



HM Government

Challenge It, Report It, Stop It

Delivering the Government's hate
crime action plan

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Ministerial Foreword



Living without the fear of being abused or attacked because of who you are is a basic human right and one we all share. However, in 2012/13, 42,236 hate crimes were recorded by police forces in England and Wales. That is both depressing and unacceptable and shows that far too many people's lives are devastated by hostility and hatred.

I believe that we all have a responsibility to challenge the attitudes and behaviours that foster hatred. Intervening early to raise awareness and to promote positive narratives, for example, with children and young people, within professional sports, through social media networks and many other channels can make a real difference.

The Coalition Government has made good progress in delivering its commitments to tackle hate crime since 'Challenge it, Report it, Stop it' was published in March 2012, and we continue to drive forward work focused on our three core principles: to prevent hate crime happening in the first place; to increase reporting and access to support; and to improve the operational response to hate crime.

We now have a better understanding of hate crime, and have provided direct support to frontline professionals to help build victims' confidence to come forward. The police have also improved the way they record hate crimes, and we continue to publish Official Statistics, which tell us more about the types of hate crimes that are committed and where those crimes are happening.

However, the Crime Survey highlights that victims are still reluctant to report incidents to the police. It is vital that we continue to work closely with our partners and voluntary sector organisations to ensure that victims feel confident in coming forward, particularly those victims who can feel isolated, including disabled and transgender people, Roma, Gypsy and Traveller communities and new migrants. I am determined to do more to tackle the root cause of under-reporting of hate crimes.

Our strengthened legislative framework will ensure that the suite of aggravating factors available to the courts at the sentencing stage is consistent across the five monitored strands of hate crime. We will also shortly consider the findings from the Law Commission's consultation on the case for extending the existing stirring up hatred and aggravated offences.

Addressing anti-Muslim hatred remains a central theme and our dialogue with local communities is already underway through the roll out of a number of regional roadshows. These events provide the opportunity to promote our work and to allow us to explore what more we can do to tackle the issue.

Understanding different forms of disability hate crime, particularly against people with learning disabilities and those with an autism spectrum disorder, has been at the forefront of our efforts due to the excellent work of the Equality and Human Rights Commission and key disabled people's organisations. Ensuring that the response to disability hate crime is tailored to victims' needs will be important when local agencies are dealing with cases.

We have been clear that local areas must take the lead in tackling hate crime. We know that some local areas are making a real impact on the ground and we are keen to share such examples of innovative approaches more widely.

We are making real progress in tackling hate crime, but there is still much to do to confront the hatred and hostility that still exists in our society.

A handwritten signature in dark ink, reading "Norman Baker". The signature is written in a cursive, flowing style.

Norman Baker MP
Minister of State for Crime Prevention

Executive Summary

This Government believes that everyone should be free to live their lives without fear of abuse or attack because of who they are. All crime is wrong, but crime that is motivated by hostility or hatred towards the victim is particularly corrosive. It can have devastating consequences for victims and their families, but can also divide communities.

In March 2012, we published 'Challenge it, Report it, Stop it', the Government's plan to tackle hate crime¹. The plan brought together action by a range of departments and agencies under three core principles:

- To prevent hate crime - by challenging the attitudes that underpin it, and intervening early to prevent it escalating;
- To increase reporting and access to support - by building victim confidence and supporting local partnerships; and
- To improve the operational response to hate crimes - by better identifying and managing cases, and dealing effectively with offenders.

We committed to reviewing the plan, to assess progress in delivering those actions and to ensure it addressed new and emerging issues. This report provides an overview of our achievements since the plan was published, and case study examples demonstrating how work is being delivered locally. It also highlights areas that are evolving as we drive our agenda forward, and what we will do to tackle those issues.

Progress so far

Two years on, we have delivered many of the actions under our three core principles, and we are making good progress on the others.

We are building the evidence base on hate crime, including delivering on our coalition commitment to improve police recording of hate crimes under the five monitored strands – disability, race, religion/belief, sexual orientation and transgender-identity. The latest figures show that in 2012/13 42,236 hate crimes were recorded by police forces in England and Wales², which is broadly similar to the level of recording for 2011/12. We are challenging the

1 https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/97849/action-plan.pdf

2 <https://www.gov.uk/government/publications/an-overview-of-hate-crime-in-england-and-wales>

attitudes and behaviours that drive hate crime, and have strengthened a legal framework which is already regarded as one of the most robust in the world in protecting people from hatred and bigotry.

We have also invested over £2.2 million providing direct support to professionals at the frontline, to voluntary sector organisations and to victims of hate crime.

However, there is more we need to do to stop hate crime happening, and to protect and support victims and their families, and communities. In contrast to police figures, the findings from the combined Crime Survey for England and Wales in 2011/12 and 2012/13 on the extent of hate crime, estimate that on average there are around 278,000 hate crimes each year³ highlighting the importance of working to tackle under-reporting. That is why we continue to work closely with a wide range of voluntary sector, community representatives, frontline organisations, and with the Government's Independent Advisory Group on Hate Crime, who provide valuable insight into the day-to-day experience of hate crime.

A new approach

'Challenge it, Report it, Stop it' placed hate crime within the Government's wider approach to cutting crime, based on freeing professionals from top-down targets and making the police democratically accountable to the communities they serve, including through the election of Police and Crime Commissioners (PCCs). The action plan was clear that local strategies for tackling hate crime should reflect the needs and priorities of local victims and communities, rather than priorities imposed by Whitehall. The role of Government was to set a national direction and support those locally-led efforts.

Police and Crime Commissioners have now been in place for over a year, and are focussing their police forces on the issues that matter most to local people. We know that hate crime is featured as a priority in many PCCs' Policing and Crime Plans, and PCCs are challenging other local partners to work better together to support victims. From October 2014, PCCs will also be responsible for commissioning the majority of support services for victims of crime, based on local needs and priorities.

In December 2013, we brought into force a new Code of Practice for Victims of Crime⁴ setting out the information and services that victims of crime will receive from criminal justice agencies in England and Wales. The Code includes an enhanced level of service for victims of the most serious crime, including victims of hate crime and persistently targeted, vulnerable or intimidated victims.

³ <https://www.gov.uk/government/publications/an-overview-of-hate-crime-in-england-and-wales>

⁴ <https://www.gov.uk/government/publications/the-code-of-practice-for-victims-of-crime>

Emerging Challenges

Since the publication of the action plan a number of issues have emerged or have continued to evolve. We are working across Government, with our partners, the voluntary sector and internationally to take action in the following areas:

Disability hate crime – the Equality and Human Rights Commissions Inquiry into disability-related harassment⁵, and the horrendous abuse that took place at Winterbourne View Hospital, provide some salutary lessons on the way the ‘system’ can fail victims of disability hate crime. The Government responded to the Commission’s interim report, and more recently published a progress update setting out the steps we and our partners are taking to tackle disability hate crime⁶. The report on Winterbourne View Hospital set out national action to transform care and support for people with learning disabilities, including measures to ensure staff are aware of disability hate crime, and know how to raise concerns⁷.

Hate crime online – the task of removing hate material from mass media channels such as the internet, whilst also protecting freedom of expression, is a challenging one. Over the last few years we have seen huge changes in the use of social media as a means of communication. Whilst in this context, we have seen it used as a means to spread harmful and negative messages, we recognise that it can also be used in a positive way to counter those negative narratives.

Experience tell us that many Internet Service Providers (ISPs), including all reputable UK ISPs, will remove on request material that is illegal or where it breaches their wider terms and conditions for acceptable use. However, we also have many examples of providers and hosts, including those based overseas, who have declined to remove material which would be illegal in the UK.

We are working with the police and the Independent Advisory Group on Hate Crime to build relationships with leading social media providers and to improve their response to offensive and illegal hate-related content online. This has involved supporting the international Working Group of the Inter-Parliamentary Coalition to Combat Antisemitism⁸. The Group has brought leading social media companies together with politicians, civil society, academics and subject experts to find collaborative solutions to reduce the

5 http://www.equalityhumanrights.com/uploaded_files/dhfi_main_report_finalweb.pdf
http://www.equalityhumanrights.com/uploaded_files/disabilityfi/out_in_the_open_dhi_manifesto.pdf
http://www.equalityhumanrights.com/uploaded_files/publications/manifesto_for_change_progress_report_2013_final.pdf

6 https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/258945/HM_Government_Progress_on_EHRC_Recommendations_Nov_2013.pdf

7 https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/213215/final-report.pdf

8 <http://www.antisem.org/>

harm caused by hate on the internet in a way that puts the companies at the heart of the solutions and seeks to work within the diverse global legislative frameworks⁹.

We are also working more closely internally to ensure we are linking with policy and operational areas where there are cross-cutting issues relating to online crime, for example, making links with online extremism.

The Director for Public Prosecutions has also published guidelines for prosecuting cases involving social media communications, including hate crimes. These guidelines provide clarity to prosecutors and the police on the criminal thresholds for prosecutions¹⁰.

We have commissioned the Society of Editors to look into the moderation of user generated content with the aim of publishing a good practice guide in the Spring 2014. Early indications suggest that the majority of publications that have an online presence, 'do' moderate, and that most news website publishers take moderation seriously and invest considerable resources in it. They are aware of the reputational and possible legal implications of unsuitable material being posted on their sites, coupled with the determination of certain users to post abusive comments.

Extremism and hate crime – extremism can flourish where different parts of a community remain isolated from each other. More integrated communities will be more resilient to the influence of extremists.

Extremism is less likely to be tolerated by communities which come together to challenge it. Britain is stronger because of its open, multi-faith and multi-racial communities. It is important that this effort is led locally by communities who know their areas best.

However, the Government also has an important role to play in tackling all forms of extremism. Last December, the Prime Minister published Tackling Extremism in the UK,¹¹ the report from the Extremism Task Force (ETF). The ETF was established in the wake of the horrific murder of Drummer Lee Rigby in Woolwich, to identify gaps in our approach and to agree practical steps to address all forms of extremism. The report sets out what the Government and its partners will do to contribute to that effort. In addition to those commitments we will continue work to confront the extremist narrative.

Anti-Muslim Hatred – the aftermath of the murder of Drummer Lee Rigby led to a spike in the number of reports of anti-Muslim hatred. We also saw the horrific murder of Mohammed Saleem and targeted attacks on religious establishments in London

9 A Chair's summary report can be accessed at http://report-it.org.uk/files/icca_task_force_on_internet_hate_report_may_29_2013_final.pdf

10 http://www.cps.gov.uk/legal/a_to_c/communications_sent_via_social_media/index.html

11 <https://www.gov.uk/government/publications/tackling-extremism-in-the-uk-report-by-the-extremism-taskforce>

and the West Midlands. These attacks were strongly condemned by the Government, and the wider community coming together in support of affected Muslim communities demonstrates resilience and solidarity. For example, in Muswell Hill, in London, the Jewish Community came to the aid of the Somali community when their community centre was attacked. A 'solidarity walk' was organised in the area and involved representatives from all faith groups. Practical help was also given with a number of local schools, churches and synagogues offering temporary places to ensure the activities for children and prayers continued. Police forces across the country worked together with Muslim communities and organisations to provide reassurance, security measures and safety advice. In some areas 24-hour police patrols were put in place to safeguard high profile premises.

