

“ WE ARE WORKING TOGETHER TO PREVENT AND REDUCE HATE CRIME AND HARASSMENT ”



The people used on this cover are models and used for illustrative purposes only

Haringey's Hate Crime and Harassment Strategy 2007/08

FOREWORD

We are pleased to present the first Haringey Hate Crime and Harassment Strategy, which has been developed under the leadership of our Anti-Social Behaviour Partnership Board.

In developing this strategy, we have been reassured by the evident high level of community cohesion felt by residents in the borough. This was reinforced in a survey following the July 2005 bombings in which local people confirmed their belief that tolerance and cohesion between different communities is particularly strong in Haringey compared with neighbouring boroughs.

We believe that tackling hate crime and harassment is essential to improving the quality of life of our residents. There is already a great deal of good work happening in Haringey, which we can build upon. We have a committed and active Police Community Safety Unit and Beacon Status for the Council's Community Engagement work. The partnership has also been running two pilot projects over the past year. One of these is a screening project in Accident & Emergency departments, which assesses and records where hate crime has been a factor in patients, who present with wounds. The other pilot is the provision of an immediate call to victims of race hate crime in the borough with a swift follow-up visit by local Safer Neighbourhood Teams.

We have consulted communities and partners extensively and agreed that there are further improvements to be made in preventing and reducing hate crime and harassment. We have also recognised the important role which the voluntary sector can play in delivering this strategy. For the coming year, our work will focus on encouraging reporting, improving responses, prioritising cohesion, developing prevention work especially among children and young people, and improving the capture and analysis of data and intelligence on hate crime.

We have set ourselves ambitious new targets which we will monitor and evaluate over the next year. A Steering Group has been established to take the work forward and progress will be reported to the Anti-Social Behaviour Board at regular intervals.

We would like to take this opportunity to thank those of you who helped us to formulate this strategy and to remind you that we need your co-operation and willingness to report on an ongoing basis. You will find all the necessary contact details and support available in the documents we have prepared.

For more information about anything contained in this strategy, or for any further queries relating to these crimes, please contact the Community Safety Team on: 020 8489 6957



Councillor Nilgun Canver
Executive Member for Crime and Community Safety



Simon O'Brien
Borough Commander

Safer Haringey Partnership

Statutory Authorities:

- Haringey Council
- Metropolitan Police Service
- Metropolitan Police Authority
- London Fire and Emergency Planning Authority
- Haringey Teaching Primary Care Trust
- National Probation Service
- British Transport Police

Co-operating Bodies:

- Victim Support Haringey
- Youth Offending Service
- Haringey Peace Alliance
- Haringey Magistrates Court

The Partnership also works with other agencies and community groups that are involved in working with victims and those affected by crime. Senior managers from all the different agencies manage the work of the Partnership. Together they form the Safer Communities Executive Board (SCEB) which is chaired by the Chief Executive of the Council.

**“MY NEIGHBOUR
ALWAYS
SHOUTS ABUSE
AS I LEAVE
HOME”**

Hate and prejudice take many forms, from spitting and name calling to vandalism and harassment.

Any degree of hate crime or harassment is unacceptable.

Are you targeted for no other reason than your race, religion, disability, sexual preference, age or gender?

**DON'T SUFFER IN SILENCE.
LET'S STOP HATE.**

The person used within the poster is a model and used for illustrative purposes only.

Haringey Council will take action against perpetrators of hate crime and harassment. We can also offer you support and advice and help you to feel safer. Call the anti-social behaviour line Mon-Fri between 9am - 6pm **0845 671 1177**. In an emergency call 999.

TOGETHER
HARINGEY COUNCIL
METROPOLITAN POLICE
LONDON FIRE AND EMERGENCY PLANNING AUTHORITY

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An example of one of the four posters used in the 2006 Hate Crime and Harassment awareness campaign

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“...Strong, cohesive communities are important for children, young people and adults. They are the essential foundation within which individual potential is realised, quality of life maximised and our social and economic wellbeing secured.”

