

Hate Crime Review

Derbyshire County Council - Improvement and Scrutiny Committee – People



Final Report of the Review Working Group

7 September 2016

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Acknowledgements –

The Chair and Members of the working group would like to thank the Members and officers of Derbyshire County Council who have contributed to this report (left) and the wide range of partners (right):

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Mary Moore	Helen Bagsby, MacIntyre (Volunteer)
Michael Evans	Helen Faulconbridge, Derby Homes
Michelle Collins	Ian Robson, Derbyshire LGBT+
Roz Savage	Jacqui Willis, NDVA
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Sally Goodwin	Jon Clark, Derbyshire Police
Seamus Carroll	Mary Bosworth, Office of Police and Crime Commissioner
	Neil Abdy, MacIntyre
	Paul Loble, Learning Disability Partnership Board

1. Introduction

Councillor Diane Charles, Chair of the Improvement and Scrutiny – People Committee and Chair of the Working Group, introduces this report;

“Hate incidents and crimes are serious problems which are national issues that hurt vulnerable people and can lead to community tensions.

We carried out this review to make sure the Council and its partners are doing everything possible to deter Hate Crime and make people feel safe and secure in their homes, their communities and their daily lives. The review wishes to understand the awareness and perceptions of Hate Crime and how it is being deterred. It will also explore what is being done, and what can be done, by everyone involved to increase awareness of how to report incidents and how victims are being supported.

We have consulted widely with representatives of communities who are vulnerable to prejudice, our own employees and partner organisations who work to protect and support those who have been or could be victims of Hate Crimes.

This report presents our findings of how the Authority is working with partners to deter Hate Crime. Members of Improvement and Scrutiny, Cabinet and officers have worked together with partners and residents of Derbyshire to bring this report to a conclusion with partners and I would like to thank all those involved for their assistance and contributions.”



Councillor Diane Charles

Chair, Improvement and Scrutiny Committee - People

2. Executive Summary and Recommendations

The review has found that there has been excellent partnership working in deterring Hate Crime in Derbyshire. There are well-established links between partner agencies and a will to continually develop and learn from good practice elsewhere. This is evidenced by the themes and recommendations in the Leicester Hate Crime Research Project which have been included in the Derby and Derbyshire Hate Crime strategy and action plan.

Hate Crime statistics provide evidence of the extent of the issue, but it is widely established that incidents are under-reported. However, it is assuring to know that detection rates remain high, with just over half of Hate Crimes in 2014/15 being detected. There are a number of organisations which support people who have experienced hate incidents, and the review found that the support that Stop Hate UK provides has been valuable to those people who know about it and have accessed its services. A Hate Crime Commissioning Group has been set up to develop the best way to commission a victim support service for Hate Crime victims. There has also been grant funding for a Hate Crime Community Development Officer employed through Derby Homes. There has been excellent progress on the Safe Places Scheme, providing support and a haven for people with learning disabilities in areas of Derbyshire.

The review also found areas for development. There was evidence from the consultation conducted of little or no knowledge of Stop Hate UK services by some people, especially those who are vulnerable to prejudice. Although not entirely representative of Derbyshire, the Authority's Resident Survey has seen the awareness of the logo of Stop Hate UK increase from 11% to 28% in the last 4 years. In terms of reporting Hate Crime or incidents, there was an overall theme that people didn't know how to report a Hate Crime which came from the consultation carried out. There was also a general theme of a lack of confidence in public agencies that a Hate Crime will be taken seriously if reported. Additionally, some people didn't want to talk to the Police about a Hate Crime.

Lastly, the issue of Hate Crime is complex with links to wider issues of education, understanding and cohesion. The review endorses all the work that has gone into deterring Hate Crime and highlights the value that community education can bring to increasing everyone's knowledge, appreciation and acceptance of other people and their cultures. The review's recommendations, as on the next page, apply to both children and adults.

The working group Members have made the following recommendations which the Improvement and Scrutiny Committee – People is asked to accept and refer to Cabinet for approval and implementation of the proposals;

The working recommends that:

1. A thorough review of the contract with Stop Hate UK is undertaken to establish how to maximise the value of its services.
2. The consideration to develop customised Hate Crime publicity materials, including reporting and support services to be specific to Derbyshire.
3. The Hate Crime Communication Plan is fully endorsed by the Authority and promoted through its platforms.
4. The Diversity and Inclusion Board works to raise awareness and promote Hate Crime support services in the Authority across all departments.
5. The Authority's representatives on the Hate Crime Commissioning Group and the Hate Crime Practitioners Group ensure the reviews findings are considered in future Hate Crime commissioning and service provision.
6. The Authority work with districts/boroughs/town and parish councils to ensure there is awareness and support of Hate Crime services, for example, through housing providers and to sign up to becoming first point of contact for safe places wherever appropriate.
7. Partners work together to establish easy recording mechanisms, such as utilising mobile phone technology, which can report hate incidents in a confidential way and request only the key information of location, time and type.
8. Partners work together to develop a simple, easy to understand explanation of what a hate incident is which is based on a person's prejudice against another and this to be used in awareness raising materials and campaigns.
9. Training and development of the Authority's staff includes access to Hate Crime-related materials, for example conflict management sessions for front line staff.

10. Material is produced for support workers in the areas of disability, mental health, sign language and translation services to increase awareness of Hate Crime services.
11. Work should be carried out to consider ways of using information collected from schools on incidents of prejudicial bullying to identify potential hotspots and share with relevant partners.
12. Work should be carried out with schools to encourage training and development, where resources allow, of Hate Crime to support both staff and pupils to raise awareness and knowledge.
13. Work is undertaken to promote the use of the Community Leadership Fund and the Communities Priority Programme in respect of building community cohesion and community education in areas of most need.
14. The Youth Council considers how they can be represented or informed of Hate Crime work and how it can be cascaded to young people in Derbyshire.
15. The Authority nominates an Elected Member and/or Officer to be a representative on the Crown Prosecution Service Hate Crime Scrutiny Panel and report back to appropriate bodies.
16. The working group recommends that the Safe Places Scheme is thoroughly reviewed to enable the positive contribution it has made to be extended to combine the identification and support of Safe Places with 3rd party reporting centres wherever possible, thereby creating a single point of contact for all victims of Hate Crime.
17. The Authority considers, through its work on One Public Estate, the opportunities for community groups to deliver their Hate Crime services through public buildings, where resources allow and other assets such as Minibuses and Mobile Libraries.
18. The Authority's representatives on the Hate Crime Commissioning Group consider witness feedback from the Citizens Advice Witness Service and highlight positive experiences.
19. The Hate Crime performance data reported by the Authority is used to inform future Safe Place locations, locations of community cohesion/education projects and use of the Authority's estate for community groups to deliver services.

The Improvement and Scrutiny Committee – People will monitor the implementation of these recommendations as and when appropriate.

3. Background to the report

The review of how the Authority is working to deter Hate Crime was agreed by the Committee on 25 November 2015. The review was proposed by Cllr. Kath Lauro.

The review aimed to understand what the Authority is doing with partners to raise awareness of Hate Crime and the difference it is making to victims of Hate Crime.