While the level of reports of anti-Muslim hatred dropped significantly following the initial spike, other factors highlight that we cannot be complacent about the issue. Findings from the combined Crime Survey for England and Wales in 2011/12 and 2012/13 estimated that there are on average around 70,000 religious hate crimes each year. Analysis of religiously motivated hate crime and racially motivated hate crime by religion shows that Muslim adults were more likely to be a victim of both these crimes than other adults.

Our work to tackle anti-Muslim hatred is now more important than ever before, and we remain committed to working with communities to ensure these issues are tackled effectively.

A number of projects that contribute to this effort are underway and include:

- The first ever cross-Government working group on anti-Muslim hatred;
- Launch of Tell MAMA, the first third party reporting service to record incidents and support victims of anti-Muslim hatred;
- Hosting the UK's first ever Srebrenica Memorial Day;
- The Department of Communities and Local Government (DCLG) is supporting social media workshops in Birmingham and Leeds. This follows the initial two workshops that were held in London and Manchester. The aim is to improve the social media capacity of community organisations at each location to allow them to counter hatred online; and
- DCLG holding a number of regional road shows around the UK in March and April 2014 to promote the work of integration and anti-Muslim hatred, and to engage with the communities to find out what more Government can do.

Reducing the impact of offences committed in hate crime cases – information on the types of hate crime offences submitted to the Home Office data hub by police forces in England and Wales gives us an indication of the prevalence of offences by motivation.

According to data submitted by 17 forces in 2012/13¹², hate crimes motivated by race are the highest in all the categories (criminal damage, public order and other notifiable offences) except for violence against the person, where the highest number of offences relates to hate crimes motivated by sexual orientation. We will work with the police and other partners, including voluntary sector agencies, to determine local trends and explore what more we can do to reduce the harm caused by hate crime.

Next Steps

We believe that the three core principles of: preventing hate crime; increasing reporting and access to support; and improving the operational response to hate crimes are still the right ones. We will continue to work towards these objectives over the remainder of this Parliament and will review 'Challenge it, Report it, Stop it' again to assess progress at the end of the plan's cycle.

¹² <https://www.gov.uk/government/publications/an-overview-of-hate-crime-in-england-and-wales> - table 2.03 - Proportions of hate crimes in England and Wales by offence type 2012/13

Chapter 1: Preventing hate crime

Britain today is a diverse country, and one in which we celebrate a rich mix of different races, cultures, beliefs and attitudes. Views which were commonplace a generation ago are now widely, and rightly, seen as unacceptable by the vast majority of us. However, whilst we have come a long way, hatred and prejudice still exist.

Prevention matters because in the long-term, the answer to hate crime lies in challenging the attitudes and behaviours that drive it. Lack of understanding, negative stereotypes and fear of the unknown contribute to those underlying attitudes and behaviours, and we all have a personal responsibility to challenge prejudice and hatred. The Government and its agencies have a particular responsibility to lead by example – including by taking opportunities to celebrate diversity and to highlight the positive contribution that everyone makes to our society.

We must also focus on early intervention, acting quickly to deal with issues and tensions before they escalate in seriousness and put victims at risk.

Since ‘Challenge it, Report it, Stop it’ was launched, we have:

- published, for the first time, detailed findings from the Crime Survey for England and Wales (CSEW)¹³ on the extent of hate crime victimisation in England and Wales - the latest set of combined findings for 2011/12 and 2012/13 estimate that on average there are around 278,000 incidents each year;
- worked with organisations, including Show Racism the Red Card, the Anne Frank Trust and the Jewish Museum to raise awareness of prejudice with children and young people;
- supported the work of Tell MAMA to address anti-Muslim hatred;
- through the Crown Prosecution Service (CPS) North West, worked with disabled people's organisations, the National Union of Teachers, the Anthony Walker Foundation, Stonewall, Gendered Intelligence and others to produce education resource packs for teachers to help them to explore the issues of discrimination and hate crime in schools;
- seen media coverage of the 2012 Paralympic Games shift attitudes and perceptions of disabled people. The Government has committed to build on this momentum by delivering a programme of work through the Paralympic Legacy;

13 Formerly known as the British Crime Survey

- worked with football authorities, led by the Football Association, to help drive racism and homophobia out of football, including through publication of English Football's Inclusion and Anti-Discrimination Action Plan¹⁴ and running a pilot project with 'Kick it Out' and the police to raise awareness of the issue;
- published a new cross government Disability Strategy, which aims to ensure equality for disabled people;
- published the Government's response to reviews of the Winterbourne View Hospital case, which includes measures to ensure better protection from abuse for people in care with learning disabilities;
- continued to support cross-Government working groups on antisemitism and anti-Muslim hatred to respond effectively to further challenges; and
- worked with academics and universities to raise our understanding of the nature and effects of hate crime by supporting collaborative work. The outcomes of this work include contributions to the establishment of the International Network for Hate Studies¹⁵ and the opening of the Centre for Hate Studies at the University of Leicester.

¹⁴ <http://www.premierleague.com/content/dam/premierleague/site-content/News/publications/other/English-Football-Inclusion-and-Anti-Discrimination-Action-Plan.pdf>

¹⁵ <http://www.internationalhatestudies.com>

Case Study: Crown Prosecution Service Schools Material*

The Crown Prosecution Service (CPS) North West, National Union of Teachers (NUT) and the Anthony Walker Foundation worked in partnership to produce a toolkit that provides classroom activities designed to increase pupils' understanding of racist and religious hate crime and the potential consequences of this sort of behaviour for both victims and perpetrators.

Pupils from schools in Manchester and Lancashire helped to devise and act out many of the dramatised scenarios which are based on the real life experiences of the young people who took part in the project.

The pack was launched at the NUT Anthony Walker Memorial Lecture in November 2012 and again launched with schools on the 6th February 2013 at Accrington Academy in Lancashire. The Accrington launch saw over 400 pupils utilise the resource and work through lessons.

The pack was developed in response to requests from Head Teachers for support to tackle this behaviour in the classroom and the playground.

Koser Mahmood, a Teacher and Community Cohesion Co-ordinator for Accrington Academy, said: "Working with the CPS has been an excellent experience for our students. They have grown in both awareness and confidence. It was great to see the CPS really interested in what today's young people are struggling with and giving sound advice about rights and responsibilities that they can use in their everyday lives."

Building on the success of these materials, further resources were developed to address hostility towards disabled people, and the final product covering lesbian, gay, bisexual and transgender people was launched in April 2014.

* http://www.cps.gov.uk/northwest/get_involved/hate_crime/

Case Study: MindOut (Disabled People's User-Led Organisations - Making a Difference Series - Disability Hate Crime)*

MindOut is a mental health service run by and for lesbians, gay men, bisexual and transgender people (LGBT). Based in Brighton and Hove it provides information, advice, advocacy casework and research. It makes a difference on disability hate crime by raising awareness of the increased vulnerability of LGBT people with mental health issues to disability hate crime.

Throughout the thirteen years that MindOut has been in existence the service has gathered evidence of LGBT hate crime in Brighton and Hove, ranging from verbal abuse and threats through to serious violent assault. MindOut are concerned that people with mental health issues are more vulnerable to crime in general and LGBT people with mental health issues are thus more vulnerable to disability hate crime.

Research carried out by MindOut demonstrates that many of their clients do not realise what hate crime is and that in spite of many of them experiencing it, few recognised their right to report it. They also found that many of their clients would not report incidents due to lack of confidence and trust in the police and/or the judicial process.

MindOut has developed strong links with the local LGBT police liaison team, mental health services, General Practitioners and primary care services, as well as other LGBT groups, to understand and address issues relating to disability hate crime.

The provision of practical case worker support, to assist people to achieve changes to their circumstances (i.e. moving home, and developing supportive social networks) have helped people deal with hate crime and prevent further victimisation.

For example, a transgender client was subjected to frequent verbal abuse from children on the housing estate where she lives. She was attacked with stones and bottles thrown at her. She found the peer support group a safe place to talk with others about how to deal with the humiliation she feels from being afraid of children, found others who have been in similar circumstances and shared ideas on how to cope, what to say and how to behave. She has found this process supportive and educational. This peer support has enabled her to report the incidents to the police and she now feels that she can deal with difficult situations more positively.

MindOut's work aims to address both the causes and effects of cases like these for LGBT people with mental health issues.

* see note 20 on page 17.

Case Study: Show Racism the Red Card*

Show Racism the Red Card's Education teams in England work with more than 20,000 young people in schools every year. In the vast majority of cases, the work undertaken is with young people who have not been involved in crime. The teams work with young people in primary and secondary schools, and in a range of non-formal, post-16 settings.

The workshops aim to:

- educate young people about the causes and consequences of racism and to explore the various forms racism can take;
- empower young people to challenge racism in the communities in which they live, providing them with relevant knowledge and information to enable them to do this;
- help young people prepare to play an active role as citizens in an increasingly multi-cultural society; and
- enable young people to develop good relationships and respect the differences between people, regardless of their ethnicity, faith, culture or nationality.

Show Racism the Red Card's education teams also work with young people who are perceived to be at risk of committing, or have been prosecuted for committing racially motivated crimes. For example, following a high profile case involving a social networking site, two young men had been arrested and charged with malicious communication after racially abusing a Premier League football player. Show Racism the Red Card was asked by the local Youth Offending Team to work with the young men with the aim of preventing them from being involved in further incidents in the future. The education team and a former player from the club where the abused footballer plays delivered the session. The session focused on unpicking the language used by the young men allowing the team to highlight why what the young men had done was offensive.

Feedback from the session highlighted that the presence of a former player provided the opportunity for the young men to consider their behaviour by putting it in very real terms, especially when the former player shared some experiences of racism that he had to deal with in the past. The session explored the issue of intent allowing the young men to recognise that regardless of what may have been intended, their behaviour did in fact cause offence.

After the intervention, the young men came along to an anti-racism educational event at a Premier League Football Club, which was attended by more than 100 primary school children. Their role was to assist the groups of young people moving from one workshop to the next. As a result of this, they were indirectly involved in assisting young people to learn about why racism is wrong, which was considered to be very important in preventing further incidents.

Show Racism the Red Card have also developed a range of resources, including DVDs and Education packs to deal with anti-Muslim hatred and far-right extremism, and to raise awareness of racism and prejudice towards Gypsy and Traveller communities.

