

The Safe Durham Partnership

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Hate Crime Action Plan

Introduction

Hate crime is the targeting of people, individuals or groups for who they are. For the statutory agencies it is a human rights issue and a threat to community cohesion. For victims it is often an everyday experience that significantly impacts on their quality of life affecting the way they go about their day-to-day business. Hate crime takes many forms from verbal insults through to violent extremism.

The hate crime strands are:

- Disability
- Race
- Religion and belief
- Sexual orientation
- Transgender/ gender identity

Hate crime is defined as:

'A hate crime is a 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 disability or perceived disability; race or perceived race; religion or perceived religion; sexual orientation or perceived sexual orientation; who is transgender or perceived to be transgender.'

Hate incidents are defined as:

'Any non- crime 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; race or perceived race; religion or perceived religion; sexual orientation or perceived sexual orientation; who is transgender or perceived to be transgender.'

Hate motivation is defined as:

'Hate crimes and incidents are taken to mean any crime or incident where the perpetrator's hostility or prejudice against an identifiable group of people is a factor in determining who is victimised.'

A problem profile produced by the intelligence unit at Durham Constabulary in August 2010 has identified that hate crime is an issue in County Durham. All strands occur, and it is an issue that many people experience on a day to day basis ranging from incidents of verbal abuse to serious violence. It is difficult to get an accurate picture of what is happening across the county as

many victims do not report these incidents to the police or other agencies, and for many agencies there are issues in relation to accurately recording incidents as hate crimes.

The Safe Durham Partnership is committed to tackling the issue of hate crime and will strive to encourage reporting; improve responses to reported incidents; improve support to victims; with the long term aim of preventing incidents occurring in the first place. This action plan represents the first step in the Partnership's efforts to achieve these goals.

Performance Measures:

Measures for success for the Hate Crime Action Plan will be:

- ▶ Number of awareness campaigns delivered
- ▶ Number of cases supported by SNU Hate Crime Officers
- ▶ % of cases which are repeat incidents
- ▶ Number of people using the intermediary scheme
- ▶ Number of tension monitoring forms presented to LMAP meetings
- ▶ LI 49 detection rate for racially and religiously motivated crime
- ▶ Number of racially motivated incidents reported to the police
- ▶ Number of religiously motivated incidents reported to the police
- ▶ Number of disability motivated incidents reported to the police
- ▶ Number of hate incidents motivated by sexual orientation reported to the police
- ▶ Total number of homophobic / transphobic cases prosecuted
- ▶ % homophobic / transphobic cases successfully prosecuted
- ▶ Total number of disability cases prosecuted
- ▶ % disability cases successfully prosecuted
- ▶ % disability cases in which sentencing uplift is applied
- ▶ Total number of racist / religious cases prosecuted
- ▶ % of racist / religious cases successfully prosecuted

Objective 1 Prevention: to prevent hate crimes from occurring

1.1 To raise awareness of hate crime and encourage community cohesion								
Task No.	Action	Resources	Lead Officer	Timescale	R	A	G	Progress
1.1.1	Contribute to the Respect for Shop Workers week 8 – 12 November	Advertising materials/st aff	Conrad Simpson/Claire Addison	By end October 2011				No activity is taking place with County Durham that Lead Officers can link to. Requested that this action is closed.
1.1.2	Develop a programme of awareness raising campaigns to cover the five hate crime strands, linked to existing annual events, including raising awareness of Crown Prosecution Service policies eg Respect for Shop workers; Anti-bullying Week, Black history month; International Day Against Homophobia and Transphobia; Learning Disability week Neighbourhood Watch events.	Materials/st aff time	Tammy Ross	By end September 2012	Green			<p>A number of awareness raising actions have taken place within Durham Constabulary including a mental health and learning disabilities awareness course to be included in the performance development review objectives of officers. A place of refuge scheme for vulnerable persons is being developed within Durham City.</p> <p>Durham Constabulary will be participating in lesbian, gay, bisexual, and transgender (LGBT) Steering Group conference.</p> <p>A programme of activity has been obtained from DCC Equalities Team. A Hate Crime campaign is currently being planned over the summer to link in with activity that is already taking place.</p>
1.1.3	Research to find out if diversity issues are covered in schools anti-bullying policy and	Staff Time	Tammy Ross	September 2011	Green			The anti-bullying team have confirmed that all schools are required to hold a Anti Bullying Policy

