



Ministry of Housing, Communities & Local Government

Miatta Fahnbulleh MP

Minister for Devolution, Faith and Communities
2 Marsham Street
London
SW1P 4DF

To: Council leaders and Mayors

Cc: Chief executives

30 October 2025

Dear colleague,

Launch of the British Muslim Trust helpline service

I am pleased to inform you that the [British Muslim Trust](#) (BMT) has today launched a new helpline service in the wake of increased anti-Muslim hate in the UK.

The helpline will be used to support victims to help them report their experiences in a safe environment.

The British Muslim Trust Helpline

The helpline is available via multiple channels for victims of anti-Muslim hate to report incidents. The helpline can be accessed via:

- Phone – free of charge from any phone, operating between 10:00 a.m. and 3:00 p.m.
- Website form – designed with three steps and mostly non-required fields for easy completion
- Email, SMS, WhatsApp, and live chat (victims can use these services at any time, and a member of the team will provide follow-up on the following day)

All calls are handled by Muslim staff to ensure there is a cultural and religious understanding of the context of these incidents.

BMT has already started to support victims, ranging from women and girls being targeted, to attacks on mosques.

Who are the British Muslim Trust?

The [British Muslim Trust was selected](#) as the recipient of the government's Combatting Hate Against Muslims Fund, a key initiative to address the rise in anti-Muslim hatred across the country.

BMT is using government funding to develop this robust reporting system that will capture both online and offline incidents of anti-Muslim hatred, including those that may go unreported to the police.

It will also enable the organisation to provide direct support to victims, raise awareness of what constitutes a hate crime, and encourage greater reporting from affected communities.

How can you help?

Please share details of this helpline amongst your constituents, colleagues and local community.

In the fight against anti-Muslim hate, it is essential that victims feel comfortable and confident reporting the prejudice, discrimination and hate crimes they experience.

Thank you for your support for all of the UK's communities in the fight against hate.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Miatta Fahnbulleh', with a stylized, sweeping flourish extending to the right.

MIATTA FAHNBULLEH MP

Minister for Devolution, Faith and Communities