



HM Government

Update on the actions from the UK Governments 2016 'Action Against Hate' action plan

October 2018

Table 1 – Completed actions

Number	Theme	Action	Lead organisation(s)	Update	Affected hate crime strand(s)
1	Preventing 	To equip teachers to hold debates and conversations with pupils on a range of difficult topical issues.	Department for Education	<p>The Association for Citizenship Teaching has developed teaching resources to help teachers facilitate knowledge-based classroom debates on topical issues relating to fundamental British values of democracy, tolerance, and the rule of law. The first resource pack, published in July 2017, has been accessed over 620 times and can be found at the Educate Against Hate (EAH) website.¹</p> <p>EAH provides teachers and parents with support and signposting to assist with reporting hate crime. In 2017-18 work to develop and promote EAH increased significantly: 6,000 schools in England received EAH posters in January 2018 to help raise awareness of the campaign with schools; over 300 schools ordered 33,745 promotional materials for the classroom; and between Q1 and Q4 there was a 102% increase in the average number of visitors per month to the website.</p>	Religion
2	Preventing 	To support Streetwise to work with young people to tackle antisemitism and Islamophobia.	Ministry of Housing, Communities & Local Government	The Ministry of Housing, Communities & Local Government (MHCLG) has supported Streetwise's Stand Up! project, which challenges prejudices, particularly antisemitism and Islamophobia. It has reached over 8,000 young people to date, and Streetwise met their 2017 targets by engaging 5,362 students in 33 schools. MHCLG are supporting Streetwise until March 2019.	Race Religion
4	Preventing 	To support Anne Frank Trust to deliver its new programme in London and the West Midlands to challenge prejudice and discrimination and to inspire young people to become responsible community members who engage in social change.	Ministry of Housing, Communities & Local Government	<p>In 2016/17 13,379 beneficiaries were reached through MHCLG-funded work, meaning the Trust over-achieved its target by 103%.</p> <p>Following the projects exceeding expectations MHCLG funded a £46,952 expansion of the Switch Off Prejudice project in 2017 to train ambassadors from a further eight schools in the West Midlands and London.</p>	Race Religion

¹ <https://educateagainsthate.com/teachers/>

<p>5</p>	<p>Preventing</p> 	<p>To assess the level of anti-Muslim, antisemitic, homophobic and other bullying in schools in order to understand the circumstances, and further support projects and programmes to reduce levels of bullying.</p>	<p>Department for Education/ Government Equalities office</p>	<p>The Government Equalities Office published their LGBT Action Plan² in response to a national LGBT survey that included questions on experiences in education, as well as hate incidents and personal safety more broadly. Views from parents/carers and pupils on the prevalence of different types of bullying were also gathered in the Department for Education's (DfE) Omnibus Survey of Pupils and their Parents/Carers (June 2017) and further evidence on bullying by characteristics is shown in analysis of the Longitudinal Study of Young People in England, wave 3 (June 2018) . The results from these surveys will be used to inform policy making.</p> <p>DfE has also provided £1.75m of grant funding over two years for four anti-bullying organisations to support schools to tackle bullying, including hate related bullying, and updated their Preventing and Tackling Bullying Guidance in July 2017.</p> <p>Views from parents/carers and pupils on the prevalence of different types of bullying were also gathered in the Department for Education's (DfE) Omnibus Survey of Pupils and their Parents/Carers, waves 2 and 4 (June 2017, and September 2018)^{3,4} and further evidence on bullying by characteristics is shown in analysis of the Longitudinal Study of Young People in England, wave 3 (June 2018)⁵. The results from these surveys will be used to inform policy making.</p> <p>The UK Council for Child Internet Safety has published a guide for schools on 'Tackling race and faith targeted bullying face to face and online'⁶.</p> <p>The Government Equalities Office has launched a £3m programme running from 2016-2019 to prevent and tackle homophobic, biphobic and transphobic bullying in more than 1,200 primary and secondary schools in England.</p>	<p>All strands</p>
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² <https://www.gov.uk/government/publications/lgbt-action-plan-2018-improving-the-lives-of-lesbian-gay-bisexual-and-transgender-people>

³ https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/626068/PPC_Omnibus_Wave_2_Report.pdf

⁴ https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/738445/Omnibus_survey_of_pupils_and_their_parents_or_carers-wave_4.pdf

⁵ https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/715469/Bullying-Evidence_from_LSYPE2_wave_3.pdf

⁶ https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/660675/Tackling_race_and_faith_targeted_bullying_face_to_face_and_online_-_a_guide.pdf