Respect Action Plan

1. Background

Hate crime and harassment* is of concern to many members of our local community. Not only does hate crime and harassment impact on individual victims and their families, often heightening the victims' distress by undermining their sense of identity and community;¹ it can also undermine communities by raising fear amongst people with similar identities. Hate crime and harassment can also lead to, or exacerbate, increased racial and other inter-community tension². If this happens, the wider community suffers with potential increases in civil disturbance, mistrust and fragmentation of communities. Historically, Haringey is a diverse borough and the majority of residents value this diversity. Although this strategy recognises the seriousness of hate crime and harassment, whenever it occurs, the starting point in Haringey is to promote tolerance and respect.

This strategy is not a new piece of work. It builds on the work already underway in terms of community cohesion, equalities and diversity, ensuring the wellbeing of Haringey residents and improving their quality of life. Services already exist in Haringey that address hate crime and harassment. The Anti-Social Behaviour Action Team (ASBAT) manages all cases of hate harassment, either referred from other agencies such as Homes for Haringey (Haringey's ALMO³) or self referred by victims themselves. ASBAT is able to work with the victims to gather evidence and it has the potential to protect victims with civil injunctions and other remedies. The Police Community Safety Unit is designed to respond specifically to incidents of hate crime or harassment. A victims' pack is available for all victims, offering advice and information about where to seek help. Victim Support Haringey can offer emotional support as well as practical advice. This strategy will support and build up good practice and will encourage partners, including the Teaching Primary Care Trust, Haringey Children and Young People's Service, Police, ASBAT, Homes for Haringey and the voluntary and community sector to work closely together to protect and reassure victims and take action against perpetrators.

During the period 2003-2004, hate crime and harassment reported to the Police in Haringey dropped by 46%. This was a significant drop and seemed unrelated to any initiatives⁴. In the period 2003-2004, homophobic and race hate incidents reported to the Police in Haringey dropped by 19.6%, whereas

*Hate Crime and Harassment refers to any hate crime or hate related harassment. Hate related harassment is further defined on page 8 under the Haringey Definition.

¹ Matassa and Newburn, Public Policy Research Unit Goldsmith's College, 2001

² *ibid*, 2001

³ Arms Length Management Organisation

⁴ A. Goodman et al, 'Hate Crime in Haringey' Middlesex University, 2005

incidents in all but one of the neighbouring boroughs actually increased⁵. These decreases prompted the Safer Haringey Partnership to commission the Centre for Criminology at Middlesex University to investigate the extent and nature of hate crime and harassment in the borough and the possible causes of under-reporting. The research pointed out the need to co-ordinate more effectively work in Haringey that combats hate crime and harassment and to focus partners on common goals. This strategy responds to that need.

The Hate Crime and Harassment Strategy assists the Council and its partners to meet core obligations. An important example is the development locally of the Respect Action Plan, the Government's national plan to tackle anti-social behaviour. The Action Plan stresses the importance of building respect in communities. The Hate Crime and Harassment Strategy dovetails with that aim and will strengthen the local implementation of the Respect Agenda. New mandatory indicators have been introduced to monitor Local Area Agreements⁶ and these also cover issues on the anti-social behaviour agenda, particularly building respect. This includes researching changes over a period of time in the proportion of people who feel that others in their area treat them with respect and consideration, or with disrespect and lack of consideration. This strategy will be an important vehicle for achieving these priorities.

How was the strategy developed?

In February 2005, a community consultation event was jointly hosted at Alexandra Palace by Haringey Police and Haringey Council. The purpose of the event was to generate ideas and build consensus about what needs to be done to tackle hate crime and harassment and to support victims. The event was attended by over 100 people from the community, including many voluntary and community sector representatives and statutory organisations. The feedback from discussion groups and workshops has been reflected in this strategy.

In addition, this strategy draws upon additional consultation with voluntary, statutory and community partners, Police (Safer Neighbourhoods Teams, Community Engagement and Community Safety), Victim Support, Health, Social Services, Homes for Haringey, Anti-Social Behaviour Action Team, Youth Offending Service, Haringey Council Voluntary Sector Team, Equalities and Diversity Haringey Council, Community Safety Team (Haringey Council), Community Police Consultative Group, Haringey Children and Young People's Service, Neighbourhood Management and Environment.