The review scope considered the following lines of inquiry:

- To understand people's perceptions of what a Hate Crime or incident is
- To understand people's perceptions of any barriers in reporting a Hate Crime or incident
- To understand people's level of awareness of how to report a Hate Crime or incident
- To understand the value victims put on the service being provided by victim support services
- To understand how the Authority is working with partners on the Partnership Hate Crime Strategy and action plan

Members note the work that the Police and other authorities are doing in relation to the definition of hate incidents and crimes. For example, that alternative sub-cultures are now being recognised as descriptions in police recording systems.

Members also note the recent European Union (EU) referendum result with the UK voting to leave the EU. Although occurring at the very end of the period which this scrutiny review took place, Members were mindful of the anecdotal evidence of a rise in hate incidents and crimes that occurred after the EU vote across the UK. In Derbyshire, anecdotal evidence also highlighted an apparent increase and Hate reports are now being sent for national monitoring on a weekly basis

The Government announced on the 29 June 2016, as part of a statement to the House of Commons on Hate Crime, that it is committed to tackling Hate Crime, and will provide extra funding in order to do so. There will also be steps to boost reporting of Hate Crime and to support victims. Additionally, new Crown Prosecution Service guidance to prosecutors on racially aggravated crime, provide a new fund for protective security measures at potentially

vulnerable institutions, and offer additional funding to community organisations to help them tackle Hate Crime.

The Government has worked with the police to improve the collective response to Hate Crime. The Home Secretary has asked the police to ensure that the recording of religious-based Hate Crime now includes the faith of the victim. There is also joint training between the police and the Crown Prosecution Service to improve the way the police identify and investigate Hate Crime. Alongside this training, the College of Policing, as the professional body for policing, has published a national strategy and operational guidance in this area to ensure that policing deals with Hate Crime effectively.

Additionally, the Government has published a new Hate Crime action plan covering all forms of Hate Crime, including xenophobic attacks, which is [here](#).

For the purposes of this review, the working group used the following definitions:

A **Hate Incident** is defined as: Any non-crime incident which is perceived by the victim or any other person, to be motivated by a hostility or prejudice based on a person's race or perceived race, religion or perceived religion, sexual orientation or perceived sexual orientation, disability or perceived disability, gender identity i.e. who is transgender or perceived to be transgender.

A **Hate Crime** is defined as: Any criminal offence which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a person's race or perceived race, religion or perceived religion, sexual orientation or perceived sexual orientation, disability or perceived disability, gender identity i.e. who is transgender or perceived to be transgender.

4. Initial Research

A desk research exercise was carried out to understand what other bodies have done in the area of Hate Crime. This included what research has been collected on the awareness and experiences of Hate Crime, and what perceptions there are with the response from relevant authorities.

The Leicester Hate Crime Project

Members noted that the Hate Crime work that Derbyshire undertake, including the commissioning of services to deter Hate Crime and support victims is based in part on the work which was completed by the Leicester Hate Crime Project. Therefore, Members were briefed to understand the research that underpinned this work.

This research – Britain’s biggest ever study of Hate Crime victimisation – engaged with over 4,000 people from a diverse range of backgrounds and recorded the views of 1,421 victims of Hate Crime.

The aims of research were:

- to discover as much as possible about people’s experiences of hate, prejudice and targeted hostility;
- to understand the physical and emotional harms suffered by victims and their families; and
- identify ways of improving the quality of support offered to victims.

The research findings showed that victims had experienced a diverse variety of hate incidents, ranging from violent attacks through to the more ‘everyday’ incidents of name-calling, harassment and intimidatory behaviour that can be enormously damaging to physical and emotional well-being.

The summary research points were:

- 87% had experienced verbal abuse, with nearly half of these victims (48%) being targeted repeatedly in this way.
- 70% had experienced harassment, with a third (35%) of these victims being targeted repeatedly in this way.

- 32% had experienced violent crime, 27% cyberbullying, and 10% a sexually violent Hate Crime such as rape or sexual assault.
- Men were more likely than women to have experienced both verbal abuse and violent Hate Crime.
- For the majority of those surveyed, being the victim of targeted hostility was a current and ongoing issue. For three in five respondents their most recent experience of Hate Crime had been within the past year (59%), and for a quarter within the last month (24%).
- When survey respondents were asked what form their most recent experience of Hate Crime had taken, over half referred to verbal abuse (55%), three in ten harassment (29%), 13% property crime, 9% violent crime, 6% cyberbullying and 4% sexual violence.
- Respondents whose most recent experience of Hate Crime had involved harassment, property crime or violent crime were more likely than others to say it had affected them very significantly (17%, 15%, and 29% respectively compared with 10% overall).
- Respondents with physical disabilities were more likely than others to have been very significantly affected by their most recent experience of Hate Crime (21% compared with 10% of the total sample) as were those who knew their offender(s) (15% compared with 10% of the total sample).

In terms of victim support:

- Of the thousands of people with whom the research team engaged over the course of the project, only a small proportion understood what the term 'Hate Crime' referred to.
- Only a quarter of survey respondents stated that they had reported their most recent experience of Hate Crime to the police (24%).
- Over three-quarters of respondents had not reported their most recent experience of Hate Crime to the police (76%). When asked why, the most frequent explanations were that they did not feel the police would take it seriously (30%), that they dealt with it themselves or with the help of others (27%), or that the police could not have done anything (20%).
- Although relatively few people had come into contact with Victim Support, those who had were generally satisfied with the response

received. However, many research participants – and particularly those from some of the more marginalised and isolated groups of Hate Crime victims – often had very little, if any, knowledge of Victim Support and how to engage with its services.

- The views of victims with respect to levels of support provided by their local council and housing associations were overwhelmingly negative. Participants who had engaged with such organisations to access their support services often found that the response they received had not helped but instead had simply reinforced their sense of victimisation, despair and isolation.

Following the research findings, ten recommendations were put forward. These were:

- Frontline practitioners should treat victims with empathy, humanity and kindness.
- Organisations should consider early interventions before incidents escalate into violence.
- Hate Crime awareness campaigns should be publicised in more appropriate community locations.
- Public transport should be made safer for all.
- The public should be encouraged to take appropriate action when witnessing Hate Crimes.
- Third party reporting mechanisms should be located, staffed and publicised appropriately.
- Organisations should simplify reporting procedures and make them more victim-friendly.
- Organisations should engage more extensively with different groups and communities.
- Voluntary and tailored community services should be supported and properly resourced.
- Non-punitive responses to hate offending should be pursued to challenge underlying prejudices.

The research provides a comprehensive understanding of Hate Crime victims' experiences and how services can be provided. The findings provide evidence which help the lines of inquiry being pursued by the scrutiny working group reviewing Hate Crime.

The finding that over three-quarters of respondents had not reported their most recent experience of Hate Crime to the police (76%) highlights a concern. Additionally, only a small proportion understood what the term 'Hate Crime' referred to. Research showed barriers to reporting included victims did not feel the police would take it seriously (30%), that they dealt with it themselves or with the help of others (27%), or that the police could not have done anything (20%).

Perhaps the most revealing finding is that many often had very little, if any, knowledge of Victim Support and how to engage with its services. Additionally, the finding that the views of victims with respect to levels of support provided by their local council and housing associations were overwhelmingly negative.

Members noted the recommendations from the Hate Crime Project research and gave consideration to how they are reflected in the Derbyshire Hate Crime Action Plan.