6	Preventing 	To promote engagement with young people to reduce hostility, promote human rights and to share best practice across strands of hate crime.	Ministry of Housing, Communities & Local Government	<p>MHCLG's work with the Sophie Lancaster Foundation was completed in 2018, creating a lasting legacy for Sophie and work to challenge hateful attitudes in Bradford and Blackburn with Darwen.</p> <p>Additionally, MHCLG has supported three projects through the <i>Solutions Not Sides</i> programme, to introduce young people to new viewpoints, encourage integration and foster new relationships – with the ultimate aim of reducing hate crime (particularly antisemitic and anti-Muslim hate crime triggered by the Israel – Palestine conflict). <i>Solutions Not Sides</i> has so far run workshops for more than 6,000 young people around the country (from Birmingham to North London, Bradford to South Wales). Positive dialogue is also promoted by the Forum for Discussion on Israel and Palestine – an interfaith organisation run by Jews, Christians and Muslims, and <i>Bridges not Boycotts</i>, led by The Union of Jewish Students. Both initiatives have been supported by MHCLG.</p> <p>DfE asked the Higher Education Funding Council for England (HEFCE) to support the implementation of the Universities UK Taskforce's recommendations to tackle violence against women, harassment, and hate crime affecting university students. HEFCE developed a student safeguarding scheme, providing over £4m for 108 related projects, including those establishing third party reporting centres and creating awareness-raising campaigns. This scheme is now supported and evaluated by the Office for Students, the new regulator for Higher Education.</p>	All strands
9 and 10	Preventing 	To create a new fund that will provide in-kind support to help community groups focused on tackling hatred and division to get their voices heard and to provide grants to those working in communities to challenge prejudice and promote the shared values that bind our country together.	Home Office	Following a successful pilot phase, the Home Office launched the Building a Stronger Britain Together (BSBT) programme in September 2016. The programme offers grant funding and practical communications support ('in-kind' support) through open calls for support to groups that can show they have a track record of standing up to extremism in their communities. Projects are delivered in partnership with civil society and community organisations to create more resilient communities that stand up to extremism in all its forms. BSBT provided £3.2m to organisations running projects tackling extremism and its impacts, including hate crime. The programme also awarded 75 in-kind support packages to build capacity in organisations and help them call out divisive messages in their communities.	All strands

11	Responding 	To fund three new community demonstration projects to explore innovative ways in which communities can respond to hate crime.	Home Office	<p>The Home Office has committed £900k over three years to fund 'Community Demonstration Projects' to find innovative ways to respond to hate crime within communities. To date the Home Office has funded 16 projects across all five hate crime strands in England and Wales, responding to both online and offline hate crime. Evaluation of the year two projects is underway (due in 2018), and will help inform future funding of these kind of projects, including a third round of project funding.</p> <p>Ipsos MORI were commissioned to undertake an evaluation of the first year of the scheme. The Home Office used these findings to make improvements prior to launch of the second year, including:</p> <ul style="list-style-type: none"> • Introducing a formal evaluation process for the projects to introduce consistency to the evaluation process. • Amending the criteria requiring "innovative" projects to focus on partnership working. • Moving applications online. • Allowing projects to bid for any amount of funding up to £50k to encourage smaller and varied projects to apply. • Encouraging projects to consider sustained funding following the end of the grant funding from the Home Office. <p>Year 2 projects will be self evaluating later this year to demonstrate the impact of their interventions. These evaluations will continue to help show what works in tackling hate crime, as well as informing the focus of what the third year of funding should be.</p>	All strands
14	Responding 	To create a database of symbols, slogans and flags that may be illegal because the organisations that use them are proscribed or incite hatred.	Ministry of Housing, Communities & Local Government	MHCLG supported the National Police Chiefs' Council (NPCC) to create and populate a database of symbols of proscribed organisations for use by police forces. Information about the impact that these symbols and others have on community tensions has also been included. The database is populated and MHCLG will continue to ensure the database remains updated and managed.	All strands

17	Responding 	To launch a £2.4m scheme for protective security measures at vulnerable faith institutions.	Home Office	<p>The Places of Worship scheme was launched in 2016 for three years. To date the Home Office has provided 89 grants to places of worship including 54 to churches, 27 to mosques, 5 to gurdwaras and 3 to temples for measures such as CCTV, fencing and lighting. The third year of the scheme was launched on the 8 June 2018 and successful applicants will be notified later this year.</p> <p>Following the Finsbury Park attack in June 2018 the Home Office committed a further £1m to provide for protective security measures for 38 vulnerable faith institutions and associated community centres vulnerable to attack on racial, religious or ideological grounds.</p> <p>The Home Office listened to feedback and subsequently made changes to the third year of the scheme, including more flexibility in the criteria allowing those places of worship who are vulnerable to hate crime attacks (but would not have met the previous criteria) to apply. The Home Office has had positive feedback from funding recipients about the impact of installation of security measures, including the deterrent effect on other criminality taking place at those sites.</p>	Religion
18	Responding 	To continue our commitment to the security of independent and state-aided Jewish faith schools, synagogues and other Jewish community sites with £13.4m of funding in 2016/17.	Home Office	The Home Office has continued to commit funding to the Jewish community Protective Security Grant as a consequence of a number of attacks in Europe against Jews and Jewish locations. This Grant was launched in 2015 and the Government has committed to provide the Community Security Trust with £51.1m since its launch. The grant funding is used to fund security measures at Jewish institutions, such as security guarding at schools, colleges and nurseries, as well as a number of community sites and a range of synagogues.	Religion

19	Responding 	Work with British Transport Police to ensure that the current system allowing passengers to report crime and incidents on the railway through text messaging is used to its full potential to hate crime reporting.	Home Office/ Department for Transport	British Transport Police (BTP) operate a text reporting service ⁷ which enables users to report crimes/incidents being committed in real time whilst using the rail network in the UK. BTP received 3,100 reports of hate crimes last year, with 612 of those being reported through the text service. The text number is publicised through a variety of methods including hate crime days of action hosted in stations, which are well received by the public as well as social media, text cards, posters, announcements, stickers and train wraps. BTP officers regularly interact with stakeholders like the Community Security Trust and Tell MAMA to help them understand the impact of, and how to deal with, reports of hate crime from those communities. Regular independent scrutiny panels help to identify BTP officers' training needs in relation to hate crime.	All strands
71	Responding 	Police and Home Office officials to review existing use of body-worn video (BWV) by police and investigate new ways to use this technology	Home Office/ National Police Chiefs' Council	Body worn video (BWV) is being successfully used by police forces for greater transparency and evidence collection. By the end of 2018 there are expected to be around 80,000 BWV cameras in the UK. The vast majority of forces will have full roll out to all their frontline (uniformed) officers. As well as recording interactions with members of the public they have the potential to be used to photograph and video aspects of the crime scene as well as record interviews with suspects. The BTP, rail networks and G4S have undertaken trials of BWV, and have found that there has been a reduction in the number of abusive assaults on staff, as well as some deterrent effects. A BTP pilot of BWV highlighted a range of benefits including a "noticeable, positive change in behaviour of football supporters", and footage has been used in the successful prosecution of hate crime cases.	All strands