	procedures.					and within that it is an expectation to make reference to dealing with or addressing issues relating to specific types of bullying including Homophobia, Race, Special Educational Needs (SEN) Disability etc.
1.1.4	Develop a plan to contribute to Shopwatch initiatives and 'Freedom from Fear' campaign.	Staff Time	Conrad Simpson	January 2011		to be merged with task 1.1.1 above
1.1.5	Scope the feasibility of jointly delivering an event to members of the Vulnerability Group and Contest Silver Group to raise the awareness of hate crime within the integration agenda.	Staff time CT funding	Tammy Ross Graham Mcardle	March 2013		Action Closed. Discussions took place between the leads. Engaged with Anne Frank exhibition they were unable to fit us into their schedule.
1.1.6	Develop countywide Hate Crime subgroup of the Vulnerability Delivery group made up of key organizations and stakeholders	Staff time	Tammy Ross / Caroline Airs / Claire Addison	March 2013		This action has been closed due to the development of a Police and crime Commissioner joint hate crime group for Durham and Darlington
1.1.7	Ensure organisations that contributed to the development of the Hate Crime Problem Profile are provided with information leaflets and posters for display and circulation	Staff Time Marketing Budget	Tammy Ross	August 2012	Green	Information distributed to relevant local voluntary and statutory agencies within County Durham this includes voluntary support groups, citizens advise bureaus, registered social landlords, educational institutions, etc.

1.2 To ensure campaigns are effective and target the right audience								
Task No.	Action	Resources	Lead Officer	Timescale	R	A	G	Progress
1.2.1	Use 'mosaic' profiling to identify most appropriate methods of delivering messages to different groups	Staff Time	DCC Media and Marketing Team	Ongoing	Green			Durham Constabulary Media and Marketing Team have been identified to provide this information as and when required.
1.2.2	Develop Safe Durham Partnership Hate Crime Key Messages document and circulate to all interested parties to ensure consistent messages are delivered	Staff Time	Tammy Ross	Ongoing during 2010/11	Green			A Safe Durham Partnership Hate Crime Information Leaflet has been developed and is available for distribution which includes the key messages for the Partnership.
1.2.3	Carry out analysis of disability related harassment to identify the scale of the problem in County Durham	Staff time	Partnership Analyst, Durham Constabulary	April 2013				Inclusion North would like to do a joint project with Durham and Darlington. They are currently in discussion with Darlington to progress this further. Darlington have recently commissioned a hate crime problem profile and action plan. There may be scope for a joint action through the development of this plan. Action closed this will be taken forward in the police and crime Commissioner joint hate crime group for Durham and Darlington.
1.2.4	Work with GADD to develop specific actions for inclusion within the plan which include raising awareness of hate crime and encouraging reporting within LGBT communities.	Staff time	Tammy Ross	March 2013				This action has been closed due to the development of a Police and crime Commissioner joint hate crime group for Durham and Darlington which includes a communication strand looking at raising awareness of hate crime and reporting.