A good practice literature review of other boroughs' practices was also undertaken and a service gap analysis completed. Actions, targets and priorities were developed from the consultations.

⁵ *ibid*

⁶ Local Area Agreements, introduced since 2004, are new contracts between central and local government which determine how monies will be spent locally.

The Hate Crime and Harassment Strategy will be jointly implemented by Haringey Council and Haringey Police and by our partners within the Safer Haringey Partnership, including voluntary and community sectors and other statutory services such as Health and Haringey Children and Young People's Service.

2.0 What is Hate Crime and Harassment?

The Middlesex University research strongly recommended that the Safer Haringey Partnership develop a shared definition of hate crime and harassment. Clear direction on the definition of hate crime and harassment comes from legislation such as the Crime and Disorder Act 1998, the Crime and Security Act 2001 and the Criminal Justice Act 2003. Together, the acts require that the motivation of racial hatred, hatred of religion or hostility towards sexual orientation or disability be considered when courts sentence an offender. Supporting this, the Macpherson Inquiry, which followed the racist murder of Stephen Lawrence in 1993, developed the definition of a racially motivated crime as 'any incident which is perceived to be racist by the victim or any other person'. The Association of Chief Police Officers adopts the same formula for crime or behaviour motivated by religious, homophobic, disability, age or 'any person targeted because of their status, group characteristics or affiliation'. In line with the guiding documents and legislation, the definition of hate crime that Haringey is adopting is as follows:

Definition

"Hate crime or harassment is any behaviour (verbal or physical) that is perceived by the victim or any other person to be motivated by hatred because of a particular characteristic of that person".

The hatred can be motivated against:

- Race
- Sexuality
- Disability
- Age
- Religion
- Travellers
- Gender⁷

This strategy covers both crime, alleged crime, incidents reported to the Police as well as harassment. Haringey Council defines harassment in line with the Protection from Harassment Act 1997, as a 'deliberate action designed to cause alarm or distress'. As with hate crime, if the action is perceived by the victims to be motivated by hatred or prejudice, it is considered to be hate-driven harassment. There is no set definition of what constitutes harassment, but examples can include:

⁷ Although this strategy does not address domestic violence, as violence between people who had been or are in an intimate relationship. This issue is treated in the Haringey Domestic Violence Strategy.

- *Physical assaults*
- *Spitting*
- *Threats*
- *Verbal abuse*
- *Offensive graffiti*
- *Rubbish dumped on doorsteps*
- *Property damage*
- *Arson*
- *Wearing racist badges*
- *Malicious complaints*
- *Mimicking*
- *Name calling*

3.0 Scope

The priority for this strategy is to address hate crime and harassment experienced by the residents and people who work in the London Borough of Haringey. This includes hate motivated crime and harassment against employees of the Teaching Primary Care Trust and Haringey Council by any member of the public. Discrimination and harassment perpetrated by employees of Haringey Council and the other partner agencies against their colleagues during the course of their work duties is outside the scope of this strategy. Internal disciplinary procedures will be followed in response to work based incidents of harassment or discrimination.

The approach taken by the Safer Communities Partnership is that domestic violence requires a separate strategy to address its specific issues. This has been done through the Safety Communities Partnership Domestic Violence Strategy 2004-2007.

Other forms of crime and harassment which are not motivated by hatred or prejudice are not covered by this strategy.

4.0 Strategic Priorities

This strategy will be addressing all types of hate crime and harassment, ranging from an isolated incident of verbal abuse through to serious violent assault or prolonged harassment. The strategy recognises that certain communities are more vulnerable to victimisation and may be less likely to seek help, and for these people it seeks to target action. The strategy also recognises that the key to achieving a sustainable reduction in hate crime and harassment and to preventing escalation in the future is to act early when tensions arise.