⁷ BTP text number 61016 – like the 101 telephone number) can be used to report non-emergency incidents. More detail available at http://www.btp.police.uk/61016_text_service1.aspx

24	Responding 	Work with Drinkaware to ensure that training for the project includes information about hate crime, how to identify it and how to report it.	Home Office	The Home Office has worked with Drinkaware (the independent UK alcohol education charity) on their Club Crew programme. Hate crime information (what it is and how to report) has been added to the Club Crew training package for specially trained staff working in bars and clubs. 17 local areas, covering 32 venues have had the Club Crew training so far and this is expected to increase. The Home Office will also look to increase our understanding about hate crime in the night time economy to help inform any future action as part of the forthcoming Alcohol Strategy.	All strands
25	Responding 	To convene a Ministerial seminar on hate on the internet that brings together victims' groups, stakeholders and industry representatives.	Ministry of Housing, Communities & Local Government	MHCLG held a Ministerial Online Hate Crime Seminar on 19 December 2017 that brought together victims' groups, stakeholders and industry representatives to discuss how to tackle online abuse. Points raised from the Seminar included: <ul style="list-style-type: none"> • Consistency, publicity and training for the Crown Prosecution Service (CPS). • Working with the Independent Press Standards Organisation on groups that are collectively discriminated against. • Continuing to meet and work collaboratively with the internet service providers As a result of this Seminar MHCLG have committed to formally discussing with stakeholders the connection between social and traditional media in affecting hate crime.	All strands
28	Responding 	The Director of Public Prosecutions to publish guidance to prosecutors on prosecuting cases involving communications sent via social media.	Crown Prosecution Service	In 2017, the CPS supported the prosecution of online cases by updating its guidelines for prosecutors in cases involving communications sent via social media. This guidance addresses practice around communications offences, the role of victims as prosecution witnesses, and freedom of expression. Guidelines can be found on the CPS website ⁸ .	All strands

⁸ <https://www.cps.gov.uk/legal-guidance/social-media-guidelines-prosecuting-cases-involving-communications-sent-social-media>

30	<p>Responding</p> 	To ensure Violence Against Women and Girls working group is co-ordinated with our work to tackle online hate crime in all its forms.	Home Office	The Government published their response to the Internet Safety Strategy Green Paper in May 2018. The response sets out a coordinated approach for dealing with online harms, including Violence Against Women and Girls, and sets out details relating to a social media code of practice and transparency reporting. The Home Office will also be working with the reformed UK Council for Internet Safety to engage closely with industry to address all forms of online harm, including hate crime.	All strands
32	<p>Responding</p> 	To work with the Internet Watch Foundation to examine online hate crime, and will use it as a forum to work with industry to develop effective approaches to hate crime, as well as extremism	Ministry of Housing, Communities & Local Government	The Internet Watch Foundation helped develop the True Vision reporting tool by sharing its experience of responding to online child abuse images. True Vision managers have developed close working relationships with industry and civil society partners including the International Cyber Hate Group.	All strands
40	<p>Reporting</p> 	To work with the Charedi community to increase awareness, educate young people in the community as to what constitutes a hate crime and encourage reporting.	Ministry of Housing, Communities & Local Government	MHCLG has worked with the True Vision online third party reporting portal to encourage reporting within the Charedi community and to provide dedicated support at court for victims of hate crime, as well as increase education in the community about hate crime. Additionally, MHCLG have supported an initiative through True Vision to bring together organisations concerned with hate crime targeted at members of the Sikh community and Hindu communities – MHCLG plan to hold two roundtables with those communities.	Religion
43	<p>Reporting</p> 	To prepare guides describing what hate crime is and what to do about it.	Crown Prosecution Service	To help raise communities' awareness of hate crime and confidence to report, the CPS published a number of short guides: for victims, witnesses, family, friends and communities most likely to be affected by hate crime; for those who might be the first to hear about a hate crime such as staff at a community-based reporting agency, a Citizens Advice Bureau or Victim Support adviser, housing officer, care or support worker, or surgery receptionist; and for disabled victims and witnesses of crime (explaining the support available them). The CPS published these guides online ⁹ in October 2016.	All strands

