INFINITY
INCLUSION & TRANSFORMATION

Infinity Inclusion & Transformation

Everything you need to know before your EDI training session

Inclusive workplaces across the UK



EQUALITY | BELONGING | DIVERSITY | INCLUSION | ACCESSIBILITY | RESPECT

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01 · YOUR SESSION

About your session

Thank you for choosing Infinity Inclusion & Transformation for your in-house Equality, Diversity & Inclusion training. This guide covers everything you need to know about your booked session with us.



QUESTIONS BEFORE THE DAY?

info@infinityitlearning.co.uk

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YOUR COURSE

Hate Crime Awareness

This session explains what hate crimes and hate incidents are, the impact they have on individuals and communities, and how staff can recognise, respond to and report them appropriately.



DURATION
2–3 hours

DELIVERY
Online, face-to-face or in-house

LOCATION
Online, or your venue anywhere in the UK

TAILORING
Available for in-house groups

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A STORY TO BEGIN

“It’s probably nothing…”

Priya is a housing officer. On a routine visit, a tenant, Mr Okafor, mentions – almost in passing – that teenagers shout racist abuse at his door most evenings. Last week, someone scratched a slur into his car.

He shrugs: “It happens all the time. I don’t want to make a fuss.”

We’ll come back to Priya at the end of the session.

Illustrative scenario · names are fictional

PAUSE AND ASK YOURSELF

1. **Is this a hate crime, a hate incident – or both?**
2. **What should Priya say in the next 60 seconds?**
3. **Where can Mr Okafor report it – and get support?**

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MODULES 01 & 02

Crime or incident? Know the difference

HATE INCIDENT

Any incident – criminal or not – that the victim or anyone else perceives to be motivated by hostility or prejudice.

Story: a colleague's faith is the punchline of "harmless" staff-room jokes, week after week.

HATE CRIME

Any criminal offence that the victim or anyone else perceives to be motivated by hostility or prejudice.

Story: the slur scratched into Mr Okafor's car – criminal damage, motivated by hate.

MONITORED CHARACTERISTICS

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

Across the UK: Scotland's Hate Crime and Public Order (Scotland) Act 2021 also covers age and variations in sex characteristics. And remember – perception counts: nobody needs to prove hostility for an incident to be recorded.

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WHAT THE SESSION COVERS

Six modules. Real scenarios. Real confidence.

01
Hate crimes and hate incidents explained
Where the line sits – and why perception matters.

02
Monitored characteristics
Who the law protects, and how it differs across the UK.

03
Impact on victims and communities
Why one incident can make a whole street feel unsafe.

04
Responding to a disclosure
What to say – and avoid – when someone confides in you.

05
Reporting routes and support across the UK
Police, online and third-party routes in all four nations.

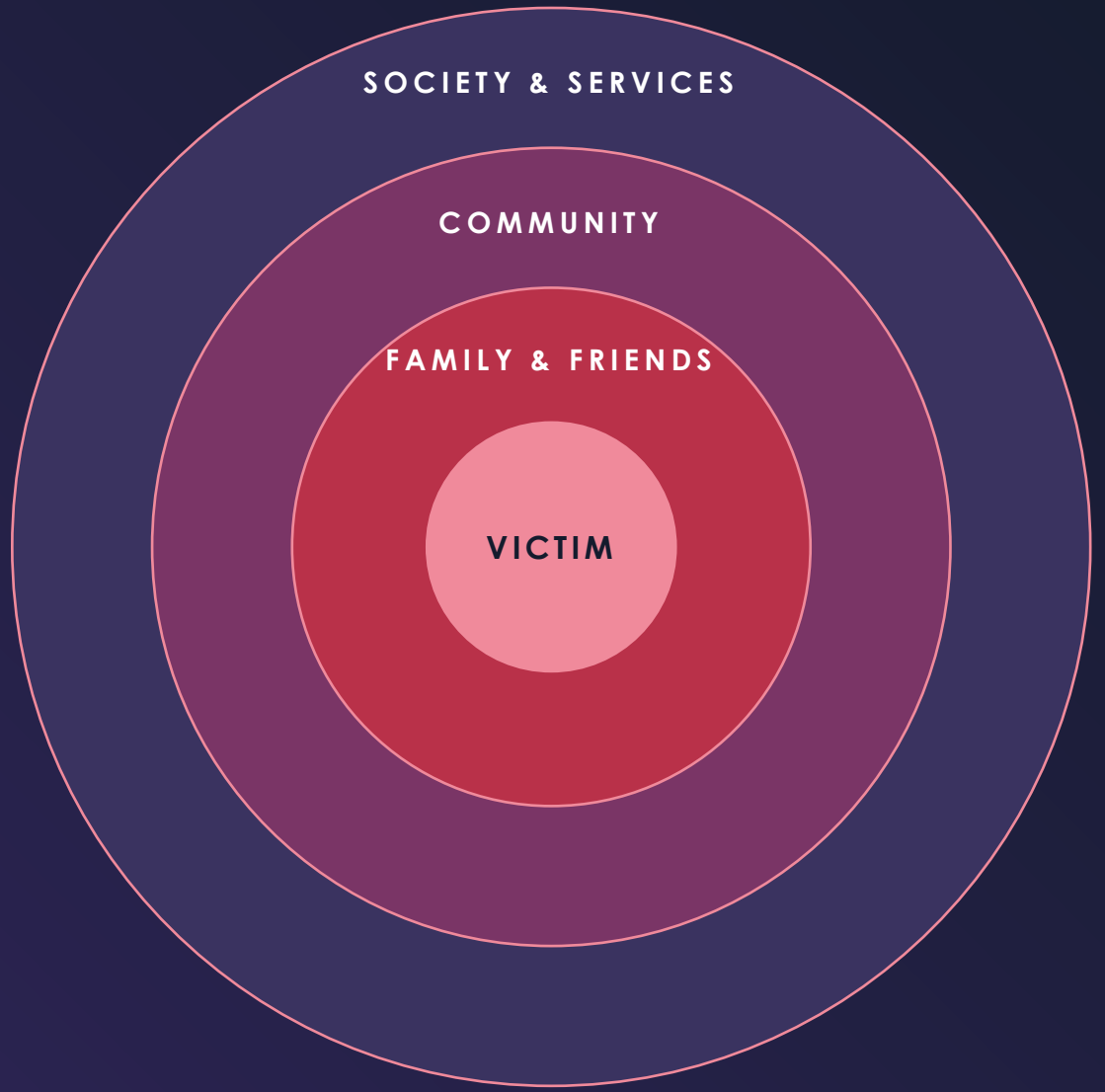
06
Preventing hate in your setting
Practical steps towards a culture where hate isn't tolerated.