Whilst the Safer Communities Partnership is committed to the specific actions and priorities detailed within this strategy, we recognise the pivotal role that the Community Cohesion Agenda will play in its success. Community Cohesion is concerned with breaking down barriers between different ethnic and religious groups and working to ensure that each group has, and is seen to have, equal access to the services and opportunities in Haringey.

The strategic priorities outlined in this document are set out in five areas. However, they do overlap and, in some cases, are dependent on each other. For example, 'Improving Community Cohesion' emerges from a historical perspective and good practice on breaking down barriers between communities through housing, planning and employment policies is already available. Community Cohesion is inextricably linked to another priority in this strategy, 'Long Term Prevention Work'. This priority is about educating young people and communities to build tolerance and challenge prejudicial attitudes. A cohesive community will be more amenable to this aim and vice versa. Similarly, a cohesive community will be more likely to share information with authorities about hate crime and harassment and will understand that it is not acceptable within society. All of these outcomes amount to a community in which hate crime and harassment will be identified early and discouraged, leading in the longer term to a community which will be free from prejudicial attitudes.

For the purposes of setting out a coherent direction for the partnership, the Hate Crime and Harassment Strategy defines five strategic priority objectives. These are:

1. Improving Community Cohesion
2. Long Term Prevention Work
3. Improving Intelligence
4. Encouraging Reporting of Hate Crime and Harassment
5. Responding to Hate Crime and Harassment

4.1 Improving Community Cohesion

Community Cohesion was defined by Ted Cante in response to racially aggravated riots in Oldham, Burnley and Bradford in 2001. The report of the investigation into the riots highlights the central concepts of Community Cohesion, which include, common values, tolerance, respect for differences, willingness to assist others, and harmonious economic and social development.⁸

A community such as this will be less likely to experience hate crime and harassment as well as having lower crime rates in general.⁹ In light of the increased terrorism threat of recent months, building a cohesive community will be an important plank in defusing potential increases in tension and suspicion and will help provide an antidote to extremism and hatred.

Haringey has made some positive steps towards more cohesive communities. The Council has been awarded beacon status for its community cohesion work in bringing diverse communities together on issues such as the Green Lanes Strategy Group, the Bruce Grove Strategic Group, Joining up Northumberland Park Initiative and Northumberland Park and Tottenham Hale to set up a Community Development Forum.

The Respect Action Plan also stresses how community cohesion and anti-social behaviour are interlinked. The Action Plan points out that without a shared framework of respect and rules, 'people can be susceptible to the argument that differences in culture and lifestyle are undermining community cohesion'.

New actions

In partnership with Haringey Council's Voluntary Sector Team, the wider Voluntary and Community Sector, the Community Safety Team and other relevant partners, we will encourage work to bring down barriers between communities and encourage partnership between different ethnic and religious groups. This will be done, for example, by including Community Cohesion as a priority in the Voluntary Sector Team grant funding guidance.

The Safer Haringey Partnership will co-operate and support any work to implement a forthcoming Community Cohesion policy. The network of key partners, which will be set up to ensure the delivery of this strategy, will routinely liaise with other relevant departments to keep abreast of community cohesion work and complement its development where possible.

⁸ Ted Cante et al, 'Community Cohesion: the report of the independent review team,' Home Office, 2001

⁹ Elaine Wedlock, Home Office Research Study 19/06

Supporting Community Cohesion will also involve the crucial work of agencies that deal with communities every day. These include the Police, Homes for Haringey front line housing staff, health workers such as health visitors, GPs and midwives, ASBAT and the community and voluntary sector. These 'front line' agencies will work together to develop a joint community outreach plan which will identify ways of maximising their existing connections with communities and of potentially developing new ones.

4.2 Long Term Prevention Work

Good practice teaches us that tackling prejudicial attitudes has to begin at an early age. The Middlesex University research demonstrated that large numbers of young people have been victims of hate crime and harassment. National research also highlights the need for raising more awareness amongst young people that hate crime and harassment is illegal and that support for victims is available¹⁰. The Middlesex University research demonstrated a particular need to challenge homophobic attitudes amongst schoolchildren in the Borough.