⁹ <https://www.cps.gov.uk/hate-crime>

44	Reporting 	To develop a hate crime communications strategy which will improve publicity about successful convictions for all strands of hate crime.	Crown Prosecution Service	CPS quarterly hate crime newsletters include hate crime convictions and policy development updates and can be found on the CPS and Stop Hate UK websites. ¹⁰	All strands
45	Reporting 	Police forces in England and Wales to disaggregate data on religion-based hate crime.	The National Police Chiefs' Council/ Home Office	The disaggregation of religious hate crime was made mandatory for all police forces from April 2017. The first data capture will be included in the 2017/18 Home Office hate crime statistics publication.	Religion
46	Reporting 	National Policing Lead to carry out a retrospective review of religion-based hate crime data from 2015/16, based on existing information in case files, to give a baseline for the figures as they stand before the improved recording	National Police Chiefs' Council/ Home Office	The NPCC carried out a retrospective analysis of the religious hate crime data for 2015/16 which is published on their True Vision website. ¹¹	Religion
52	Reporting 	To refresh its policy and legal guidance for prosecutors on racially and religiously aggravated crime.	Crown Prosecution Service	The CPS provided new legal guidance for prosecutors – on racially and religiously aggravated crime ¹² ; homophobic, biphobic and transphobic hate crime ¹³ and disability hate crime and other crimes against disabled people ¹⁴ - and published public policy statements on homophobic, biphobic and transphobic crime.	All strands
53	Supporting victims 	To work with the Fire and Rescue Services to understand what role they can play in identifying victims and perpetrators of hate crime and what practical actions can be taken to ensure that where identified these issues do not go unaddressed.	The National Fire Chiefs' Council/ Home Office	Fire and Rescue Services across the country play an important role in tackling hate crime such as: sharing their information and expertise at strategic and tactical forums; providing “target hardening” measures such as fire retardant letter boxes; and utilising fire service assets such as fire stations as third party reporting centres. The National Fire Chiefs' Council have committed to continue working to ensure best practice is shared.	All strands

¹⁰ <https://www.stophateuk.org/2018/06/01/latest-cps-hate-crime-newsletter-may-2018/>

¹¹ http://www.report-it.org.uk/files/faith_hate_crime_true_vision_2015-16_v2.pdf

¹² <https://www.cps.gov.uk/legal-guidance/racist-and-religious-hate-crime-prosecution-guidance>

¹³ <https://www.cps.gov.uk/legal-guidance/homophobic-biphobic-and-transphobic-hate-crime-prosecution-guidance>

¹⁴ <https://www.cps.gov.uk/legal-guidance/disability-hate-crime-and-other-crimes-against-disabled-people-prosecution-guidance>

55	Supporting victims 	To undertake a further Victim and Witness Satisfaction Survey to ensure that it is providing the best possible service to victims.	Crown Prosecution Service	The CPS has conducted a victim and witness satisfaction survey that will be published by October 2018. In addition, focus groups with the victims of hate crime are planned to take place to hear from them directly about their experience of supporting a prosecution has been and what, if any lessons, might be drawn for future practice	All strands
56	Supporting victims 	To further ensure that victims have their voices heard by improving the use of Victim Personal Statements.	Crown Prosecution Service	The CPS has completed a programme of mandatory hate crime training for prosecutors and paralegals which included the importance of obtaining (and reading out if appropriate) Victim Personal Statements. The CPS has also improved the use of Victim Personal Statements by incorporating them into a new checklist being developed with the police to improve the effectiveness of evidence that the police gather in hate crime cases. The CPS has recommended to the police that every victim of hate crime should be invited to give a Victim Personal Statement.	All strands
57	Supporting Victims 	The CPS to produce guidance on community impact statements for hate crime.	Crown Prosecution Service	On 16 August 2018, the CPS published Guidelines on the use of Community Impact Statements (CIS) in Hate Crime cases ¹⁵ to give prosecutors support and guidance on using CIS to show the prevalence and impact of hate crimes on communities. The use of a CIS gives communities affected indirectly by hate crimes a voice in the criminal justice process, and allows for both the prevalence and impact of these crimes to be fully understood and taken into account in appropriate cases. More generally the CPS is committed to continue listening to the experience of victims of hate crime and use this information to inform how they can collectively provide better support for victims of hate crime.	All strands
59	Supporting victims 	Adopt new guidance for prosecutors – 'Speaking to Witnesses at Court'.	Crown Prosecution Service	The CPS guidance on speaking to witnesses at court, which helps ensure witnesses receive information about giving evidence, was fully rolled out across England and Wales by September 2016. The CPS supported this with extensive training, which is mandated for all prosecutors.	All strands

¹⁵ <https://www.cps.gov.uk/legal-guidance/community-impact-statements-and-their-use-hate-crime-cases>

60	Supporting victims 	Publish a policy statement covering crimes against disabled people and refresh legal guidance.	Crown Prosecution Service	The CPS published statements and revised legal guidance on disability hate crime and other crimes against disabled people in August 2017.	All strands
61	Supporting victims 	Refresh the policy and legal guidance on homophobic, biphobic and transphobic crime and racially and religiously aggravated crime.	Crown Prosecution Service	In August 2017 the CPS published public statements and revised legal guidance on: disability hate crime and other crimes against disabled people; racially and religiously aggravated crime; and homophobic, biphobic and transphobic crime. The development of each of public statement was supported by a dedicated National Scrutiny Panel comprised of community stakeholders and the drafts benefitted from a 13 week public consultation. The CPS received positive feedback on their public consultation on the statements, including "We welcome the recognition of the wider community impact of racist and religiously motivated hate incidents and crimes, and the exploration of what kind of communities may be affected".	All strands
63	Supporting victims 	Convictions related to antisemitism to be publicised.	Crown Prosecution Service/Ministry of Housing, Communities & Local Government	There are a number of factors that need to be considered before any convictions are publicised widely and/or given particular prominence. In collaboration with the CPS, MHCLG has been able to highlight convictions for a number of antisemitic incidents, including as part of the regular CPS newsletter.	Religion Race