* <http://www.srtrc.org>

Chapter 2: Increasing reporting and support for victims

Increasing reporting and support for victims matters because many people who experience hate crime don't come forward, particularly those who can feel isolated (including disabled and transgender people, Roma, Gypsy and Traveller communities, and new migrants). Some of the most common reasons for people not reporting hate crime are that they don't think they will be taken seriously, or that the incident is not serious enough to report, or they don't think that the authorities will be able to protect them from further abuse, if they do report it. The Government's hate crime action plan made clear our commitment to make it easier for victims of hate crime to report what has happened to them, and to ensure that when they do, they are taken seriously and given the support they need.

Giving victims of hate crime the confidence to report what has happened to them is vitally important, not just to ensure that they get justice and the support they deserve, but also to give agencies a more accurate picture of where the problems are, their scale and their severity. We have been clear that local strategies to tackle hate crime should reflect local needs and priorities, rather than top-down direction from Whitehall, and better reporting will help agencies determine where to focus their resources.

'Challenge it, Report it, Stop it' set out what the Government and agencies are doing to help local agencies by: publishing more and better national-level data on where hate crime is happening and why; encouraging new ideas; and highlighting best practice. Since the action plan was published, we have:

- met the coalition commitment to improve the police recording of hate crime – requiring police forces to capture data on recorded hate crimes under all five of the monitored strands, and publishing that data as Official Statistics;
- responded to the Equality and Human Rights Commissions Inquiry into disability-related harassment, setting out the steps we and our partners are taking to tackle disability hate crime;
- funded a number of projects with voluntary sector organisations working with victims of hate crime, including the provision of third party reporting services, under the Ministry of Justice's Victim and Witness Fund¹⁶;

16 https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/220079/vic-witness-general-fund-awards.pdf

- launched a police True Vision mobile phone 'App' and continued to support the 'True Vision' website¹⁷, which provides an essential third party reporting service, including for internet hate crime, as well as providing resources and educational materials. In 2013/14, the site received 3,641 reports from members of the public¹⁸. This represents an increase of 23% on the number of reports received in 2012/13 (2,957);
- funded a number of projects working to tackle hate crime under the Home Office's Community Action Against Crime Innovation Fund¹⁹;
- revised and reissued the joint Disability Rights UK and Office for Disability Issues' 'Let's Stop Disability Hate Crime' guidance for disabled and non disabled people about what is a disability hate crime and how to report it; and published guidance for Disabled People's User-led organisations (DPULOs) on setting up a third party reporting site;
- published good practice on tackling disability hate crime, based on joint work with DPULOs²⁰;
- funded Faith Matters' 'Tell MAMA' project²¹, which encourages people to report anti-Muslim hate crime and supports hard-to-reach victims;
- held a national seminar of Transgender organisations to identify ways of improving communications and to increase reporting. As a result, specific True Vision resources have been developed;
- supported a community initiative between the police, voluntary sector organisations and a University. Targeted messages were sent to students to encourage positive relationships with local Gypsy and Traveller communities, highlighting that certain behavior towards the community amounted to racism; and
- held a 'Bridging the Gap' Workshop with representatives from Gypsy Traveller and Roma community organisations to explore how to build confidence and increase reporting. A change in police attitudes, better promotion of True Vision and data collection were identified as the key priorities.

We also asked local areas for examples of their approaches to preventing and tackling hate crime, in order to share their learning with other areas. Whilst we found that there is a wealth of on-going activity to raise awareness of hate crime and to promote diversity, particularly with young people we also found that a limited amount of evaluation had been undertaken. We would encourage local areas to evaluate their projects. This can be done in-house, to assist local areas in measuring outcomes and the effectiveness of the interventions, to demonstrate what works in preventing and tackling hate crime.

17 www.report-it.org.uk

18 These reports include crimes and non-crime incidents and also include some duplicate reports of the same material such as internet hate material.

19 <https://www.gov.uk/government/publications/community-action-against-crime-innovation-fund-successful-applicants>

20 <http://odi.dwp.gov.uk/docs/dpulo/disability-hate-crime.pdf>

21 <http://tellmamauk.org/>

The latest findings from the CSEW and police recorded hate crimes tell us that there is still more we need to do to tackle under-reporting. We will continue to work with our voluntary sector partners to raise awareness of hate crime at local and national events, and explore opportunities to promote the use of the True Vision web tool further, including through targeted social media advertising with direct messages to specific groups.

We know that some local areas have established third party reporting services, so that victims of hate crime can report incidents, if they are reluctant to go the police and the information is then forwarded onto the police. Working closely with the police and our partners, we will conduct a mapping exercise of services in England²² to help us identify areas where third party reporting coverage is limited and to establish whether further guidance to services is needed. Data from the exercise would also help to scrutinise the level of disparity between CSEW data and police recorded hate crimes further.

From October 2014, PCCs will be responsible for commissioning the majority of support services for victims of crime locally, based on local needs and priorities. This includes services for victims for hate crime. To support PCCs, the Victims' Services Commissioning Framework was published in May 2013. The Framework provides advice and information on commissioning to those involved with victims' services in one useful document. PCCs have been encouraged to undertake a mapping exercise across their area to determine the type of support services they should be commissioning, which will include consideration of services for victims of hate crime. We will continue to work with the IAG to engage with PCCs, to raise awareness of hate crime and victims' support needs.

22 A separate mapping exercise has been undertaken for services in Wales by the Welsh Government.

Case Study: Lets End Hate Crime - Manchester's Hate Crime Strategy*

Tackling hate crime is a key priority for the community safety partnership in Manchester. Following its hate crime consultation event in 2012, the Partnership, driven by the City Council, the police and the Crown Prosecution Service and other key partners developed and launched its three year hate crime strategy in January 2013.

The strategy provides practitioners from across the public, voluntary and community sectors with a consistent framework with shared definitions and processes for reporting, recording and tackling hate crime across Manchester. It sets out a clear vision for tackling hate crime in Manchester against five key partnership priorities:

- Prevent hate crime;
- Increase the reporting of hate crime and hate incidents;
- Take effective action against perpetrators;
- Support victims of hate crime; and
- Improved partnership responses.

In response to concerns of a local charity about local trends in hate crime, Greater Manchester Police (GMP) agreed to include alternative subcultures to its hate crime recording system. From April 2013, any 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 alternative sub-culture identity will be recorded as a crime by GMP in the same way as disability, racist, religious, sexual orientation and transgender hate crime, to provide better support to victims and repeat victims.

The launch of this new strand of recordable hate crime is a major breakthrough in Manchester. It officially recognises people in the city who wish to express their alternative sub-culture identity being able to do so without having to tolerate hate crime. It will allow the partnership to measure the impact that alternative sub-culture hate crime has on its victims and the wider community, whilst offering better support and being able to risk assess the potential for repeat victimisation.

Over the duration of the strategy, the partnership will build upon its existing structures, working together with communities to deliver the priorities with the overall aim of reducing hate crime in Manchester.

* http://www.manchester.gov.uk/downloads/download/5185/hate_crime

Case study example: Crown Prosecution Service (CPS) Navigators Workshop

Many disabled people feel uncomfortable when reporting disability-related harassment. When they do come forward, cases are not always recognised as disability-related either by the police, Crown Prosecution Service (CPS) or both. In the CPS response to the EHRC Inquiry, clear commitments were made to encourage reporting of disability-related harassment. This could be in the form of targeted community engagement work to identify and address barriers to reporting; as well as learning lessons from the cases of disability hate crimes prosecuted, so that practice can be shared by all. It is also right that the CPS do what they can to improve access to informed and accurate advice at the first port of call.

Advice agencies and organisations with a client base including disabled people can and do play a significant part in providing the correct information and suitable support to individuals who have faced or are facing disability-related harassment. These agencies need to help individuals navigate their way around what can be a complex and unfamiliar landscape (the CPS ran workshops a number of years ago aimed at domestic violence and the goal was to inform and support agencies providing advice so they can better support individuals and this workshop made use of that approach).

The workshop was designed as a national pilot which, could be promoted to CPS Areas who could then work with Scrutiny Panel members and relevant local agencies to improve awareness and the quality of advice and in turn, improve the reporting of disability hate crime.

The workshop's programme began with an overview of disability hate crime and the role of the agencies involved in the prosecution of disability hate crime: the police; the CPS; and the courts. This was followed by three inter-related sections covering the investigation process, the support that can be made available to victims of disability hate crime and the role of the court in sentencing. Each section was introduced by an experienced prosecutor or senior policy lead.

Comments from the day generally supported positive feedback and key themes included, the quality of background material and input on the day, the opportunity to ask questions and the use of case studies and learning from the day.

Another theme of comments related to the value of bringing agencies together. However, this did tend to underline a need for further discussion between agencies that might well be seen as a distinct agenda or at the least, part of a much expanded programme of work.

Chapter 3: Improving the operational response to hate crime

We have one of the world's most comprehensive legal frameworks for protecting victims of hate crime, and punishing offenders, but it is only as effective as the system around it. It works best when the Police, the CPS, the National Offender Management Service (NOMS), local partners and voluntary organisations are all joining forces to protect victims and bring offenders to justice.

The action plan envisaged a Criminal Justice System that is joined-up in its approach to hate crime, where our shared ambitions are matched by practice on the ground, and reflected in better outcomes for victims. From the moment a crime is reported to the police, we want to ensure that hate crime cases are carefully managed through all the stages of the process by professionals who understand the issues and keep victims informed as to what is happening. At the same time, the Government must keep the law under review, taking action where necessary to increase the protection it offers victims.

'Challenge it, Report it, Stop it' outlined what the Government and agencies are doing to: strengthen the current legal framework; better identify victims of hate crime, and manage cases through the system; and deal effectively with offenders. Since publishing the action plan, we have:

- amended section 146 of the Criminal Justice Act 2003, to include transgender-identity in the suite of aggravating factors, where courts have the power to increase the sentence length for crimes motivated by hostility towards the victim based on a personal characteristic;
- amended Schedule 21 of the Criminal Justice Act 2003, to increase the starting point for murders aggravated by disability or transgender identity from 15 years to 30 years, ensuring that all five monitored strands of hate crime are equally reflected in these provisions;
- seen the first conviction(s) for offences of stirring up hatred on the grounds of sexual orientation under Part 3A of the Public Order Act 1986 (as amended);
- asked the Law Commission to conduct a review of the legislation on sentencing related to hate crime on behalf of the Government. The Commission has consulted and will report back in Spring 2014;
- published hate crime annual reports for 2011/12 and 2012/13 by the Crown Prosecution Service. Whilst the latest report for 2012/13 showed falls in the number of hate crime

cases referred to the CPS by the police for decision, and in the conviction rate, it also highlighted that the trend for conviction rates has been upward since 2006/07, and that the proportion of convictions for hate crimes involving guilty pleas had steadily increased since 2008/09²³.

