of the links below:

[How to report hate crime | South Wales Police \(south-wales.police.uk\)](https://south-wales.police.uk)

[How to report hate crime | Dyfed-Powys Police](#)

[How to report hate crime | North Wales Police](#)

[How to report hate crime | Gwent Police](#)

[Report hate crime | Police.uk \(www.police.uk\)](https://www.police.uk)

True Vision is the police-funded website to support people with hate crime: [Stop Homophobic, Transphobic, Racial, Religious & Disability Hate Crime - True Vision \(report-it.org.uk\)](https://report-it.org.uk)

Hate crime reporting and victim support.

There are a number of **charities** that can help you report hate crime and offer you support.

Hate crime Victim Support: [Contact – Wales Hate Crime \(victimsupport.org.uk\)](https://victimsupport.org.uk)
Victim Support line: 0300 3031 982
Email: Hate.CrimeWales@victimsupport.org.uk

Assistance with reporting hate crime and support: [Home - Stop Hate UK](https://stophateuk.org)
24-hour helpline: 0800 138 1625
Text: 07717 989 025
Email: talk@stophateuk.org

Anonymous crime reporting: [Independent UK charity taking crime information anonymously | Crimestoppers \(crimestoppers-uk.org\)](https://crimestoppers-uk.org)
Tel: 0800 555 111

Anti-Muslim Hate support

Support with Anti-Muslim Hate: [Tell Mama: Report in Anti-Muslim Hate or Islamophobia \(tellmamauk.org\)](https://tellmamauk.org)
Tel: 0800 456 1226
Text: 0115 707 00 07
WhatsApp: 0734 184 6086
Email: info@tellmamauk.org

Internet Hate Speech, Hate Crime and Online Abuse

Information on how to report hate speech and hate crime online: [Report Harmful Content - We Help You Remove Content](https://reportharmfulcontent.org)

Support for Asylum seekers Unaccompanied Asylum-Seeking Children

If you are in an immediate threat, contact the **police on 999**. Otherwise, you can contact your social worker / personal advisor for support.

Adult Asylum Seekers

Clearsprings Readyhomes

If you are an asylum seeker in Wales, your accommodation provider is Clearsprings Readyhomes. If you have any concerns about the accommodation you are staying in or feel unsafe, first contact your accommodation manager. The details would have been provided to you in the introduction pack.

Migrant Help

Asylum Seekers can access support from Migrant Help 24/7. For concerns or safeguarding needs, you can contact the First Response Centre on **08088 010 503** or via their website: [Contact | Migrant Help \(migranthelpuk.org\)](https://migranthelpuk.org).

Migrant Help advises asylum seekers to contact Clearsprings Readyhomes in the first instance in relation to any issues with accommodation.

Other Resources

Nation of Sanctuary

The Sanctuary website offers information on how to stay safe in Wales: [Sanctuary | Staying safe \(gov.wales\)](#)

Mental Health Support

For urgent mental health support, **call NHS 111 and press OPTION 2**. The service is available 24/7 in all areas of Wales to ensure those in need of support can access it quickly when they need it most.

In Wales, the CALL helpline is open 24/7, with emotional support and advice. The Freephone number for CALL is **0800 132 737** or you can find information on mental health and wellbeing on <https://www.callhelpline.org.uk/>

Further information can be found here: [NHS 111 Wales - Mental Health and Wellbeing.](#)

Dewis Wales

Dewis Wales search engine can help you find local migrant, refugee and asylum seeker organisations and organisations which offer support with other needs: [Dewis.wales](#)

For feedback or updates to this leaflet, please email WSMPComms@wlga.gov.uk