1.2.5	Work with the Traveller Liaison Team to raise awareness of Hate Crime and the importance of reporting to Gypsy and Traveller Groups. Specific attention to be paid to ensure information provided is audience appropriate.	Staff time	Louise Stokoe	March 2013	Green	Discussions have taken place between Traveller Liaison team and Safer Community Team. Further research is currently being carried out which will include the identification of appropriate communication methods.
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Objective 2 Provision: Improve the availability and take up of services for victims

2.1 Improve support available to victims						
Task No.	Action	Resources	Lead Officer	Timescale	R A G	Progress
2.1.1	Consider the possibility of developing mechanisms for the police to identify those with specific needs to improve the service they receive when they contact the police.	Staff Time	Conrad Simpson	Sep 2011	Green	<p>A facility already exists within Durham Constabulary that can be utilised to add comments or specific response plans to addresses and/or telephone numbers, this is done on a case by case basis.</p> <p>After consideration it was felt that any system would be too resource intensive. Details would need amending when people change contact details or addresses. It would be extremely difficult to monitor these details if this were done on a prescriptive basis.</p>
2.1.2	Develop a county wide operational approach by the Safer Neighbourhood Units to support victims of	Staff time	Caroline Gardner	By March 2012	Green	Victims of Hate Crime are supported by Community Cohesion Officers in each Safer Neighbourhood Unit. They are identified when a complaint is received, when a Hate Crime reporting form is

	hate crime.					<p>completed on the web site and via the LMAPS 1 and 2 process etc. An ASB Risk Assessment matrix is being implemented which will help to identify hate crime victims to avoid incorrect categorisation as an ASB victim. SNU's will also have access to the 'top ten' list of victims/offenders and locations which may reveal hate crime victims.</p> <p>Durham Constabulary and DCC are now in the process of embedding the Anti Social Behaviour Risk Assessment Matrix which will identify victims of hate crime at an early stage. These victims will be referred to the Community Cohesion Officer and other relevant support services. Victims and perpetrators of hate crime can be referred to LMAPS and an action plan can be developed and implemented to address the problem and improve victim safety.</p>
2.1.3	Develop funding bids to work with specific crime type groups	Staff time	Claire Boshier – Victim Support	Ongoing during 2011/12	Green	<p>Funding bids are developed and submitted on an ongoing basis.</p> <p>Two bids have recently been submitted, unfortunately they were both unsuccessful.</p>
2.1.4	Recruit volunteers to work with victims of hate crime	Staff time	Claire Boshier – Victim Support	Ongoing during 2011/12	Green	<p>Volunteers have been recruited throughout the year across Co Durham and Darlington and once inducted into the organisation there will be some who can undertake some specialist training around Hate Crime later in the year.</p>

2.1.5	Provide Workshop To Raise Awareness of Prevent (WRAP) training to victim support volunteers who are specialising in Hate Crime and to senior tutors within Durham University	Staff time	Graham Mcardle / Claire Boshier / Sam Dale	April 2013			Action Closed. WRAP training was delivered to key individuals in the University. It is not a product the University wished to use. A bespoke produce is being developed by the University and Durham Constabulary.	
2.2 Improve communication/information								
Task No.	Action	Resources	Lead Officer	Timescale	R	A	G	Progress
2.2.1	Carry out scoping exercise to determine what information is available on partner's websites	Staff Time	Police – Conrad Simpson DCC – Tammy Ross Health - Claire Sullivan TEWV – Margaret Brett Probation - Carina Carey Colin Bage - Fire & Rescue CPS- Caroline Airs	By January 2011	Green			Durham Constabulary, Crown Prosecution Service, PCT, DDF&R, Probation and DCC have scoped out the information currently available on the respective agencies websites.
2.2.2	Develop the information that is available on partner's websites	Staff Time	Police – Conrad Simpson DCC – Tammy Ross Health - Claire Sullivan TEWV – Margaret Brett Probation – Carina Carey	By September 2011	Green			DCC website has recently re-developed their pages on Hate Crime. DDF&R have launched a new website and information on hate crime is now included in the community safety section. PCT have developed a Hate Crime policy based on DCC version.