- published the NOMS Hate Crime Practice Framework, which sets out what is expected of staff in Probation and Prisons in dealing with offenders convicted of hate crime;
- published a Criminal Justice Joint Inspection (CJJI) report on disability hate crime led by Her Majesty's Crown Prosecution Service Inspectorate in March 2013²⁴. The report revealed that although the police, the CPS and Probation Trusts have taken steps to improve their response to disability hate crime in recent years, more needs to be done. The report made a number of key recommendations for each agency to implement changes to policies and procedures to improve outcomes for victims of disability hate crime;
- published clear guidance for the CPS and the police on prosecuting cases involving communications on social media in June 2013, including where individuals have been the victim of hate crimes online;
- developed a CPS disability hate crime action plan as a result of the EHRC's Inquiry into disability related harassment and the CJJI on disability hate crime;
- worked with scrutiny panels on finalised hate crime cases to learn lessons in support of effective policy development and case handling across the CPS; and
- consulted on and refreshed the hate crime manual for police officers.

Although CPS data for the third quarter of 2013/14 shows the trends reversing with improving conviction rates and volume of prosecutions across all strands of hate crime, the CPS is developing a hate crime strategy, designed to focus commitments and to provide clear goals in terms of positive outcomes, as well as progressing action to address the recent downward trends in cases. The strategy will also build on successful practice within the service regarding hate crime assurance, as part of its review of Core Quality Standards. The aim will be to make use of live case reviews as a means of supporting case handling in real time and contributing to positive outcomes.

²³ http://www.cps.gov.uk/publications/docs/cps_hate_crime_report_2013.pdf

²⁴ <http://www.hmic.gov.uk/media/a-joint-review-of-disability-hate-crime-living-in-a-different-world-20130321.pdf>

Case Study: West Yorkshire and other Probation Trusts - Think Again

'Think Again' is an evidence based intervention developed in 2010, targeted at offenders who have been convicted of a hate crime. It aims to reduce the risk of further hate crime perpetration.

'Think Again' has ten modules, which are delivered as part of a community sentence. It adopts a holistic approach to the rehabilitation of hate crime perpetrators. 'Think Again' is delivered by West Yorkshire Probation Trust (WYPT) and three other Probation Trusts.

Feedback was requested from a member of staff at WYPT. She said that Think Again had been delivered by her to six service users, all of whom engaged in a positive manner. Its content allowed perpetrators to explore their social identity and created a context in which service users review their own views and thought processes; adopting new ways of behaving that did not entail hate crime.

The offence is not discussed until halfway through, which allows an opportunity to build a positive relationship with the service user first. The practitioner is therefore in a stronger position to properly assess the thinking and behaviour that underpinned the offences.

The member of staff said that positive feedback was received from service users, noting that there had been an opportunity for them to reflect on their behaviour and take steps to avoid reoffending. In particular, one elderly service user had a long and difficult journey to complete by bus but was determined to attend and succeed.

Some time after 'Think Again' was completed, the practitioner checked on three of the six service users she had delivered the programme to, none of whom had re-offended.

Annex A

Progress on Delivery of Actions - March 2012 - March 2014

This section provides an overview of progress on the delivery of our commitments to date under the three core principles to: prevent hate crime; increase reporting and access to support; and improve the response to hate crime since publication of the plan in March 2012. It also includes work that we have undertaken outside of the plan and our next steps for the remainder of this Parliament.

Preventing hate crime			
Challenging Attitudes			
Action	Lead	Progress	Next Steps
1. Develop a better understanding of hate crime by improving our evidence base, including by publishing analysis of data on hate crime victimisation from the British Crime Survey	Cross-Government Strategy Board ¹ (CGSB)	<ul style="list-style-type: none"> • Findings from the 2009/10 and 2010/11 Crime Survey for England and Wales² (CSEW) on the extent of and perceptions towards hate crime were published by the Home Office, for the first time in March 2012. • In December 2013, the Home Office, Ministry of Justice and the Office for National Statistics published a Tri-band Document - 'An Overview of hate crime in England and Wales'. The publication includes Official Statistics covering: <ul style="list-style-type: none"> • findings from the 2011/12 and 2012/13 CSEW - which estimate that on average there are around 278,000 incidents of hate crime each year; • police recorded hate crimes in England and Wales in 2012/13 - which show that 42, 236 hate crimes were recorded by the police; and • offences, cautions, court proceedings, convictions and sentencing for racially and religiously aggravated crimes - which show an increase in number of offenders that have been given a custodial sentence up from 460 in 2002 to 810 in 2012), but also that the custody rate (the proportion of offenders sentenced who received an immediate custodial sentence) and the average custodial sentence length have both declined over the period. • The Crown Prosecution Service (CPS) published its annual reports on hate crime prosecutions and crimes against older people for 2011/12 and 2012/13 in October 2012 and January 2014 respectively. Whilst the latest report for 2012/13 shows a fall in the number of hate crime cases referred to the CPS by the police for decision, and in the conviction rate, it also highlights that the trend for conviction rates has been upward since 2006/07, and that the proportion of convictions for hate crimes involving guilty pleas had steadily increased since 2008/09. 	ONGOING

1 Cross-Government Strategy Board includes: all relevant Government Departments, criminal justice agencies, including the Police, Crown Prosecution Service, HM Court and Tribunal Service, National Offender Management Service, and the Independent Advisory Group on Hate Crime.

2 Formerly the British Crime Survey

Preventing hate crime			
Challenging Attitudes			
Action	Lead	Progress	Next Steps
		<ul style="list-style-type: none"> A seminar bringing together a broad group of academics and officials was held in September 2012 at Leicester University. The group has now been established as the International Network for Hate Studies and the first meeting of the group was held in Birmingham in May 2013. The website can be found at: http://www.internationalhatestudies.com We have also worked with a number of Universities to develop learning programmes to inform future decisions. One example of this collaboration is, the Centre for Hate Studies, which has opened at the University of Leicester. The Department for Transport (DfT) is developing its evidence base to understand the impact of issues such as, space conflict and hate crime, or anti-social behaviour on people's willingness to use public transport, as part of its aim to ensure that transport is accessible and safe for everyone to use. DfT has carried out a review of relevant literature focusing on the experience of hate crime when using public transport amongst at risk groups, including disabled people, BME communities, faith groups and the lesbian, gay, bisexual and transgender communities. The review also explored wider literature on hate crime (which may not have necessarily been perpetrated on public transport) and various organisations' campaigns against hate crime. This evidence will be used to understand where hate crime is happening, so that it can be properly addressed through policy interventions. 	
2. Through welfare reforms strengthen the integrity of the benefit system to reduce the negative media portrayal of disability issues.	Department for Work (DWP) and Pensions - Office for Disability Issues (ODI)	<ul style="list-style-type: none"> DWP has continued to challenge and rebut negative media portrayals of disabled people and disability issues as welfare reforms have been implemented. The Department is leading by example by using appropriate language in our own communications, and we have liaised with media outlets to encourage them to use the appropriate tone and language in theirs. We have also developed a language guide which should help to reduce the use of negative language within the media. The BBC, ITV, Channel 4 and BSKYB have also pledged to seek to increase the number of disabled people in broadcasting, including bringing about a positive and sustainable representation of disabled people both on and off-screen. 	<p>ONGOING</p> <p>We are exploring further opportunities to work with the broadcast media, to improve the positive portrayal of disabled people.</p>

Preventing hate crime				
Challenging Attitudes				
Action	Lead	Progress	Next Steps	
3. Working together with Disabled People's Organisations and supporting organisations such as, the Press Complaints Commission to address negative media stereotypes of disabled people	DWP-ODI	<ul style="list-style-type: none"> The ODI has established a dialogue with the Press Complaints Commission, including sharing good practice, for example, the Lets Stop Disability Hate Crime guidance has been shared with the Commission. The ODI also continues to work with Civil Service Learning and Government Communications Network to make officials, policy-makers and communicators across Government aware of disability. 	COMPLETED	
4. Continue to support the work of the Anne Frank Trust UK to challenge prejudice, and discrimination and inspire young people to become active and responsible members of their community	Department for Communities and Local Government (DCLG) ³	<ul style="list-style-type: none"> 718 schools have been contacted by Anne Frank Trust; 315 guides and volunteers have been trained; 15,508 members of local communities in Hackney, Blackpool, Newham and Southport have visited the exhibition, of which 4,509 individuals from target groups have visited the exhibition; 22,000 students have taken part in the schools programme across London and the North West up to March 2014; and The programme has led to a number of young people becoming peer guides and ambassadors, encouraging them to become active in the community, dispelling stereotypes and promoting integration and cohesion. The programme was extended to run until March 2014. 	COMPLETED	

3 All DCLG actions apply to England only.

Preventing hate crime			
Challenging Attitudes			
Action	Lead	Progress	Next Steps
5. Work through voluntary sector partners, to make available to schools resources to help them tackle all forms of bullying, particularly bullying motivated by prejudice	<p>NPL- Hate Crime⁴</p> <p>Department for Education (DfE)⁵,</p> <p>Voluntary Sector Organisations (VSOs)</p>	<ul style="list-style-type: none"> The NPL on hate crime has created a section on its True Vision website, to host a library of resources for educators that are: supported by local police/partners; and delivered by cross-government partnerships, including resources developed by: international bodies where the UK is a member state. Examples of resources that have been uploaded on the site to date include: <ul style="list-style-type: none"> DfE guidelines on 'preventing and tackling bullying'; guidelines for educators on 'Countering intolerance against Muslims'; CPS North West hate crime education resources on disability, racist and religious hate crimes⁶. <p>The DfE is also providing £4m of funding over 2 years from Spring 2013 to four organisations. This includes:</p> <ul style="list-style-type: none"> £1.5m for Beatbullying to train 3,500 11-17 year olds over two years to act as mentors; £800k for the Diana Award to identify and train 10,000 pupils to act as anti-bullying ambassadors; Just over £250k to Kidscape who will work in nine of London's most economically deprived boroughs, to train primary school professionals to enable them to effectively deliver preventative and remedial strategies; and £1.5m to The National Children's Bureau consortium who will focus on those bullied children and young people with special educational needs (SEN) and/or disabilities. It will work with around 900 schools, parents, carers and school staff to reduce the bullying of these children and its impact when it does occur. 	<p>ONGOING</p> <p>CPS Hate Crime education resources, including specific LGB&T programme was launched in April 2014. Following the launch the materials will be promoted to schools and teachers and hosted on True Vision, to build on the successes achieved in the North West area.</p>

