

**Partners Against
Hate Crime and Harassment**

**Preventing and Reducing
Hate Crime Together**

**Strategy Against
Hate Crime and Harassment
2008 – 2011**



ACKNOWLEDGEMENTS

The development of the Hate Crime and Harassment Strategy is a joint initiative supported by Safer and Stronger Communities Partnership and the Telford Race, Equality and Diversity Partnership. Both Partnerships along with other key public sector agencies and community organisations have come together for the purpose of reducing and preventing hate crime and harassment across the Borough. This includes:

- Safer & Stronger Communities Partnership
- Telford Race, Equality and Diversity Partnership
- Telford & Wrekin Council
- Gender Matters
- Telford College of Arts and Technology
- West Mercia Crown Prosecution Service
- West Mercia Police
- West Mercia Probation Services
- Age Concern, Shropshire, Telford and Wrekin
- Telford & Wrekin Youth Offending Service
- Terrence Higgins Trust, Shropshire
- Telford African Welfare Association
- Victim Support, Shropshire, Telford and Wrekin
- Wrekin Housing Trust
- HMP Shrewsbury
- Shropshire Fire & Rescue Service

This multi-agency Hate Crime and Harassment Strategy has been developed in consultation with the wider community.

FOREWORD

We are pleased to present the first Telford & Wrekin Hate Crime and Harassment Strategy. This has been developed by the Safer & Stronger Communities Partnership in conjunction with Telford Race, Equality and Diversity Partnership.

We believe that tackling hate crime and harassment is essential to improving the quality of life of our residents. Harassment motivated by hatred and the fear of harassment can cause more psychological damage to a victim than crimes that are not motivated by hatred.

Many people are victims or witnesses of such crime and harassment, which can take place anywhere - at home, in the streets, at work, and in schools and colleges. Nobody should have to live with the fear and anxiety that this causes. It is a vital issue not only because of the long-term effects it has on the individuals and their families who experience it, but also because of the impact it has on communities and social groups.

We are pleased that this strategy has been produced and that our partners will continue to work together to become a leading example of preventative and responsive action measured by a reduction in hate crime and harassment and heightened awareness of its impact.

The actions contained in this Strategy will contribute to our shared vision of:

“a successful, prosperous and healthy community which offers a good quality of life for all the people of Telford and Wrekin”

Every incident of hate crime and harassment requires a response from all relevant partner agencies and for this reason the multi-agency forum Partners against Hate Crime and Harassment Group has been established.

By working together our aim is to not only stop the violence or harassment, but support the victims and deal effectively with the issues. In short, our response must make a timely and positive difference to those involved.

This Strategy lays out the commitment of all our agencies to work together to prevent hate crime and harassment in all its forms and address the harm that it creates. We look forward to its implementation and development to create a safer environment for all.

Steve Wellings

David Lavender

Steve Wellings

Chair of Safer & Stronger Communities Partnership

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Chair of Telford Race, Equality and Diversity Partnership

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EXECUTIVE SUMMARY

This Hate Crime and Harassment Strategy has been prepared by the Safer Communities Strategic Unit, and partner agencies, under the auspices of the Telford & Wrekin Safer & Stronger Communities Partnership in conjunction with Telford Race, Equality and Diversity Partnership.

The purpose of this Strategy is to provide information about partner agency services and to drive forward new service developments.

This Strategy is a strand of the Safer & Stronger Communities Partnership Plan and covers the same period of 2008 – 2011.

All agencies included in the Safer & Stronger Communities Partnership and Telford Race, Equality and Diversity Partnership are committed to working together to protect adults and children, and the communities in which they live, from the pernicious harm caused by hate crime and harassment.

This Strategy outlines the actions that will be undertaken in order to offer services to all victims of hate crime and harassment, regardless of gender, race, age, sexual orientation, religion or belief or disability.

Our priorities have been determined by focusing on those actions which will impact most on the experiences of those experiencing and reporting hate crime and harassment. These include:

- 1) **IMPROVE MULTI-AGENCY RESPONSES AND PERFORMANCE IN TAKING ACTION AGAINST PERPETRATORS**
 - a) Develop clear and transparent procedures in dealing with hate crime and harassment incidents to reduce unnecessary contact with services
 - b) Review existing penalties used by partner agencies in response to incidents and assess whether the full range of powers are being used effectively
 - c) Develop a formal multi-agency risk assessment process for higher risk cases
 - d) Establish a multi-agency Hate Incident Panel (HIP) to review hate crime incidents
 - e) Maximise the use of available resources and approaches within Telford and Wrekin to help prevent re-offending and address the behaviours which lead to hate crime and harassment
 - f) Strengthen links with relevant services across Telford and Wrekin to take the appropriate action against perpetrators in particular young perpetrators

2) INCREASE ACCESS AND CONFIDENCE IN REPORTING

- a) Identify local reporting centres across Telford & Wrekin to act as a single point of contact to record and respond to hate crime and harassment incidents
- b) Develop appropriate training programme for volunteers and front-line staff employed at local reporting centres
- c) Develop marketing campaigns to raise awareness of where to report a hate crime or harassment incident within Telford and Wrekin
- d) Ensure processes are in place for victims and witnesses to receive feedback on the outcomes from the Hate Incident Panel or any other partner investigations
- e) Review all reporting processes to ensure they are inclusive and accessible to all communities
- f) Develop systems to ensure all incidents of hate crime and harassment are reported to one single point of contact
- g) Establish ways to make reporting easier for people with a learning disability

3) IMPROVE SUPPORT TO VICTIMS AND WITNESSES

- a) Review existing provision of advice and support services for victims and witnesses to help identify gaps and maximise the use of available resources
- b) Develop a Directory of Support Services for victims and witnesses
- c) Ensure support services are co-ordinated and a multi-agency referral system is in place
- d) Develop victim and witness feedback processes to ensure victims and witnesses are kept fully informed to help achieve satisfactory outcomes
- e) Explore opportunities to involve former victims and witnesses to help in the development of support services

4) IMPROVE STRATEGIC DELIVERY AND EFFECTIVE MONITORING

- a) Expand and strengthen the membership of agencies working together to tackle and prevent hate crime and harassment within Telford & Wrekin
- b) Seek partner endorsement of the Hate Crime & Harassment Strategy across key partnerships within Telford & Wrekin
- c) Develop a Hate Crime & Harassment Charter
- d) Ensure all partners are aware of their role and responsibilities in dealing with hate crime and harassment
- e) Produce quarterly performance reports on hate crime and harassment
- f) Gain support from key partners for incorporating hate crime and harassment training within their Learning and Development Plans
- g) Explore internal and external funding opportunities to support the work in tackling hate crime and harassment across Telford and Wrekin
- h) Develop a multi-agency protocol and training to support people with learning disabilities and other vulnerable adults who report hate crime and harassment incidents
- i) Ensure, when and where appropriate, that clear links are in place between arrangements for handling hate crime and the multi-agency Adult Protection / Safeguarding process

5) IMPROVE COMMUNICATION BETWEEN PARTNERS AND COMMUNITIES

- a) Develop effective ways for members of the public to help shape services and activities in tackling hate crime and harassment and get involved where applicable
- b) Develop effective ways of engaging with vulnerable groups, such as people with learning disabilities, to raise their awareness and empower them in reporting hate crime and harassment incidents
- c) Develop a catalogue of resources including models of good practice from elsewhere about hate crime and harassment for use by partners and local agencies
- d) Develop a marketing campaign to promote awareness of local reporting sites across the Borough, as well as communicating actions taken to address hate crime and harassment
- e) Strengthen links with local media agencies around the reporting of hate crime and harassment incidents

6) IMPROVE PREVENTATIVE MEASURES AND PROMOTE COMMUNITY COHESION

- a) Forge better links with 'emerging' communities who are 'targets' of hate crime and harassment
- b) Strengthen links with relevant organisations and services in developing initiatives to prevent offending and re-offending
- c) Develop links with relevant strategies and other associated areas of work within Telford and Wrekin to maximise the use of available resources to tackle hate crime and harassment
- d) Involve local schools, youth centres and local communities in developing best practice initiatives to improve hate crime and harassment reporting arrangements in these settings
- e) Promote resources for schools and youth centres, such as the 'Victim Support' educational programmes, for inclusion in curriculum and other activities.
- f) Develop best practice guidelines to assist harassment policies and procedures amongst partner agencies
- g) Engage with self and citizen advocacy groups for people with learning disabilities and other vulnerable adults and their carers, to promote hate crime and harassment prevention messages

LEARNING FROM OTHERS

This Strategy has recognised through the above actions that further work is required to develop the infrastructure within Telford & Wrekin to ensure there is a victim-centred approach in tackling hate crime and harassment.