There is currently some good work in Haringey schools to address these issues. The Safer Schools Partnership, Victim Support and staff within Haringey Children and Young People's Service have delivered projects on preventing bullying, and specifically homophobic and racial bullying. Victim Support has also piloted a 'victim surgery' in one Haringey secondary school. Most Haringey schools regularly submit monitoring data on 'discriminatory incidents' that occur in schools, allowing partners to monitor the frequency and intensity of such incidents. All schools have an anti-bullying policy and many adopt an anti-discriminatory policy. This strategy acknowledges the good work that has been done and seeks to encourage further action where necessary.

Good communications and raising awareness in the wider community will also play an important role in preventing hate crime and harassment in the longer term. Haringey has already run a borough wide publicity campaign which emphasised that hate crime and harassment is taken seriously and which encouraged victims and witnesses to report incidents to appropriate agencies. This was a good start and the Hate Crime and Harassment Strategy seeks to build on the successes of the borough wide publicity campaign. Addressing the wider community's perception of hate crime and harassment, raising awareness of its seriousness and where and how to seek help if faced with it, will strengthen community disapproval of hate crime and harassment to be a powerful preventative weapon in the longer term¹¹.

¹⁰ Victims Support, 'Crime and Prejudice', 2006

¹¹ Social Control Theory recognises the important role that wider social influences such as commitments, values and norms encourage people not to act anti-socially or to break the law.

New actions

The Community Safety Team, Police and other partners will work with Haringey Children and Young People's Service, the Local Safeguarding Children's Board, schools and the Safer Schools Partnership to ensure that hate crime and harassment is addressed in anti-bullying and anti-discriminatory policies within schools. By improving information about all available services, partners will seek to ensure that young victims are referred appropriately to support services and that they have an opportunity to report incidents. This will be done by raising awareness and by building on the experience of the pilot Victim Support surgery.

In order to promote the message amongst the wider community that hate crime and harassment is not tolerated, the Community Safety Team will lead the development of a communications' plan to accompany this strategy. The plan will tailor messages to specific communities and will ensure that information is written in all community languages. A central aim of this plan is to reduce the social acceptance of hate crime and harassment. The communications' plan will be closely supported by the Corporate Communications Team.

By undermining social acceptance of hate crime and harassment, we anticipate that more people will be willing to report incidents and more information will become available about the nature and frequency of the problem, thus providing essential data and intelligence, which is the theme of another Strategic Priority.

4.3 Improving Intelligence and Data

Interventions, practice and partnership need to be supported by good information and intelligence.

In line with national standards, the Safer Haringey Partnership provides six-monthly strategic assessments on crime which now include statistics on hate crime and harassment. This combines information from the Police, ASBAT and Victim Support. Regular performance monitoring reports now include a section on hate crime. The reports allow partners to obtain a better picture of the level and nature of hate crime and to begin pinpointing where there are problem areas and vulnerable groups. The Safer Haringey Partnership Information Sharing Protocol underpins the sharing of intelligence and data and sets out the circumstances and processes for partners.

In addition to ensuring that existing information is co-ordinated, this strategy recognises the importance of *proactively obtaining* intelligence from the community. Such intelligence can be picked up by many different front-line agencies, including Police, ASBAT, Neighbourhood Managers, Homes for Haringey, front line health staff as well as community and voluntary sector agencies. Currently, front line agencies have good relationships with the

communities that they serve and are in a good position to hear about community tensions and hate crime and harassment incidents as they occur. However, consultation with key partners within the Safer Haringey Partnership revealed a gap in how this information is exploited. The Middlesex University research also underlined the difficulties in obtaining an accurate picture of hate crime and harassment based on Police statistics alone. For example, hate incidents which are later found not to be crimes are only recorded on Police CAD systems and no further record is made, meaning that vital information about the level of hate motivated incidents may be lost.

There are many more agencies receiving reports of hate crime, and information from them could help to complete the picture of the nature and frequency of the problem in the Borough. It is important that data collected by any agency which receives reports of hate crime or harassment is collated, analysed and disseminated to improve our understanding of the problem and to shape our response.