Members also noted the work by Nottingham Citizens and their report 'No Place for Hate'. The report is based on over 1,000 survey responses, submissions from experts, interviews and focus groups. The findings of the report suggest that there are 2,800 unreported Hate Crimes in Nottinghamshire and this figure is even higher due to a broad misunderstanding of what actually constitutes a Hate Crime. As a response, the Nottinghamshire PCC created a Hate Crime Manager and Hate Crime Officer post at the city council. All public agencies were also being challenged to sign a "no place for hate" pledge. Members noted that a similar role has been commissioned in Derby and Derbyshire via a grant from the Police and Crime Commissioner. More information on this is in the following chapter in section 5.2.

5. Report Findings

5.1 Perceptions of Hate Crime, reporting and potential barriers

Following a briefing to Members of the Leicester Hate Crime Project, it was agreed that the extensive research from the project could be used to answer the proposed lines of enquiry around awareness levels and reporting.

Members noted that the themes and recommendations in the research project have been included in the Derby and Derbyshire Hate Crime strategy and action plan. However, Members agreed that it would be useful to engage with employee panel group / network groups and other community forums to gain qualitative insights into their Hate Crime experiences. This is covered later in the report.

Hate Crime Statistics

Members noted the most recent Hate Crime statistics that have been produced by the Safer Derbyshire Research and Information team. On average there are 500 hate related crimes per year in Derbyshire, they accounted for 0.9% of overall crime during 2014/15. This figure has seen little variation over the past four years, but the latest year to date figures 1 April to 30 September 2015 show that there was a 5.9% rise. However, recent indicative figures showed a 10% increase in Hate Crimes, of which the majority were racial or religiously aggravated/motivated.

There were 748 hate related flagged incidents recorded during 2014/15. The volume of hate incident calls to the Police has remained steady over the past four years, at an average rate of two calls per day. In the past two quarters of 2015/16 there has been a small increase to 762 incidents.

Detection rates for these crimes remain high, with just over half of Hate Crimes in 2014/15 being detected. Restorative Justice accounted for a very small number of these positive outcomes. For the second quarter of 2015/16, the percentage of positive disposals has continued to fall to 48.1%.

Racial/religious aggravated and motivated offences saw an increase across Derbyshire compared with the previous year. The number of Hate Crime incidents captured on the force Hate Crime recoding system remains at approximately 850 per year. Year to date figures have now increased to 900 incidents.

3rd Party Reporting Centres and Sign Posting Centres

Members noted that there are currently three 3rd party reporting centres in the county. None of these have made referrals in to Victim Support

There are now a total of 104 Safe Places across Derbyshire. Safe Places are covered in more detail later in the report.

The number of Signposting Centres is now 59 with 55 of these in the County.

Stop Hate UK

Stop Hate UK has now been confirmed as the 24hr third party reporting service and will be funded the Authority and Derby City Council until October 2016. There has only been one referral in to Victim support from Stop Hate during Q2 2015. This was not a Hate Crime victim but an individual suffering with dementia.

Members were briefed by Stop Hate UK on the work of the charity and its commissioned work with Derbyshire.

Stop Hate UK is a national charity in its 20th year. The helpline which offers advice and support to people who contact them is in its 10th year. It is a commissioned service and works with local authorities across the county including North Yorkshire, Devon and Cornwall, Birmingham and some London Boroughs. It has some 7 staff and other volunteers taking phone calls nationally.

The service was first commissioned in 2008/09. It operates a 24 hr, 365 days per year helpline, including all forms of contact (telephone, texts, emails, web chats). British Sign Language is also available and translation services.

The service covers all 5 recognised strands of Hate Crime but does not limit to this. It recognises all personal identities. For example, alternative sub cultures such as 'goths'.

Members noted that it is not a counselling service, but encourages people who call them to allow the sharing of information so they can be referred to relevant agencies for further support.

Stop Hate UK does provide training but the Authority does not use them, instead providing in house training.

The commissioned services do provide publicity materials, but the onus is on the Authority and partners to promote all Hate Crime services.

Members noted that there have been some concerns of low reporting to Stop Hate UK in 2014/15. There is now a communications plan as part of the Hate Crime action plan.

Members noted the opportunity to further develop the work the Authority is doing with Safe Places and the possibility of further support by Stop Hate UK. However, it is important to understand they are two different schemes. It is important that Safe Places and reporting centres are environments which people trust and can feel they can report an incident if they wish.

The Authority is continually building on the work on providing information on how to report hate incidents. There is a risk that people can be confused over who to report with different names eg, Stop Hate UK, Safe Places and other 3rd party reporting systems as well as Police etc...

One possible solution is more consistent and seamless branding of how to report incidents and where. Currently, as part of the Safe Places Schemes, the Authority issue packs of information which includes Stop Hate UK information.

It was noted that there is potentially a danger of raising expectations to victims if they go to 3rd party reporting centres, if they are not set up to provide the right referrals. This is not necessarily the case for Derbyshire, Members noted, but is more a nationwide issue according to Stop Hate UK.

Members also noted that as part of the commissioned service, 8% of the contract value is available for publicity materials. This should be considered when the Authority does any sort of publicity drive themselves.

Members noted that the commissioned services does include the use of Stop Hate UK's advice and support for members of staff of the Authority. This could include advice to help staff in the roles in the Authority.

Reporting via Stop Hate UK

Members additionally noted that Stop Hate UK has reported that recording of incidents has increased 250% in the last year, albeit from a small base. In 2015-16, there were 120 'connections' (the number of individual calls or electronic conversations. We call these connections in order to cover both phone calls and conversations held over SMS, webchat, email etc).

This may show signs that people are more aware of Stop Hate UK and feel confident in reporting. The following table shows there has been fluctuation since 2008-09, especially the large decline in 2014-15:

Total 08-09	Total 09-10	Total 10-11	Total 11-12	Total 12-13	Total 13-14	Total 14-15	Total 15-16
33	70	73	127	98	112	50	120

The statistical report gives various breakdowns of how people are reporting incidents of Hate Crime. Members noted the low number of contacts via text and webchats which could be due to the low awareness. Members also noted the importance of ‘witnesses’ as an identity of informant of a hate incident as it is known to foster a culture of a good community.

Approximately three quarters of calls to Stop Hate UK occur in ‘non-office hours’ eg 17:00 – 09:00. Members noted the importance of this and how the Authority is responding by more Safe Places being open in the evenings and weekends. This includes leisure centres and shops.

Members noted the results of the annual Derbyshire Citizens' Panel survey. Respondents gave their views on a range of services provided by both ourselves and our partners. This survey was only open to members of the Derbyshire Citizens' Panel and is not entirely representative of the county. However, the survey shows a consistent increase in the awareness of the Stop Hate UK logo, as seen from the table below:

Have you seen the Stop Hate UK logo?				
	2013	2014	2015	2016
Yes	11.6	14.9	24.3	28.4
No	88.4	85.1	75.7	71.6

The support that Stop Hate UK provide has been found to be valuable to those that know about it and how accessed it. However, the review has found evidence of little or no knowledge of its services in some people, especially those who are vulnerable to prejudice.

The working group recommends that a thorough review of the contract with Stop Hate UK is undertaken to establish how to maximise the value of its services.