Using other models of best practice from across England such as the one used in other parts of Shropshire and the one used in Southampton we will endeavour to incorporate elements from these to develop a local approach. The following diagrams show the Shropshire and Southampton models (refer overleaf.)

SHROPSHIRE MODEL

Hate Crime incident made known to the Receiving Agency

- Reporting Form completed by the Receiving Agency
- Receiving Agency considers whether or not to adopt a multi-agency approach

Receiving Agency considers that multi agency approach is not appropriate

Receiving Agency action only in accordance with own policy and procedures

Changes to information or circumstances may result in Receiving Agency considering a multi agency approach more suitable

Hate Crime incident resolved in accordance with the Receiving Agency's own policy and procedure

Receiving Agency considers instigating a multi agency approach through the local network

Receiving Agency consults with other appropriate agencies to instigate the multi agency approach

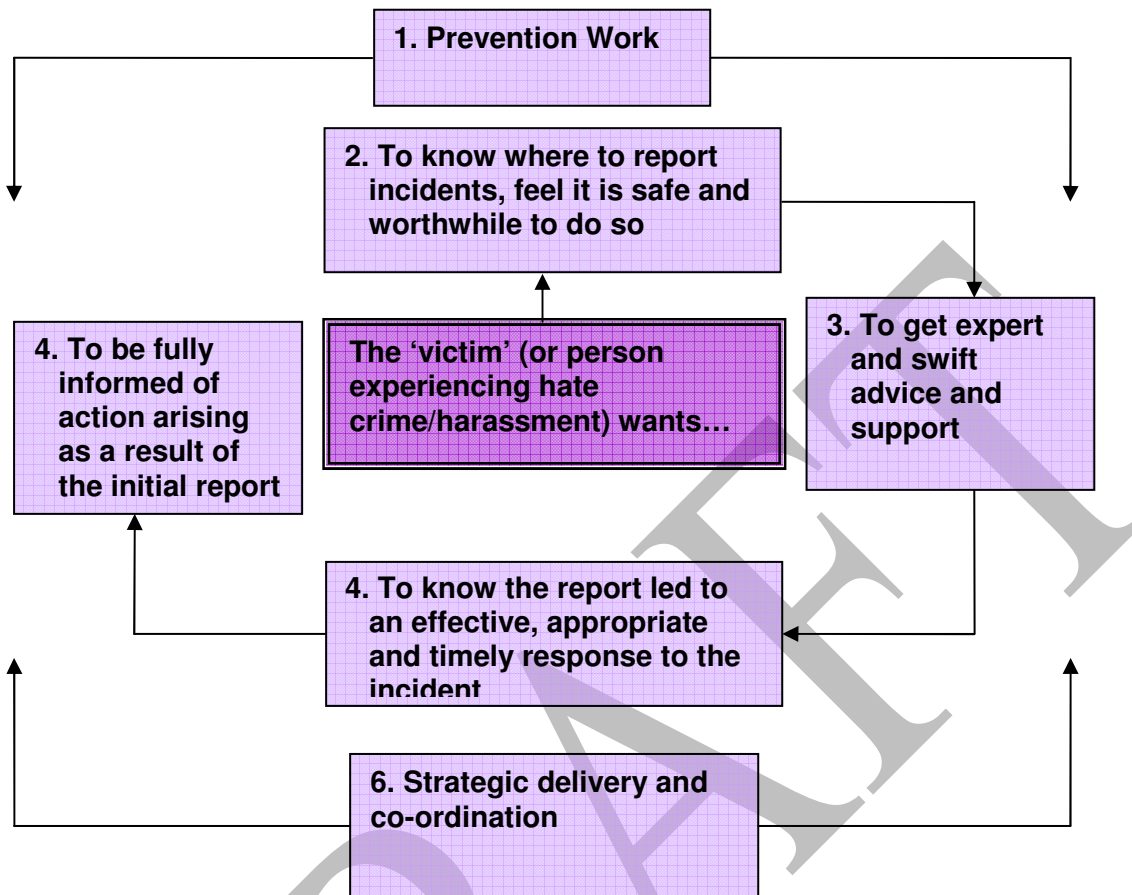
Receiving Agency also notifies:

- Monitoring Agency
- Responsible Person within own organisation

Multi-agency case conference convened, facilitated and chaired by the Receiving Agency

Further action determined by the participants of the case conference to effect a satisfactory resolution

SOUTHAMPTON MODEL - THE “VICTIM” CENTRED APPROACH



It would be prudent to use the Shropshire model (where applicable) since there are a number of benefits in using a similar approach that some of Telford & Wrekin Council’s partners are familiar with. Equally, it will be beneficial to have a similar approach with a neighbouring local authority due to overlapping court jurisdictions.

In developing a victim-centred approach it would be beneficial to use (where applicable) the Southampton model, especially when Telford & Wrekin Council and its partners are required to be compliant with the 2006 Victim Code of Practice that was introduced in 2006 as part of the Domestic Violence, Crime and Victims Act 2004. This gives victims of crime the right to information about the crime within specified time scales, including the right to be notified of any arrests and court cases. It also sets out the minimum levels of enhanced services that should be offered to ‘vulnerable’ victims of crime by criminal justice agencies (including the Police and Crown Prosecution Service). Those classed as ‘vulnerable’ include victims of a sexual or racial offence and those singled out because of their sexual orientation or religion.

1.0 SETTING THE SCENE

- 1.1 Hate Crime and Harassment is a serious social issue which has a significant impact on its victims, families, and the wider community within Telford & Wrekin.
- 1.2 Everyone should be treated with dignity and respect. Harassment is now recognised as one of the major contributing factors to unnecessary stress. It often leads to depression for the victim and can have a devastating effect on their quality of life. The same can be said for hate crime victims.
- 1.3 Hate crime victims feel the added trauma of knowing that the perpetrator's motivation is an impersonal, group hatred, relating to some feature that they share with others. This factor may be greatest where the hatred is directed against a visible feature such as skin colour, physical disability, or relating to core personal values such as religion or belief or to someone's sexuality. A crime that might normally have a minor impact becomes, with the hate element, a very intimate and hurtful attack that can undermine the victim's quality of life.
- 1.4 This impact is amplified further because hate crime is one of the most underreported categories of incident. An offender can often keep the same victim or group of victims locked in isolation and fear by keeping the physical extent of each attack at a level where it is unlikely to be reported.
- 1.5 When a victim is finally moved to report a hate crime, their trauma and distress are likely to reflect the combined fear, misery and despair from a catalogue of previous victimisation. In any close community, the impact of hate crime on quality of life extends to the victim's family, broader circle of friends, acquaintances and the whole community. For every primary victim there are likely to be numerous secondary victims. The perception of the victim is the reality that determines the impact of hate crime on quality of life. This is of paramount importance. Assessing the gravity purely by the physical extent of what has happened can be meaningless¹.
- 1.6 Hate Crime & Harassment has a direct and indirect impact on five of the six shared community priorities within Telford & Wrekin:
 - **A Modern City**
 - **A Strong and Inclusive Community**
 - **A Learning Community**
 - **A Safe, Healthy and Caring Community**
 - **An Enterprising and Innovative Community**
- 1.7 This Strategy will improve peoples' life chances which in turn will help transform Telford and Wrekin by 2026 into a 'successful, prosperous and healthy community which offers a good quality of life for all the people of Telford & Wrekin.

¹ Association of Chief Police Officers (ACPO) Hate Crime Manual, 2002

2.0 HOW THE STRATEGY WAS DEVELOPED

- 2.1 This Strategy has been developed on behalf of the Safer & Stronger Communities Partnership by Partners Against Hate Crime & Harassment Group (a sub-group of the Crime Reduction and Anti Social Behaviour Joint Action Group.)
- 2.2 This work will contribute to the Safer & Stronger Communities Partnership's overall vision:

“A community that feels safe and protected”.

