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Cumbria Multi-agency Tackling Hate Crime Strategy and Action Plan 2013-15

AWAZ Cumbria Policy Advice

AWAZ Cumbria

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Cumbria Multi-agency Tackling Hate Crime Strategy and Action Plan 2013-15

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1- Introduction

AWAZ Cumbria (the 'voice' of BME People and Communities') has been commissioned by Cumbria County Council to work in partnership with Safer Cumbria team to provide policy advice and engage underrepresented groups and communities in the development of Cumbria Multi-agency Tackling Hate Crime Strategy and Action Plan 2013-15.

One of the key tasks of this piece of work is to map services across the county and see who is working on tackling race and homophobic hate crimes; who is supporting victims of race and homophobic hate crimes and what we can do together to develop an action plan to challenge the root causes of prejudice, tackle hate crimes, increase reporting and support for victims and put effective systems in place to stop it.

The Government has published 'Challenge It, Report It, Stop It': the Government's plan to tackle hate crime in March 2012 and sets out the definition for hate crime: *'Hate crime is defined as any criminal offence which is perceived by the victim or any other person to be motivated by hostility or prejudice based on a person characteristic.'*

The Triennial Review (2010), 'How fair is Britain?' identified ending identity-based or targeted violence and harassment as one of the five most important objectives that must be met if we are to create a society in which every individual has an equal chance in life; human rights are respected; and prejudice is replaced by greater understanding.

One of the aims of Public Sector Equality Duty under Equality Act 2010 is *'Fostering Good Relations'*¹ that means tackling prejudice and promoting understanding among all sections of society. Now that tackling hate crime is one of the key priorities in the draft Cumbria Community Safety Agreement 2013-14² and Safer Cumbria and Cumbria County Council felt that it is a good time to work towards developing a Cumbria Multiagency Tackling Hate Crime Strategy and Action Plan.

2- Context

The Government's Challenge It, Report It, Stop It - The Government's Plan to Tackle Hate Crime Action Plan (2012,p.5) notes that *"We have come a long way since the shocking murder of Stephen Lawrence in 1993. The Inquiry into his death, and the subsequent Macpherson Report, was a catalyst for change – not just in the way the police and criminal justice system deal with racially-motivated crimes, but in the recognition of hate crimes more broadly. Importantly, there is greater understanding now of the disproportionate impact hate crimes have on victims, and of the need to work across agencies and with the voluntary sector to overcome the barriers which have caused those who have previously been reluctant to come forward."*

The Government also recognises that *"we should not mistake that progress, or the convictions for the murder of Stephen Lawrence – welcome though they are – as evidence that the problem has been solved. Far from it. The violence and intimidation directed towards faith communities by extremist groups seen at*

¹ See, <http://www.legislation.gov.uk/ukpga/2010/15/section/149>

² The Safer Cumbria Direction Group recommended inclusion of Hate crime as one of the key priority in the Community Safety Agreement 2013-14 in its meeting on 6 February 2013 at Penrith.

demonstrations, and the brutal killings of Ian Baynham (who was killed in a homophobic attack), Gemma Hayter (a victim of disability hate crime) and others illustrate the tragic consequences when hostility or hatred is allowed to escalate. They also highlight that there is much more that we can and should be doing to protect victims and deal with hate crime when it happens. Tackling the underlying prejudice and ignorance that drives hate crime will be key in helping us to move forward.” (p.5)

AWAZ existing knowledge base from hearing the stories of victims of race hate crime as part of AWAZ Cumbria on-going campaign “Racism has no place in Cumbria: if you hear it, see it or feel it, Report It”; the results of an AWAZ community engagement survey “Racism and Race Incidents Survey in South Cumbria 2010-11 – Results, AWAZ Briefing Paper - Tackling Prejudice and Hate Crimes in Cumbria (2012); findings from the Victim Support research report Listening and Learning: improving support for victims in Cumbria (2012, p.30) and Multi Agency consultation with Black and Ethnic Minority Community in Cumbria (IODA, 2005, p. i-xiii).

All this evidence suggests that racism is still one of the key challenges BME people and communities in Cumbria experience in a range of ways in their everyday life, and race hate crimes are over 65% of total reported hate crimes across Cumbria in last three years. Often this reality is at worst denied, and at best underestimated.