<p>65</p>	<p>Building understanding</p> 	<p>Work with a consortium led by Sussex University and the Metropolitan Police Service to analyse data on recorded hate crimes.</p>	<p>National Police Chiefs' Council</p>	<p>Completed. If you need more information please contact the Mayor's Office for Policing and Crime, London.</p> <p>We worked with Sussex University on their report 'Hate Crime and the Legal Process – options for law reform'¹⁶ on the application of hate crime provisions, published in November 2017. The CPS supported and was involved in the research conducted by the University of Sussex. 21 CPS hate crime coordinators, prosecutors and operational leads were interviewed as part of the research recognising their experience and expertise in prosecuting hate crime. The CPS was already aware of and working towards tackling many of the issues identified by the University of Sussex including the development of a joint police-CPS evidence checklist.</p>	<p>All strands</p>
<p>70</p>	<p>Building understanding</p> 	<p>The Extremism Analysis Unit to carry out extensive research on a range of areas of extremism, including extreme-right groups who seek to incite racial and religious hatred.</p>	<p>Home Office</p>	<p>We also continue to deepen our understanding of extremist groups, networks, who might be likely to perpetrate hate crime, through the work of the Extremism Analysis Unit at the Home Office.</p>	<p>All strands</p>

¹⁶ <http://sro.sussex.ac.uk/70598/>

Table 2 – Actions in progress

Number	Theme	Action	Lead organisation(s)	Update	Affected hate crime strand(s)
3	Preventing 	To update its hate crime resource pack for schools to help teachers engage and equip pupils on issues of hostility and intolerance.	Crown Prosecution Service	The LGBT schools pack will be revised in Autumn 2018. Disability hate crime and racial / religious hate crime packs will be refreshed by 2019.	All strands
7	Preventing 	To work with the Society of Editors, the Media Trust and the Independent Press Standards Organisation to update the 'Reporting Diversity' Booklet.	Ministry of Housing, Communities & Local Government	In collaboration with the Cross-Government Working Group on Tackling Antisemitism and the Society of Editors, MHCLG has produced a guide to moderating online hate crime.	All strands
8	Preventing 	To work with the Independent Press Standards Organisation to devise training to help journalists to have a better understanding of Islam.	Ministry of Housing, Communities & Local Government/ Department for Digital, Culture, Media & Sport/ Home Office	Members of the Anti-Muslim Hatred Working Group have had discussions with the Independent Press Standards Organisation (IPSO) and are looking to produce a guide to the sensitive reporting of Islam. A collaboration between IPSO and Sikh stakeholders has produced a guide for journalists on Sikhism. We are looking to produce similar training on antisemitism, and on specific issues such as forced conversion.	Race Religion
12	Responding 	We will work with community-based organisations, including Galop, which provide assistance to people who experience hate crimes based on sexual orientation and transgender identity to develop resources that specifically meet the needs of Lesbian, Gay, Bisexual and Trans communities.	Home Office	The Home Office Hate Crime Community Demonstration Project Fund enabled Galop to produce and distribute a series of factsheets and research to understand and tackle online homophobic, transphobic and biphobic abuse. We understand this is the first report to examine these forms of abuse within the UK.	Sexual orientation, Transgender identity

13	Responding 	Disseminate to community based partners the quality standards document that was written by Galop in their role as lead delivery partner in the National LGBT Hate Crime Partnership, providing a framework to assist organisations in identifying issues for improvement in tackling hate crime.	Government Equalities Office/ National Police Chiefs' Council	Galop have produced and distributed a series of information resources to criminal justice agencies and charities in order to improve the quality of responses to LGBT victims of hate crime, including the booklet 'Working with Victims of Anti-LGBT Hate Crimes, A Practical Handbook'. ¹⁷	Sexual orientation, Transgender identity
15	Responding 	Continue to support the Antisemitism Working Group, the Anti-Muslim Hatred Working Group and the Gypsy Traveller Liaison Group to ensure that the voices of those communities are heard.	Ministry of Housing, Communities & Local Government	For many years MHCLG has supported the Cross-Government Working Group to Tackle Antisemitism and the Cross-Government Working Group to Tackle Anti-Muslim Hatred, acting as the secretariat for both of these groups. These groups continue to meet on a quarterly basis and provide insight and feedback from their respective communities to Government. These groups also provide Government with a direct link into the grassroots of communities and ensure we are able to respond quickly to any concerns. We regularly consult with other faith and ethnic communities through initiatives such as our Sikh Roundtables, and our Gypsy Roma and Traveller Liaison Group.	Race Religion
16	Responding 	To look at current best practice examples in tackling disability hate crime and work with partner organisations and the police to promote safety for disabled people.	Home Office	The Home Office has engaged with key stakeholders representing different disabilities to develop a greater understanding of the issues faced by disabled people, what action is already taking place, and what more can be done. We will continue to broaden our engagement to enable us to continue to address specific issues in relation to different forms of disability hate crime. We have funded four Community Demonstration Projects focused on disability hate crime, which will not only help raise awareness within the community, but also help us to understand what works to address issues.	Disability

¹⁷ <https://www.galop.org.uk/new-publication-on-lgbt-hate-crime/>

20	Responding 	Support British Transport Police's work through community-led advertising campaigns on public transport to raise awareness of all strands of hate crime.	Home Office/ Department for Transport/ British Transport Police	The Home Office is launching a national hate crime communications campaign to raise awareness of hate crime, which will include advertising on public transport.	All strands
21	Responding 	To host a series of roundtable events with public transport provider and community groups to ensure that criminal justice agencies understand the problems on public transport.	National Police Chiefs' Council	The NPCC will make arrangements with BTP and the Department for Transport (DfT) to identify contacts from the public transport sector with a view to hosting the roundtables by 2020.	All strands
22	Responding 	To further work with local transport providers to ensure that bus drivers across England and Wales are fully equipped to challenge hate. This will include new guidance for drivers to support them when confronted with hate crime.	Home Office/ Department for Transport	DfT refreshed the Secure Stations Scheme, which offers accreditation for individual stations to reassure passengers and staff that the station is a safe and secure environment, and are also considering how to support the bus industry to ensure that hate crime on local transport is identified, discouraged and challenged effectively. DfT also published in July 2018 - <i>The Inclusive Transport Strategy: Achieving Equal Access for Disabled People</i> , which will address the challenges faced by disabled people on public transport - including disability hate crime, and will include a £2m passenger awareness campaign.	All strands
23	Responding 	To review guidance on taxi licensing and training to ensure that taxi drivers are given the training they need to identify and report hate crime in the night-time economy	Home Office/ Department for Transport	New guidance on hate crime will be added to the next refresh of the taxi and private hire vehicle licensing guidance.	All strands