- 2.3 This is a three year strategy and will be reviewed on an annual basis using intelligence from the Police and Safer & Stronger Communities Partnership Joint Strategic Assessment.
- 2.4 The Hate Crime and Harassment Strategy will focus its attention across the diversity strands, which include: race; age; gender; disability; religion or belief; sexual orientation and transgender.
- 2.5 The Partnership will focus on the following themes:
- Action against perpetrators
 - Confidence in reporting and responding
 - Support to victims and witnesses
 - Multi-agency responses to hate crime and harassment
 - Information and raising awareness
 - Prevention
- 2.6 The Hate Crime and Harassment Strategy links closely with:
- Community Strategy
 - Transforming Telford
 - Community Cohesion Strategy (to be developed)
 - Anti-Social Behaviour Strategy (to be developed)
 - West Mercia Criminal Justice Board Plan
 - Domestic Abuse Strategy
 - Adult Protection Strategy
 - Equality & Diversity Schemes
 - Newcomers Strategy
 - Children and Young People Plan
 - Anti-Bullying Strategy

3.0 LEGISLATION

- 3.1 Recent changes in legislation relating to Hate Crime and Harassment shows the Governments commitment to engage in these issues and reinforce legal remedies available to individuals.
- 3.2 Outlined below are some of the key pieces of legislation. This is not exhaustive list of legislation covering hate crime and harassment
- 3.3 In April 2006 the **Victim's Code of Practice** came into force and is implemented in the **Domestic Violence, Crime and Victims Act 2004**.
- Victims of crime are given the right to information relating to the crime within specified time scales including the right to be notified of any arrests and court cases.
 - Sets out minimum levels of enhanced services that should be offered to 'vulnerable' victims of crime by Criminal Justice Agencies (including Police & Crown Prosecution Service) – vulnerable includes victims of sexual or racial offences, and victims singled out because of sexual orientation or religion.
 - Provision of Witness Care Units.
- 3.4 **Protection from Harassment Act 1997**
- Allows courts to grant an injunction to restrain any actual or threatened harassment.
 - Break of this injunction is a criminal offence and allows the court to award damages to the victim.
- 3.5 **The Disability Discrimination Act 1995**
- Provides protection against discrimination and provides further protection against harassment and victimisation on the grounds of disability (including mental health).
- 3.6 **The Employment Equality (Sexual Orientation) Regulations 2003**
- Provides protection against discrimination, harassment and victimisation on the grounds of sexual orientation.
- 3.7 **The Sexual Discrimination Act: as amended 2005**
- Unlawful for employers and other organisations to discriminate against men and women, to harass or subject them to victimisation in the area of employment.
 - Provides protection against harassment or victimisation on the grounds of marriage, pregnancy, maternity leave, or because someone intends to undergo or is undergoing or has undergone gender reassignment.

3.8 **Crime and Disorder Act 1998**

- Introduced racially aggravated offences for racist violence and harassment.

3.9 **The Anti Terrorism, Crime and Security Act 2001**

- Expanded the above offences to cover religiously aggravated offences.

3.10 **Criminal Justice Act 2003**

- Increased sentences for racially and religiously aggravated offences, or offences aggravated by sexual orientation or impairment.
- Obliges courts to treat as an aggravating factor when considering the sentencing of an offender the fact that race or religion was a factor in the commission of the offence. It does the same for disability and sexual orientation.

3.11 **Race Relations (amendment) Act 2000**

- Provides protection against discrimination and victimisation on the grounds of colour or nationality.
- The regulations that amended the Act – Race Regulations 2003, provides a stand-alone right to protection from harassment on the grounds of race and ethnic or national origin.

3.12 **The Employment Equality (Religion or Belief) Regulations 2003**

- Provides protection against discrimination, harassment and victimisation on the grounds of religion or belief.

3.13 **The Employment Equality (age) Regulations 2006 and The Employment Equality (age) amendment Regulations 2007**

- Provides protection for employment and training.
- Prohibits unjustified direct and indirect age discrimination, and all harassment and victimisation on grounds of age, of people of any age – young or old.

3.14 **Human Rights Act 1998**

3.15 Under Article 3 of the Human Rights Act of 1998, inhuman and degrading treatment is prohibited. The Human Rights Act may also have some bearing on other aspects of harassment, including sexual orientation, in that Article 8 provides a right to respect for private and family life.

4.0 DEFINITION OF HATE CRIME & HARASSMENT

4.1 A **hate crime** is defined as:

‘Any incident which constitutes a criminal offence that is perceived by the victim or any other person as being motivated by prejudice or hate’

4.2 It is important to understand that all hate crimes are hate incidents, but not all hate incidents are hate crimes, as they may not constitute a criminal offence. However, all incidents are important and should be reported.

4.3 The definition of hate crime and harassment originate from legislation such as the Crime & Disorder Act 1998 (amended by the Police & Justice Act 2006), the Crime and Security Act 2001 and the Criminal Justice Act 2003. Together, this legislation requires that the motivation of racial hatred, hatred of religion or hostility towards sexual orientation or disability be considered when courts sentence an offender.

4.4 Supporting this, the MacPherson Inquiry, which followed the racist murder of Stephen Lawrence in 1993, developed the definition of a racially motivated crime as, ‘**any incident which is perceived to be racist by the victim or any other person**’.

4.5 The Association of Chief Police Officers (ACPO) has adopted the same approach for crime or behaviour motivated by religion, sexual orientation, disability, age or ‘any person targeted because of their status, group characteristics or affiliation’.

4.6 A **hate incident** is defined as:

‘Any incident which may or may not constitute a criminal offence that is perceived by the victim, or any other person as being motivated by prejudice or hate’

4.7 The Protection from Harassment Act 1997 defines **harassment**, as a ‘deliberate action designed to cause alarm or distress’. As with hate crime, if the action is perceived by the victims to be motivated by hatred or prejudice, it is considered to be hate-driven harassment.

4.8 The key element of harassment is that it does not have to be intentional to be judged as harassment. Even if someone had no intention of causing offence, if the recipient perceives it as such, it may well be harassment.

4.9 Hate crime & harassment takes many forms, including:

- Physical attacks
- Rubbish dumped on doorsteps
- Malicious complaints
- Threatening behaviour
- Arson
- Neighbourhood disputes
- Abusive or obscene phone calls, texts or emails
- Graffiti scrawled on property, including disturbing leaflets or posters.
- Verbal abuse

- Bullying at school, workplace or in the community
- Emotional and psychological abuse

4.10 The Partners against Hate Crime & Harassment Group have agreed to adopt a shared definition of hate crime and harassment in line with guiding documents and legislation.

Definition

Hate crime and harassment is defined as any behaviour, physical or verbal, that is perceived by the victim or any other person as being motivated, in whole or in part, by hatred, bias, or prejudice, based upon the actual or perceived race, colour, religion, national origin, gender, transgender, age, disability, or sexual orientation of another individual or group

The hatred can be motivated against:

- Race
- Sexuality
- Gender
- Disability
- Age
- Religion and belief
- Gypsies and Travellers
- Other vulnerable groups/individuals

Domestic abuse is addressed via a specific Domestic Abuse Strategy.

5.0 NATURE AND EXTENT

National picture

- 5.1 Nationally, in 2006-07, police reported 5,619 hate crimes in which someone was injured, 4,350 hate crimes without injury, and 28,485 cases of racially or religiously motivated harassment (Home Office). There were also 3,565 cases of criminal damage related to hate crimes.
- 5.2 The majority of hate crimes happen near to the victim's home while they are going about their daily business, and an offence is most likely to be committed between 3pm and midnight. Most hate criminals live in the same neighbourhood as their victims.
- 5.3 The police believe that most racist, religious and homophobic hate crime, is not reported because the victim is either too frightened or too embarrassed to tell someone what had happened. (Hate Crime: Delivering a Quality Service ACPO 2005).

Local picture

- 5.4 The Borough has below the national average of residents from diverse minority ethnic backgrounds. In 2001, only 5.2% of its residents fell into this category, most living in two wards – College (34%) and Hadley (17%). The largest ethnic groups in Telford and Wrekin are Asian and Mixed Asian. The figures for children and young people between 0 and 19yrs are higher than the national average, with 3,273 (8.1%) of the 40,141 young people from a minority ethnic group.
- 5.5 In addition, Telford and Wrekin has an increasing number of migrant workers from Eastern Europe and other parts of the world.
- 5.6 From January 2007 to December 2007, there were a total of 205 (78%) incidents of racially motivated hate crime and harassment reported to the Hate Crime Unit. We have seen a steady rise in the numbers of reports received over the past three years with a 15% increase in 2007.
- 5.7 The ethnicity of those reporting the most racial harassment and hate crimes in 2007 were Asian and White other (this would include migrants from Eastern Europe).