New actions

We will ensure that intelligence and information is flowing well between all relevant local teams and partners and is available on a borough-wide basis.

This strategy encourages the work already started with the Safer Neighbourhood Teams, Neighbourhood Management Teams and other local partners to engage with local communities and to hear their concerns. This 'community intelligence' on hate crime and harassment will be picked up through regular ward panel meetings. In addition, neighbourhood level 'signal crime surveys', which provide an analysis of key indicator crimes, deemed by local people, Police and other front line staff to be significant, will provide additional important information on hate crime and harassment. This local information will be co-ordinated by a central Data and Intelligence Analyst, based at the Borough Intelligence Unit. The Community Safety Team Data Analyst will also ensure that local intelligence is gathered by pulling together different data sources, analysed and disseminated on a regular basis to partners with a role to play in tackling hate crime and harassment. Work is underway to strengthen the role of information from the Teaching Primary Care Trust (TPCT), and, where possible, resources will be found to establish the capacity to process and disseminate key information between health and other agencies within the Safer Haringey Partnership. General Practitioners (GPs) in Haringey will be encouraged to share important information on hate motivated incidents through the Quality Outcomes Framework which sets out the responsibilities of GPs to provide data to the Teaching Primary Care Trust.

We will also encourage representatives of Lesbian Gay Bisexual and Transgender (LGBT), Black and Minority Ethnic, Faith, disability and elderly communities to engage with neighbourhood structures, to ensure that views of vulnerable groups are heard, for example through Key Individual Networks and by participating in ward panel meetings.

This strategy highlights the importance of 'outreach' work in the community. Front line agencies must be responsive and accessible to the communities that they serve. ASBAT, Homes for Haringey, Health care staff, voluntary and community sector agencies as well as the Police will plan a multi-agency outreach approach, already mentioned, which will ensure that all opportunities for listening to the community are exploited. By building trust between communities and the agencies which serve them, it is hoped that more information about hate crime and harassment will come to light, and more victims will be encouraged to report hate crime and harassment, as explored below.

4.4 Encouraging Reporting of Hate Crime and Harassment

The Middlesex University research showed that hate crime and harassment is under-reported in Haringey. It is well documented in national research that hate crime and harassment is subject to under-reporting.¹²

The Middlesex University research revealed that factors behind under-reporting included:

- *A Lack of a common definition of hate crime, understood across all agencies*
- *Confusion amongst the community about where and how to report a hate crime*
- *Police stations are sometimes considered inappropriate places to report hate crime*

Recent national research by Victim Support UK revealed that victims experience hate crime and harassment many times before they report it and that they are reluctant to report it because they do not believe they will get an adequate response. Many victims did not know where or how to report the crime and harassment they faced.¹³

Since the introduction of the Crime and Disorder Act 1998, Haringey has routinely collected statistics on racial and homophobic crime. This information comes mainly from the Police, but other partners such as Victim Support Haringey and ASBAT are now sharing their data on hate crime and harassment. Victims are able to report hate crime and harassment to the Police, which has a specialist Community Safety Unit, and to ASBAT which is also specially trained to deal with hate crime and harassment. Other front line agencies, such as Homes for Haringey, are able to receive reports and refer victims to the correct agency. However, more needs to be done to increase the proportion of incidents that are reported either to the Police or to other agencies that can offer support, even if a Police response is not desired by the victim¹⁴.

¹² Matassa and Newburn, 2000.; Peter Herbert, MPA, 2004

¹³ Victim Support UK, 'Crime and Prejudice,' 2006

¹⁴ Middlesex University, 2005

The use of alternative reporting sites, where victims can report incidents to agencies other than the Police and either have their case passed to the Police or remain anonymous, has been trialled in many parts of the country. Alternative reporting systems have taken on a number of different forms and the evidence of their success is not robust. However, where success has not been apparent, this may be due to failure in implementation, rather than failure of the idea. The Middlesex University research did reveal that many members of minority communities felt uncertain about reporting to the Police. This highlights the need to improve trust in the Police. However, all relevant agencies have the potential to encourage reporting and even to take reports themselves¹⁵.