There is a slight increase in successful prosecutions against the perpetrators of hate crime in Cumbria but “Many perpetrators consider intolerance to be an acceptable part of life and are likely to re-offend... Re-offending is a Community Safety Partnership priority”. (See, Cumbria Community Safety Strategic Assessment (2011) <http://www.cumbriaobservatory.org.uk/AboutCumbria/Crime/CSSA.asp>).

However, there is no publically available report or a case study to suggest that there is a specific focus on rehabilitation of hate crime offenders through the implementation of integrated offender management systems across Cumbria.

“Understanding the impulses and motivations that lead to hate crime, and learning from what works and what doesn’t when working with offenders, is essential to designing rehabilitation measures,” (Iganski, P. et.al, 2011)

Therefore, fostering good relations that is tackling prejudice and promoting understanding in Cumbria is a major challenge. The Black and Minority Ethnic (BME) communities and victim of race hate crime have expectation from all the agencies at local level in Cumbria to tackle hate crime effectively and provide appropriate support for victims. There is a need for coordinated approach and effective Multi-agency strategy and action plan to challenge the root causes of racial prejudice, tackle hate crimes, increase reporting and support for victims, and to put effective case and offender management systems in place to stop it.

3- Methodology

In our research to inform AWAZ policy advice for the development of Multi-agency Tackling Hate Crime Strategy and Action Plan 2013-15, we have conducted an on-

line survey using a survey³ questionnaire among the members of Safer Cumbria Action Group, Safer Cumbria Direction Group, Cumbria Third Sector Executives members and other stakeholders, a workshop in the Race and Religious Hate Crime Conference 26 Feb. 2013, Kendal. We also benefited from AWAZ research and investigation on the effectiveness of third party reporting systems across Cumbria, AWAZ existing knowledge base from AWAZ campaign against racism and desk based research. On the basis of this research, we have summarised the findings below and suggested key actions to tackle race hate crime for inclusion in the final Cumbria Multiagency Tackling Hate Crime Action Plan 2013-15.

AWAZ Cumbria carried out this public policy advocacy project during January – March 2013.

4- Findings

4.1 Racism and Race hate crimes/ incidents at a glance

An analysis of hate crime statistics in the last three years by AWAZ, found that race hate crimes are over 65% of total reported hate crimes across Cumbria.

Year	Total	Types of Hate Crime				
		Racist	Religious	Homophobic	Transgender	Disability
2010-11 ⁴	275	180	19	49	9	18
2011-12 ⁵	282	194	17	45	9	17
2012-13 ⁶	240	166	17	36	3	18

The participation of race hate crime victims in the surveys conducted by Cumbria Constabulary to find out satisfaction levels on the services victims receive on – the whole experience, actions taken and how well they were kept informed, is so small that results from the publically available data⁷ do not reflect the real satisfaction levels among victims of race hate crime across Cumbria.

Racist Incidents Satisfaction Levels				
Satisfaction	2010	2011	2012	2013
Number Of Surveys Carried out	12	14	7	
% Satisfied with whole experience	91.7%	92.9%	85.7%	

Source: Cumbria Constabulary (2013)

³ See, Cumbria Multi-agency action plan to tackle hate crime survey questionnaire, [online], Available at: <https://equalitycumbria.org/content/cumbria-multi-agency-action-plan-tackle-hate-crime-survey-questionnaire> (February 2013).

⁴ See, Hate crime on the increase in the Cumbria, [online], available at: <http://www.newsandstar.co.uk/news/hate-crimes-on-the-increase-in-cumbria-1.877329> (last accessed Feb 2013)

⁵ See, Hate Crime in England and Wales: Where is it worst? [Online], available at: <http://www.guardian.co.uk/news/datablog/2012/sep/13/hate-crime-england-wales>

⁶ The figures for 2012-13 are up-to February 2013.

⁷ See, Hate crime data Equality Workbook Feb.2013, [online], available at: <http://www.cumbria.police.uk/about-us/area-structure-services/equality-and-diversity/equality-objectives> (last accessed Feb 2013).

There is no data available on how many of these victims of race hate crime have received support from official agencies e.g. Victim Support.

It is very disconcerting to note that there is no reliable data available to assess the satisfaction levels among known victims of hate crime and one can imagine how challenging it would be for the victims who do not have confidence in reporting the crime in the first place.