Consultation

Various consultations were conducted with both the Authority's employees and external groups to understand perceptions of Hate Crime. This included morning sessions with members of the Authority's employee panel and the employee networks – LGBT/BME/Disability/Women. There was also engagement with the Learning Disability Partnership Board and the BME forum.

Employee Panel results

In terms of reporting Hate Crime or incidents, there was an overall theme that people didn't know how to report a Hate Crime and some had not heard of Stop Hate UK before the event.

Members noted that feedback on how to help improve knowledge of Stop Hate UK by:

- Training to front line staff should be compulsory and incorporate the "Harms of Hate" video
- Information on pay slips
- Place an agenda item on team meetings.

Some panel members thought you couldn't report a Hate Crime if it was in the past, or if you didn't know the name of the perpetrator. There was also a general theme of a lack of confidence in public agencies that a Hate Crime incident will be taken seriously if reported. Additionally, some didn't want to talk to the Police about a hate incident.

Some panel members thought the incidents are too 'low level' or have been told by the Police it is. Members also noted the finding that outing yourself is a problem with reporting a Hate Crime. This means people don't report things because they don't want to share personal information about themselves. It is important that even where a case cannot take it to court it is a matter still reported in order to record and monitor, but victims need to be supported whether court action is taken or not.

Members noted that the key messages to ensure that people know:

- How to report – you don't need a huge amount of info just location, time, type.

- Where to report – via Police (if immediate danger), Stop Hate UK, other 3rd party reporting centres.
- Why to report – to bring perpetrators to justice, building up intelligence of hate incidents reported.

The working group recommends that partners work together to establish easy recording mechanisms, such as utilising mobile phone technology, which can report hate incidents in a confidential way and request only the key information of location, time and type.

In terms of awareness of hate incidents and crimes, Members noted the findings that there was some level of awareness of Hate Crime by panel members but some confusion/uncertainty of what a Hate Crime actually is.

There were questions from the panel members regarding does the terminology used have an impact on whether an incident is reported or not? For example, is it bullying or a hate incident?

There were numerous examples from panel members who had experienced a hate incident either directly or through family/friends.

It was felt that it is important that the five strands of Hate Crime be extended. More and more forces are beginning to look at the restrictions of only applying the escalation to the five specified areas. Other areas should include older people and in general people targeted for the way they look.

In terms of supporting victims and witnesses, support is needed to give confidence to people to report services. In the above stories, the common theme of when something was dealt with appropriately was when someone with more power or Authority validated the victim and agreed to do something.

The participants talked about language as a potential barrier for the victim. Also the lack of support in the community and lack of awareness of what support would be available to them. The participants also discussed how fear of retribution for both the victim and witnesses could also play a part. Frightened and constantly being on the look-out in case the same sort of thing happened again and being mistrusting of people.

The working group recommends that partners work together to develop a simple, easy to understand explanation of what a hate incident is which is based on a person's prejudice against another and this to be used in awareness raising materials and campaigns.

People said that they would not report an incident without the consent of the victim. This sometimes could be a further barrier if the victim did not want the incident to be reported. The safe places scheme also needs extending to other criteria and a wider marketing strategy needs to be in place.

In terms of organisation culture, Members noted the feedback that the Authority needs to ensure it has its 'own house in order. This means increasing the knowledge of Hate Crime in employees so they are better equipped to deal with hate incidents in their work and personal life.

The working group recommends that training and development of the Authority's staff includes access to Hate Crime-related materials, for example conflict management sessions for front line staff.

Employee Network results

Compared to the results from the Employee Panel consultation as above, Members noted there were some broad similarities with the network groups.

Members noted that, in terms of the perception of how the police would view the crime and how they may react to it, the Police were seen as unsympathetic and sweeping this type of crime 'under the carpet' or not investigating fully. Also, reporting incidents to the police may make you feel vulnerable, for example 'Outing' yourself as gay. Furthermore, accessing police services, police uniforms, could be barrier for people with learning disabilities. If the perpetrators were known to the police reporting it may help them be prosecuted or escalates the problem if they live in the same community. There is a worry from network members that threats could escalate to violence.

Victims of Hate Crime feel a variety of things including being angry, scared, humiliated, afraid, dirty, de-humanised and degraded. Witnesses don't want to get involved for fear of reprisals and/or lack of knowledge on support available. If people do get involved they could get hurt themselves and so sometimes decide not to get involved. The abused often believe that they will not be listened to or believed.

Members also noted the feedback that there is a lack of knowledge on where and how to get support, for example that Stop Hate UK is not really that well known or publicised in local places. Additionally, language barriers exist and should be tackled via publicity.

Hate Crime victims are usually minorities, for example people who are different in some way rather than the majority of people who are unaffected so have less awareness. If someone's first language is not English extra barriers to reporting are in place. The same exists for those with disabilities and mental health problems.

The working group recommends that material is produced for support workers in the areas of disability, mental health, sign language and translation services to increase awareness of Hate Crime services.

Feedback also showed that when you think about Hate Crime you automatically think about race not necessarily LGBT or disability. There is a lot of 'acceptable prejudice' in society i.e. there are some attitudes and beliefs that are still not frowned on, for example saying that someone is a 'nutter'. Until these last vestiges of language are removed people will always think it's OK to say and do things. On the surface sometimes society looks OK but just underneath the surface that is a lot of prejudice and anger between different groups in society.

Victims of Hate Crime often experience perpetual and continued attacks verbally or physically and so they develop armour. This means that they pick their battles and don't question every single thing people say and do to them. People don't want to spend their whole lives battling perceptions. Different cultures can also have different rules and behaviours and sometimes this can be viewed as discriminatory, but sometimes there are just different attitudes that we have to accept come from different sections of society.

Some groups of society appear to be pitted against others i.e. religion and sexual orientation. This issue was covered by the LGBT History Month earlier this year and it is interesting to see that people again stereotype and box people up to be one thing, but often people can have different aspects to themselves. We need more events that show people that we are all different but that differences are OK.

Members noted the suggestions which could help improve Hate Crime awareness and support.

This included less tolerance to 'low level' name calling, discrimination which could be due to someone's lack of knowledge, empathy or education. This could be done with poster campaigns and having events at local community centres. Perpetrators also need to be educated on the impact of their actions.

Schools should be encouraged to report instances of bullying with a Hate Crime element instead of dealing exclusively with the problem in-house because they don't want to be seen as 'failing' in that area by acknowledging they have a problem. This then adds to the picture of Hate Crime in any particular area. Hotspots can then be identified and further work undertaken.

The working group recommends that work should be carried out to consider ways of using information collected from schools on incidents of prejudicial bullying to identify potential hotspots and share with relevant partners.

Education in schools needs to start at a young age. Prejudice is learned and children learn this as they grow up. They also learn that some things you shouldn't ask about i.e. LGBT or disability and so ignorance continues their prejudice. There is also a need to promote safe haven and safe places across Derbyshire.

The working group recommends that work should be carried out with schools to encourage training and development, where resources allow, of Hate Crime related materials to support both staff and pupils to raise awareness and knowledge.

Additionally, more positive, good news stories are needed that involve the help and support available particularly from the police. More community activity promoting a positive police image needs to happen so that people feel more confident in approaching the police or Stop Hate UK or Remedi when they have a problem.

Furthermore, Members noted that the idea of promoting awareness and the support available through community groups and offer information in places like mosques and churches and community centres. This could be done through publicising information in free local newspapers as well as support. More use of social media to promote awareness and the support available and to promote good news stories and training available.