Victims and perpetrators

- 5.8 Victim's profiles locally show that in 2007/08 63% of victims were male and 37% female. The main age group of victims is 20-29yrs, closely followed by 30-39yrs.
- 5.9 Of the perpetrators prosecuted 83% were male and 17% female. The main age group of perpetrators is 10 -19yrs, closely followed by 20 -29yrs.
- 5.10 Local and national statistics show that the ethnicity of known perpetrators is predominantly white British.

Hate Crime Reporting, Detection and Prosecution

- 5.11 In 2007, 262 records in total had hate crime interest flags attached, of these 178 offences and 84 incidents.
- 5.12 Telford and Wrekin Police set an annual target in relation to the detection of racially aggravated offences. In 2007/8 the detection rate was set at 47.3%, which has been exceeded by 1.1%.
- 5.13 It is emphasised that these statistics are those recorded by the police and do not include any reports from other agencies. Therefore these figures should be read on the premise that it is an indication of what is going on in the community rather than a complete reflection on actual behaviour.
- 5.14 According to West Mercia Crown Prosecution Services' Performance Assessment (2007), the proportion of successful outcomes in racially and religiously aggravated cases are below those found nationally, although services has shown continuing improvement over recent years. Fewer cases involving homophobic crimes were successfully prosecuted in 2006-07 compared with 2005-06, although the numbers involved were small.

Other information

- 5.15 Based on information from the last Safer & Stronger Communities Partnership Strategic Intelligence Assessment 2007/08, there are a number of key findings. These include:
- Peaks in hate crime volume are evident during the summer months, mirroring national trends in relation to harassment.
 - Saturday and Sunday have been identified as peak days for offending, and 17:00 – 21:59 as the most problematic time-period.
 - The majority of incidents have been racist in nature, and over half of all offences have been racially aggravated. Specifically in relation to racially aggravated offences, the highest number of victims were of Black Caribbean ethnic origin.
 - The highest volume of hate crime has been committed in Haygate and Ercall Local Policing Area, an area which has a higher proportion of minority ethnic populations.
 - An emerging trend involving Eastern European migrant workers has been identified in South Telford. Offences targeting this community have increased in severity during the time period considered, ranging from racist graffiti to assault and arson.
 - The age profile in relation to offenders is younger than that of victims; 66% were aged 25 or under.

6.0 ACTION

- 6.1 The actions identified takes into account best practice and the needs of those who experience hate crime and harassment. This has been informed by wider community consultation.
- 6.2 The priorities have therefore been determined by focusing on those actions which will impact most on the experiences of those experiencing and reporting hate crime and harassment.

ACTION AGAINST PERPETRATORS

Current Issues

- 6.3 The need for a speedy, visible and restorative justice system is essential and central to ensuring that communities report hate crime and harassment. Victims and communities alike need to know that all reports are treated seriously and that the investigating agency does all it can to establish the facts so that the problem can be resolved to the victim's satisfaction. It is therefore vital that vulnerable communities and individuals are assured that the full range of appropriate enforcement actions open to partner agencies are currently being used to full effect in deterring either single or repeat perpetrators.

Achievements

- 6.4 The Safer & Stronger Communities Partnership has made a firm commitment to ensure that hate crime and harassment are dealt with appropriately and swiftly. The Police Hate Crime Unit already work to achieve this goal and they place a high priority on taking action against perpetrators of hate crime and harassment. The Police will pursue and arrest on conviction where possible, and the courts are able to consider racial, religious, sexual orientation and disability hostility as aggravating factors when deciding on the sentence for any offence.
- 6.5 The development of the Partners Against Hate Crime & Harassment Group, a joint initiative formed by the Safer & Stronger Communities Partnership and Telford Race, Equality and Diversity Partnership, established in 2007, has enabled stronger links between communities and partner agencies in tackling hate crime and harassment. This is evident through the development of this Strategy.
- 6.6 Police and Criminal Justice Scrutiny Group was formed by Telford Race, Equality and Diversity Partnership in 2006. It has brought together all the criminal justice agencies to share local intelligence and data on hate crime and harassment. This sharing has enabled partner agencies to better co-ordinate existing information and recognises the value of greater transparency in monitoring hate incidents locally.

Gaps

- 6.7 From our research we have recognised that there are some areas in our actions against perpetrators that would benefit from strengthening. One of these is the lack of an inter-agency agreement as to how agencies will respond to hate crime at different levels.

- 6.8 Further research is needed to explore the feasibility of taking more enforcement action against perpetrators such as Anti-Social Behaviour Orders, Acceptable Behaviour Contracts, Criminal Anti Social Behaviour Orders, and working with social landlords and other agencies to take action that affects perpetrator/s tenancy agreements.
- 6.9 In order for agencies to work more effectively when tackling complex or high risk cases it would be useful to have policies and protocols in place to guide multi-agency risk assessment conferences (MARAC) and other appropriate actions.
- 6.10 The sharing of intelligence initially started by Partners against Hate Crime and Harassment Group and Police and Criminal Justice Scrutiny Group needs to be further strengthened by regular reviews of hate crime and harassment incidents locally involving all existing Partners against Hate Crime and Harassment Group members and wider community representation.

Objective

- 6.11 Improve multi-agency responses and performance in taking action against perpetrators

Key Actions

- Develop clear and transparent procedures in dealing with hate crime and harassment incidents to reduce unnecessary contact with services
- Review existing penalties used by partner agencies in response to incidents and assess whether the full range of powers are being used effectively
- Develop a formal multi-agency risk assessment process for higher risk cases
- Establish a multi-agency Hate Incident Panel (HIP) to review hate crime incidents
- Maximise the use of available resources and approaches within Telford and Wrekin to help prevent re-offending and address the behaviours which lead to hate crime and harassment
- Strengthen links with relevant services across Telford and Wrekin to take the appropriate action against perpetrators in particular young perpetrators

CONFIDENCE IN REPORTING

Current Issues

- 6.12 It is acknowledged both nationally and locally that the majority of hate crimes and incidents go unreported due to numerous factors, such as:
- Fear of retribution.
 - Distrust of the police and other agencies.
 - Fear of not being taken seriously
 - Not realising a crime has taken place.

- Failure in securing a conviction – feeling perpetrators ‘get away with it’
- 6.13 Therefore if a victim or witness of hate crime and harassment wants to report it they will need to:
- Be confident that reporting is worthwhile
 - Feel safe to report it
 - Know how and where to report the incident
 - Who to report it to
- 6.14 From our local analysis of the hate crime statistics, the Police and Criminal Justice Scrutiny Group, and Partners against Hate Crime & Harassment Group, suspect that there is under-reporting in many areas of hate crime and harassment.
- 6.15 It is recognised that if we are to have an accurate local picture of the extent of hate crime and harassment across all its forms then there is a need to ensure confidence in the reporting, recording and referral systems that are in place.
- 6.16 Reporting arrangements for incidents of hate crime and harassment will be developed across Telford & Wrekin. As part of this work an assessment criteria will be developed to assist organisations and their front line staff to determine the appropriate course of action for reported incidents of hate crime and harassment. The criteria will be developed to ensure fairness for both the victim and the named perpetrator/s.
- 6.17 Authorities will need to take into account the public benefit in investigating incidents which may be malicious or vexatious. The assessment criteria will be developed which take this into account so that authorities can be seen to be treating all hate crime and harassment incidents in a fair and balanced way.
- 6.18 Hate crime manifests itself by exposing victims to acts of harassment and victimisation including intimidation and abuse. It is vital this is clearly understood. Hate crime and harassment is deeply damaging to the individual, their family and the community. Telford & Wrekin Council and its partners have a responsibility to proactively deal with all incidents of hate crime and harassment.
- 6.19 It is imperative that all cases are investigated as thoroughly as possible to obtain whatever evidence is available whilst we remain objective and maintain a victim-centred approach. All attempts should be made to gather independent evidence, although there may be cases in which it is necessary to make a judgement as to what has happened, and what course of action is required. This is even more important when there are counter allegations to consider.