4.2 Race and religious hate incidents and crimes in Public spaces , public transport.

There is an increase in racist attacks on individuals in public parks, at public transport (buses, trains), in and outside bars/clubs, restaurants and racist name calling and spitting on BME people faces hate incidents in town centre across Cumbria and racist graffiti in public places in last couple of years. For example Quran burning happened in the middle of Carlisle town centre⁸, a young Asian man attacked in Rickerby Park, two Bangladeshi men were racially abused, assaulted and chased by a racist mob in Workington⁹.

4.3 Reporting Hate Crimes in Cumbria

An AWAZ Cumbria investigation report *“Reporting Hate Crime in Cumbria: An Impossible Task for Victims?”* in March 2013 has found that *“Third Party Hate Crime Reporting Centres and Online reporting systems in Cumbria are dated and not fit for purpose. There is a need for an urgent examination of the hate crime reporting mechanisms.”* Full report is available at www.awazcumbria.org. The key recommendations from report are as under;

“Third Party Hate Crime Reporting Centres

Cumbria Constabulary ensures that;

- *An immediate overhaul of all existing Third Party Reporting Centres.*
- *Open dialogue with stakeholders to assess the future of third party hate crime reporting arrangements across Cumbria.*
- *Update its website to be accurate and up-to-date with appropriate information accessible for all sections of the community;*
 - *Publish the photo of the Centre’s building, opening/closing times and days on the new list,*
 - *Publish telephone numbers of the Centres who can offer reporting by phone,*
 - *Publish an easy read guide containing information on all types of hate crimes and victim support organisations.*
- *Facilitate reporting centres to actively promote that service users/customers/clients can report a hate crime in a friendly and confidential environment.*
- *Replace the existing downloadable third party hate crime reporting (PDF) form with a user friendly accessible file format.*

⁸ See, <http://www.newsandstar.co.uk/news/news-focus/when-did-racism-become-an-everyday-occurrence-in-carlisle-1.828953?referrerPath=home/2.1962>

⁹ See, <http://www.newsandstar.co.uk/news/police-hunt-men-after-racist-attack-in-workington-1.569644?referrerPath=home/2.1962>

Local authorities, housing associations and other organisations ensure that;

- *third party hate crime reporting systems both on-line and in person are effective and efficient, this includes;*
 - *Reporting centres to actively promote that service users/customers/clients can report a hate crime in a confidential environment.*
 - *The housing associations needs to ensure that they make hate crime/incidents' awareness raising as part of their tackling Anti-Social Behaviour initiatives.*
 - *Publicity material containing information for victims of hate crime is more widely available and Victim Support generally raises awareness of their services.*
 - *All front-line staff of third party reporting centres to be trained to deal with service users/customers/clients who wish to report hate crime/incident in a friendly and confidential environment.*

Online Hate Crime Reporting

All agencies' ensure that;

- *Online reporting systems need to be uniform and consistent across all organisations*
- *All public sector organisations, housing associations and other organisations need to re-design their online reporting arrangements for reporting hate crime/incidents', and make it visible on the front page of their website or easy to navigate from the first page to report a hate crime.*
- *Publish examples of good practice on the website.*

Timely and appropriate responses

- *All agencies' need to respond in timely and appropriate manner to all hate crime incidents.*
- *The local authorities and other organisations responsible for removal of racist, Islamophobic, anti- semantic or homophobic graffiti from public ensure timely removal of such graffiti."*

5 Examples of Good practice

5.1 AWAZ Cumbria Campaign - Racism has no place in Cumbria

AWAZ Cumbria has launched its campaign 'Racism Has No Place in Cumbria' on 21st March 2011 to mark the International day for the elimination of racial discrimination for the first time in Cumbria. Over 60,000 cards and leaflets and stickers were produced and currently being distributed (see appendix 1), key print¹⁰ and electronic¹¹ media channels across Cumbria have been engaged to raise the awareness of general public on Hate crime and racism. In October 2012

¹⁰ See, <http://www.newsandstar.co.uk/news/hate-crimes-on-the-increase-in-cumbria-1.877329?referrerPath=home/2.1962>

¹¹ See, <http://www.itv.com/news/border/story/2012-04-11/race-hate-crimes-up-in-cumbria/>

AWAZ Cumbria, Tullie House and Cumbria Archive Service worked in partnership to celebrate black history month.