Members also noted the feedback that Councils and partners need to all work together to come up with common themes and practices that are publicised across the whole of Derbyshire.

The working group recommends the consideration to develop customised Hate Crime publicity materials, including reporting and support services to be specific to Derbyshire.

A recurring theme was staff training and awareness. The group suggested using Council focussed scenarios which related to the type of situations they themselves may come across e.g. Call Centre staff having to deal with a call about Hate Crime; Community workers who may witness or be victims of Hate Crime themselves, etc.

It was acknowledged that training is available for front line staff but perhaps more training is needed and for all staff as potentially are affected in one way or another especially at a low level which could be helping to unwittingly promote discrimination and therefore potential Hate Crime.

The working group recommends that the Diversity and Inclusion Board works to raise awareness and promote Hate Crime support services in the Authority.

BME Forum results

Compared to the results from the Employee Panel and Networks consultations as above, Members noted again there were some broad similarities. However, this was in the context of people experiencing incidents in their own communities.

There were numerous examples of incidents which could be described as a Hate Crime. There was also a reflection that incidents happen often and become a 'matter of course' and people just 'get on with it'. The key themes of the consultation were that there was a lack of confidence to report incidents to the Police and a lack of confidence that it will be taken seriously. There was also a need to 'just forget' the incident and get on with life and a feeling that it is 'just a normal thing' in life. Additionally, feedback showed that victims tended to internalise the incident as a coping mechanism, for example to 'laugh it off'.

The experiences of hate incidents have happened to people who have lived locally for a number of years, sometimes 20 years plus

The consultation also showed very little awareness of Stop Hate UK on how to report and what services are available.

Members noted the suggestions of ways to improve reporting and awareness of Hate Crime. This includes exploring the benefits that community education can bring to increasing everyone's knowledge, appreciation and acceptance of other people and their cultures. It was also suggested to look into the work of Community Cohesion programmes in the past and can it be used in the future

in partnership working. Lastly, the feedback asked what role the County Council can have in developing educating and developing community cohesion. Members noted the Authorities Community Leadership Fund and Communities Priority Programme which has the ability to fund events, programmes and other projects to help develop relationships in areas and build community resilience.

The working group recommends that work is undertaken to promote the use of the Community Leadership Fund and the Communities Priority Programme in respect of building community cohesion and community education in areas of most need.

5.2 Understand the value victims put on the service being provided

Commissioning work

Members noted the briefing from the Commissioning Manager from the Office of Police and Crime Commissioner and the work on the commissioning strategy for victims of crime, including Hate Crime.

From October 2014 PCCs became responsible for commissioning victim services. The PCC has to follow the regulations in the Victims Code of Practice and EU regulations that a service has to be provided to all victims. Following work undertaken by the consultants Cordis Bright, a commissioning strategy has been developed and contracts have been let for a number of areas of victim work.

Analysis was also undertaken on the demand for service in the Police and data collection to provide evidence to inform the commissioning of services. In terms of providers, Victim Support was the generic provider of support for all victims. A new approach to victim services was developed in consultation with partners, including the City and County Council and CVS organisations.

In addition to the large commissioned services, the PCC has supported a number of smaller projects through his grant making activity. The new approach is based on a standard single pathway to support victims.

In terms of Hate Crime commissioning, Members noted that historically, Victim Support has been commissioned to provide support to Hate Crime victims. However, Remedi took over as the generic provider of support to victims of crime and providing restorative justice in April 2016. This included taken on the referrals of Hate Crime victims.

However, work is under way to understand the levels of need and the types of services required for victims of sexual violence and victims of Hate Crime and specialist services for these areas will be commissioned in due course. This includes understanding of how to best cover all vulnerable groups.

A Hate Crime Commissioning Group has been set up to develop the best way to commission a victim support service for Hate Crime victims. The group's composition includes representation for Derbyshire County Council. The ambition is to have single point of referral for Hate Crime victims which provides good signposting and opportunities for integration between providers. This could be based on a consortium arrangement to ensure adequate reach across the county.

The OPCC have provided grant funding for a Hate Crime Community Development Officer. This post will help develop the work of commissioning victim services for Hate Crime. The post is based at Derby Homes and has a city and county-wide remit. It was felt that the role should be independent of local Authority and the OPCC but, of course the role will work very closely with all partners. This includes with the Citizens Advice Bureau. In terms of current victim support services, Remedi has agreed to take on referrals from Hate Crime victims on commencement of their contract whilst commissioning strategy is agreed.

The working group recommends the Authority's representatives on the Hate Crime Commissioning Group and the Hate Crime Practitioners Group ensure the reviews findings are considered in future Hate Crime commissioning and service provision.

There is work ongoing by the Police and their new NICHE approach of vulnerability assessment. All victims will be asked if they wish to have a victim support service and be issued a victims contract. If they do not wish to have a support service, the contract will provide details of how to contact support services should they wish to in the future. The police data will be shared with REMEDI. Remedi will also rebrand themselves "Derbyshire Victims Services".

A victim steering group will scrutinise and performance manage the work of Derbyshire Victims Services, and are currently developing a performance scorecard which will have to be presented to the OPCC based on agreed performance measures.

Members also noted the issue of there being no referrals between Stop Hate UK and Victim Support. As part of the recommendation presented in this review regard the review of Stop Hate UK, this will be incorporated.

Derby Homes

Members were briefed on the work of Derby Homes in relation to Hate Crime and the Community Development Officer role. Members noted the background to how and why the work of co-ordinating Hate Crime services and developing a strategy was taken on by Derby Homes, aided by a grant from the PCC to fund a Hate Crime co-ordinator post, as mentioned above.

The Independent Advocacy Group for Derbyshire Police in the past has worked on Hate Crime. Over time it has worked closely with the Police and Crime Commissioner and the Police, acting as a critical friend.

An innovation grant of £200k was provided via the PCC for projects which involved Hate Crime. This money was distributed to various groups and organisations. This was mainly for one-off projects, including scoping exercises and strategy development, as well as front line services.

Members noted the concerns expressed over the nature of how this funding was delivered and its sustainability. For example, Disability Directs' funding finished in December 2015.

In terms of the Hate Crime Community Development Officer role, the PCC has commissioned an officer post, based at Derby Homes to develop capacity in the work of partner agencies dealing with Hate Crime. The role focuses on community development, understanding gaps in service and providing resource to upskill people. It was agreed that the officer role be based at Derby Homes, as they had a history of community development. The PCC has provided £75k budget and Derby Homes an additional £20k.

However, Members noted that the funding is for 12 months only and may not be extended. Members also noted the need for capacity building, not so much scoping as the issues were already known.

Members noted the importance of all housing providers in Derbyshire and the inclusion of district/borough councils when developing knowledge and intelligence of Hate Crime incidents/crimes.

The working group recommends the Authority work with districts/ boroughs/town and parish councils to ensure there is awareness and support of Hate Crime services, for example, through housing providers and to sign up to becoming first point of contact for safe places wherever appropriate.

An action plan has been developed and Members noted the adoption of the Leicester Hate Crime Project's charter. It is also linked to the County and City's Hate Crime action plans. Each action has a lead agency. Derby Homes have developed the action plan by asking authorities, police and CVS organisations what they need support on to achieve their action plan objectives.