Achievements

- 6.20 The Safer and Stronger Community Partnership have created a Reassurance and Marketing Joint Action Group.
- 6.21 In early 2008 Telford Race, Equality and Diversity Partnership secured funding from West Mercia Police Authority to recruit additional community reporting centres and train volunteer reporters.

Gaps

- 6.22 Currently there is limited hate crime and harassment reporting, where reporting takes place this is limited to Police locations and some social housing offices. From our research there is a need to establish wider access to reporting centres across Telford & Wrekin, in both statutory agencies and community venues.
- 6.23 The form currently available for self-reporting is the 'True Vision' packs however these do not currently cover all forms of hate crime and harassment. There are difficulties for people with learning disabilities in particular to access such forms. Other inclusive systems need to be explored to ensure appropriate to ensure reporting processes are fully inclusive and accessible.
- 6.24 The reporting centres need to be perceived by victims as safe places where they will receive appropriate responses from staff. At present there is variable training available to front-line staff on how to respond to victims reporting hate crime and harassment. What is available will often be provided in-house and conform to the needs of that particular organisation. This raises concerns about consistency in the quality of the responses victims may receive. Therefore by agreeing content and delivery of a hate crime and harassment training programme all partners can develop greater consistency in the quality of experience that victims or witnesses will have wherever they chose to report the incident

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Objective

6.25 Increase access to and confidence in reporting.

Key Actions

- Identify local reporting centres across Telford & Wrekin to act as a single point of contact to record and respond to hate crime and harassment incidents
- Develop appropriate training programme for volunteers and front-line staff employed at local reporting centres

Develop marketing campaigns to raise awareness of where to report a hate crime or harassment incident within Telford and Wrekin

- Ensure processes are in place for victims and witnesses to receive feedback on the outcomes from the Hate Incident Panel or any other partner investigations
- Review all reporting processes to ensure they are inclusive and accessible to all communities
- Develop systems to ensure all incidents of hate crime and harassment are reported to one single point of contact
- Establish ways to make reporting easier for people with a learning disability

SUPPORT FOR VICTIMS AND WITNESSES

Current Provision

- 6.26 National research undertaken by Victim Support has shown that many victims of racist and homophobic crime do not report their experiences to the Police and often suffer ongoing victimisation which they regard as part of everyday life.
- 6.27 Local research suggested that members of the public and victims are unaware of where to go to for help and support if they experience hate crime and harassment. It is policy however that when the Police are involved, referral to Victim Support is offered to victims of hate crime and harassment.
- 6.28 In addition there can be a culture of 'silence' with witnesses not feeling safe to come forward to give evidence or wanting to report for other reasons. This can result in cases where there is insufficient evidence to prosecute. Support is available for witnesses but it is unclear as to whether people are sufficiently aware of this service.

Achievements

- 6.29 There are many services open to victims and witnesses locally. These include security improvement to homes, help lines, alarms, mobile phones, victim packs etc, trained staff for advice and counselling, a dedicated support worker and assistance with attending court.

- 6.30 Victims are supported through a range of agencies. Victim Support plays an important role in providing knowledge, emotional support and access to legal advice and counselling for victims. Funding has been secured for the training of a number of Victim Support staff and volunteers to specialise in supporting victims of hate crime and harassment.
- 6.31 The Lesbian, Gay, Bi-Sexual and Trans community is able to obtain emotional support and practical advice through agencies, such as Terence Higgins Trust and Gender Matters.
- 6.32 Supporting People services have limited available accommodation for vulnerable people, which may include victims of racial or homophobic crime. They also offer floating and residential support to other vulnerable people, who may be victims of hate crime and harassment such as people with a disability or people with mental health problems.

Gaps

- 6.33 There is a need to ensure that existing dedicated and indirect advice and support service provision is maximised. Awareness of what support is available has not always come to the attention partner organisations. Likewise victims do not have access to an information pack which informs them of where they can go for help and support locally.
- 6.34 By bringing partner agencies involved in supporting victims together through Partners against Hate Crime and Harassment Group, we can explore how we can better co-ordinate existing support and identify any gaps. For instance by strengthening links between agencies such as Victim Support where we can ensure that there is a clear referral processes in place for when hate incidents and harassment are reported.
- 6.35 Ensuring victims have feedback is critical to achieving satisfaction. This requires that across the investigating agency there are effective systems and resources in place to enable timely and appropriate feedback to happen and for the monitoring of client satisfaction. There is no external scrutiny or monitoring of victim satisfaction with the support and services they have received.
- 6.36 It may be interesting in particular to share the experiences of former victims of hate crime and harassment to enable the key agencies to continue to learn and develop victim centred services.
- 6.37 Witnesses are often critical to enabling cases to be prosecuted however it is sometimes difficult to find witnesses willing to stand up in court due to fear for their personal safety. There is a need to look at what can be done to support witnesses more and reduce the climate of fear.

Objective

6.38 Improve support to victims and witnesses

Key Actions

- Review existing provision of advice and support services for victims and witnesses to help identify gaps and maximise the use of available resources
- Develop a Directory of Support Services for victims and witnesses
- Ensure support services are co-ordinated and a multi-agency referral system is in place
- Develop victim and witness feedback processes to ensure victims and witnesses are kept fully informed to help achieve satisfactory outcomes
- Explore opportunities to involve former victims and witnesses to help in the development of support services

MULTI-AGENCY WORKING

Current Issues

- 6.39 The benefits of working together are self-evident but it is not without problems. Success in some of the key actions will be dependent on other thematic partnerships and agencies playing their part and allocating resources to support the actions.
- 6.40 Hate crime and harassment does not belong to simply one thematic partnership but it crosses nearly all. Being able to make effective links across Telford & Wrekin Council Portfolios and other agencies is not easy and is time consuming.
- 6.41 While there has been a great deal of positive work relating to hate crime and harassment, it is widely acknowledged by agencies and communities that there are needs and gaps that could be addressed through improved multi agency work.

Achievements

- 6.42 The formation of Partners against Hate Crime and Harassment Group in 2008 has been welcomed by all partners. It has brought together key agencies to share the responsibility for developing this Strategy and implementing its agreed actions.
- 6.43 Partners against Hate Crime and Harassment Group have also developed initial links with the local Anti-Bullying Strategy which will in the future enable more effective communication and partnership working in areas of joint concern.
- 6.44 There have been other good examples of multi-agency working such as the use of Multi-Agency Risk Assessment Conferences (MARAC) in response to hate crime.

Gaps

- 6.45 There is a need to ensure that the community, voluntary and faith sectors are able to engage effectively with Partners against Hate Crime and Harassment Group.

Objective

- 6.46 Improve strategic delivery and effective monitoring

Key Actions

- Expand and strengthen the membership of agencies working together to tackle and prevent hate crime and harassment within Telford & Wrekin
- Seek partner endorsement of the Hate Crime & Harassment Strategy across key partnerships within Telford & Wrekin
- Develop a Hate Crime & Harassment Charter
- Ensure all partners are aware of their role and responsibilities in dealing with hate crime and harassment
- Produce quarterly performance reports on hate crime and harassment
- Gain support from key partners for incorporating hate crime and harassment training within their Learning and Development Plans
- Explore internal and external funding opportunities to support the work in tackling hate crime and harassment across Telford and Wrekin
- Develop a multi-agency protocol and training to support people with learning disabilities and other vulnerable adults who report hate crime and harassment incidents
- Ensure, when and where appropriate, that clear links are in place between arrangements for handling hate crime and the multi-agency Adult Protection / Safeguarding process

INFORMATION & RAISING AWARENESS

Current Issues

- 6.47 Local research indicated that the public is largely ignorant about the existence of hate crime and especially in all its forms of hate crime and harassment, in particular disablist hate crime. This calls into question whether sufficient efforts have been made to raise awareness about the nature of hate crime and harassment, or try and challenge the public prejudice which feeds such crimes.
- 6.48 The Valuing People Support Team nationally has made considerable efforts to raise the profile of hate crime and harassment amongst people with learning disabilities by funding projects across the UK. We need to build on the learning these projects have achieved and apply them to the needs of local people with learning disabilities.

Some valuable training packs and websites have been developed along with other helpful resources.