26	Responding 	Further develop True Vision to develop a young person friendly landing page and increase awareness of the portal to encourage young people who are exposed to hate material online and targeted social media advertising to report	National Police Chiefs' Council	<p>The police-run hate crime website and reporting tool True Vision¹ has had over 1.5 million visits over the past 10 years, with up to 10,000 per month at peak times. The police have continued to make improvements to the site, including improved accessibility for Welsh Language speakers and Gypsy and Traveller communities.</p> <p>The online hate pages of the True Vision website have been updated to reflect the support offered by the National Online Hate Hub.</p> <p>A full refresh of the whole website is currently underway and specific resources for young people are being developed in consultation with the National Youth Independent Advisory Group for hate crime.</p>	All strands
27	Responding 	Work with police forces to improve the use of online flags which will in future provide a national picture of the levels of online hate crime.	National Police Chiefs' Council/ Home Office	Home Office and the NPCC lead for Crime Recording & Statistics are discussing ways to improve the recording of online crime and the consistency of its use.	All strands

¹⁸ www.report-it.org.uk

<p>29</p>	<p>Responding</p> 	<p>To work with individuals, community groups, the media and business to develop innovative solutions to tackle online hate, help victims report abusive behaviour and ensure a safe environment for everyone online.</p>	<p>Ministry of Housing, Communities & Local Government/ Department for Digital, Culture, Media & Sport/ Home Office</p>	<p>The Government provided over £450k of funding for the Mayor's Office for Policing and Crime's London Online Hate Crime Hub. In January 2018, the Home Office began funding a National Online Hate Crime Hub, a dedicated centralised police resource for responding to online cases. The Hub is run by specialist officers and staff at Greater Manchester Police for the National Police Chiefs' Council, and is improving the support for victims and streamlining the process for frontline officers.</p> <p>The Government has also worked alongside industry. In June 2018 the Home Office Minister for Hate Crime, Baroness Williams hosted a roundtable with the charity Changing Faces and social media companies to discuss what could be done to protect people with disfigurements from abuse online. Discussions led to agreement of several actions around training, trusted flagger status and specific projects to help promote awareness of unacceptable abuse. The Government worked with industry more widely in our response to the Internet Safety Strategy Green Paper in May 2018. The response sets out a coordinated approach for responding to a range of online harms, and sets out the details of a social media code of practice and transparency reporting.</p> <p>The new Home Office and Department for Digital, Culture, Media & Sport White Paper will set out our proposals for future legislation that will cover the full range of online harms, including both harmful and illegal content.</p> <p>Government officials play an active part in the European Commission's High-Level Group on Hate Crime, which works with industry on the removal of illegal content within 24 hours. Facebook, YouTube, Twitter, Microsoft, Instagram and other internet companies have signed this voluntary Code and the third monitoring exercise in December 2017 showed that the companies removed on average 70% of illegal hate speech notified to them.</p>	<p>All strands</p>
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31	Responding 	To continue to support the work of existing initiatives to tackle hate online, including through the Cyberhate Working Group	Ministry of Housing, Communities & Local Government	As part of the EU High Level Group on Combating Racism, Xenophobia and Other Forms of Intolerance, the UK has been a leading voice in the creation of a voluntary EU Code of Conduct which holds social media companies responsible for the removal of all illegal hate speech from their platforms within 24 hours. Facebook, YouTube, Twitter, Microsoft, Instagram and other internet companies have signed this Code and the third monitoring exercise in December 2017 showed that the companies removed on average 70% of illegal hate speech notified to them.	All strands
33	Responding 	To provide funding to the No Hate Speech movement in the UK, which offers support and training to young people to provide a counter-narrative to online hate and to provide support to victims and encourage reporting to hosts and authorities.	Ministry of Housing, Communities & Local Government	The Council of Europe's No Hate Speech Programme has ended but the No Hate Speech UK project continues to support volunteers to counter the harms of online abuse by reporting harmful and illegal material, supporting victims and challenging false material that is designed to spread hate.	All strands
34	Responding 	To further protect young people online, we will work with organisations such as the UK Safer Internet Centre.	National Police Chiefs' Council/ Ministry of Housing, Communities & Local Government	The NPCC has worked alongside a number of young people's groups and the Hate Crime Independent Advisory Group (IAG) has established a Youth IAG to ensure young people's voices can influence hate crime work. The Youth IAG are currently advising on a number of pieces of work including the refresh of internet based resources and education packs.	All strands
35	Reporting 	To encourage third party reporting through targeted communications and advertising of True Vision, aimed at the communities with the highest rates of under-reporting. We will also offer advice to reporting centres and establish a best practice standards for reporting centres, which will be available online	National Police Chiefs' Council/ Home Office/ Ministry of Housing, Communities & Local Government	True Vision has proved to be a useful vehicle to communicate swiftly with communities affected by online hate. One such example has been the swift response to false reports of civil unrest and purported hate attacks. Such posts are intended to create fear and encourage retaliation but swift responses have been able to limit the harm they are able to cause. This work is often supported by our civil society partners. Following the brief increase in hate crime after the 2016 EU referendum MHCLG worked with True Vision to send out targeted reassurance messaging to communities, and also supported a short film which encourages victims to report hate crime via True Vision.	All strands

