

Update on Embracing Diversity: A Hate Crime Strategy for York

Summary

1. This report provides an update on delivery of the hate crime strategy for York.

Background

2. Embracing Diversity: A Hate Crime Strategy for York¹ was approved by the Safer York Partnership Board in 2013 and is due for a refresh in 2016. The strategy sets out the evidence on which our strategic aims and priorities have been based and provides a plan for how Safer York Partnership and its partners can make a meaningful contribution toward building safer and stronger communities.
3. At the time of writing the strategy, the community safety team included a full time fixed term funded post of Hate Crime and Prevent Coordinator. Following the end of the fixed term funding from the Home Office and in conjunction with a review of the service in 2014, which included the establishment of a collaborative approach to tackling anti-social behaviour and crime in partnership with North Yorkshire Police the post was deleted from the structure. Work to tackle hate crime has been absorbed within the mainstream responsibilities of the Community Safety Unit.
4. This report sets out the work that has been undertaken to address the strategic aims and objectives contained within the strategy

Consultation

5. Tackling hate crime requires the input and often expertise of a range of statutory and voluntary sector organisations. Therefore consultation is

¹¹ https://www.york.gov.uk/downloads/file/5928/embracing_diversity_-_a_hate_crime_strategy_2013_to_2016

continuous in ensuring that the strategy remains fit for purpose, that specialist expertise is sought in multi agency problem solving and that models of delivery reflect organisational changes.

Strategic Aims

6. Strategic Aim 1: Raise awareness of hate crimes to aid prevention

Objective	Action	Progress
To improve prevention of hate crime through education and awareness raising programmes within key stakeholder organisations	<ul style="list-style-type: none"> i) Work with key agencies to develop multi-agency awareness training and roll out to all agencies ii) Develop multi-agency strategic delivery group with statutory and voluntary partners engaged in tackling Hate Crime iii) Develop operational links with the anti-bullying steering group 	<p>Training was developed and rolled out in 2014 after launch of strategy</p> <p>Following Community Safety Restructure, strategic responsibility for hate crime has been held by the SYP Board. SYP is also represented on the police Independent Advisory Group</p> <p>Links established and work in relation to hate crime related bullying has been driven through the MAPs (Multi-agency Problem Solving) group aligned to the Community Safety Unit delivery structure</p>
To increase public awareness and ensure that information on hate crime is widely available	<ul style="list-style-type: none"> i) Develop web portal for information and awareness to facilitate sharing of information relating to Hate Crime ii) Ensure publications / are available in all public access buildings 	<p>Information on how hate crime, including how to report is available on the SYP website www.saferyorkpartnership.co.uk</p> <p>Hate crime leaflets and posters were distributed after the launch of the strategy. Social media is widely used to promote hate crime reporting</p>
To work closely with and strengthen the links between the statutory	<ul style="list-style-type: none"> i) Undertake an audit of voluntary groups and develop a directory of 	<p>This was undertaken immediately after the launch of the strategy.</p>

and voluntary sector agencies engaged in hate crime	contacts ii) Ensure publications / posters are available across all public buildings	The directory of contacts now sits within the Equalities team Was undertaken after the launch of the strategy.
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7. Use of social media as a mechanism to engage with the community has increased significantly since the publication of the strategy. Twitter is widely used within the city to share information between agencies and to help to promote local awareness campaigns, national campaigns and changes which are being implemented in relation to how hate crime is tackled. Training aligned to the Prevent agenda also includes discussion on hate crime due to the links relating particularly to right wing extremism.

8. Strategic Aim 2: Make it easier for people to report hate crime

Objective	Action	Progress
Work with relevant agencies to improve the reporting of hate crime incidents	i) Consult with communities of interest and key agencies to ensure processes are accessible and meet the needs of the user, signed off by EAG ii) Map and publish a simple flowchart detailing the appropriate channels for reporting hate crime	This was undertaken after the launch of the strategy and signed off by EAG in 2013. Changes were then made in 2014 to include children's centres and community centres rather than libraries as more appropriate 3 rd party reporting centres This was undertaken in 2013/14 in conjunction with North Yorkshire Police and North Yorkshire County Council and circulated widely to partners within the statutory and voluntary sector
Develop alternative ways to report crimes that meet the specific needs of particular groups	i) Work with key media groups to develop media publicity awareness raising campaigns to increase media awareness and reporting relating to	This was undertaken initially after the launch of the strategy. SYP now uses the website and social media and links in awareness raising to national campaigns and

