

## Appendix A

### **Tackling Hate Incidents: North East Standards of Achievable Good Practice for Local Areas**

**Regional level** (defined as the entire North East Government Office region):

The regional Community Cohesion Learning Network will support local areas to tackle hate crime incidents in the following ways:

- Provide a forum for providing support and signposting to local area strategic single points of contact
- Provide a forum for the dissemination of relevant and useful good practice, research, data or policy
- Provide a forum for shared monitoring and problem solving of community tensions resulting from hate incidents
- Manage regional and national communication

**Local level** (defined as local authority/CDRP area):

The three standards of achievable good practice for local areas relate to:

1. Third Party Reporting
2. Hate Incident Case Management
3. Prevention Activity

1. **Third Party Reporting:** This standard relates to action that partners need to take to ensure effective mechanisms are in place to enable all local people to report hate incidents. To achieve this standard a local area must have a system of third party reporting in place with the following characteristics:

1	Characteristics of good practice	Function	Local response
A	Local third party reporting mechanisms are in place addressing all forms of hate incidents (disability, homophobic, racist, religious, transphobic and other	To ensure that all victims of hate incidents have the opportunity to report.	Offensive Incident forms can be completed by victims or by third parties via a range of reception points.
B	Third party reporting mechanisms are accessible and provide safe spaces for reporting.	To reduce barriers to reporting hate incidents	Offensive Incident reporting is offered in leaflet form and on line and training has been provided to front line staff on how to complete the forms.
C	Third party reporting mechanisms feed into local case management group.	To ensure that appropriate action is taken by the case management group once a third party report is made.	Completed forms are submitted to the ASB Team and details are entered onto the FLARE data base. Stats and data are taken to the Race/Hate crime monthly meeting.
D	Third party reporting mechanisms and the links to action by the case management group are regularly evaluated.	To ensure that third party mechanisms (and case management group) are working effectively. To identify and address any required improvements.	<u>No evaluation has taken place to date</u>

2. **Hate Incident Case Management:** This standard relates to action that partners need to take to ensure an appropriate and holistic response to all reported hate incidents. To achieve this standard the local area must have a multi agency case management group in place with the following characteristics.

2	Characteristics of good practice	Function	Local response
A	<p>Case management group in place (either stand alone or form part of existing forum)            Essential partners actively involved include:</p> <ul style="list-style-type: none"> <li>• Police</li> <li>• Local authority community safety representatives, neighbourhood wardens and other relevant staff</li> <li>• Registered Social Landlords</li> <li>• Local protection of vulnerable people/safeguarding people teams</li> <li>• VCS partners (e.g. Victim Support, specialist support/advocacy providers etc)</li> <li>• Any other relevant partners (e.g. schools, universities, transport providers, NHS agencies, CJS agencies etc)</li> </ul>	<p>To improve responses to any reported hate incidents by ensuring that all relevant agencies work together to support victims and tackle perpetrators in a coordinated and effective way.</p>	<p>A stand alone case management group led by the Police Neighbourhood Safety Inspector is established meeting monthly. There is attendance from:</p> <p>Police            Council Community Safety            Council Diversity Team            Tees Valley Housing            THL            Victim Support</p>
B	<p>Case management group addresses all forms of hate incidents (disability, homophobic, racist, religious, transphobic and other)</p>	<p>To help ensure that all local people are safe and secure.</p>	<p>All forms of hate crime are addressed.</p>
C	<p>Service level agreements are in place for all partners.</p>	<p>To ensure that each partner agrees their defined role within the group and can be evaluated against this.            To let local people know what services they can expect to receive from each partner.</p>	<p><u>Service level agreements are not in place.</u></p>