As previously detailed, a Strategic Commissioning Group has been established, with a small number of officers from the OPCC, County and City and Derby Homes. The group will focus on strategic development to influence commissioning by the PCC.

Members noted that the current Hate Crime steering group will change its title to be called the Practitioners Network and will focus on sharing practices, building knowledge and contacts and increasing engagement in their local areas.

Crown Prosecution Service

Members met with the Equality Diversity & Community Engagement Manager from the East Midlands CPS on the work of their scrutiny panels and community involvement panel (CIP).

The CIP is operated by the Crown Prosecution Service (CPS) East Midlands. It is a forum where members of the public are invited and asks them for feedback about what the CPS does. The CIP meets two / three times a year and provides advice, feedback and recommendations in relation to strategies, business plans, core quality standards and victims and witnesses.

The CIP also considers the feedback from the scrutiny panels, together with other relevant associated issues under consideration during their meetings. The panel makes recommendations that are taken to the CPS Area Strategic Board to be adopted throughout the East Midlands.

The Panel's composition is drawn from across the East Midlands, from local authorities, Police, probation, CPS and community groups (for example Neighbourhood Watch). Over 100 people are part of the panel, but not all attend each panel.

Members noted the scrutiny panels which are used by the CPS. The scrutiny panels give local people the opportunity to provide their perspective on the way we prosecute particular types of cases in the East Midlands. Panel members look at the details of cases we have prosecuted and provide us with

valuable feedback about the way people and communities perceive our decision-making and the way we handle cases.

There are two scrutiny panels in the East Midlands, which each meet three times a year. The Hate Crime scrutiny panel looks at the cases including race and religious Hate Crime, disability Hate Crimes, homophobic Hate Crimes and crimes against older people

Members noted that sometimes the CPS has a lack of information to proceed with a case regarding Hate Crime. Therefore the prosecution may be for a less serious / different offence and not Hate Crime. This is sometimes as a result of a lack of reporting of incidents or details of the incident.

The CPS are publicising their work to help educate the public about what they do and why. This includes issues such as sentencing being for the courts, not the CPS. Also, the public interest issue and the overall process which the CPS has to go through to bring a case to court.

The CPS can educate the Panel Members who then can cascade the information out to other stakeholders in their area. For example, in Derbyshire this can be via the Hate Crime Practitioners Group. Members noted that there is not much representation from young people, but the CPS try alternative ways to engage. One possible idea is Derbyshire is to involve the Youth Council representatives in cascading the information from the CPS.

The working group recommends that the Youth Council considers how they can be represented or informed of Hate Crime work and how it can be cascaded to young people in Derbyshire.

It is apparent that agencies are pushing forward to improve services to victims and witnesses. The feedback received by the CPS is that support can stop once the case has passed sentence, and this is where some victims are most vulnerable. Also, victims have said they wish to be updated more on how the case is proceeding. Additionally, witnesses need support to ensure they are comfortable, aware and updated on what they need to do to proceed in giving evidence.

The working group recommends that the Authority nominates an Elected Member and/or Officer to be a representative on the Crown Prosecution Service Hate Crime Scrutiny Panel and report back to appropriate bodies.

5.3 How the Authority is working with partners on the Hate Crime Strategy and Action Plan

Hate Crime Communications Strategy and Action Plan

Members noted the document and agreed that the work the Hate Crime Practitioners Group will do on specific communication activities will be beneficial. The objective of the communication strategy is to consider the wider context of the work to be undertaken in Derby and Derbyshire in reducing the number of victims of Hate Crime. This is in recognition that over the next three years partners and agencies will continue to work together to raise awareness with professionals and communities.

The communication strategy will focus on the strategic objectives within the Derbyshire Hate Crime Strategy. The communication strategy will aim to identify and prevent Hate Crime by engaging and raising awareness with victims, perpetrators, professionals and all communities across Derby and Derbyshire.

Members noted that an action plan has been developed to support the communication strategy which provides details of activities / initiatives and reflects both national and regional campaigns. The plan will also aim to link these campaigns to local services and resources.

Members noted the plans for a new national Hate Crime action plan, to be published in the coming months.

The working group recommends that the Hate Crime Communication Plan is fully endorsed by the Authority and promoted through its platforms.

Hate Crime Conference

Some of the working group Members attended the Hate Crime conference in June at the Quad, Derby. This was hosted by Derby Homes and the OPCC in partnership with the Sophie Lancaster Foundation.

The event enabled many different partners to network and share ideas and good practice. There were key note speeches and a viewing of 'Black Rose – the Killing of Sophie Lancaster'.

Members noted the importance and value of the event in building partnerships and connections with other public and community bodies. A pledge to ensure that Derbyshire Police are able to record any Hate Crime or incidents

regarding alternative sub-cultures was taken. Members were pleased to note that Derbyshire Police had already undertaken to do this as part of their new crime recording system.

Safe Places

Members noted the excellent progress that has been made on the Safe Places Scheme.

The Safe Places Scheme was established in 2009 and obtained £50k from Cabinet to develop it. The money focused on training people with learning disabilities to stay safe, keep safe. The training was done in conjunction with MacIntyre. This included recruiting Keep Safe Champions, which provided the training to their peer group. The money reduced to £15k per year in 2011/12 and was then maintained as a service.

It is important to get feedback from Safe Places such as libraries on whom and how it is being used as a Safe Place. This can be difficult to obtain due to the low levels of resource in libraries and them dealing with so many different things. However, it was noted that in the last year this has been improving with more libraries responding to the monitoring forms.

However, Members also noted it is extremely difficult to quantify the value of the Safe Places Scheme. Indeed, it can act as a 'prevention' and help people feel safe to go out knowing a Safe Place is there if they need it even if they have no cause to use it.

Members noted some of the outcomes of the Safe Places Scheme. This includes an increased number of Safe Places from 51 to 126 Safe Places, with a further 10 being processed as of June 2016. There was also increased number of Keep Safe Cards from 145 to 482 registered Keep Safe Card holders (which holds contact details for vulnerable people). There has been an increase in the number of Keep Safe Card holders in all of the District / Borough areas, but most significantly in Chesterfield Borough, North East Derbyshire, and Bolsover. Therefore, Safe Places and Keep Safe Cards are in all Derbyshire Borough / District areas

Members noted an additional 73 clients have been offered a Keep Safe Card, but do not want one. Reasons for those who didn't want a card varied, but main themes were those who had profound / multiple disabilities that rarely went out. Also, some didn't want to carry cards. However, Members noted that even though people didn't want a card, they were still aware of the Safe Places scheme.

There was also an increased the number of Safe Places utilising the PCC grant by 26 from a target of 18. Additionally, 22 GP Surgeries have joined the scheme to date and all Derbyshire District / Boroughs have at least one GP surgery which is a Safe Place.

Members noted that the increase in Safe Places and Keep Safe Cards been achieved through many different areas of work. This included through online submissions via the website and engagement with all Derbyshire libraries. There have been 'Walkabouts' in Derbyshire towns as identified in the PCC Grant and as identified as a result of the Gap Analysis undertaken subsequently to the PCC Grant. For example, Dronfield and Bakewell have been completed. Members noted that walkabouts include people from the local area wherever possible. However, this is not always possible.