5.2 AWAZ public policy advocacy to improve operational policing practices

AWAZ is working in partnership with Association of Black Police Officer (Unity), local IAG's and campaigning for improvements in the performance of information management systems' at BCU levels with regards to victims experience and satisfaction, and asking for recording, monitoring and quarterly evaluation of following information within operational policing systems;

- a) The numbers of race hate crime victims who have given consent or no consent for support from other agencies e.g. Victim Support in each BCU area and the number of victims referred to Victim Support and received victim support?
- b) The numbers of hate crime victims surveyed or contacted by Hate Crime or Police Community Support Officers in each BCU area as part of service satisfaction survey or community engagement activities?
- c) The numbers of race hate crimes classed as No Further Action (NFA) by Police or CPS in each BCU area?
- d) The attrition rate between reported incidents/recorded crimes and sanctioned detections?
- e) How many Victims of race hate crimes have been provided with opportunity or signposted to the independent advocacy support to record their Victim Personal Statement (VPS)? How many VPS from victims of race hate crimes have been used in Court cases?

The South Cumbria BCU is currently monitoring these statistics as a pilot. The preliminary monitoring and evaluations result during last two quarters has identified areas for improvement in case management and increase in victims' confidence. There is a need to expand this pilot across all BCU's and also improvements are required in community policing and engagement.

5.3 South Lakeland Equality and Diversity Partnership (SLEDP)

South Lakeland Equality and Diversity Partnership aim to:

- Seek to reduce inequality on the grounds of gender, race, disability, age, sexual orientation, rurality and religion/ belief;
- Celebrate diversity and reduce discrimination;
- Improve the life chances and opportunities for people who live, work and visit South Lakeland;

The current Partnership membership include the Police, CPS, SLDC, Cumbria CC, Awaz, Stricklandgate House, University Hospitals of Morecambe Bay, NHS Cumbria, NHS Cumbria Partnership Trust, Victim Support, Quaker group, Buddhist group, Cumbria Fire service, Disability and Housing representatives.

In 2013 SLEDP plans to complete a “*Fostering Good Relations Project*” in partnership with AWAZ and Cumbria Fire and Rescue Service. This project aims to include an Equality and Diversity (fostering good community relations) element to the Junior Citizens programme for the first time. For the last 5 years Cumbria Fire and Rescue Service have run a successful Junior Citizens Programme in South Lakeland. The project aims to reach all Year 6 students in the locality and to enable them to gain skills in Citizenship before they move up to secondary school. Approximately 3000 young people aged 10 to 11 years take part. The programme covers a range of topics such as Fire Safety, Stranger Danger, Drugs, Smoking and Alcohol, Healthy Exercise etc. The event takes place annually in June at Fire Stations around the South Lakes.

We are planning to include a new module that explores community relations - using some educational materials prepared by the Crown Prosecution Service and the National Union of Teachers (Racist and Religious Hate Crime School Project resource pack). There are a number of scenarios that relate to BME (racist and religious hate crime and anti-social behaviour) and it is planned that in small groups students will watch the video clips with the students and then discuss with their facilitator. We will include issues around peer pressure and practical information on BME, race and religious hate crime reporting and sources of support.

At the end of the session the students will be given a leaflet inviting them to participate into a competition that will run in parallel. This will ask them to produce a poster, poem or painting on a “Connecting Communities- celebrating diversity in South Cumbria” related to the learning in the session. Criteria for the competition and judging are to be developed. The winning entries will be made into a 2014 calendar featuring the entries. The work will be published online and as a booklet by SLEDP.

SLEDP want to encourage services including; advice agencies, education, health and social care to do more to take action to stop Hate Crime happening in the first place. Effective policies and procedures and staff awareness for dealing with it will also encourage reporting. However many people do not report race and religious hate crimes and incidents for various reasons, including not knowing how or where to report it, fear of recrimination, lack of confidence to follow through on a complaint and a general sense that low level threats to personal safety are routine and something that one must just deal with.

In 2012, SLEDP has reviewed the information about the third party hate crime reporting centres in South Lakeland and felt that there is need for make information about the existence of these centre more visible and produced a poster with the help of AWAZ Cumbria (see appendix 2). The local lead officer on hate crime from Cumbria constabulary is currently delivering training for the front line staff of designated Third Party Hate Crime Reporting Centre in South Lakeland and updating the list as well. This is a work in progress.