36	Reporting 	To work across government to identify other locations, both in the public sector and outside, where third party reporting could be made available.	Ministry of Housing, Communities & Local Government	MHCLG are continuing to identify appropriate places for third party reporting, and supporting new projects, for example with the Hertfordshire Gypsy and Traveller Empowerment organisation to focus on communities with lower levels of reporting.	All strands
37	Reporting 	To continue to work with community groups to raise awareness of hate crime among disabled people and increasing the availability of third party reporting venues, in particular at locations and through services that are used by disabled people.	Home Office/ National Police Chiefs' Council	The Home Office work closely with a variety of community groups on disability hate crime, including four Community Demonstration Projects to raise awareness within different disability communities. The Home Office are also working with others to identify third party reporting centres, and consider the best way to signpost these to disabled people.	Disability
38	Reporting 	The police will lead work with partners and disabled people's groups to develop resources targeted to raise awareness of hate crime among carers and families of disabled people to encourage reporting.	National Police Chiefs' Council	Work is underway to develop resources and will be delivered within the life of the Hate Crime Action Plan (by 2020).	Disability
39	Reporting 	Work with community groups representing Muslim and Christian communities to raise awareness of hate crime and how it can be reported. This will include visits to places of worship and community groups as well as targeted social media campaigns.	Ministry of Housing, Communities & Local Government/ Home Office	Projects to reassure communities and continually improve reporting ongoing via True Vision.	Religion

<p>41</p>	<p>Reporting</p> 	<p>Work with organisations already present in the Gypsy, Traveller and Roma communities, and asylum seekers and refugees communities to ensure that everyone has the opportunity and information needed to report hate crime.</p>	<p>Ministry of Housing, Communities & Local Government</p>	<p>In June 2018, MHCLG, in partnership with the Department for Education and the Department of Health and Social Care, announced a series of pilot projects to improve outcomes for Gypsy, Roma and Traveller communities in the areas of educational attainment, health and social integration: the Luton Roma Trust, the National Prison Radio, the Thornbury Centre, Friends Families and Travellers, the Dukes Theatre, and the Granby Toxteth Development Trust</p> <p>In December 2017 MHCLG awarded a grant of £55,000 to Herts GATE, an organisation that aims to improve reporting of hate crime by Gypsy, Roma and Traveller communities. In August 2016 Herts GATE developed a dedicated hate crime reporting website for reporting hate crimes against Gypsies, Roma and Travellers. The website achieved some momentum, receiving reports from across the UK and the world. With this Government grant, the organisation will increase their communities' responsiveness to hate crime by improving the conditions for reporting, and dedicate further resources to increasing these communities' understanding of hate crime.</p> <p>The CPS supported increased reporting by Gypsy Roma and Traveller communities, following a December 2016 a National Scrutiny Panel (NSP), which included commitments to; disseminate essential guides on what hate crime is and what to do about it, develop operational advice for charging lawyers with the support of NSP members on what hate crime affecting the communities looks like; and ensure that prosecution guidance includes Gypsy, Roma and Traveller communities within the definition of "racial group".</p>	<p>Race</p>
<p>42</p>	<p>Reporting</p> 	<p>To work with Kick It Out to develop a similar guide on anti-Muslim hatred and also on initiatives related to LGBT hate crime, including homophobia, biphobia and transphobia.</p>	<p>Ministry of Housing, Communities & Local Government/ Home Office</p>	<p>The Home Office have worked with Kick It Out and True Vision to release informative and engaging resources that raise awareness of homophobic, biphobic and transphobic (HBT) discrimination within football stadia. The three resources include a toolkit for stewards around HBT discrimination, a small pocket guide detailing ten essential tips for stewards encountering HBT discrimination and a short film promoting LGBT inclusion in the game. The resources were shown on sky sports, BBC sport and other media, and sent to all 92 football clubs.</p> <p>MHCLG are discussing the development of a guide on anti-Muslim hatred with Kick It Out.</p>	<p>Religion Sexual orientation Transgender identity</p>

47	Reporting 	The National Policing Lead to assess proactive recording pilots to see if there is anything to be learned that will increase the recording of disability hate crime	National Police Chiefs' Council	This will be reviewed by the end of 2018/19 and a report will be considered by the NPCC Hate Crime Lead and his advisory group.	Disability
48	Reporting 	To review training of police officers to improve understanding and recording of hate crime and build training package on completion of review	National Police Chiefs' Council	<p>A comprehensive Learning Needs Analysis has been commenced by the College of Policing. Over the last 12 months they have developed new learning tools which aim to improve the policing response to affected people and vulnerability more broadly and also improve core investigative skills when responding to crime.</p> <p>These tools include: A Police Transformation Fund-funded National Vulnerability Learning Programme which will be launched in September 2018 and will be an integral part of initial police learning. This product includes risk assessment/management and the learning has been evaluated and shown to improve individual officer response to vulnerable people and vulnerability. This learning includes a hate crime scenario as part of the delivery model.</p> <p>A new learning syllabus for investigator learning has been developed with the focus on Core Investigative Skills. This product will be launched in early October and form part of the core curriculum for initial learning entry routes and includes learning outcomes which cover the response to hate crime, including monitored strands, perception based reporting, evidencing hostility and enhanced sentencing. The learning uses the College of Policing (2014) Operational Guidance as underpinning knowledge and student resource. This learning will be delivered by forces in conjunction with local products reflecting local demographics. It will be subject to evaluation over the coming months.</p>	All strands