			Colin Bage - Fire & Rescue CPS- Caroline Airs			<p>There is information on Probation Service website in Staff Reference Manual on Hate Crime and covers Hate Crime Service Delivery.</p> <p>A new Communications Manager is now in post within Crown Prosecution Service PS and have re-developed their pages on Hate Crime.</p> <p>Durham Constabularies has recently re-developed their pages on Hate Crime.</p>
2.2.3	Promote hate crime campaigns/activities/successes in voluntary and community group newsletters for specific user groups	Staff Time	Tammy Ross/Caroline Airs/Conrad Simpson	Ongoing during 2010/11	Green	<p>Links are in place with DCC Marketing & Comms team which allow publication of hate crime information in voluntary and community group newsletters. The hate crime awareness raising campaign which is taking place over the summer will be promoted in these publications.</p> <p>Articles have been included in Durham County News, Our Life Magazine and Carers Echo. Need to develop a regular system of providing info on hate crime successes from the Police/ Crown Prosecution Service so that this information can also be included.</p>
2.2.4	Explore the possibility and cost implication of developing SDP hate crime leaflets etc to encourage reporting and detail contact numbers for support.	Staff Time	Tammy Ross/Conrad Simpson	By March 2011	Green	A SDP Hate Crime leaflet including an easy read version has now been developed and has been provided to Safer Neighbourhood Units for wider distribution. Further copies are available from Tammy Ross when required.
2.2.5	Develop marketing	Staff Time	Tammy Ross	April 2012	Green	Two barracuda banners have been

	material to raise awareness of the Hate Crime work of the SDP	Safer Communities Budget				produced along with prints of Hate Crime Information leaflets and posters from the Safer Communities Budget. These will be used at awareness raising events to publicise the work of the Partnership.
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Objective 3 Protection: Increase the safety of victims

3.1 To improve confidence and increase the reporting of hate crimes								
Task No.	Action	Resources	Lead Officer	Timescale	R	A	G	Progress
3.1.1	Obtain list of community meetings from Disability Parliament	Staff Time	Conrad Simpson	By Nov 2011	Green			A LD Parliament diary is available on www.serviceuser.co.uk which lists the dates, times and locations of the central LD meeting and the locality meetings in Durham, Sedgefield, the Dales, Durham, Easington and Derwentside.
3.1.2	Use Sleuth to task attendance of uniformed personnel at disability community meeting	Staff Time	Conrad Simpson	Ongoing from Dec 2010	Green			The Learning Disability Partnership and other disability organisation meetings have been entered in the calendars of Community Cohesion Officers who attend on a regular basis.
3.1.3	Evaluate impact of attendance of uniformed personnel at disability community meeting and consider roll out across other strands of hate crime	Staff Time	Conrad Simpson	By end of June 2011	Green			During Nov/Dec the Community Cohesion officers and the Diversity Unit Sgt attended all of the Disability Parliament meetings in the area. Positive feedback was provided and it is intended that these meetings are attended on a regular basis.
3.1.4	Evaluate the effectiveness of third party reporting centres and make	Staff Time	Conrad Simpson	Ongoing	Green			Third party reporting centres have been reviewed; the previous centres produced no reports. Twelve new locations have been trained and to date five reports

	recommendations to SDP through the Vulnerability thematic group and to the LCJB through the Equality and Diversity group.					<p>have been received. Representatives recently attended Police HQ for a get together/cohesion session followed by a tour of the Command and Control Centre. In addition, as mentioned above, Durham Constabulary are signed up to True Vision a third party online reporting portal. Several new centres have been developed/trained. New posters are currently being printed for the new centres to display.</p> <p>The evaluation showed that locations were poorly situated such as in Magistrates Courts, etc and there was a lack of understanding by staff. Locations are now more user friendly and staff have been trained by CCOs.</p> <p>These sites will be evaluated on an ongoing basis and adjustments will be made where necessary.</p>
3.1.5	Develop 'What Can I Expect' campaign to explain what happens once a complaint is made and choices available to the victim	Staff Time	Conrad Simpson / Caroline Airs	June 2011		<p>CA/CS have met. Information has been provided from True Vision, including a Disability Hate Crime Reporting Book which explains the roles of the police and the Crown Prosecution Service. This only applies to Disability Hate Crime, but at this time it is not feasible to prepare anything more general, or anything that goes into the process in more detail.</p> <p>CA/CS to develop a new action around this. See 3.1.5a</p>
3.1.5a	Promote the use of the Disability Hate Crime		Conrad Simpson / Caroline Airs	Ongoing	Green	Promotion of the use of True Vision material takes place on a regular