A key objective of this strategy is to increase by 10% by 2008 overall reporting of hate crime and harassment to the Police or to ASBAT, either by direct reporting or through an alternative agency. The baseline will be the numbers of incidents currently reported to the Police or to ASBAT. This will be achieved through a combination of targeted communications to raise awareness about how and where to report, and of work to increase confidence amongst the community in the services that are available to victims.

New actions

A Communications' Plan developed by the Community Safety Team, mentioned above, will raise awareness amongst the community of what constitutes a hate crime or harassment, how to report it and what will happen as a result. Care will be taken not to raise expectations where they cannot be met within the community. Communications will be done in the main community languages.

This strategy also recognises the need for the staff, who interact with the public, to raise their own awareness and expertise about where to refer victims and how to report hate crime. Staff need to be aware of this strategy and its priorities. A multi-agency training programme for health workers, Police, council and community and voluntary sector agencies will be initiated to fulfil this aim. The important role that health care workers such as GPs, nurses, health visitors, midwives have to play to ensure that victims are signposted to services and to ensure that data on incidents is recorded is recognised. As with housing officers, Police, Council front line staff, voluntary and community sector staff, health care staff will be encouraged to participate in multi-agency training to learn how and when to share information, where to refer a victim and how to respond to a report of hate crime or harassment.

In addition, the Council's Community Safety Team will lead an exercise in partnership with the Police, Community Police Consultative Group (CPCG) and other voluntary sector organisations, to identify the most effective mechanisms for the community to report hate crime and harassment, with a view to establishing a pilot for alternative reporting mechanism(s). The aim of

¹⁵ Victim Support UK, 'Crime and Prejudice,' 2006

this will be to ensure that relevant, participating front line staff are trained in how to take reports and to make suitable referrals for victims to receive support. This exercise will include primary health care settings where possible, as these have a role to play in identifying victims and encouraging them to report. Within this theme, we will also support the pilot of a hate crime and harassment screening project in settings such as GP surgeries. The purpose of the screening pilot will be to find out more about the nature and frequency of hate crime and harassment and to learn about the victims' needs and their experiences of the agencies to which they had reported. This will identify improvements to be made in service delivery and will ensure that all relevant agencies are responding adequately and efficiently to hate crime and harassment.

4.5 Responding to Hate Crime and Harassment

The Respect Action Plan sets out the need for a speedy, visible and restorative justice system which is connected to the communities it serves. The Police and ASBAT already work to achieve this goal and they place a high priority on taking action against perpetrators of hate crime and harassment. Police will pursue an arrest on conviction where possible, and the courts are able to consider racial, religious, sexual orientation and disability hostility as aggravating factors when deciding on the sentence for any offence. ASBAT is able to pursue civil action against perpetrators of hate crime and harassment and currently has a policy of dealing with such cases through its dedicated case management team.

In addition, ASBAT is able to work with victims to improve their safety and to reassure them, for example, through lock fitting schemes. The Community Safety Unit (Police) ensures that a member of the Police Community Engagement Team visits victims who have reported hate crime or harassment to them.

Victims are supported through a range of agencies, some of which do not come to the attention of partner organisations. Victim Support Haringey plays an important role in providing knowledge, emotional support and access to legal advice and counselling for victims. Other front line agencies such as ASBAT, which also receive reports from victims, are developing their referral processes with Victim Support. Victims reporting to the Police or ASBAT, as well as to voluntary and community sector agencies, receive a victim support pack which includes information about where to obtain help. The LGBT community is able to obtain emotional support and practical advice through agencies such as Wisethoughts.

Supporting People has some limited accommodation available for vulnerable people which may include victims of racial or homophobic crime. They also offer floating and residential support to other vulnerable people, who may be victims of hate crime and harassment such as people with a disability or people with mental health problems. The Supporting People Strategy recognises the role it has to play in reducing crime by supporting such vulnerable individuals and groups.

There are a number of agencies working in Haringey that provide legal and other advice for victims of hate crime and harassment. These agencies will have an important part to play in delivering this strategy.