5.4 Tackling Racism – Fostering good relations through Sports

Peter Foley MBE, Chair, AWAZ Cumbria and first black professional footballer in Cumbria has been giving talks and organising activities in partnership with local schools, football clubs, Cumbria constabulary and other organisation to raise

awareness of racism issues¹² across Cumbria over a number of years. A range of other activities are also going on but there is a need for a coordinated approach, capacity building support and consistency in initiatives to engage young people in healthy activities, dialogue and discussion on racism issues. This could be done through Cumbria sports partnership, youth clubs, Cumbria Youth Councils' in each district, VCS organisations in partnership with public and private sector organisations.

5.5 Diversity Weeks in Cumbrian Colleges

Carlisle College and Lakes College in West Cumbria every year celebrate diversity weeks or themed activities on the topic of Equality and Diversity. There are opportunities to make these events more useful in raising awareness on the issues of racism, homophobia, anti-semitic, Islamophobia and hate crimes.

6 Feedback from Race and Religious Hate crime Conference

In February 2013, three partners, AWAZ Cumbria, Crown Prosecution Service (CPS) and Cumbria Constabulary held a Race and Religious Hate Crime Conference in Kendal to;

- Raise awareness of Race / Religious Hate crime /incidents
- Agencies (Public, VCS and community) needing to act on Race/Religious Hate incidents and crime
- Partnership working to tackle Race/Religious Hate and role of existing groups/partnerships

The well attended conference brought together the views of the Interim Chief Constable of Cumbria Constabulary, the Chief Crown Prosecutor for the North West, Richard Rhodes the new Police Crime Commissioner and Victim Support as well as facilitating case studies exploring the experiences and impacts of hate crime and four workshops.

At the conference the Police and Crime Commissioner Mr Richard Rhodes gave his assurance and later included hate crime as one of the priorities in the Cumbria Police and Crime Plan.

The feedback from the participants of the workshop titled 'Public Awareness and Multiagency Partnership working' suggests that policies be embedded throughout all levels of the organisation. Responsibility for dealing with hate crimes is the responsibility, not just the Diversity Officer, but rather individuals/employees who need to be equipped with support and training. Potential barriers that might prevent policies being implanted were that organisations may lack understanding in why a differential service for those who are subjected to hate crimes and that individuals may be fearful of being labelled a 'racist'.

Awareness raising in schools, NHS, probation service, sheltered housing, will serve to encourage positive engagement. Work with those who deal with anti-

¹² For details see, Clubbing together to tackle racism, [online], available at <http://www.newsandstar.co.uk/news/clubbing-together-to-tackle-racism-1.66454?referrerPath=home/2.1962> and Pioneering black player inducted into hall of fame, [online], available at <https://equalitycumbria.org/awaz-cumbria/news/pioneering-black-player-inducted-hall-fame> (Last accessed March 2013).

social behaviour, i.e. probation service, social landlords, to identify what element is due to race hatred.

In order to increase reporting and access to support, investment, resources and crucially partnership working to build confidence in reporting hate crimes.

Central to the above recommendations is to engage leaders from all sectors in Cumbria to sign-up to 'racism has no place in Cumbria campaign' and 'Zero Tolerance' against hate crime.

7 Cumbria Multi-Agency Action Plan to Tackle Hate Crime survey questionnaire – results

The results from the survey indicates that most of the organisations across Cumbria are not aware of the Government's Challenge It, Report It, Stop It - The Government's Plan to Tackle Hate Crime Action Plan, and they need guidance and support in achieving the aims and objectives of this national action plan and what it means for them at local level.

8 Conclusion

Racism is still one of the key challenges BME population in Cumbria experience in a range of ways in their everyday life and race hate crimes are over 65% of total reported hate crimes across Cumbria in last three years. Often this reality is at worst denied, and at best underestimated.

Therefore, there is a need to develop a Cumbria wide multi-agency strategy and specific, measurable, achievable, realistically resourced and time specific (SMART) action plan to challenge the root causes of racial prejudice, tackle hate crimes, increase reporting and support for victims, and to put effective case and offender management systems in place to stop it.

9 Recommendations

On the basis of the findings AWAZ Cumbria recommends the following actions for inclusion in the Cumbria Multi-Agency Tackling Hate Crime Strategy and Action Plan 2013-15.