	Reporting Book and other information from True Vision to explain the roles of the police and the Crown Prosecution Service in Disability Hate Crime.					basis, including their logo and links on any presentations made by the Police/DCC. To date nobody has ever used any of the Disability Hate Crime Reporting Pack.
3.1.6	Explore the possibility of using the 'harassment reporting forms' to encourage people with learning disabilities to report hate crimes	Staff Time	Learning Disability Parliament/ Glenn Robinson	By July 2011	Green	True Vision provide a disability hate crime reporting book for people with learning disabilities. Use of this form to report hate crimes of this type will be promoted through awareness raising that is taking place.
3.1.7	Publicise successful prosecutions as appropriate	Staff time	Conrad Simpson/ Caroline Airs/ Tammy Ross	Ongoing during 2010/11	Green	CA to discuss with Crown Prosecution Service Communications Manager methods of publicising successful hate crime prosecutions. Press release now under taken by CSP
3.1.8	Distribute SDP Hate Crime leaflet around key locations in High Impact Localities	Staff time	Tammy Ross	March 2012	Green	Hate Crime leaflets have been distributed to all Safer Neighbourhood Units and Community Cohesion Officers. These will be distributed with particular emphasis on High Impact Locations. Easy Read versions of the Hate Crime leaflets have now been also been circulated.
3.1.10	Develop an A4 Information Sheet on Hate Crime for academic professionals who come into contact with students and share	Staff Time Materials	Tammy Ross	March 2013		Discussions have taken place with Durham Uni and this action will be taken forward in the police and crime Commissioner joint hate crime group for Durham and Darlington which includes a communication strand looking at raising awareness of hate

	with relevant educational institutions					crime and reporting.
3.1.9	Provide Senior Tutors at Durham University with training to allow them to become Third Party Reporting Centres	Staff time	Clare Addison / Sam Dale	March 2013		Discussions have taken place with Durham Uni and it has been agreed that it would be preferable for Senior Tutors to become third party reporting centres. this action will be taken forward in the police and crime Commissioner joint hate crime group for Durham and Darlington which includes a communication strand looking at raising awareness of hate crime and reporting.

3.2 To ensure vulnerable adult victims of hate crime are safeguarded in line with County Durham's inter-agency Safeguarding Adults procedures

Task No.	Action	Resources	Lead Officer	Timescale	R	A	G	Progress
3.2.1	Ensure appropriate frontline staff in both statutory and voluntary sectors have received Safeguarding Adults training.	Availability of training course/ staff time	Lee Alexander – DCC Debbie Edwards – PCT Paul Goundry – Police Colin Bage – DDF&R Carina Carey – Probation Maureen Grieveson – FT	Ongoing during 2010/11			Green	<p>DCC – 2011/12 - 5200 professionals from voluntary and statutory agencies participated in safeguarding adults training.</p> <p>Adult Safeguarding training brochure circulated to members of the group identifying that free training is available to all agencies that cover County Durham.</p> <p>Fire & Rescue Community Safety officers have now completed Safeguarding Adults training.</p> <p>Adult Safeguarding is included in this years training plan for the probation</p>