4 National Policing Lead - formerly referred to as the Association of Chief Police Officers (ACPO)

5 All Department of Education actions apply to England only.

6 http://www.cps.gov.uk/northwest/get_involved/hate_crime/

Preventing hate crime				
Challenging Attitudes				
Action	Lead	Progress	Next Steps	
6. Keep under review Government anti-bullying advice to schools which summarises the legal obligations and powers schools have; outlines the general principles schools can use to prevent and respond to bullying, particularly prejudiced based bullying	DfE	<ul style="list-style-type: none"> DfE's anti-bullying advice was updated in May 2012. It now highlights the wider search powers included in the Education Act 2011, which give teachers stronger powers to tackle cyber-bullying by providing a specific power to search for and, if necessary, delete inappropriate images (or files) on electronic devices, including mobile phones. The Department has also included a hyper-link to an additional organisation, Changing Faces, which provides support to schools on the bullying of pupils with physical disabilities. 	ONGOING	
7. Support the Jewish Museum to roll out a pilot programme to secondary schools to raise awareness and understanding of Jewish Faith and tackle 'casual' anti-semitism in schools	DCLG	<ul style="list-style-type: none"> During April 2012 - March 2013, the Jewish Museum worked with 12 schools in London, to improve understanding of the Jewish Way of Life among young people, including tackling casual antisemitism in schools. The success of this programme has led to further schools accessing the programme using their own resources. 	COMPLETED	
8. Support Show Racism the Red Card to run educational workshops across England that will: <ul style="list-style-type: none"> provide safe spaces for young people to learn about the dangers of associating with the English Defence League (EDL); help young people to think critically about the issues; and empower them to refute and challenge anti-Muslim hatred 	DCLG	<ul style="list-style-type: none"> In July 2012, Show Racism the Red Card commenced its programme of workshops to help counter prejudice and discrimination, with a direct focus on dispelling myths which can lead to association with the EDL. The programme will target 9,400 young people aged between 11-18yrs. Since the rollout: <ul style="list-style-type: none"> a number of workshops have been held in the North East; regional training events for teachers took place in February and March 2012 in Bradford, West Bromwich, and Plymouth; and a teacher training pack was launched in March 2013. 	Until June 2014	

Preventing hate crime				
Challenging Attitudes				
Action	Lead	Progress	Next Steps	
<p>9. Support the Searchlight Educational Trust who will establish community newsletters which will:</p> <ul style="list-style-type: none"> • counter the EDL's divisive narrative; • promote positive shared local identities; and • provide space for faith, community and voluntary organisations to advertise and encourage participation 	DCLG	<ul style="list-style-type: none"> • Volunteer-led community groups have been identified in four areas where there is strong EDL activity. • Newsletters were produced and delivered in four areas. The project came to an end in April 2013 and it is expected that some aspects of the work will continue. 	COMPLETED	
10. Tackle alcohol as a contributing factor of violence, including violence resulting from hate crime, through the Government's new alcohol strategy, which will focus on changing public behaviour	Cross-Government Strategy being led by the Department of Health(DoH) and the Home Office (HO)	<ul style="list-style-type: none"> • The Government's Alcohol Strategy was published in March 2012. The strategy set out proposals for trialling sobriety schemes for people convicted of alcohol-related crimes. However, the scheme focused on offenders who received conditional cautions, which did not include hate crime offenders. 	ONGOING	<p>We will continue to work across Government to explore further options for taking this work forward.</p>
11. Use the 2012 Olympic and Paralympic Games to change perceptions of disabled people through increased awareness, positive images and media coverage of the Paralympic Games	DWP-ODI Department for Culture Media and Sport (DCMS)	<ul style="list-style-type: none"> • The ODI published business guides to coincide with the start of Paralympic Games. • The 2012 Paralympic Games shone a light on the abilities and achievements of disabled people, An IPSOS MORI survey showed that 81 per cent of people surveyed thought that the Games had a positive effect on how disabled people are viewed by the British public. • The ONS Opinion Survey (March 2013) showed that 53 per cent of people said that the Paralympics had a positive impact on the way they themselves viewed disabled people. None said that it had had a negative impact. 	COMPLETED	<p>The continuing aim of the Paralympic Legacy is that by 2022, attitudes towards and perceptions of disabled people have improved. As set out in the London 2012 Olympic and Paralympic Games long term vision⁷.</p>

7 www.gov.uk/government/publications/london-2012-olympic-paralympic-games-long-term-legacy-vision

Preventing hate crime				
Challenging Attitudes				
Action	Lead	Progress	Next Steps	
12. Develop and publish a new cross government Disability Strategy with disabled people, one of the principles of which will be changing attitudes and behaviour, including action that will be taken		<ul style="list-style-type: none"> In September 2012, the ODI published two documents as part of the next phase in the development of the new cross government Disability Strategy: The 'Fulfilling Potential, the Discussions So Far' sets out actions that are already being taken forward by the Government to respond to the concerns raised by disabled people and disabled people's organisations and 'Fulfilling Potential: next steps' provides the Government's strategic vision and principles. In July 2013, the ODI published 'Fulfilling Potential - Making it Happen', alongside the 'Fulfilling Potential: Making it Happen Action Plan'. It emphasises the need for innovative cross sector partnerships with disabled people and their organisations and promoting new ways of working to deliver meaningful outcomes. It also harnesses the inspirational power of the London 2012 Olympic and Paralympic Games, to deliver further lasting change to attitudes and aspirations. The Action Plan captures Government progress on current disability strategy activities and commitments, including those made in response to the Equality and Human Rights Commission (EHRC) Inquiry into disability-related harassment. It also sets out where we are encouraging and supporting innovative work through the Disability Action Alliance, and disabled people's user-led organisations (DPULO). 	COMPLETED We will regularly review the action plan and our progress against it. An update is due to be published in Spring 2014.	
13. Work with National Governing Bodies to tackle homophobia and transphobia in sport	Government Equalities Office (GEO) DCMS	<ul style="list-style-type: none"> In March 2011, the Government launched 'Tackling Homophobia in Sport: The Charter for Action', calling for an end to homophobia and transphobia in sport. Since then over 40 National Governing Bodies (NGB) and approximately 4,000 sports stars, fans and clubs from across the sporting world, including all professional football clubs, have signed up to the Charter. The GEO continues to work with colleagues in DCMS and OGDs⁸, NGBs, sporting organisations and other interested parties to establish how the aims of the Charter can be delivered effectively. 	ONGOING	

Preventing hate crime				
Challenging Attitudes				
Action	Lead	Progress	Next Steps	
14. Identify further opportunities to develop a programme of work with partners to tackle hate crime in sport, focusing on awareness raising, effective reporting, and responding to incidents of hate crime within professional sport	CGSB Cross-Government Hate Crime Programme (CGHCP)⁹	<ul style="list-style-type: none"> A summit on discrimination in football was held at Downing Street in February 2012. In response to the resulting Government challenge, the football authorities are now delivering against English football's inclusion and anti-discrimination action plan for 2013-17, 'Football's for Everyone'¹⁰, which sets out the measures that football authorities will take to tackle racism and abuse in football - and makes recommendations to Government on how they can support the authorities. The NPL on Hate Crime, through True Vision held discussions with the football authorities with regards to running an awareness raising and reporting campaign in partnership with 'Kick it Out' and 'Show Racism the Red Card'. On 1 March 2014, a pilot project with True Vision, Kick it Out and Sussex Police was launched with the aim of tackling hate incidents/crime at football matches. The pilot involves sending targeted messages from True Vision to either football fans or victims of hate crime. The messages will either discourage hostility or reassure victims - however, it will largely depend on the circumstances at the time. The pilot will run until the end of the 2013/14 football season. 	<p>The pilot initiative between Kick it Out and True Vision, will be evaluated by managers, with a view to providing guidance to clubs, authorities and police forces for future football seasons.</p>	
15. Work with the Society of Editors to develop good practice guidance for moderators of online newspaper content	DCLG	DCLG has funded the Society of Editors to carry out research into online moderation. The survey was launched by the Society of Editors in February 2013 and with input and support from the Press Complaints Commission. The research will inform a guide to help on-line moderators of user generated content and will be published in May 2014.	<p>Research and best practice guide to be published in May 2014.</p>	
16. Support the work of the European Institute for the Study of Contemporary Antisemitism to identify examples of antisemitic comment in the media			<p>The research by the Society of Editors on on-line moderation has impacted on action 16, and it was agreed to merge the two projects.</p>	

⁹ Led by the Ministry of Justice

¹⁰ See note 14 on page 12

Preventing hate crime				
Early intervention				
Action	Lead	Progress	Next Steps	
17. Put Safeguarding Adults Boards on a statutory footing, to increase the awareness, detection and prevention of abuse and exploitation of adults in vulnerable circumstances	DoH	<ul style="list-style-type: none"> The DoH ran a consultation on the draft legislation for the proposed new safeguarding regulation between July and October 2012, as part of the Care and Support Bill. The Care Bill 2013-14, which takes forward the Government's commitments to reform social care legislation and to drive up the quality of care, received its first reading in the House of Lords on 9 May 2013. The Bill requires all local authorities to have Safeguarding Adults Board (SAB) with, as a minimum, representatives from the local authority, clinical commissioning group and the police. SABs will be required to produce a safeguarding plan, and must report progress on it annually. Where SABs know or suspect that serious abuse or neglect has contributed to the death or serious harm of an individual, and there is reasonable cause for concern about how SAB members or other persons with relevant care and support functions acted, then SABs will be required to carry out a safeguarding adult review. The aim of the safeguarding adult review will be to learn lessons on how to prevent such occurrences in the future. SABs also have the power to undertake reviews in other circumstances if they so choose. 	ONGOING The Bill has now progressed to the House of Commons and completed its third reading in March 2014.	
18. Publish a Government response to reviews of the Winterbourne View case, which will set out measures to improve the protection of people with learning difficulties in care and ensure the system responds quicker to possible abuse	DoH	<ul style="list-style-type: none"> In June 2012, the DoH published 'The Winterbourne View interim report', setting out 14 National actions to drive forward transformation of care and support. The Winterbourne View final report - 'Transforming care: A National response to Winterbourne View Hospital',¹¹ which included a timetable of actions, was published in December 2012. Alongside the final report, the Department also published a Concordat setting out the responsibilities of Government, commissioners, providers, professional bodies, the police and regulators across health and social care. Progress on all the actions is being overseen by the Learning Disability Programme Board, chaired by the Minister for Care and Support. The DoH will set out proposals to strengthen accountability of Boards of Directors and senior managers for the safety and quality of care which their organisations provide. 	COMPLETED Work to strengthen the accountability of managers is continuing. Officials are currently analysing the consultation findings ¹² .	

¹¹ See note 7 on page 7.