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MODULE 03 · IMPACT

One act. A ripple felt by many.

When a family's front door is daubed with hateful graffiti, the harm doesn't stop at the paint. Neighbours who share their faith change their route home. Children hide their school badge on the bus. Trust in local services quietly drains away.



Hate targets who someone is – so the fear spreads to everyone who shares that identity.

Illustrative scenario



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MODULE 04 · RESPONDING

“Can I tell you something?”

Sam, a first-year student, hangs back after class. Someone has been posting homophobic comments about him in a group chat. He isn’t sure it “counts”. What you do next matters.

1. **Listen and believe** Give your full attention. Don’t question whether it “really” was hate.
2. **Reassure** Thank them for telling you. It isn’t their fault – and they’re not overreacting.
3. **Record the facts** Note what happened, when and where – in their own words.
4. **Signpost and report** Explain the routes, respect their choices and follow your policy.

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MODULE 05 · WHY IT MATTERS

Most hate goes unreported. You can change that.

100,000+

hate crimes recorded by police in England and Wales every year

…and many more never reported.

2024

Scotland's Hate Crime and Public Order (Scotland) Act 2021 comes into force

REPORTING ROUTES & SUPPORT ACROSS THE UK

England

- Police: 999 in an emergency, 101 otherwise
- True Vision online reporting
- Third-party reporting centres

Wales

- Police: 999 / 101
- True Vision online reporting
- Wales Hate Support Centre (Victim Support)

Scotland

- Police Scotland: 999 / 101
- Third-party reporting centres
- Covered by the 2021 Act

Northern Ireland

- PSNI: 999 / 101, or report online
- Advice NI Hate Crime Advocacy
- Victim Support NI

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WHAT YOU'LL TAKE AWAY

Confidence to recognise, respond and report

- ✓ **Understand the difference between hate crimes and hate incidents**
- ✓ **Recognise the impact on victims and wider communities**
- ✓ **Respond supportively when someone discloses an incident**
- ✓ **Know the reporting routes and sources of support in your area**

HOW IT'S DELIVERED

Interactive and discussion-based, using realistic workplace scenarios – not lectures. A respectful space to ask questions honestly, with examples adapted to your sector for in-house groups.

BUILT FOR

- **Local authorities**
- **NHS organisations**
- **Schools & colleges**
- **Universities**
- **Housing associations**
- **Community safety teams**
- **Charities**
- **Private-sector employers**

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BACK TO PRIYA

What happened next

Priya didn't move on. She listened, told Mr Okafor he was right to mention it, and noted exactly what he described. She explained he could report to the police, online or through a third-party centre – and that the choice was his. He reported it, and got support.

> ***"Nobody had ever asked me about it before."***
>
> That's what this training is for. · Illustrative scenario

TRAINING ACROSS THE UK

Live online for teams across different sites – or face-to-face at your venue in:

London · Manchester · Birmingham · Leeds · Bristol · Newcastle · Glasgow · Edinburgh · Cardiff · Belfast – and beyond

Want a wider programme? Combine it with our in-house EDI training or EDI consultancy support.

01656 737349 · info@infinityitlearning.co.uk

Enquire about this course



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03 · WHAT TO PREPARE

Venue & equipment

1

WE PROVIDE

Your trainer brings all session materials and resources. A projector and screen can be supplied too — just let us know in advance.

2

THE VENUE PROVIDES

A comfortable, accessible room with space for group discussion. Please tell us about any delegate accessibility needs in advance.



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SEE YOU SOON

Thank you

for choosing Infinity Inclusion & Transformation Training

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Practical EDI training · Consultancy · In-house programmes

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