	<p>hate crime prevention work</p> <p>ii) Work with all statutory and voluntary sector organisations to develop appropriate mechanisms for reporting hate crime</p> <p>iii) Increase awareness amongst all agencies and signposting of hate crime</p>	<p>or to promote awareness by partners</p> <p>This was undertaken initially and has periodically been reviewed in alignment with changes to reporting centres. Discussions took place in 2015 in relation to reporting through CAB.</p> <p>This is ongoing as agencies respective reporting processes change.</p>
<p>Develop a campaign to raise public awareness on how to report hate crime</p>	<p>i) Establish a network of 3rd party reporting centres</p> <p>ii) Develop a 'Hate Crime Pack' for all media agencies to raise their awareness of the role that they have in ensuring hate crime is prevented.</p>	<p>This was developed when the strategy was launched and has subsequently been amended as processes have changed. e.g. North Yorkshire Police are now using Stop Hate and children's/community centres were added as reporting centres</p> <p>Developed in conjunction with North Yorkshire Police and North Yorkshire County Council and promoted when the strategy was launched in 2013</p>

9. North Yorkshire Police have recently undertaken a review of 3rd party reporting centres that confirms that vulnerable groups are not always aware of these centres. Also due to high levels of staff turnover and organisations failing to update their promotional materials it is clear that some centres are no longer fit for purpose. In considering the way forward in light of these difficulties, it has been decided to review the use of the centres, keep some as specific 'signposting centres'. In their place, locations will be identified where vulnerable individuals and those at risk with protected characteristics are more likely to naturally migrate to and ensure that staff/volunteers are supported and trained to enable people to report hate crime in locations

where they feel safe. In addition North Yorkshire Police will continue to promote reporting via Stop Hate UK, True Vision and direct reporting online via the NYP website.

10. Strategic Aim 3: Improve the support available to victims of hate crime

Objective	Action	Progress
Ensure that information relating to support groups is made widely available to the public and key partners engaged in tackling hate crime	i) Work with relevant support groups to ensure that information on their services is widely available to victims of hate crime ii) Ensure that a complete network of support information is incorporated into multi-agency training	Good links were established through the consultation carried out prior to publication of the strategy. All groups promote their own literature. Work has been undertaken with CAB to establish their role as a reporting centre Training was held immediately after publication of the strategy and included circulation of the list of voluntary and statutory organisations able to offer victim support
Develop multi-agency training that will result in a measurable improvement in services to victims and an increase in victim confidence	i) Involve support groups and victims in the development of multi-agency training ii) Ensure training is tailored to meet the specific requirements of the recipients	Support groups were engaged in the training delivered after the launch of the strategy Due to the fact that hate crime encompasses a range of issues, all training is delivered to suit the target audience
Ensure a victim centred approach to multi-agency problem solving	i) Work with wider neighbourhood safety and ASB task group to develop a victim centred approach to multi-agency problem solving	Problem solving takes place through the MAPS groups and is based entirely on a victim centred approach

11. 'Track my crime' is being considered by North Yorkshire Police. A number of forces now use this online service for victims which allows them to access the progress of the investigation of their crime. Focus on supporting victims based on a user led approach will be a primary focus

and will include the identification of champions within partner organisations. This mirrors the approach used for victims of domestic abuse.

12. Strategic Aim 4: Improve data capture and develop a more accurate reflection of the extent and breakdown of hate crimes and incidents

Objective	Action	Progress
<p>Work with statutory and voluntary sector agencies to improve the capture and analysis of data relating to hate crimes and incidents</p>	<p>i) Establish comprehensive understanding of all data currently captured by agencies and how it is used.</p> <p>ii) Develop links with educational establishments to ensure data and information is shared to ensure early interventions and prevention approach is developed</p> <p>iii) Map reported hate crime incidents with all crime data to support multi-agency problem solving</p>	<p>An audit of data was undertaken as part of the development of the strategy. There is little robust data within the voluntary sector with much reliance on anecdotal information rather than quantifiable figures</p> <p>Safer York Partnership has good links with the universities and engages with them on a range of crime and safety issues including hate crime. Where issues have been identified, they have been addressed through multi-agency problem solving and close links with the police safer neighbourhood teams</p> <p>At the time the strategy was written, SYP had a dedicated analyst. This function has been absorbed within the Intelligence Hub. Maps are produced when requested but are not routinely produced</p>
<p>Ensure that mechanisms are in place to identify repeat and/or vulnerable victims and flag these to the relevant agencies and support groups</p>	<p>i) Work with NYP to ensure that repeat/vulnerable victims of hate crime are included in ongoing work to identify</p>	<p>This has been developed and is embedded in the tactical process aligned to delivery of the Community Safety Plan objective to reduce</p>

	vulnerable victims of ASB i) Identify the role NYP Independent Advisory Group (IAG) can play in this forum	victims of ASB SYP has a representative on the IAG and is well engaged with their work
Create opportunities for agencies to share information and experiences	i) Work with key agencies to develop an annual forum for all agencies to share information and experiences related to tackling hate crime	This was delivered through workshops held as part of the Annual Crime Summit.