¹² <https://www.gov.uk/government/consultations/improving-corporate-accountability-in-health-and-social-care>

Preventing hate crime			
Early intervention			
Action	Lead	Progress	Next Steps
19. Develop a programme of work to tackle hate crime on the internet (including working with industry, the police, courts, EU institutions and other international organisations)	CGHCP	<ul style="list-style-type: none"> • Work to tackle hate crime on the internet has been taken forward through a task force established by the Inter-Parliamentary Coalition to Combat Antisemitism¹³ (ICCA), which involves a UK member of Parliament, the NPL on hate crime, and a member of the Independent Advisory Group (IAG) on hate crime¹⁴. • The task-force has the involvement of key internet and 'social media' companies and has formed a number of sub-groups to take work forward and outline its future intentions. • A seminar with hate crime and stalking stakeholders/partners was held in 2012 as part of the Communications Bill consultation. A summary report was prepared following the seminar and submitted as a formal response to the consultation process. • Work to seek opportunities to collaborate to reduce the harm caused by hate on the internet with international partners continues, including through an international seminar on hate crime / freedom of expression on the internet, held in November 2012, in Budapest. • The Foreign and Commonwealth Office also hosted an international seminar on freedom of expression on the internet in February 2013. The event brought together individuals from industry, civil society and other states to inform future policy. 	<p>ONGOING</p> <p>We will continue to seek opportunities to collaborate with industry partners to reduce the harm caused by hate material whilst protecting freedom of speech.</p>

¹³ See note 8 on page 7

¹⁴ The Government's Independent Advisory Group is a self-selecting group from a broad range of community representatives, who support the Cross-Government Hate Crime Strategy Board.

Preventing hate crime				
Early intervention				
Action	Lead	Progress	Next Steps	
20. Develop a range of information resources for use by local partnerships/ professionals to encourage positive relationships with communities. Distribute these through the True Vision website	CGHCP VSOs	<ul style="list-style-type: none"> Seminars have been held with community groups to evaluate existing material and to identify potential developments through traditional printed and internet based materials. The workshop series ran until May 2013. True Vision conducted an exercise to utilise targeted 'social media' advertising to direct messages to specific groups. Early evaluation of the exercise has shown this to be an efficient method of getting targeted material to groups who are users of internet services. The findings of the evaluation have been shared with colleagues in other business areas. 	ONGOING	
21. Continue to support the work of the Cross-Government Working Group on antisemitism, with a particular focus on: Antisemitic discourse; Antisemitism on the internet; and Antisemitism on university campuses	DCLG	<ul style="list-style-type: none"> DCLG have continued to chair and co-ordinate the work of the antisemitism working group, hosting quarterly meetings. Key areas of work supported by the Group have included: <u>Electoral Conduct</u> <ul style="list-style-type: none"> An inquiry into electoral conduct of candidates during elections (initially instigated by the All Party Parliamentary Group on Antisemitism (APPG). The report was published on 29 October 2013¹⁵. <u>Antisemitism on University campuses</u> <ul style="list-style-type: none"> Working with Universities UK (UUK), Department for Business Innovation and Skills and the National Union of Students (NUS) to run seminars offering practical advice to students and staff on how to deal with hate crime. 	ONGOING A report on the Government's progress in addressing antisemitism will be published in December 2014. The Group will focus on antisemitism in football in light of the recent quenelle gesture, and other examples of antisemitic chanting. The Group will look at practical ways to challenge attitudes and change behaviour.	

15 <http://www.antisemitism.org.uk/wp-content/uploads/Electoral-Conduct-Inquiry-Report.pdf>

Preventing hate crime			
Early intervention			
Action	Lead	Progress	Next Steps
		<p><u>Football</u></p> <ul style="list-style-type: none"> Following a number of reports of antisemitic chanting at football matches during the 2012/13 season, the APPG, Maccabi, the Community Security Trust and other members of the Working Group have engaged with the Football Association, the Premier League and Kick it Out to explore how the issues could be addressed. The dialogue has led to members of the England team visiting Auschwitz-Birkenau and the Schindler factory (both trips were organised by the Holocaust Education Trust). <p><u>Internet material</u></p> <ul style="list-style-type: none"> In September 2012, DCLG hosted a meeting for representatives of hate crime strands to identify two or three key issues to focus on in tackling hate on the internet. <p><u>Public Transport</u></p> <ul style="list-style-type: none"> DCLG secured the attendance of representatives from Transport for London (TfL) at a working group meeting. As a result TfL are now in direct contact with the Community Security Trust¹⁶ to tackle antisemitic incidents on public transport. 	<p>The Group's meeting in July will focus on faith schools and their challenge to integration</p> <p>Continue to work with the NUS and UUK to offer practical seminars to students on how to report all strands of hate crime.</p> <p>Continue work to tackle antisemitism and hate speech on the internet.</p>

¹⁶ <http://www.thecst.org.uk/>

Preventing hate crime				
Early intervention				
Action	Lead	Progress	Next Steps	
<p>22. Continue to support the work of the Cross-Government Working Group on anti-Muslim hatred and develop a comprehensive programme of work, to include:</p> <ul style="list-style-type: none"> • Exploring the conditions that create anti-Muslim hatred; and • Undertaking a scoping exercise, to create an evidence base 	DCLG	<ul style="list-style-type: none"> • A comprehensive work plan has been developed and agreed by the Group. The work plan has been divided into 6 sub-groups to take forward work to tackle anti-Muslim hatred and raise awareness of the historical contribution that Muslim communities have made. • The sub-groups include: <ul style="list-style-type: none"> • challenging the role of the media; • increasing reporting and recording of anti-Muslim hate incidents; • tackling hate crime on the internet; • strengthening the evidence; • role of Muslims in World War I; and • commemoration of Srebrenica, • Work is well underway within each of these sub-groups. 	<p>ONGOING</p> <p>Supporting projects that demonstrate how communities come together. For example, in:</p> <ul style="list-style-type: none"> • celebrating the 'Big Iftar', when Mosques up and down the country open up their doors to their community; • commemorating the sacrifice of soldiers of all faiths from across the Commonwealth in World War I; and • supporting Holocaust Memorial Day and the 'Remembering Srebrenica' project. 	
<p>23. Support Faith Matters' 'Measuring Anti-Muslim Attacks' (MAMA) project to support victims of anti-Muslim hatred and map anti-Muslim incidents and hate crimes</p>	DCLG	<ul style="list-style-type: none"> • Tell MAMA project has made good progress since its launch in 2012. It continues to refine its system for recording and monitoring anti-Muslim hate incidents whilst expanding its community outreach work to raise awareness of the service. • A partnership/Protocol has been agreed with True Vision to inform decisions about how reports should be submitted to the police. This protocol has been shared with other similar reporting organisations. • The project received transition funding from DCLG until 31 October 2013 and is now funded by the Big Lottery. 	<p>COMPLETED</p>	

Increasing reporting and access to support			
Building victim confidence			
Action	Lead	Progress	Next Steps
1. Publish police data on recorded hate crimes as National Statistics, which can be compared between forces	HO	<ul style="list-style-type: none"> The Home Office published Official Statistics on police recorded hate crimes in 2011/12 for police forces in England and Wales, for the first time in September 2012¹⁷. The second set of data on police recorded hate crimes in 2012/13 for police forces in England and Wales was published in December 2013 as part of 'An Overview of Hate Crime in England and Wales'¹⁸. The NPL on Hate Crime also separately published its recorded hate crimes data for 2011 and 2012/13 for police forces in England, Wales and Northern Ireland. This publication includes a breakdown of antisemitic incidents¹⁹. 	ONGOING Publish Official Statistics on police recorded hate crimes in 2013/14 for forces in England and Wales in Autumn 2014.
2. Identify areas across the criminal justice system, where the collection and dissemination of data could be improved, for example, transgender hate crime	CGHCP	<ul style="list-style-type: none"> A feasibility exercise to consider providing disaggregated data on recorded hate crimes was carried out by the NPL on Hate Crime during 2012/13 with police forces in England, Wales and Northern Ireland. The findings of the exercise will be considered by the NPL on Hate Crime and then submitted to the Chief Constable's Council or their Cabinet in Summer 2014. A national seminar of Transgender organisations was held in November 2012, to help establish effective communication routes and encourage transgender victims of hate crime to report incidents. A series of workshops have been held with people with learning disabilities to inform engagement activity. The findings were presented to police managers at a national police event in November 2013. From July 2012, hate crime flags have been included into court recording systems to allow for the collection of better court data. Work with court areas was carried out to maximise awareness and remains ongoing. The first full year of data will be compared to police recorded hate crimes and CPS prosecution data to inform future activity. 	ONGOING

17 <https://www.gov.uk/government/publications/hate-crimes-england-and-wales-2011-to-2012--2>

18 See note 2 on page 5.

19 http://www.report-it.org.uk/hate_crime_data1

Increasing reporting and access to support				
Building victim confidence		Lead	Progress	Next Steps
Action				
3. Improve the collection and sharing of data on harassment by: working with the industry and transport authorities, to identify how incidents can best be reported and data shared, as well as making people feel more confident about reporting, refining statistical reporting on disabled people, and exploring the practicalities of collating information on high risk areas, and how risks can be reduced		DfT	<ul style="list-style-type: none">During 2013, the Public Transport Crime Liaison Group, a DfT-chaired forum for transport operators, the police and passenger representatives, met to share information on activities to reduce crime and anti-social behaviour on the public transport network and to improve passenger perceptions of their personal security. The group included representatives from Transport for London, the British Transport Police, Network Rail, Passenger Focus, Bus Users UK, the Association of Train Operating Companies, Confederation of Passenger Transport UK and the Home Office.DfT has also held several discussions with transport operators and other stakeholders to identify the specific gaps in terms of reporting and recording disability related harassment cases across different modes of transport.With regards to bus travel, DfT will be exploring with Bus Users UK (the complaints body for bus users) and the Traffic Commissioners the scope for identifying complaints coming from disabled passengers in respect of harassment and intimidating behaviour.Data on disability related harassment cases on the Rail network is collected by the Association of Train Operating Companies and the British Transport Police. DfT will be working with the Disability Hate Crime Network to explore options for collating that data in order to gain a better understanding of the issues faced by disabled passengers.Passenger Transport Executives, including Merseytravel and Transport for Greater Manchester are also working to raise the reporting levels of hate crime.	NEW COMMITMENT COMPLETED The EHRC's next review progress phase will be in 2015.
4. Publish Government response to the Equality and Human Rights Commission Inquiry into disability-related harassment		All Departments	<ul style="list-style-type: none">The Government published its response to the Inquiry in July 2012²⁰.In November 2013, the Government published its progress update setting out delivery on its commitments one year on²¹.The Government will continue to work, in partnership with the Commission, to explore how the recommendations can best be implemented in practice.	COMPLETED The EHRC's next progress review phase will be in 2015.