49	<p>Reporting</p> 	<p>To review the location and number of specialist hate crime police officers across England and Wales to ensure that resources are deployed in the most effective way for the public.</p>	<p>National Police Chiefs' Council</p>	<p>This will be reviewed by the end of 2018/19 and a report will be considered by the NPCC Hate Crime Lead and his advisory group.</p>	<p>All strands</p>
50	<p>Reporting</p> 	<p>To work with partners to produce and distribute an updated version of the Police Officer's Guide to the Holocaust to be extended for all criminal justice professionals.</p>	<p>Ministry of Housing, Communities & Local Government/ National Police Chiefs' Council</p>	<p>This work is ongoing and MHCLG and the NPCC are working with the Community Security Trust to print an update to this guide in the near future.</p>	<p>Race Religion</p>
51	<p>Reporting</p> 	<p>New IT systems that are being developed across the criminal justice system will enable government, the police, the CPS and the court system to share information to track hate crime offenders so that data is provided from initial charge through the courts to offender management.</p>	<p>Crown Prosecution Service</p>	<p>The CPS will work with others in the Criminal Justice System to ensure consistent, accurate and timely data collection relating to victims and witnesses, defendants and outcomes in hate crime prosecutions.</p>	<p>All strands</p>
54	<p>Supporting Victims</p> 	<p>Police and government will work with CATCH to establish a standardised hate crime advocacy role and ensure that victims are referred to the correct external statutory and voluntary agencies at the right time.</p>	<p>Home Office / Ministry of Housing, Communities and Local Government</p>	<p>The CPS, Community Security Trust and Tell MAMA collaborated to produce a Hate Crime Victims Guide, which gives information about third party reporting centres and support for taking a crime through from reporting to conviction, and is available in print and online.</p>	<p>All strands</p>

58	Supporting Victims 	Conduct a joint review, with the police, of Witness Care Units	Crown Prosecution Service	Witness Care Units support all victims not just victims of hate crime. Governance of this activity will come under the Cross Government Victim and Witness Strategy.	All strands
62	Supporting Victims 	Government will consider recommendations from Law Commission review into hate crime legislation, Hate Crime: Should the Current Offences be Extended? and Women and Equalities Select Committee has also made recommendations on extending legislation	Ministry of Justice/ Home Office	We have asked the Law Commission to undertake a review of the coverage and approach of current hate crime legislative provisions following their earlier recommendations to do so.	All strands
64	Supporting Victims 	Work with The British Forum of Race Equality Councils alongside other stakeholders to strengthen the voice of victims and advocates against hate crime.	Ministry of Housing, Communities & Local Government	Ongoing discussions with the British Forum for Race Equality Councils to consider where resource is best allocated.	Race
66	Building understanding 	To continue to develop the relationship between government academics and community groups to identify and encourage opportunities for collaboration. This will include working with the International Network for Hate Studies which has already commenced valuable research in this area.	National Police Chiefs' Council/ Home Office	<p>The NPCC is represented on the board of the International Network for Hate Studies. The Network was established after a series of UK based workshops and has developed into a global group.</p> <p>The Network members have produced research documents, and research into police responses to learning disability hate crime is being conducted at the Institute of Criminal Justice Studies, University of Portsmouth. This explores the perceptions and experiences of police officers and people with learning disabilities. Early findings suggest that levels of awareness of disability hate crime are variable and inconsistent for both parties. The research also identifies complexities around the accessibility of information, particularly in an online context, and whilst highlighting some good policing practice, the research recognises the importance of, and need for, a more consistent level of service provision to people with learning disabilities.</p>	Disability

67	<p>Building understanding</p> 	<p>Support research into offender motivation, working with academics to build our understanding of perpetrators and their reasons for engaging in hate activity.</p>	<p>Ministry of Housing, Communities & Local Government/ National Police Chiefs' Council/ Home Office</p>	<p>This work is ongoing.</p> <p>One early piece of work aiming to identify the motivation of disability hate crime was abandoned because there were not enough perpetrators identified who were willing to work with academics.</p>	All strands
68	<p>Building understanding</p> 	<p>To support new research on the relationship between online hate and hate crimes in communities.</p>	<p>Ministry of Housing, Communities & Local Government/ National Police Chiefs' Council/ Home Office</p>	<p>The NPCC has commenced a formal partnership with Cardiff University to develop tools to help understand the nature and extent of online abuse by using social media analysis tools. This work has proved its potential value in its early stages, by providing analysis of online hate speech surrounding critical incidents and by providing police managers with the analysis needed to improve operational deployment decisions.</p>	All strands
69	<p>Building understanding</p> 	<p>Work with groups to connect with research in areas such as hate against people who change their religion and anti-Christian hate crime.</p>	<p>Ministry of Housing, Communities & Local Government</p>	<p>A survey has been commissioned by the 'Church-Watch' Scheme and will provide empirical evidence to assess the levels of experienced anti-Christian hostility. This is due to be completed in 2018/19.</p> <p>The survey will identify recorded and unrecorded anti-Christian hate crime offences using a range of methods to gain a more accurate picture; develop specific anti-Christian Hate Crime advice for victims and police officers; and help organise seminars for individuals, religious and non-religious organisations and statutory and non-statutory organisations to highlight the issue and discuss how to reduce anti-Christian hate crime.</p>	Religion