Ref	Aims and Objectives	Actions	Lead Agency and/or Lead Person	Timescale and updates
1.	Prevention			
1.1	Challenging Attitudes			
a.	Collect hate crime data at a neighbourhood level.	Set a baseline. Analyse data from each specific strand and identify any gaps in information.		

b.	Seek data from the Office of the Police and Crime Commissioner concerning hate crimes.	Request data on total numbers of hate crimes and some information on how victims engaged with the PCC Victim Engagement Initiative.		
c.	Identify projects that challenge racism.	Do they need any additional support or do we need to develop new ones.		
d.	Raise awareness of the Equality Act's aims of public sector equality duty i.e. 'Fostering Good Relations'.	Develop an information package so that partners can raise awareness and develop policies with their own staff, local businesses, community groups and the VCS organisations		
e.	Putting face to No Racism/H8 campaigns	Raise awareness of the campaign and encourage Chief Officers to sign their organisation up to supporting it.		
f	Public awareness Campaigns	Public transport, public spaces, libraries, visitor attractions. In sports, e.g. Show racism a red card To develop a range of locally relevant information resources for use by organisations and professionals to challenge hatred and to foster good relations.		
g	Education	Raising awareness and understanding to challenge, racist, homophobic and other prejudiced attitudes within schools, colleges, 19+ training institutions and other community based settings to help the young people to critically think about the issues and empower them to refute and challenge hatred. To develop a programme of activities and resources to support this work.		

Ref	Aims and Objectives	Actions	Lead Agency	Timescale and updates
1.2	Early Intervention			
a.	Work in partnership with schools, colleges and other education establishments to review prejudice-based bullying incidents and how they are resolved.	<p>Identify what awareness programmes are being used.</p> <p>Use existing mechanisms to provide new resources.</p> <p>Develop new programmes if current programmes are deemed ineffective.</p>		
b.	Raise awareness of hate crime and awareness of communities affected by prejudice and discrimination.	<p>Work with education and training providers to provide interesting, interactive and informative packages for young people and learners.</p> <p>Raise awareness through partner organisations and partnership activities of these days and their significance, e.g. Black History Month (October), Celebrate the International Day Against Homophobia and Transphobia (I.D.A.H.O) 17th May Gypsy and Travellers History Month (June)</p>		
c.	Develop a communication plan.	<p>Ask for volunteers to work in a small group to pull a plan together.</p> <p>Examples of local media: Utilise Cumbria Community Messaging system.</p> <p>Provide information links on partner's web pages.</p> <p>Secure adverts and information pages in partner's newsletters.</p>		
d.	Working with vulnerable young people and adults	Identifying and working with vulnerable young people and adults who are at risk of committing hate crime.		

e.	Engaging with communities at risk of hate crime	Engage with communities at risk of hate crime to raise awareness of the laws on hate crime, increase reporting and support available for victims of crime.		
f.	Partnership working	Working in partnership to establish, review and disseminate good practice on challenging prejudice and hate crime reporting and working with victims of hate crime Collect and publish local examples of what works best in preventing and tackling hate crime		

Ref	Aims and Objectives	Actions	Lead Agency	Timescale and updates
2.	Increased Reporting and access to support			
2.1	Building victim confidence to report a hate crime			
a.	Effective 3 rd party Hate Crime Reporting Centre's across Cumbria	Development of a minimum criteria and standard for designation and recognition of third party reporting centre. Identify the need for additional Centres. Hold a workshop with partners and community representation to develop a consistent policy and procedure for reporting and dealing with reported incidents. All front-line staff of third party reporting centres to be trained to deal with members of the public who wish to reports a hate crime/incident. Reporting centres to actively promote that service users/customers/clients can report a hate crime in a confidential environment.		

		<p>Make widely available the policy and procedure information for reporting centre.</p> <p>Map services to enable positive signposting to support services.</p>		
b.	Develop a campaign to increase Hate Crime Reporting.	<p>Seek volunteers from the Safer Cumbria, CSPs, CVS and Community Groups to progress.</p> <p>Online reporting systems need to be uniform and consistent across all organisations</p> <p>All public sector organisations, housing associations and other organisations need to overhaul their online reporting arrangements for reporting hate crime/incidents', and make it visible on the front page of their website or easy to navigate from the first page to report a hate crime.</p> <p>The housing associations to ensure that they make hate crime/incidents' awareness raising as part of their tackling Anti-Social Behaviour initiatives</p> <p>Publish examples of good practice on the website.</p>		
c.	Capacity building of agencies	Identify practitioners role where training on hate crime is currently not available and develop tool to assist them in dealing with hate crime cases.		