20 <http://odi.dwp.gov.uk/odi-projects/hidden-in-plain-sight.php>

21 See note 6 on page 7.

Increasing reporting and access to support			
Building victim confidence			
Action	Lead	Progress	Next Steps
5. Engage with communities at risk of hate crime to raise awareness of the law on hate crime, and increase reporting	CPS	<ul style="list-style-type: none"> CPS North West produced a pack of classroom activities and teacher guidance and a DVD on racist and religious hate crime aimed at Key Stages 2, 3 and 4. The pack is the result of a collaboration between the CPS, National Union of Teachers, and the Anthony Walker Foundation. A further product which covers hostility based on sexual orientation and gender-identity was launched in April 2014. The Navigators' Workshops pilots ran during the course of 2012/13 in 5 locations. The workshops (a project in collaboration with Hate Crime Coordinators from two CPS areas) were aimed at addressing the issue of under-reporting and specifically the lack of awareness of disability hate crime. The target audience was general and specialist with a range of frontline points of contact such as, health workers, housing officers, general/specialist advice agencies, disabled people's organisations and national disability charities. Workshop material, including a briefing for frontline agency staff (developed with the input of workshop delegates) has been circulated to CPS areas with an invitation to build them into their work on addressing under-reporting in the coming year. 	ONGOING
6. Work with voluntary sector organisations to establish and disseminate good practice on alternative means of reporting disability hate crimes, including work with Disability Rights UK on standards for third party reporting centres	DWP-ODI	<ul style="list-style-type: none"> 'Disabled People's User-led Organisations' (DPULOs) 'Making a Difference Disability Hate Crime - Good Practice Examples'²² were published by ODI in February 2013. Copies of the document were sent to Chief Constables, Local Authority Chief Executives and the DPULO network. 	ONGOING The Disability Action Alliance is considering projects to take forward; including projects on disability-related harassment.

22 <http://odi.dwp.gov.uk/odi-projects/user-led-organisations/difference-programme-is-making.php>

Increasing reporting and access to support				
Building victim confidence				
Action	Lead	Progress	Next Steps	
7. Work with voluntary sector organisations to establish, review and disseminate good practice on alternative means of reporting other forms of hate crimes, including third party reporting centres and support for Faith Matters' 'Measuring Anti-Muslim Attacks' project to map anti-Muslim incidents and tensions	CGHCP VSOs	<ul style="list-style-type: none"> Government Departments and members of the IAG have supported the development of training materials for the 'Facing Facts' project. The project, funded by the EU carried out its first 'Train the Trainer' event in London in Nov 2012 to build capacity for UK and EU organisations. Resources have been added to True Vision to offer advice to new and existing third-party reporting structures, to help improve efficiency and increase reporting. 	ONGOING The Home Office will conduct a mapping exercise of third party reporting services in England to gain a better idea of what services are running (and in which areas) and how centres are operating, to help us identify areas where third party reporting coverage is limited, and to establish whether further guidance to services is needed.	

Increasing reporting and access to support			
Building victim confidence			
Action	Lead	Progress	Next Steps
<p>8. Support the work of True Vision to:</p> <ul style="list-style-type: none"> ensure that more people are aware of the online hate crime reporting mechanism; develop packages that target those communities where hate crime is under-reported; identify good local best practice on hate crime which then can be shared nationally via the website; and help provide the infrastructure for local and national voluntary sector groups to integrate into a national reporting system 	<p>NPL-Hate Crime</p> <p>DCLG</p> <p>VSOs</p>	<ul style="list-style-type: none"> The website has had over 284,000 visits since its launch in January 2011 to March 2014 (the web facility is supported by Facebook and Twitter accounts). In 2013/14 True Vision received 3,641 complaints to the police²³. A True Vision mobile phone 'App' was produced and launched in January 2013. It is free to download and has been downloaded over 3,000 times since its launch. A range of guidance documents and products are distributed through True Vision, including a comprehensive guide to setting up a third party reporting facility, which was developed by the Community Security Trust. 	<p>ONGOING</p> <p>Work is ongoing to formalise the protocols and systems to support the handling of internet complaints on True Vision, and consultation is ongoing with the NPL on Hate Crime and the College of Policing to identify future ownership of True Vision and to ensure effective relationships with other policing areas.</p>

²³ These reports include crimes and non-crime incidents and also include some duplicate reports of the same material such as Internet hate material.

Increasing reporting and access to support			
Building victim confidence			
Action	Lead	Progress	Next Steps
<p>9. Use True Vision to distribute information on hate crime to victims groups, including:</p> <ul style="list-style-type: none"> • an information pack on what hate crime is and how to report it for Gypsy and Traveller communities; • Awareness-raising materials to tackle anti-Muslim hatred; and • Working with voluntary sector organisations to promote awareness raising materials for LGB&T, asylum, refugee other new migrant communities 	<p>NPL-Hate Crime</p> <p>DCLG</p> <p>VSOs</p>	<ul style="list-style-type: none"> • New products have been developed for Gypsy and Traveller communities and Transgender victims of hate crime. • The NPL on Hate Crime has used social media advertising to overcome the challenges of working to increase reporting from Transgender victims. • United Nations Educational, Scientific and Cultural Organisation / Organisation for Security and Co-operation in Europe/Council of Europe materials to reduce anti-Muslim hostility have been circulated through True Vision. The scheme is intended to provide information and resources to educators. 	<p>ONGOING</p> <p>In addition to the review mentioned above, True Vision Managers will continue to liaise with local projects to identify and share good practice to ensure that local partnerships are able to use available resources to delivering services rather than developing products.</p> <p>We will continue to work with our voluntary sector partners to explore opportunities to promote the use of the True Vision web tool further, including through targeted social media advertising with direct messages to specific groups.</p>

Increasing reporting and access to support			
Supporting local partnerships			
Action	Lead	Progress	Next Steps
10. Collect and publish local examples of what works in preventing and tackling hate crime for Community Safety Partnerships	HO	<ul style="list-style-type: none"> A call for expressions of interest was put out to community safety partnerships during the summer 2012 in order to identify local examples. We received expressions from local projects undertaking a variety of activities to tackle hate crime. We found that a large number of those local projects were yet to evaluate their projects. We continue to work with local areas to encourage them to evaluate their projects. We will publish examples that meet the effective practice framework standard on an ongoing basis. 	ONGOING
11. Fund nineteen organisations working with victims of hate crime (£2.1 m over three years from 2011/12 to 2013/14)	Ministry of Justice (MoJ)	<ul style="list-style-type: none"> All Projects are ongoing and have been subject to quarterly returns to the Ministry of Justice. A number of projects have been visited to ascertain what lessons can be learned and shared with other local areas. The Victim and Witness Fund has been extended until October 2014 when the new Victim Services Commissioning Framework will be implemented. 	ONGOING until October 2014 Officials will meet with projects before October 2014 to ensure that any good practice examples are shared with other agencies.
12. Fund thirteen organisations working to tackle hate crime from the Home Office Community Action Against Crime Innovation Fund, over two years from 2011/12 to 2012/13	HO	<ul style="list-style-type: none"> All projects were funded for 2 years, which ended in March 2013. Projects were required to complete a self evaluation, including how the objectives were met and any lessons learned. All hate crime projects are being considered to identify good practice. 	COMPLETED
13. Identify good practice from project funds for wider dissemination	HO CGHCP	<ul style="list-style-type: none"> As above 	ONGOING

Supporting local partnerships			
Increasing reporting and access to support			
Action	Lead	Progress	Next Steps
14. Provide support for Disabled People's User Led Organisations (DPULOs) to take forward a variety of projects around hate crime	DWP-ODI	<ul style="list-style-type: none"> The DPULO programme commissioned a DPULO to co-ordinate a set of best practice case studies from 10 DPULOs across England. The case studies were published by the ODI in February 2013²⁴. The collection of case studies cover a variety of areas such as third party reporting, partnership working with the police, awareness training and confidence building for disabled people, working with young disabled people and schools. Copies were sent to Ministers, local police forces and local authorities. Electronic copies were sent to all DPULOs and the report has been made available on the ODI website. The DPULO programme also awarded funding of £22,000 to a DPULO to take forward a project dedicated to disability hate crime which supports Disabled People's Organisations to work in partnership to address disability hate crime. 	ONGOING ODI will continue to work and advise DPULOs and the Disability Action Alliance where appropriate, on projects to tackle disability hate crime.
15. Work with police forces, councils and housing providers to improve handling of public calls about anti-social behaviour, to identify possible hate crime and victims at risk	NPL-Hate Crime, HO	<ul style="list-style-type: none"> Lessons from the Anti-social behaviour pilots 'Putting the Victim First- published in April 2012'²⁵ have been included in the revised Hate Crime Manual for police forces, in order to promote the principles more broadly. The Anti-social Behaviour, Crime and Policing Act 2014, which received Royal Assent in March 2014, includes proposals for a Community Trigger. The community trigger will place a new duty on agencies, including local authorities, police, health bodies and registered providers of social housing to work together to review and resolve persistent cases of anti-social behaviour (ASB). It will bring agencies together to take a more joined up, problem-solving approach to find a solution for the victim. In particular, it will take into account the vulnerability of the victim and the persistence of the ASB. 	ONGOING The Community Trigger will come into effect later this year (2014). The relevant sections of the Act are being commenced in May 2014, placing a duty on agencies to put processes in place in advance of the Trigger coming into force.

24 See note 20 on page 17

25 <https://www.gov.uk/government/speeches/putting-victims-first-more-effective-responses-to-antisocial-behaviour>

Increasing reporting and access to support			
Supporting local partnerships			
Action	Lead	Progress	Next Steps
		<ul style="list-style-type: none"> • Trials took place in four areas of the country in 2012/13 and a report was published in May 2013²⁶, highlighting lessons identified for agencies setting up their community trigger procedures. • Two of the trial areas specifically included hate incidents in their community trigger, so that it could be used if someone had reported a hate incident and no action had been taken by the agency it was reported to. As a result of this, the draft guidance published in October 2013²⁷, links across to the Government's approach to hate crime. 	The draft guidance will be published in its final statutory version in June 2014.
16. Work with Local Criminal Justice Boards (LCJB) to identify opportunities for supporting projects which aim to improve our understanding of the circumstances and motivations of hate crime offenders	CGHCP	<ul style="list-style-type: none"> • Work to examine offender motivations was commissioned in Nottinghamshire to link the LCJB with Nottingham Trent University and work is ongoing to identify suitable offenders for the analysis. • The College of Policing has completed a study of disability hate crimes entitled 'Understanding the perpetrators of disability hate crime' and has used this to develop a data analysis toolkit for all forces. • The findings were presented to force policy leads at a NPL 'Stock-take' event in November 2013. The event provided an opportunity to share knowledge across force areas and identify those who are making progress. 	ONGOING

²⁶ <https://www.gov.uk/government/publications/empowering-communities-protecting-victims-summary-report-on-the-community-trigger-trials>

²⁷ https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/248747/01_ASB_Guidance_FINAL.pdf