Members also noted possible locations of Safe Places are assessed based on what has been successful before. This includes shops that are family run. However, some chain stores and supermarkets have been successfully accepted too.

There has been establishment of links in Adult Social Care, for example providers of Learning Disability services, Social Work teams, and Community Connectors. Additionally, through inviting the inclusion of GP Surgeries across Derbyshire and partners involved in helping roll out the Scheme for example Derbyshire Police and Community Safety Teams

There has been direct engagement with people with learning disabilities for example the 'Keeping Safe' initiative and attendance at open day and events attended by people with Learning Disabilities. In terms of publicity, there has been local town meetings, health events, celebration events, DNet, 'Your Derbyshire' and social media websites

Members also noted the significant increase in the number of 'hits' on the Safe Place Website and there is work underway looking at expanding the Scheme to include people with Dementia.

Additionally, Members noted the 10 'Mystery Shopper' exercises / visits which were completed in Buxton and Chesterfield. 10 people with Learning Disabilities presented themselves to shops. The feedback from all shoppers was excellent.

MacIntyre, an organisation working in Partnership with Derbyshire County Council to help roll out the Safe Place Scheme, secured Grant funding from the PCC for 2015. This has resulted in an increased amount of Safe Places,

principally in each of the Derbyshire Learning Disability Partnership Board areas. The work of MacIntyre is highlighted in more detail in the next section.

A gap analysis of Safe Places across the County has been completed by comparing where there are already have Safe Places against areas of population (most densely populated) and also by examination of where people with learning disabilities live (most densely populated). A third consideration was towns which are likely to attract visitors.

The outcome is that there is a need to increase the number of Safe Places in Melbourne, Ilkeston, Alfreton, Clowne/Whitwell and Staveley. A second priority list contains Ashbourne, Castleton, Killamarsh and Bolsover Town.

Members noted the importance of communication with district/borough/town and parish councils in increasing awareness of the Safe Places Scheme. This would be helped by information and material including the Safe Places Flyer.

Members also noted that their role with links to local communities would benefit the scheme, particularly informing those vulnerable people who may not be known to the Authority (for example through Adult Care).

The working group recommends that the Safe Places Scheme is thoroughly reviewed to enable the positive contribution it has made to be extended to combine the identification and support of Safe Places with 3rd party reporting centres wherever possible, thereby creating a single point of contact for all victims of Hate Crime.

MacIntyre

Members were briefed on the work of MacIntyre, in terms of their work on development Safe Places and the Keeping Safe Project. The Keeping Safe Project is part of the MacIntyre Reps on Board project, which provides joint funded partnership work with Derbyshire County Council.

The Reps on Board project was initially set up in 2007 to provide training and development for the Reps who attend Partnership Boards across the county and continues today. After key staff and Reps attended a Hate Crime conference in London, a further development in September 2009 was the agreement for MacIntyre to establish a 'Keeping Safe' project for people with a learning disability. This is currently funded by DCC Adult Care and Community Safety. This was created and is managed within the Reps on Board project.

Members noted the work of the Keeping Safe Champions. The projects have always endeavoured to include people with a learning disability as much as possible, and it has 15 Keeping Safe Champions – people with a learning disability who assist with training and events. Champions have a role description, receive regular training and have appraisals to guide them in their work.

Members also noted the workshops which are run by MacIntyre. The project delivers free workshops on a number of topics across the county to groups of adults with a learning disability and their supporters. Workshops can focus on current issues that affect people with a learning disability and we use roleplay, song and various other resources creatively to help get our message across.

The Hate Crime Workshop also allows people with a learning disability to fully understand the meaning of Hate Crime. It is important that people with a learning disability are able to differentiate between the various strands of Hate Crime Networks and also give them a clear insight into the tell-tale signs of what can lead up to individuals becoming the victims of crime. The Keeping Safe Champions are involved in all aspects of the workshop including role plays which helps to embed the message.

Although already covered in some detail in the above section, it is important to highlight the role of MacIntyre in the Safe Places Scheme.

In 2011 MacIntyre were asked to become more actively involved when they were approached to deliver awareness training for library staff. They provided training for most libraries across the County, and continued when DCC expanded the Safe Place scheme to other establishments in 2014 with a pilot initially in the Buxton area.

In 2015 MacIntyre successfully applied for a 12 month Police and Crime Commissioners Grant to seek 18 new Safe Places across Derbyshire. MacIntyre worked in partnership with DCC to identify the towns and areas across Derbyshire where safe places could be sought. As previously highlighted, the target to seek new Safe Places in the year was exceeded.

The Keeping Safe project's role within the Safe Place scheme is to identify and train groups of people with a learning disability and our Champions to be involved in seeking and training new safe Place staff. They are involved in walkabouts of towns where they approach premises and deliver the message about the scheme.

Keeping Safe Champions are also trained to assist in the delivery of Safe Place Awareness Training. Additionally, Safe Place Awareness Training is delivered to organisations and premises who apply to become a safe place. There is consultation with learning disability groups about the safe place scheme and encourage applications for the Keep Safe Cards. Additionally, MacIntyre train and assist Champions to carry out secret shopper exercises on premises involved in the Safe Place Scheme.

In terms of raising awareness, the Keeping Safe Project helps other organisations who support people with a learning disability to raise awareness about Hate Crime. This includes specific pieces of work where individuals who are at risk have been identified and would benefit from expertise of the Project.

Hate Crime Awareness Training

Hate Crime Awareness training courses for adults are now well established in Derbyshire and are regularly publicised. Members noted that there has been poor representation in these sessions from Adult Care, Health and Youth Workers.

Hate Crime Awareness sessions for young people are being delivered in targeted schools in the County (excluding Derby City). Similar work is also being carried out in the City.

Members noted that the review's recommendation that training and development of the Authority's staff in Hate Crime, building on the work already in place will contribute to the increased awareness of staff.

Derbyshire LGBT+

Members met with the Chief Executive of Derbyshire LGBT+ on the work of the organisation and some of the experiences service users encounter regarding Hate Crime.

The charity is small with three employees, two part-time. There are also 40+ volunteers. They support people with LGBT+ issues. However, the term LGBT+ is being seen as outdated, as people don't identify with one area and are less specific in their gender identities. Members noted that the highest area of contact is suicide prevention across all identities.

In terms of operations, Members noted that there is no grant funding anymore from the Authority or Derby City. There are some grants from organisations,

and more and more they need to win work via commissioning and contracts. They have had to cut to 3 days a week at their centre in Derby due to funding.

They help people from all ages, for example one is 13 and another is in their 90's. There is more and more contacts with schools, and recently has seen lots of calls from Chesterfield. There are now more contacts as the issue of gender identity is more open than before. As well as Derby, there is a youth group in Chesterfield once a week. There is also a vision to open satellite centres in different areas of Derbyshire, for example Buxton, Swadlincote.

In terms of Hate Crime, Members noted the dangers of the internet in terms of online safety but also that young people will want to find out as much information as possible when considering gender identity. Supporting parents is also important, for example to provide information on transgender issues if their son/daughter is in transition.

The reporting of Hate Crime in the LGBT+ community has historically been low. Members noted that this is due to multiple reasons but a lot to do with a lack of confidence with the Police. Members also noted that people can put themselves in vulnerable positions, for example being targeted for Hate Crimes, sexual attacks but not want to report any incidents. This is due to a fear of being 'outed' or the reaction of partners, family and friends. This can be prevalent in smaller rural areas. For example, people in the BME community being fearful of their family reaction, or men who are married/in a heterosexual relationship but have relationships with other men.