						service. Brochure is available on the Safeguarding adults website http://www.safeguardingdurhamadults.info/Pages/HomePage.aspx .
3.3 To increase the number of offences that result in a prosecution						
Task No.	Action	Resources	Lead Officer	Timescale	R A G	Progress
3.3.1	Ensure frontline staff receive appropriate training to enable the identification and reporting of hate crime	Delivery of Diversity training/ staff time	Lee Alexander – DCC Debbie Edwards – PCT Paul Goundry – Police Colin Bage – DDF&R Carina Carey – Probation Maureen Grieveson - FT	Ongoing during 2010/11	Green	DCC - Issues related to hate crime and vulnerable adults are covered in the safeguarding training delivered by the Safeguarding Adults Board. Adult Safeguarding training brochure circulated to members of the group identifying that free training is available to all agencies that cover County Durham. Fire & Rescue Community Safety officers have now completed Safeguarding Adults training. Specific training is being developed to be delivered in HE colleges as well as to front line staff. Probation have a diversity screening for all offenders as well as a Vulnerability Toolkit on our staff reference manual. We will be disseminating learning from the 2012 Thematic Disability Hate Crime Inspection in Cleveland as well as rolling out Safeguarding Adults Training.

3.3.2	Promote the use of the Intermediary scheme for vulnerable victims of hate crime	Staff Time	Conrad Simpson / Caroline Airs	Ongoing during 2010/11		Action Closed CA/CS have met to discuss. A training need exists for front line police officers and prosecutors in relation to the role of intermediaries. At the current time, arranging training is difficult, and neither are in a position to commit the organisations to training. This will be a matter for ongoing consideration.
3.3.3	Ensure the Crown Prosecution Service Hate Crime Scrutiny panels meet on a quarterly basis	Staff and volunteers time	Caroline Airs	Ongoing during 2010/11	Green	<p>Following the Restructure of the Crown Prosecution Service, and a review of all Panels, we have restructured our Panel in the North East as follows:</p> <ul style="list-style-type: none"> - the North East Homophobic and Transphobic Hate Crime Scrutiny Panel (Hate Crime Scrutiny Panel) will continue but will meet twice a year - the Northumbria and Durham Racist and Religious Hate Crime Scrutiny Panel has merged with the Cleveland Race and Faith Hate Crime Scrutiny Panel to form a new North East Racist and Religious Hate Crime Scrutiny Panel, which will meet twice a year - the Domestic Violence Scrutiny Panels have been disbanded and a new North East Violence Against Women Scrutiny Panel is to be formed. This Panel will meet three times a year - Disability Hate Crime will be looked at by the joint North East Community Involvement Panels

3.4 Develop recording mechanisms								
Task No.	Action	Resources	Lead Officer	Timescale	R	A	G	Progress
3.4.1	Ensure hate crimes are appropriately recorded on the police Sleuth	Staff Time	Crime Management Unit	Ongoing during 2010/11	Green			This process is being undertaken. Incidents are tagged when received and brought to the attention of the Sgt/supervisor prior to the incident being closed. Crimes are then investigated with emphasis on victim focused problem solving outcomes. Community Cohesion officers use Sleuth to search for such incidents/crimes and provide follow up support/reassurance.
3.4.2	Agencies including the Responsible Authorities of SDP to ensure their agency has a policy and procedures in place for the reporting, recording and responding to hate crime	Staff time	Lee Alexander – DCC Debbie Edwards – PCT Paul Goundry – Police Colin Bage – DDF&R Carina Carey – Probation Maureen Grievson - FT	By Mar 2011	Green			<p>DCC has in place a Policy for Hate Crime, Bullying and Harassment; a Race Equality Policy and a Disability Equality Policy.</p> <p>Durham Constabulary have a policy in place.</p> <p>Safeguarding Adults Inter Agency procedures have been revised to specifically reference Hate Crime and referral route.</p> <p>The link for reporting incidents and crimes is via DCC web page.</p> <p>F&R have a policy in place.</p> <p>PCT have developed a hate crime policy based on DCCs.</p> <p>Probation Service have codes on our Offender Assessment System to identify</p>

						the crimes and there are also specific questions relating to discrimination issues (victim and perpetrator). There is no dedicated Hate Crime policy and procedure but a generic Equality and Diversity Plan.
3.4.3	Raise awareness of tension monitoring forms and encourage partner agencies to use them	Staff Time	Caroline Gardner	Ongoing during 2010/11	Green	Tension monitoring is a standard agenda item of LMAPS and forms are submitted and monitored on a regular basis.