Increasing reporting and access to support				
Supporting local partnerships		Lead	Progress	Next Steps
Action				
17. Ensure that new arrangements for Police and Crime Commissioner (PCC) led commissioning of local services for victims take account of the needs of victims of hate crime		MoJ	<ul style="list-style-type: none"> The Ministry of Justice have developed a commissioning framework which provides information and advice to PCCs to aid them in commissioning victims' services. PCCs have been encouraged to undertake a mapping exercise across their area to determine the type of support services they should be commissioning, which will include consideration of services for victims of hate crime. 	<p>From October 2014 the majority of support services for victims of crime will be commissioned locally by Police and Crime Commissioners based on local needs and priorities. Additionally, the MoJ will commission a number of national services including, rape support centres, the homicide service, court based witness service and some specialist support for victims of sexual and domestic violence.</p> <p>We will continue to work with PCCs to consider the need for any national commissioning role to support victims of hate crime in the future commissioning landscape.</p> <p>We will also work with the IAG to engage with PCCs to raise awareness of hate crime and victims' support needs, including the IAG hosting a PCC event in Autumn 2014.</p>

Improving the response to hate crime			
Better identification and case management			
Action	Lead	Progress	Next Steps
1. Publish a new Hate Crime Manual for police officers, which offers guidance for all police organisations and partners on handling cases of hate crime	NPL-Hate Crime	<ul style="list-style-type: none"> The final version of the revised manual was approved by the NPL Gateway Group in July 2013. 	The new manual is expected to be published by the College of Policing in Spring 2014.
2. Update training for all police roles involved in tackling hate crime, based on a full Training Needs Analysis	NPL-Hate Crime	<ul style="list-style-type: none"> The NPL on Hate Crime has secured agreement to include hate crime in the College of Policing's Public Protection training programme. 	ONGOING Scoping work is ongoing and final products are expected to be produced during 2014/15.
3. Host a national ACPO Hate Crime Conference to bring together hate crime, anti-social behaviour and 'safeguarding' leads to find common approaches to benefit all victims of hate crime	NPL-Hate Crime	<ul style="list-style-type: none"> The NPL on Hate Crime held its conference in March 2012. The three-day themed event brought together police hate crime and anti-social behaviour leads, and other local safeguarding practitioners to look for common solutions to tackle hate crime and the events included presentations from The Home Office Minister (who officially launched 'Challenge it, Report it, Stop it') and the Minister for Disabled People. 	COMPLETED
4. Identify practitioner roles where training on hate crime is not currently available – and develop tools to assist them in dealing with hate crime cases	CGHCP VSOs	<ul style="list-style-type: none"> The CPS has delivered 5 workshops to increase awareness and understanding of disability hate crime and how to report incidents amongst advice agencies and first ports of call. Additional briefing material will be prepared for frontline staff. Workshop material was circulated to all CPS areas from April 2013, so that it could be incorporated into local community engagement activity. Officials and IAG members have worked with the European 'Facing Facts' Project to develop and deliver training to civil society groups. 	ONGOING Further practitioner roles will be considered by the IAG to identify areas of need and ensure engagement with other CJS agencies.
5. Publish risk assessment tools that allow police and other call handlers to identify victims of hate crime earlier in the reporting process	NPL-Hate Crime HO	<ul style="list-style-type: none"> The risk assessment template used in the call handling pilots has been circulated to police forces for local deployment. The NPL on Hate Crime has also worked with West Midlands Police to develop an audit process, to allow managers to assess the response to True Vision reports, to ensure responses from call handlers are appropriate. 	COMPLETED

Improving the response to hate crime			
Better identification and case management			
Action	Lead	Progress	Next Steps
6. Work with Transgender communities to develop guidance for prosecutors and other support.	CPS	<ul style="list-style-type: none"> The Community Accountability Forum sub-group on Transgender Equality has supported the revised Transgender Equality Guidance for Managers and Prosecutors. In addition, learning support will be developed to supplement the guidance. A National Scrutiny Panel was also held and focused on the handling of transphobic hate crime. Issues identified will be taken forward both in the revised guidance and related prosecution guidance. 	COMPLETED
7. Develop and publish a Disability Hate Crime Action Plan, in response to the EHRC Inquiry into disability-related harassment. The actions will be grouped under seven themes of leadership, data, support, good practice, performance, victims and witnesses, and partnership	CPS	<ul style="list-style-type: none"> The CPS Disability Hate Crime Action Plan was drafted in immediate response to the EHRCs Inquiry's report in early 2012 and shared with colleagues on the Inquiry team. Following the publication of Criminal Justice Joint Inspection (CJJI) on disability hate crime in March 2013²⁸, the action plan was refreshed in light of the inspection's findings and recommendations. The Plan is structured around several themes: leadership, data, support, good practice and innovation, performance, victims and witnesses and partnership working. It has had the benefit of considerable internal and external focus, and has been agreed by and will be overseen by the Community Accountability Forum chaired by the Chief Executive of the CPS. The Forum comprises organisations and individuals with expertise and experience in equality and diversity matters. The work of external oversight is overseen by our Chief Executive, as chair of the Community Accountability Forum. There is also a named Hate Crime Champion at Chief Crown Prosecutor level able, to provide support externally and internally. At an area level, we have a network of Hate Crime Coordinators (HCCs) and hate crime leads, some at Deputy Chief Crown Prosecutor level, all of whom are experienced prosecutors. We have also developed policy in conjunction with communities and have now refreshed both policy and guidance in light of the EHRC Inquiry and CJJI inspection. We have encouraged a proactive quality assurance role for HCCs and will now build on this approach with more targeted and focused attention on consistency across all CPS areas. 	COMPLETED

Improving the response to hate crime			
Better identification and case management			
Action	Lead	Progress	Next Steps
8. Review commitment to victims and witnesses to enhance service for those in greatest need	CPS	<ul style="list-style-type: none"> The new commitment was piloted during 2012 and is currently being rolled out across all CPS areas. Victims of hate crime are included within the definition used as being in greatest need. On 10 December 2013, the MoJ implemented a new Code of Practice for Victims of Crime²⁹ (Victims' Code) following a public consultation. The Code provides clear entitlements for victims of crime and provides an enhanced service for victims most in need. Clarifying our service and guidance - following the successful evaluation of a pilot study in 2012 and with the support of the NPL on Hate Crime, the CPS has implemented nationally, a revised service to victims and witnesses, focusing the support Witness Care Units (WCU) give to those victims and witnesses in greatest need, including the victims of hate crime. Members of the joint CPS/police Criminal Justice System Efficiency Team have been evaluating implementation and monitoring compliance with the revised minimum requirements from June 2013. In July 2012, the CPS published a framework document outlining the key elements of witness care³⁰, providing links to the more detailed legal guidance where necessary. The framework is primarily to assist frontline practitioners in understanding and delivering their CPS witness care commitments, thereby ensuring that the CPS complies with our Core Quality Standards. Witness Care Unit Manual The CPS together with the NPL on Hate Crime is developing a WCU manual which is designed to assist Witness Care Officers and managers in their day-to-day dealings with victims and witnesses. 	COMPLETED

²⁹ See note 4 on page 6

³⁰ http://www.cps.gov.uk/victims_witnesses/cps_commitments_to_victims_and_witnesses/index.html

Improving the response to hate crime			
Dealing effectively with offenders			
Action	Lead	Progress	Next Steps
9. Amend the 2003 Criminal Justice Act so that murders motivated by hatred or hostility towards disabled or transgender victims have a sentencing starting point of 30 years; and the sentence for any offence that is shown to be motivated by hostility towards the victim on the grounds of transgender must be made more severe	MoJ	<ul style="list-style-type: none"> Section 65 of the Legal Aid, Sentencing and Punishment of Offender Act 2012³¹, which covers these amendments was implemented in December 2012. 	COMPLETED
10. Conduct a review of sentences for offences motivated by hostility on the grounds of disability, sexual orientation and transgender to consider whether there is a need for new specific offences similar to racially and religiously aggravated offences	MoJ	<ul style="list-style-type: none"> The Law Commission agreed to a request from the Justice Secretary to undertake a review of existing hate crime offences to examine the case for extending the legislation. The Commission published 'The Case for Extending the Existing Offences'³² a consultation paper in June 2013, seeking views on whether there is a case for creating specific offences of stirring up hatred on the grounds of disability and transgender and separate aggravated offences to cover disability, sexual orientation and transgender. The development of the consultation paper involved engagement with the IAG and other groups. The consultation period closed at the end of September 2013. 	A summary report of the findings and recommendations from the consultation will be submitted to the Government in Spring 2014.
11. Consider any evidence provided by disabled people's organisations to assess whether it provides a case for changing the law on incitement to hatred on the grounds of disability			
12. Develop mandated training for prosecutors on hate crime cases involving those victims with mental health issues and learning disabilities	CPS	<ul style="list-style-type: none"> A mandated e-package on supporting vulnerable victims and witnesses was developed and made available in 2012. The training focuses on working with individuals with mental health issues, learning disabilities and autism. 	COMPLETED

31 <http://www.legislation.gov.uk/ukpga/2012/10/enacted>

32 http://lawcommission.justice.gov.uk/areas/hate_crime.htm

Improving the response to hate crime			
Dealing effectively with offenders			
Action	Lead	Progress	Next Steps
13. Develop a new hate crime strategy drawing together the overarching aims of the CPS	CPS		NEW COMMITMENT
14. The CPS will build on successful practice of hate crime assurance as part of its review of Core Quality Standards - with the aim of making use of live case reviews as a means of supporting case handling	CPS		NEW COMMITMENT To be trialled in Spring 2014, with a view to full implementation by Autumn 2015.
15. Produce a Hate Crime Framework covering prisons and the Probation Service, for those responsible for managing offenders risk management/sentence plans, to assist staff in identifying, assessing, intervening and managing people involved in hate related offending	National Offender Management Service (NOMS)	<ul style="list-style-type: none"> NOMS published its Hate Crime Framework (for staff) in July 2013. The Framework applies to offender management in both the community and in custody and sets out expectations in relation to identification, assessment, provision of interventions and management of offenders convicted of all types of hate crime. Work which supports the introduction of the Framework includes projects looking at the profile of hate crime offenders and the effectiveness of current interventions for hate crime. 	COMPLETED NOMS will develop further guidance for probation and prison practitioners in support of the Hate Crime Framework by March 2015.
16. Assess scope for alternative disposals, including Restorative Justice to offer an alternative response to less serious hate crimes	Ministry of Justice	<ul style="list-style-type: none"> Following an initial assessment of current disposals – it was agreed that further work to gather evidence and robust evaluations of existing local schemes needed to take place. This action was incorporated into a broader review of Out of Court Disposals, which was subject to a public consultation³³. Questions on whether these disposals should be used in cases of hate crime were included in the document. The consultation ran from 14 November 2013 to 9 January 2014. The Government is considering the findings from the exercise and will publish a response in due course. 	ONGOING

33 <https://www.gov.uk/government/consultations/consultation-on-out-of-court-disposals>