- 6.49 A lack of awareness or information can impact on both victims and perpetrators. It means that perpetrators, in particular those who are young, may be unaware of the impact their behaviour is having on the victim or the community. They may also be unaware of the consequences of their actions. Whereas victims, in particular those new to the Borough, may be unaware of where to go to for help and support or why they should report hate crime and harassment.
- 6.50 The influence of marketing tools on preventing and investigating hate crimes should also be recognised. The media is critical in shaping public attitudes about the crime, its perpetrators, and the law enforcement response.

Achievements

- 6.51 At the beginning of this year, the Safer & Stronger Communities Partnership launched its myth busting campaign including posters and a website www.tacklemyth.com targeting the misinformation and misconceptions about new migrant communities. It was in response to two drivers, 1) a number of racist incidents and 2) the recognitions by the Newcomers Strategy Group of the need to reduce community tensions by publicly tackling the myths that fuel these tensions.

Gaps

- 6.52 The initial Partners against Hate Crime and Harassment Group Road Show displays highlighted the limitations of existing community engagement around hate crime and harassment. Those participating in the consultation were not aware of the impact of hate crime and harassment locally or the full range of agencies they could report to for support and help. There is a need to consider how we communicate the messages Partners against Hate Crime and Harassment Group want to convey to both the public and local agencies.
- 6.53 There have been concerns locally and nationally about the role that the media play in heightening community tensions. It is invaluable to develop links with the local media to discuss their role in promoting community cohesion.
- 6.54 Overall, local communities need to be more aware and empowered to be able to influence all partner activities in tackling hate crime and harassment

Objective

- 6.55 Improve communication between partners and communities

Key Actions

- Develop effective ways for members of the public to help shape services and activities in tackling hate crime and harassment and get involved where applicable

- Develop effective ways of engaging with vulnerable groups, such as people with learning disabilities, to raise their awareness and empower them in reporting hate crime and harassment incidents
- Develop a catalogue of resources including models of good practice from elsewhere about hate crime and harassment for use by partners and local agencies
- Develop a marketing campaign to promote awareness of local reporting sites across the Borough, as well as communicating actions taken to address hate crime and harassment

PREVENTION

Current Issues

- 6.56 Best practice teaches us that tackling prejudicial attitudes has to begin at an early age. Young people can be the victims of hate crime and harassment as well as being perpetrators. National research also highlights the need for raising more awareness amongst young people that hate crime and harassment is illegal and that support for victims is available. All schools have an anti-bullying policy and many adopt an anti-discriminatory policy. However our knowledge of what preventative measures have been tried to reduce hate crime and harassment and their success is somewhat limited.
- 6.57 When looking at the profile of perpetrators we can see a need for collaborating with schools and youth services if we are really serious about tackling this problem. Schools and local communities need to work with Partners against Hate Crime and Harassment Group to confront and eliminate harassing, intimidating, violent, and other hate-motivated behaviour among young people. We need to have a debate and discussion which will lead to planning, immediate action and long-term responses to hate crime. By understanding what hate-motivated behaviour is and how best to respond to it, schools together with communities have the potential of becoming a powerful force in bringing such incidents to an end.

Achievements

- 6.58 Fifteen public sector agencies of the Local Strategic Partnership between 2004 and 2006 participated in play and theatrical workshops to deliver diversity training to approximately 3,000 staff. This project challenged the issues and perceptions surrounding diversity - including race, sexual orientation and disability - with the aim of stimulating debate.
- 6.59 A number of primary and secondary schools within Telford and Wrekin have over the past 3 years participated in the Heartstone project. This has offered a direct way through which to challenge racism and xenophobia. The process also ensures that victims can be supported, their isolation and fear reduced and experiences shared in a positive way. This programme has now come to an end.
- 6.60 Bridging Communities – Inter-Agency Strategy for Newcomers has recognised the need for tackling hate crime and harassment amongst the new migrant communities. Joint efforts between the Council and Police through Partners and

Communities Together (PACT) meetings and other neighbourhood initiatives have helped to identify the problems and develop appropriate action plans to address them.

Gaps

- 6.61 Emerging communities settling within the Borough are often seen as different and vulnerable to hate crime and harassment. They are not always aware of personal safety measures which may help them avoid being targeted, where they can report it or receive support and help as a victim.
- 6.62 While local schools may currently be engaging in activities through its citizenship programme which promote an anti-hate crime environment there is currently no mechanism for monitoring how local communities are involved or the degree of its success.
- 6.63 Guidance is required to assist local organisations in ensuring effective anti-harassment policies are in place.

Objective

- 6.64 Improve preventative measures and promote community cohesion

Key Actions

- Forge better links with 'emerging' communities who are 'targets' of hate crime and harassment
- Strengthen links with relevant organisations and services in developing initiatives to prevent offending and re-offending
- Develop links with relevant strategies and other associated areas of work within Telford and Wrekin to maximise the use of available resources to tackle hate crime and harassment
- Involve local schools, youth centres and local communities in developing best practice initiatives to improve hate crime and harassment reporting arrangements in these settings
- Promote resources for schools and youth centres, such as the 'Victim Support' educational programmes, for inclusion in curriculum and other activities.
- Develop best practice guidelines to assist harassment policies and procedures amongst partner agencies
- Engage with self and citizen advocacy groups for people with learning disabilities and other vulnerable adults and their carers, to promote hate crime and harassment prevention messages

7.0 PERFORMANCE MANAGEMENT

Performance and Review

- 7.1 To ensure the priorities identified in this Strategy are translated into meaningful and practical outcomes, there needs to be clear and co-ordinated processes in place to support its implementation.
- 7.2 This Strategy will be monitored and delivered through an action plan based on the priorities that have been agreed by the partner agencies.
- 7.3 Individual agencies will need to take responsibility for ensuring their actions are completed within the agreed timescales.
- 7.4 The management of the Strategy and development of the action plan will be integrated within the SSCP performance management framework, which will use a quarterly monitoring process (current arrangements are under review.)
- 7.5 Quarterly monitoring reports will be presented to the Partners against Hate Crime & Harassment Group, the Chair of which will report back the Safer & Stronger Communities Partnership to provide information on progress on agreed actions and overall performance, to assess whether partner activities are making a difference.
- 7.6 The Partners against Hate Crime & Harassment Group will review progress on a quarterly basis and develop a revised action plan annually.
- 7.7 The Hate Incident Panel when it is established will as part of its functions review local hate crime and harassment statistics and monitor any complaints. It will review any learning and feed into the Partners against Hate Crime & Harassment Group.
- 7.8 Overall responsibility for the implementation of this Strategy will be delegated to the multi-agency Partners against Hate Crime and Harassment. This Group will ensure that relevant communities are involved and engaged in the process.
- 7.9 The Partners against Hate Crime & Harassment Group will produce an annual progress report to celebrate achievements, identify current issues, gaps and revise the action plans contained within this Strategy. The Stronger and Safer Communities Partnership and Telford Race, Equality and Diversity Partnership will receive the annual progress report, and a public report on Hate Crime and Harassment will be displayed on partners' websites.
- 7.10 The revised action plans will be agreed by the Partners against Hate Crime & Harassment Group via consultation with relevant stakeholders, including local residents and fed into the Safer & Stronger Communities Partnership Plan.
- 7.11 A bi-annual event on hate crime and harassment will be held. The focus of this event will be to share with local and regional partners our successes and the learning that has been achieved through implementing the Strategy.

Resources

- 7.12 The implementation of the Strategy and action plans will be carried out within existing resources for hate crime and harassment work in the Borough, with some external funding being sought where necessary to support areas of new work.
- 7.13 Partner organisations will be asked to officially sign up to the Charter against Hate Crime and Harassment within Telford & Wrekin. This Charter will require each organisation to identify resources to achieve successful outcomes.