There is potential for agencies working on the ground to work closer together, particularly ASBAT and the Police Community Safety Unit and to co-ordinate more with Victim Support. This was a recommendation of the Middlesex University research as well as an outcome of consultation with key partners. Providing a joined-up response, in which all relevant agencies are informed of the issues and developments in cases of hate crime and harassment, and in which victims are treated sensitively by agencies they trust, is an important goal.¹⁶

New actions

The Police Community Safety Unit and ASBAT will develop methods for working more closely together. The Heads of each section will meet to discuss the work of their teams and identify any possible cases that they could work on jointly. Similarly, the Police, ASBAT and Victim Support Haringey will tighten processes for making referrals between them.

Information flow on individual cases will be facilitated between the Police, ASBAT and other key agencies with an interest such as Homes for Haringey, through a Data Co-ordinator located at the Police Borough Intelligence Unit. This will assist agencies to be more aware of developments to offer appropriate and timely responses.

A directory of organisations that can provide advice and support to victims of hate crime and harassment will be developed and distributed, with steps taken to ensure that it is kept up to date. The organisations to be included will cover community and voluntary sector agencies as well as statutory services such as the Police and ASBAT.

The multi agency training programme already referred to will augment this work and ensure that front-line staff are well equipped to deal with hate crime and harassment, and will know where and how to refer and how to respond appropriately in the first instance.

¹⁶ Victim Support UK, 2006, also NACRO 2001, ACPO, 2005

5.0 Implementation

The Hate Crime and Harassment Strategy will be delivered through an action plan based on the priorities contained in this strategy. Different agencies will be responsible for delivering their parts within the agreed timetable and for contributing to all work areas, where necessary.

A Lead Policy Officer in the Community Safety Team will co-ordinate the work with a network of key partners to ensure that delivery is on track. The monitoring of progress will be done by the Anti-social Behaviour Partnership Board.

6.0 Resource Implications

This strategy represents limited resource implications as most of the actions will be subsumed into existing work plans and staff resources. However, there are some potential development costs associated with training staff across agencies and with developing alternative reporting mechanisms. The latter may require only limited costs connected with 'priming' existing services.

The strategy and associated initiatives will be monitored and continuously evaluated for good practice and weaknesses. Its 'roll out' will be incremental and based on 'what works'. This approach should assist the work to become mainstreamed, mitigating the risk of failing to find necessary resources.

This is very much a partnership strategy, developed in close consultation. There is, therefore, a low risk of non-delivery due to lack of commitment from partners. Each service has a role to play in its delivery. There is a co-ordinating responsibility for the Community Safety Team and a monitoring role for the members of the Anti-social Behaviour Partnership Board.

Measurable actions have been proposed in a first action plan. These will need to be closely monitored and, where successful, cost implications considered in order to sustain the development of this strategy and the areas of good practice.

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☐ **Albanian**

Për një kopje në gjuhën tuaj të Strategjisë së Krimin të Urrejtjes dhe Ngacmimit të Haringejit 2007/8, ju lutem shënjoni ✓ kutinë, plotësoni formularin dhe kthejeni atë tek adresa e mëposhtme me postim falas.

☐ **Kurdish**

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☐ **Bengali**

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☐ **Somali**

Hadaad rabto in luuqadaada lagu tarjumo qoraalka la dhaho Haringey's Hate Crime and Harassment Strategy 2007/8, fadlan sax mari sanduukha, soo buuxi foomka kuna soo dir ciwaanka hoose ee boosta diristu bilaash tahay.

☐ **French**

Pour obtenir un exemplaire dans votre langue de la Stratégie 2007/8 de la municipalité de Haringey sur la Criminalité d'Incitation à la Haine et sur le Harcèlement, veuillez cocher la case, remplir le coupon et le renvoyer à l'adresse ci-dessous (inutile de timbrer l'enveloppe).

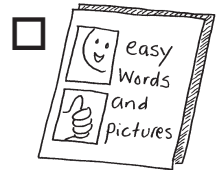
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