13. The availability of hate crime data to Safer York Partnership has at times been difficult to obtain. This is now being addressed through the development of a revised Information Sharing Agreement between the police and the partnership. Data is attached as an appendix to this report. Anecdotal evidence of hate crime suggests that incidents of hate crime are higher than actual reported crime. This has been explored with partners, particularly the universities and suggests that victims who are the subject of verbal abuse when out in the city often tolerate it as they do not wish to detract from their visit waiting for the police and/or providing a statement.
14. The current Independent Advisory Group structure within North Yorkshire Police is about to change with the creation of a single IAG covering both York and Selby. This is a reversion to the original IAG model. All IAGs will be reviewed to ensure corporacy across the NYP force area.

Role of the Community Safety Unit

15. The review of community safety in 2014 saw the deletion of a Hate Crime/Prevent Co-ordinator post and the establishment of a joint Community Safety Unit staffed by City of York Council and North Yorkshire Police Officers. In relation to hate crime, this provides a much more robust delivery model as responsibility is shared across the whole community safety team and no longer rests with one individual. The focus of the Unit is on risk and vulnerability and is very much a victim centred approach to problem solving.
16. Hate crime incidents are dealt with as part of the vulnerable risk assessment process with daily analysis of incidents reported to both City

of York Council and North Yorkshire Police. This ensures that those incidents are either dealt with by the Safer Neighbourhood Police teams or where risk and vulnerability is high, can be managed through the Community Safety Unit. Cases are logged on the E-CINS case management system to ensure that partner actions are tracked and reviewed and information shared in relation to each case. A number of hate crime incidents have been brought to the Multi-agency Problem Solving (MAPS) meetings with actions assigned to a range of partners including schools, social care teams as well as the police.

17. Examples of cases dealt with through the Community Safety Unit

- Ms A reported disability discrimination in relation to her daughter who has learning difficulties. This was taking place at a youth club. This case is being reviewed through the weekly meetings with support to the victim being delivered through the police safer neighbourhood team
- It was reported that inflammatory comments had been posted on right wing social media sites involving a school in York. This was dealt with through a combination of requesting Facebook to remove the comments and a package of support to the head teacher, staff and parents of pupils. Additional reassurance patrols were provided by the police safer neighbourhood team at start and end of school day.
- A report was received by the unit relating to a homophobic incident involving residents in a privately rented and a council property. Support has been provided to the victim through the Community Safety Unit and a criminal trial is to take place.
- A report of disability discrimination was received by the unit in relation to the victim's mental health. Following discussion at MAPS, Together Pathways (Mental health provision working within the community safety unit) are working with the victim to prepare for some mediation with the perpetrator.

Conclusion

18. The Hate Crime Strategy covers the period 2013 to 2016. The original actions contained within the strategy have all been delivered and the strategy will be reviewed in 2016, taking into account recommendations made in the North Yorkshire Police Hate Crime Problem Profile Refresh

2015² and incorporating the structural changes which have taken place within North Yorkshire Police and City of York Council. This coincides with the refresh of the Community Safety Plan and consideration will be given to incorporating the Hate Crime Strategy within that document, to reflect the links between hate crime and other areas of the community safety agenda rather than as a separate strategy.

19. The establishment of the Community Safety Unit within West Offices has ensured that a better quality of service to those who report hate crimes can be delivered as the processes available through partnership working, vulnerable risk assessment, the provision of a case management / information sharing system and weekly multi-agency problem solving meeting are more robust.

Options

20. Members may choose to receive further updates on progress to deliver the strategy, or agree no future updates are required.

Council Plan

21. The Hate Crime Strategy relates to the following priorities within the Council Plan:
 - A focus on frontline services
 - A council that listens to residents

Implications

22. **Crime and Disorder** - The Hate Crime Strategy fits within the remit of the Community Safety Team and is a priority within the Community Safety Plan 2014-17.
23. **Equalities** – The Hate Crime Strategy fits within the Council’s equalities framework
24. There are no Financial, HR, Legal, IT, Property or other implications associated with the recommendation in this report.

Risk Management

25. There are no known risks with the content of this report.

² A protected document not for circulation

Recommendations

26. Members are asked to:

- i. Consider and comment on the content of this report
- ii. Note that the recommendations made within the North Yorkshire Police Hate Crime Problem Profile will be incorporated within the refresh of the Community Safety Plan.

Reason:

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Specialist Implications Officer(s)

Wards Affected:

All



For further information please contact the author of the report

Background Papers: N/A

Annexes:

Annex 1 – Hate Crime Data