

## Update on Implementation of Embracing Diversity: A Hate Crime Strategy for York (2013-16)

### Strategic Aims

#### 1. 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	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	Training was developed and rolled out in 2014 after launch of strategy  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  Links established and work in relation to hate crime related bullying has been driven through the Multi-agency Problem Solving group (MAPS) aligned to the Community Safety Unit delivery structure
To increase public awareness and ensure that information on hate crime is widely available	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	Information on how hate crime, including how to report is available on the SYP website <a href="http://www.saferyorkpartnership.co.uk">www.saferyorkpartnership.co.uk</a>  Hate crime leaflets and posters were distributed after the launch of the strategy. Social media is widely used to promote hate crime reporting.

To work closely with and strengthen the links between the statutory and voluntary sector agencies engaged in hate crime	<ul style="list-style-type: none"> <li>i) Undertake an audit of voluntary groups and develop a directory of contacts</li> <li>ii) Ensure publications / posters are available across all public buildings</li> </ul>	<p>This was undertaken immediately after the launch of the strategy. The directory of contacts now sits within the Equalities team</p> <p>This was undertaken after the launch of the strategy.</p>
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2. 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.

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

<b>Objective</b>	<b>Action</b>	<b>Progress</b>
Work with relevant agencies to improve the reporting of hate crime incidents	<ul style="list-style-type: none"> <li>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</li> <li>ii) Map and publish a simple flowchart detailing the appropriate channels for reporting hate crime</li> </ul>	<p>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<sup>rd</sup> party reporting centres</p> <p>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</p>

<p>Develop alternative ways to report crimes that meet the specific needs of particular groups.</p>	<p>i) Work with key media groups to develop media publicity awareness raising campaigns to increase media awareness and reporting relating to 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>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 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 3<sup>rd</sup> 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>

4. North Yorkshire Police have recently undertaken a review of 3<sup>rd</sup> 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.

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

<b>Objective</b>	<b>Action</b>	<b>Progress</b>
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	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

	requirements of the recipients.	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.

6. '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.

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

<b>Objective</b>	<b>Action</b>	<b>Progress</b>
Work with statutory and voluntary sector agencies to improve the capture and analysis of data relating to hate crimes and incidents.	<p>i) Establish comprehensive understanding of all data currently captured by agencies and how it is used.</p> <p>i) Develop links with educational establishments to ensure data and information is shared to ensure early interventions and prevention approach is developed.</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</p>

	<p>iii) Map reported hate crime incidents with all crime data to support multi-agency problem solving.</p>	<p>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 vulnerable victims of ASB.</p> <p>ii) Identify the role NYP Independent Advisory Group (IAG) can play in this forum.</p>	<p>This has been developed and is embedded in the tactical process aligned to delivery of the Community Safety Plan objective to reduce victims of ASB.</p> <p>SYP has a representative on the IAG and is well engaged with their work.</p>
<p>Create opportunities for agencies to share information and experiences.</p>	<p>i) Work with key agencies to develop an annual forum for all agencies to share information and experiences related to tackling hate crime.</p>	<p>This was delivered through workshops held as part of the Annual Crime Summit.</p>

8. 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.

9. 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.