Measuring success

- 7.14 The Stronger & Safer Communities Partnership and Telford Race, Equality and Diversity Partnership, through the Partners against Hate Crime and Harassment Group, will be accountable for measuring the success of this Strategy and its action plans. Key measures of success have been identified within the action plans.
- 7.15 The Chair / Vice Chair will be required to report on performance to appropriate structures within the Safer & Stronger Communities Partnership on a quarterly basis, through this may change to monthly reporting arrangements subject to the availability of intelligence from partners.
- 7.16 Performance monitoring will be carried out using existing and developing new performance indicators (PIs). The PIs will be aligned to Local Area Agreement priorities and the National Indicator Set. The National Indicator Set is a list of 198 indicators introduced at the start of 2008/09, which has been designed to measure progress on national priorities where they are delivered by local councils acting alone or in partnership. The five relevant indicators are:
- NI 1 - % of people who believe people from different backgrounds get on well together in their local area
 - NI 2 - % of people who feel that they belong to their neighbourhood
 - NI 23 - Perceptions that people in the area treat one another with respect and dignity
 - NI 69 – Children who have experienced bullying
 - NI 138 - Satisfaction of people over 65 with both home and neighbourhood
- 7.17 Progress will also be assessed through a series of supporting measures including:
- The number of recorded hate crime incidents within the Borough. The number is calculated per 100,000 of the population
 - How many hate incidents have resulted in further action
 - The percentage of reported hate incidents where further investigative action is taken
 - The number of recorded hate related bullying in schools
 - Satisfaction feedback from victims
 - Government Office Tension Monitoring Reports

Action Plan 2008-2011

The dates contained in the Hate Crime & Harassment Strategy are indicative. These dates will be reviewed annually along with other strategies of the Safer & Stronger Communities Partnership.

Theme 1: Action against perpetrators

Objective: Improve multi-agency responses and performance in taking action against perpetrators

Action	Lead	Timescale	Measures	Success Factors
Identify roles of all agencies in responding to different levels of actions	Telford & Wrekin Council Safer Communities Strategic Unit	July 2009	Flow chart, assessment criteria and partnership protocols developed and endorsed by all relevant agencies	All agencies aware of their role and responsibilities
Undertake a review of existing penalties used by partner agencies in responses to incidents	Telford & Wrekin Council Safer Communities Strategic Unit	November 2009	Review completed and recommendations reported to Partners against Hate Crime & Harassment Group and Safer & Stronger Communities Partnership	Partners are fully conversant with all the powers and legal obligations to address hate crime and harassment
Explore feasibility of a MARAC style or Hate Incident Panel approach for Hate Crime and harassment.	Hate Crime Unit - Police	March 2009	Feasibility study completed and recommendations reported to Partners against Hate Crime & Harassment Group and Safer & Stronger Communities Partnership	Established forum and systems in place to review hate crime and harassment cases.

Theme 2: Confidence in reporting

Objective: To increase access to and confidence in reporting

Action	Lead	Timescale	Measures	Success Factors
Identify and implement local reporting centres across the Borough	Telford Race, Equality and Diversity Partnership	March 2010	Reporting centres identified and agreed by the Partners against Hate Crime Group	Endorsement of the location of reporting centres by the Safer & Stronger Communities Partnership Board, Telford & Wrekin Council and other relevant parties Increase levels of reporting
Develop infrastructure to support local reporting centres	Partners against Hate Crime & Harassment Group	December 2009	Infrastructure established to support local reporting centres	Endorsement of the infrastructure by the Safer & Stronger Communities Partnership Board, Telford & Wrekin Council and other relevant parties
Develop flexible training programme for volunteers and front-line staff at reporting centres and within key partner agencies	Telford Race, Equality and Diversity Partnership & TCAT Partners against Hate Crime & Harassment Group	October 2009	Audit of current staff and volunteer training on reporting hate crime and harassment incidents locally.	Completed audit.
		February 2010	Agree training programme	Training materials and content agreed by members of the Partners against Hate Crime & Harassment Group.
		March 2010	Localised training programme/pack developed	Training programme developed and implemented.

Action	Lead	Timescale	Measures	Success Factors
Work with agencies to ensure that all reporting forms are inclusive and accessible	Telford & Wrekin Council Equality and Diversity Team & Social Inclusion Team	September 2009	Access to community languages and information in accessible formats Guidelines produced and distributed to agencies	Information more accessible to all communities
Produce an Anti Hate Crime and Harassment Charter for Telford & Wrekin.	Telford & Wrekin Council Safer Communities Strategic Unit	March 2009	Number of organisations signed up to the Anti Hate Crime and Harassment Charter	Public launch of the Anti Hate Crime and Harassment Charter with an official signing by partner agencies Partner/agencies commitment to Charter
Explore the benefits of 24 hour helpline for victims	Telford Race, Equality and Diversity Partnership and Telford & Wrekin Council Safer Communities Strategic Unit	March 2009	Proposals developed and presented to be presented to Safer & Stronger Communities Partnership and Partners against Hate Crime & Harassment Group	Partner endorsement and commitment in implementing the proposals Increase in reporting and support to victims

Theme 3: Support to victims and witnesses

Objective: To improve support to victims and witness

Action	Lead	Timescale	Measure	Success Factors
Undertake a review of existing provision of advice and support services for victims and witnesses to maximise the use of available resources.	Telford & Wrekin Council Safer Communities Strategic Unit & Victim Support	October 2009	Review completed and report to Partners against Hate Crime & Harassment Group and the Safer & Stronger Communities Partnership Board. Subject to comments, recommendations are implemented	Improvement in the consistency and accessibility of advice and support given to victims and witnesses. Reducing/removing barriers to report incidents More effective use of partner resources.
The development of a accessible Directory of Services for victims and witnesses	Wrekin Housing Trust	March 2009	Directory of Services produced and available in all reporting centres and websites.	Victims and witness have access to all relevant and appropriate services. Increase in take up of services
Develop multi-agency referral systems for support services	Telford & Wrekin Council Equality and Diversity Team	September 2010	Multi-agency referral system in place	Increase in take up of services, awareness and satisfaction levels

Theme 3: Support to victims and witnesses

Objective: To improve support to victims and witness

Action	Lead	Timescale	Measure	Success Factors
Develop and establish and feedback systems to monitor victim evaluation and satisfaction levels	Victim Support	March 2010	Feedback monitoring systems in place across all agencies Regular reports to Partners against Hate Crime & Harassment Group Annual hate crime and harassment report.	Increase in satisfaction levels
Explore opportunities for victims to be involved in future development of support services	Victim Support	December 2009	Focus groups with victims held. Questionnaire to victims undertaken Compile feedback results from victims.	Improved support services to victims, witnesses and advocates

Theme 4: Multi-agency responses to hate crime and harassment

Objective: To improve strategic deliver and effective monitoring

Action	Lead	Timescale	Measure	Success Factors
Improve membership of Partners against Hate Crime & Harassment Group through wider representation across all key community groups and organisations	Co- of Partners against Hate Crime & Harassment Group	March 2009	Increase in the number of community groups and organisations attending/becoming members of Partners against Hate Crime & Harassment Group.	More diverse group addressing hate crime and harassment
Raise awareness around the roles and responsibilities of Partners against Hate Crime & Harassment Group members in reporting hate crime and harassment	Co-Chairs of Partners against Hate Crime & Harassment Group in conjunction with Telford & Wrekin Council's Safer Communities Strategic Unit	June 2009	Protocols developed and rolled out to all members of Partners against Hate Crime & Harassment Group	Members have clear guidance about their roles and responsibilities
Develop monitoring systems to capture partner data on hate crime and harassment	Police and Criminal Justice Group	April 2009	Monitoring systems in place and shared with partner agencies Reports presented to Partners against Hate Crime & Harassment Group.	Hate crime and harassment data analysed to inform Partnership action

Theme 4: Multi-agency responses to hate crime and harassment

Objective: To improve strategic deliver and effective monitoring

Action	Lead	Timescale	Measure	Success Factors
Map existing Borough-wide training on hate crime and harassment	Telford & Wrekin Council Equalities & Diversity Team	March 2009	Mapping exercise completed and outcomes and development needs reported to Partners against Hate Crime & Harassment Group	Comprehensive list of existing training resources available for all partners
Develop a range of training briefs to meet the information and development needs identified from the mapping exercise	Telford & Wrekin Council Equalities & Diversity Team	December 2009	A range of training briefs available for partners agencies for inclusion in training programmes	The workforce of partners are informed and trained in dealing with hate crime and harassment cases
Gain support from key partner agencies to incorporate Hate crime and harassment training into service specific training	Partners against Hate Crime & Harassment Group	December 2009	Hate crime and harassment incorporated into the training and development programmes of partner agencies.	The workforce of partners are informed and trained in dealing with hate crime and harassment cases