D	<p>Referral mechanisms of third party reporting systems link with organisations able to provide support to victims.</p> <p>Organisations have a clear understanding of the support available to victims in the local area and how this support can be accessed by victims.</p>	<p>To ensure that there is a strategic approach to responding to perpetrators in the local area by:</p> <ul style="list-style-type: none"> <li>a) Initiating intervention with perpetrators at the earliest possible stage (including clear behaviour management procedures in schools)</li> <li>b) Full use of pre legal measures where possible – ABC</li> <li>c) The case management group monitors how consistently interventions with perpetrators are implemented and their impact on re offending.</li> <li>d) The case management group links with regional /sub regional scrutiny panels for the CPS</li> <li>e) Good news stories about successful intervention are collated for dissemination (by the CDRP) to communities to aid prevention and increase reporting.</li> </ul>	<ul style="list-style-type: none"> <li>a) ASB Officer will attend schools to deal with specific incidents identified by the group.</li> <li>b) ABC would be used</li> <li>c) Fed back to the group</li> <li>d) Not in place as yet</li> <li>e) This function is carried out the by the Council's Diversity Team and the Police PR team.</li> </ul>
E	<p>Nominated individual from each partner (where appropriate) acts as a named single point of contact on hate incidents for each participating organisation.</p>	<p>To improve communication in relation to hate incidents between partner agencies.</p> <p>To ensure that all partners report hate incidents to local police and local authority tension monitoring systems on a regular basis.</p>	<p>Individuals are nominated from those agencies who attend the meeting.</p>

F	Case management group has evaluation mechanisms in place to manage the performance of the group and individual partners.	To ensure that the group and partners are working effectively. To identify and address any required improvements.	<u>Evaluation process not in place.</u>
G	Case management group reports group and partner evaluation to local people.	To ensure that the group and partners are working effectively. To identify and address any required improvements.	<u>Evaluation process not in place.</u>
H	Case management group is coordinated with the local CDRP	To assist the CDRP in ensuring that it's annual strategic assessment assesses the impact on hate incidents on local people. To assist the CDRP in taking responsive and proactive action to address the impact of hate incidents on local people (e.g. analysing and responding to trends/hot spots and helping shape targeted prevention activity)  To assist the CDRP in working with local media to promote accurate and balanced reporting in relation to hate incidents that supports the work of the case management group.	Incidents are recorded on Police and Council databases and both are analysed by the CS analyst for the PSA.  Analysis is also carried out routinely by both the Police and CS analyst to direct operational activity.  <u>Not linked to media activity routinely</u>
I	Case management group is coordinated with the local (Police, LCJB or other relevant) IAG	To assist (the police, the LCJB or other relevant organisations) in improving their performance in relation to hate incidents.	Chair of the Race/hate crime group is also the police lead for the IAG. Incidents are reported to the IAG.

3. **Prevention Activity:** This standard related to action that partners need to take to prevent hate incidents and work towards eliminating the prejudice that can motivate hate incidents. To achieve this standard a local area must ensure that there is local activity being undertaken to prevent hate incidents. This should include the following activity (not an exhaustive list):

3	Characteristics of good practice	Function	Local response
A	<p>Case management group (Strategic SPOC) assists (where appropriate) identifying and implementing tactical prevention measures including:</p> <ul style="list-style-type: none"> <li>a) Long term, ongoing work is being undertaken with young people to challenge prejudice</li> <li>b) Conflict resolution work</li> <li>c) Personal safety training/awareness raising with local people who may be vulnerable to hate incidents</li> </ul>	<p>To ensure that there is a strategic approach to tackling hate incidents in the local area by:</p> <ul style="list-style-type: none"> <li>• Reducing the level of prejudice that can manifest into the targeted harassment of certain local people</li> <li>• Resolving conflicts that may trigger hate incidents</li> <li>• Empowering local people to take steps to make themselves safer/less vulnerable</li> </ul>	<ul style="list-style-type: none"> <li>a) A youth IAG is established led by the chair of the race/hate group.</li> <li>b) Conflict resolution via UNITE the mediation service is offered free to residents of the borough.</li> <li>c) <u>Not currently offered</u></li> </ul> <p>Safe at home would be offered to victims who were targeted within their home to increase their level of security.</p>