Ref	Aims and Objectives	Actions	Lead Agency	Timescale and updates
2.	Increased Reporting and access to support			
2.2	Improving the response to Hate Crime			
a.	Understanding the underlying racist manifestation of crimes against BME,	All agencies' need to respond in timely and appropriate manner to all hate crime incidents.		

	LGBT and disable people and to make appropriate charging decisions.	The local authorities and other organisations responsible for removal of racist, Islamophobic, anti-semitic or homophobic graffiti from public ensure timely removal of such graffiti		
b.	Measure public satisfaction on the services victims of hate crime receive on	<p>Conduct annual/bi-annual survey.</p> <p>Introduce performance management measures on satisfaction levels of the services victims of hate crime – The Whole Experience, Actions taken and how well they were Kept informed.</p> <p>Use data to inform future policy and planning.</p>		
c.	Recruitment and retention of BME Victim Support Volunteers.	Work in partnership with Victim Support and other providers to encourage recruitments, retention and appropriate training of existing and new volunteers to support victims of hate crime.		
d.	Training in dealing effectively with victims and offenders	<p>Identify agencies that work with Victims and Offenders and develop on-going training package.</p> <p>Multi agency training for Police Officers, DC's and other Hate Crime Officers from local partner organisations having experience in supporting victims of hate crimes to deal effectively with Victims and Offenders of Hate Crime.</p>		
e.	Victim Support consent automatic with opt out option.	Ensure victim consent obtained and recorded in the case management file at an early stage to enable victim support.		
f.	Comprehensive support for Victims of Hate crime	Development of effective programmes to provide culturally appropriate support		

		for victims of hate crime.		
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Ref	Aims and Objectives	Actions	Lead Agency	Timescale and updates
3.	Offender Management and reducing re-offending			
	Tackling root causes of Hate crime			
a.	Offender management and reducing reoffending	Develop data recording and sharing on Hate Crime Offenders Monitor and evaluate the participation of Hate Crime Offenders in Reducing Reoffending Programmes within IOM Develop a project on Rehabilitation of perpetrators of Hate Crime		

Ref	Aims and Objectives	Actions	Lead Agency and/or Lead Person	Timescale and updates
4.	Performance management on delivering Actions			
a.	Development of Multi-agency Group	Development of a senior level Multi-agency group to deliver and monitor action plan		
b.	Monitoring and evaluation of performance	Six monthly progress report on delivery of action plan to Safer Cumbria		

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Appendix-1

AWAZ Cumbria – Racism has no place in Cumbria campaign poster

RACISM HAS NO PLACE IN CUMBRIA

IF YOU HEAR IT, SEE IT OR FEEL IT, REPORT IT!

In an emergency call the **POLICE** on **999**
 Report racism to us online at www.awazcumbria.org
 Or **CALL** us on: **0800 0232792** (Alternative: **07991 601640**)
 Or **TEXT** us on: **07537 402350**

There are laws to protect you, and we offer **FREE** advice, help and information

AWAZ Cumbria is the voice of Black and Minority Ethnic (BME) people and communities in Cumbria

Don't forget, you can report racism to us online at www.awazcumbria.org

Appendix 2

South Lakeland Equality and Diversity Partnership (2012) – Publicity Poster for raising awareness about third party hate crime reporting centres

Spitting, **Vehicle Damage**, **Assault**, **Abusive Telephone Calls**, **Building Damage**, **Offensive Letter/Texts/E-mails**, **Offensive Graffiti**, **Verbal Abuse**, **Abusive Gestures**, **Bullying**, **Threats**

CUMBRIA AGAINST HATE CRIME

Tell Someone!
 if you, or someone you know, is being targeted by bigots or bullies.

If the abuse is motivated by a prejudice towards...

- Age
- Race (Ethnicity or Nationality)
- Religious beliefs
- Sexual orientation
- Disability
- Transgender Issues

...the offender is actually committing a 'Hate Crime'.

You can get help and support from:

- Crimestoppers: 0800 555 111
- The police non emergency number: dial 101 or www.cumbria.police.uk
- Victim Support: 0845 30 30 900
- Any community-based Reporting Centre, such as _____

Reporting can help prevent further abuses.

Your Local Reporting Centre is:

Logos: victim support, Cumbria Council, AWAZ Cumbria, Housing, NHS Cumbria, Cumbria Partnership Foundation