Theme 4: Multi-agency responses to hate crime and harassment

Objective: To improve strategic deliver and effective monitoring

Action	Lead	Timescale	Measure	Success Factors
Work with agencies to ensure that hate crime and harassment is integrated into key strategies, plans and activities across a range of service areas.	Partners against Hate Crime & Harassment Group in conjunction with Telford & Wrekin Council's Safer Communities Strategic Unit	September 2009 April 2009	Confirmation note from partner agencies that the strategy and action plan has been adopted. Ensure, when and where appropriate, that clear links are in place between arrangements for handling hate crime and the multi-agency Adult Protection / Safeguarding process	Joined up approach within partner organisations to tackle hate crime and harassment
Develop a multi-agency protocol and training to support people with learning disabilities and other vulnerable adults who report hate crime incidents	Partners against Hate Crime & Harassment Group	March 2010	Multi agency protocol to support people with learning disabilities and other vulnerable adults and appropriate training materials developed	People with learning disabilities and other vulnerable adults are able to report hate crime and harassment incidents

Theme 5: Information and raising awareness

Objective: To improve communication between partners and communities

Action	Lead	Timescale	Measures	Success Factors
Develop communication campaign to promote the Road shows and encourage local communities to be involved	Telford Race, Equality and Diversity Partnership in conjunction with Safer & Stronger Communities Partnership Marketing & Reassurance Joint Action Group	June 2009	Communication process in place. Road show/events programme agreed.	The number of different communities in attendance as a result of the campaign
Work with relevant and appropriate groups and organisations to raise awareness and empower vulnerable groups in challenging hate crime and harassment (such as people with learning disabilities)	Telford Race, Equality and Diversity Partnership /Telford & Wrekin Council Equality and Diversity Unit	April 2009	Number of groups or organisations visited to discuss this issue. Needs identified and guidance protocols developed to support vulnerable groups and people with learning disabilities. Protocols distributed	Increase in number of people with learning disabilities and vulnerable groups reporting hate crime and harassment incident
Produce a catalogue of available resources for partners	Telford Race, Equality and Diversity Partnership	July 2009	Catalogue published and distributed to partners	Partners have access to a range of resources to support them in combating hate crime and harassment

Theme 6: Prevention

Objective: Improve preventative measures and community cohesion

Action	Lead	Timescale	Measures	Success Factors
Visit and forge links with new and emerging communities.	Telford & Wrekin Council's Locality Management Team	April 2009	Number of meetings attended with new and emerging communities	Confidence raising of new and emerging communities in reporting hate crime and harassment Increase in reporting from new and emerging communities
Engage with Youth Offending Services to develop preventative initiatives and activities to challenge offending behaviour – linked to geographical areas where need is identified	Telford & Wrekin Council's Locality Management Team	June 2009	Meetings held with Youth Offending Services Preventive measures identified. Programme of targeted work within geographical areas developed	Reduction in the number of victims and reported cases

Theme 6: Prevention

Objective: Improve preventative measures and community cohesion

Action	Lead	Timescale	Measures	Success Factors
Strengthen links with the Borough Anti-Bullying Group	Telford & Wrekin Council Children and Young People Portfolio	September 2009	<p>Strategy approved and implemented across the Borough.</p> <p>Meetings held with key officers at the Local Education Authority.</p> <p>Representative from the Local Education Authority to sit on the Partners against Hate Crime & Harassment Group to report progress on the Anti-Bullying Strategy</p> <p>Evidence of policies tackling bullying and harassment in schools and other settings working with young people.</p>	Joint reporting and monitoring

Theme 6: Prevention

Objective: Improve preventative measures and community cohesion

Action	Lead	Timescale	Measures	Success Factors
Promote to schools and youth centres what existing resources are available on hate crime and harassment for inclusion and building on the work around PSHE, Citizenship and anti-bullying curriculum activities	Telford Race, Equality and Diversity Partnership	October 2009	Publicity distributed Number of schools requesting use of available resources.	Increase in awareness and reporting
Develop best practice guidelines on harassment for inclusion in employer policies and procedures.	Wrekin Housing Trust in conjunction with Telford & Wrekin Council's Safer Communities Strategic Unit	December 2009	Guidelines produced and distributed copies available via the website of the Safer & Stronger Communities Partnership website Guidelines in place in all private and public organisations	Consistency across organisations in dealing with harassment cases in the work place
Publish annual statistics about the prevalence of hate crime and harassment and the work of the Partners against Hate Crime & Harassment Group	Telford & Wrekin Council's Safer Communities Strategic Unit	April 2009	Publish annual statistics and annual report	Promotes hate crime and harassment and the work of the Partners against Hate Crime & Harassment Group

Theme 6: Prevention

Objective: Improve preventative measures and community cohesion

Action	Lead	Timescale	Measures	Success Factors
Engage with self and citizen advocacy groups for people with learning disabilities and other vulnerable adults and their carers, to promote hate crime and harassment prevention messages	Partners against Hate Crime & Harassment Group	September 2009	Increased awareness of prevention messages amongst individuals and advocacy groups for people with learning disabilities and other vulnerable adults.	Individuals and advocacy groups for people with learning disabilities and other vulnerable adults are enabled to take appropriate action.

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APPENDIX 1 – POTENTIAL ACTIONS AGAINST OFFENDERS

Consideration will be given to individual cases as to their suitability for the use of the following remedies:

Alternative Dispute Resolution (ADR)	Way of settling disputes without going to court. Mediation is the most popular form of ADR and involves a trained mediator (impartial third party) guiding those involved to a settlement upon which they all agree.
Acceptable Behaviour Contracts (ABCs)	Written voluntary agreement between the perpetrator and the appropriate agencies limiting the perpetrator's behaviour.
Undertaking	A promise to the court given by the perpetrator as to their future conduct. Breach of an undertaking is considered to be contempt of court and the perpetrator could therefore face an unlimited fine or up to two years imprisonment.
Injunctions	An order granted by the County Court (civil), which compels the perpetrator to do something or forbids the perpetrator from acting in a certain way. Can include a power of arrest or a term excluding the perpetrator from entering a certain area. Breach of an Injunction could result in an unlimited fine or up to two years imprisonment for contempt of court.
Anti-Social Behaviour Order (ASBOs)	An order granted, usually by the Magistrates Court (criminal), restricting the behaviour of the perpetrator. Breach of an ASBO is a criminal offence, which carries a maximum sentence of 5 years imprisonment.
Demotion Orders	An order granted in the County Court (civil) applicable where the perpetrator is an assured or secure tenant. The order brings that tenancy to an end and replaces it with a less secure demoted assured shorthold tenancy, removing various rights and benefits, for a period of 12 months. Breach of the assured shorthold tenancy within the 12-month period can result in the landlord obtaining possession.
Possession Orders	An order granted by the County Court (civil) requiring the occupant of a property to vacate that property by a certain date. The enforcement of a possession order can be postponed or suspended upon terms where appropriate.
Forfeiture of Lease	A landlord can seek to end the lease and repossess the property because the lease conditions have been broken. As this applies to leaseholders who in effect own their homes this remedy is only likely to succeed in very serious cases.

APPENDIX 2 – TELFORD RACE, EQUALITY & DIVERSITY PARTNERSHIP BOARD MEMBERSHIP

Organisations represented on TREDP Board of Trustees

- Telford and Wrekin Council
- West Mercia Police
- Wrekin Housing Trust
- Telford College of Arts and Technology
- Telford and Wrekin Council for Voluntary Service
- Telford Christian Council
- Telford African Welfare Association
- Telford West Indian Association
- Shropshire Bangladeshi Welfare Society
- Sikh Community
- UK Telford Chinese School

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APPENDIX 3 – SAFER & STRONGER COMMUNITIES PARTNERSHIP BOARD MEMBERSHIP

Safer & Stronger Communities Partners include:

- Telford & Wrekin Council
- West Mercia Constabulary
- Telford & Wrekin NHS PCT
- Shropshire Fire & Rescue Services
- West Mercia Probation Service
- Telford Race, Equality and Diversity Partnership
- HM Prison Service
- Shropshire Chamber of Commerce
- Stonham
- Telford & Wrekin Youth Offending Service
- Wrekin Housing Trust
- Victim Support Shropshire
- West Mercia Crime Prevention Panel
- West Mercia Police Authority
- Crown Prosecution Service
- Bromford Housing Trust
- Bourneville Housing Trust
- TTC 2000

This list of organisations does not cover all those that are involved in the work of the Safer & Stronger Communities Partnership through its various thematic and sub group activities.