Members also noted the fear of LGBT+ community not wishing to report a Hate Crime outside of their community and not wishing to report to somewhere like Stop Hate UK as they do not know who their reporting too, where the information is going and what it will be used for.

Members noted the some areas which further investigation could lead to improvements for those who consider themselves LGBT. This includes frontline staff to be better trained in LGBT+ issues to help identify Hate Crime incidents. Improving confidence, awareness and knowledge of Hate Crime issues to the LGBT+ community and what will be done if Hate Crime occurs. This could be through a specific campaign to the LGBT+ community. There should be consideration on how reporting can be offered to victims without having to 'out' themselves. Members note the recommendation on that partners work together to establish easy recording mechanisms including anonymised reporting could help in this.

Members noted the potential use of a 'pooled' Community Leadership Fund bid to help deliver LGBT+ services with regard Hate Crime to specific Derbyshire areas, for example Chesterfield (encompassing North East and Bolsover too). Suggestions included purchase of a van/caravan to ensure sustainability of grant funding. There could also be use of empty/unused DCC buildings where available and cost efficient for free use by Derbyshire LGBT+ (can be extended to other groups). Volunteers at Derbyshire LGBT+ could link with DCC services. For example Youth Officers who go out at night in minibuses to help young people in towns.

The working group recommends the Authority considers, through its work on One Public Estate, the opportunities for community groups to deliver their Hate Crime services through public buildings, where resources allow and other assets such as Minibuses and Mobile Libraries.

Citizens Advice Witness Service

Members were briefed on the work on the work of Citizens Advice Witness Service.

On 1 April, Citizens Advice (CA) took over responsibility for the Witness Service from Victim Support. Nearly 300 staff and 2,500 volunteers joined Citizens Advice to continue to offer free support for witnesses in over 300 criminal courts across England and Wales.

In 2014/2015 the Witness Service supported 197,167 witnesses 39,400 of these were 'vulnerable' and/or intimidated and, 25,600 witnesses received pre-trial visits.

Members noted the breadth of services which are provided. This includes a free and independent service to witnesses and someone to talk to in confidence and provide emotional support. There can be information about court and legal processes.

There are also offers of pre-trial visit and someone to accompany the witness into the live-link room when they give their evidence. There is also support on the day of the trial, at verdict and at sentencing. There is liaison and referral with other agencies about the case or related matters and information about relevant agencies.

Members noted the changes being made to the witness service. This was to improve the experience for witnesses and to make sure the service is modernised and meets the needs of witnesses now and in the future.

Since 1 April the CA has been collecting evidence in a number of different ways to inform the changes that we will make to the Witness Service. This includes data collection from CSS and improving the Witness Experience forms. There have also been consultations with witnesses, staff, volunteers and partners.

Members noted that the effectiveness of change will be known by witness feedback through the witness experience survey and showing progress against outcomes. There will be data capture through a new digital tool, recording what support witnesses receive. There will also be assessment of quality through a Performance Quality Framework.

The working group recommends that the Authority's representatives on the Hate Crime Commissioning Group consider witness feedback from the Citizens Advice Witness Service and highlight positive experiences.

Clinical Commissioning Groups

Members were briefed on the work of the five CCG's in relation to Hate Crime representing the commissioning arm. Additionally, there are numerous Local Health Providers. In terms of the work the CCG's conduct on Hate Crime, Members noted that Hate Crime comes under adult safeguarding.

All the Derbyshire CCG's have signed up to the Hate Crime strategy and there is representation on the Hate Crime Practitioners Network.

Members noted that Hate Crime often occurs in numerous places including GP receptions, on home visits and in pharmacies.

The types of Hate Crime staff in the NHS suffer varies and can include verbal abuse or insults, damage to property, harassment, hate mail, physical assault and threats. Members noted that it tends to be motivated by hate or prejudice. This can be caused by frustration, anger, rage, a sense of injustice and emotions running high.

The CCG's have addressed Hate Crime in Health by raising awareness through training to all staff, leaflets and being part of the Hate Crime Practitioners Network. Members noted the opportunity to use partners in cross-agency training sessions. It is hoped that the Practitioners Network will help in this.

Members noted that sometimes hate incidents and crimes can be misinterpreted by staff and therefore it can be under reported by staff and patients. Some staff makes allowances due sensitive / frustrations of

emotional situations. Some GP's are afraid of reporting incidents though fear of the consequences.

Members noted the opportunity to include specific terms regarding how to support Hate Crime working, including monitoring of incident, when agreeing commissioning contracts. Currently there are adult safeguarding conditions, but this could be extended to be explicit for Hate Crime.

Current monitoring by the commissioned services by the CCG is through meetings, standards that need to be met. There is also the Safeguarding Assurance Framework.

Derbyshire Police

Members were briefed on the work of the Police in relation to Hate Crime. Members noted that a new crime recording system is due to be implemented in summer 2016. This will allow greater data to be collected and recorded, including on Hate Crime incidents and crimes. This includes for the first time hate incidents and crimes based on alternative subcultures. Police officers and staff are being provided with awareness raising packages in line with the new system.

Members also noted that at the time of writing the final review report, it was not possible to provide an up to date picture of the police calls for service after the EU Referendum vote. Due to new recording system being implemented, the data is not available. However, information from the Safer Derbyshire Research and Information Team (SDRI) confirm that even prior to Brexit, recent figures showed a 10% increase in Hate Crimes, of which the majority were racial or religiously aggravated/motivated.

The working group recommends that the Hate Crime performance data reported by the Authority is used to inform future Safe Place locations, locations of community cohesion/education projects and use of the Authority's estate for community groups to deliver services.

There is scrutiny of hate incidents and crimes being recorded. Members noted a recent change to the process where the local policing unit inspector will review all hate cases. This is based on the fact they have the local knowledge. However, they can refer to Detective Inspectors for input.

Members also noted the internal Hate Crime scrutiny panel will continue to operate. There is also membership of a regional Hate Crime group which shares best practice and learnings. Additionally, representatives of the Police sit on the newly formed Hate Crime Practitioners Group.

Members noted that there was good recording of racially aggravated incidents and crimes. However, there was less confidence in recording of LGBT/Transgender and disabled.

Members also noted that those with disabilities can be harassed which can be seen as anti-social behaviour on an ongoing basis. Police officers are responding by recognising patterns and linking to hate incidents. It is hoped that ongoing training and the new recording system will support this.

It was discussed that there are various cards in regards to keeping people safe – Keep Safe Card, Constabulary Safe Card, Brain Injury Card from Headway.

In terms of victims, it was noted that satisfaction of victims with the Police service they had from the police was 6-7% lower on average with those from BME compared to those who identify themselves as White.

6. Report conclusions

The working group acknowledges the work that the Authority has done with partners to raise awareness and reporting of Hate Crime and support victims.

The challenge for all is to ensure that the processes are in place to ensure that all stakeholders are fully supported to prevent and protect vulnerable people and prosecute those who commit such crimes.

The findings and recommendations from this report will help the Authority's continual improvement in the safeguarding of all vulnerable people in and around Derbyshire.