

DRAFT

HATE CRIME AND HARASSMENT STRATEGY

2006 - 2008



CONTENTS

1. Background	3
2. What is Hate Crime and Harassment	5
3. Scope	6
4. Strategic Priorities	6
4.1 Improving Community Cohesion	7
4.2 Long Term Prevention Work	8
4.3 Improving Intelligence and Data	9
4.4 Encouraging Reporting and Recording	11
4.5 Responding to Hate Crime and Harassment	13
5. Implementation	14
6. Resources	14
7. Action Plan	16

Safer Haringey Partnership

Statutory Authorities:

- Haringey Council
- Metropolitan Police Service
- Metropolitan Police Authority
- London Fire Brigade Service
- 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.

“...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 considerable concern to all members of our society. Not only does it impact on individual victims and their families, often heightening victims' distress by undermining their sense of identity and community; ¹ hate crime and harassment also undermines communities by raising fears amongst people with similar identities. Hate crime and harassment can also exacerbate or lead to 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. Haringey has a historically diverse borough and is felt by many to be comfortable with this diversity. Although this strategy recognises the seriousness of hate crime and harassment, whenever it occurs, the departure point is a desire to celebrate our diversity and promote tolerance and respect.

This strategy is not a new piece of work. It builds on the work already done in terms of community cohesion, equalities and diversity, ensuring well being and improving the quality of life for Haringey residents. Services already exist in Haringey that tackle 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 victim to gather evidence and has the potential to protect victims with civil injunctions and other channels. Victim Support Haringey offers emotional support as well as practical advice. The Police Community Safety Unit is designed to respond specifically to incidents of hate crime or harassment and there is a victims' pack available to all victims offering advice and information about where to seek help. This strategy will support and build up good practice and encourage partners, including 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. Furthermore, the strategy intends to address long term actions to improve the cohesion of our communities and build up respect and tolerance which prevents hate crime and harassment.

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 dropped by 19.6% in Haringey, whereas incidents in all but one of the

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

neighbouring boroughs actually increased⁵. These decreases prompted Safer Haringey to commission the Centre for Criminology at Middlesex University to investigate the extent and nature of hate crime and harassment in the Borough and possible causes of underreporting. The research pointed out the need to better co-ordinate work in Haringey that impacts on hate crime and harassment and 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 in Haringey is the development 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. This strategy dovetails with that aim and will strengthen the Respect Agenda as it is implemented locally. New mandatory indicators introduced to monitor Local Area Agreements⁶ also address the anti-social behaviour agenda, particularly building respect. This includes monitoring percentages of people who feel that others in their area treat them with respect and consideration. The Hate Crime and Harassment Strategy will be an important way in which these priorities are met and as thus treats Respect and community cohesion as paramount in preventing inter-community tensions, which can lead to an increase in hate crime and harassment.

How was the strategy developed?

In February 2005 a community consultation event was jointly hosted at Alexandra Palace by Haringey Police, the Safer Haringey Partnership 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 is now drawn upon to inform this strategy.

In addition, this strategy draws upon close 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, 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 is jointly owned by Haringey Council and the Haringey Police as well as 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. This has been developed in close consultation with key partners and takes into account important national guidance. 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 these key guiding documents and legislation, the Haringey definition of Hate Crime is as follows:

Haringey 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 and Police reported incidents 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 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 tackle 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 evoked to respond to work based incidents of harassment or discrimination.

Domestic Violence is sometimes considered to be a hate crime. 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 seeks to target action for these people. The strategy also recognises that the key to achieving a sustainable reduction in hate crime and harassment is to act early when tensions arise to prevent escalation in the future.

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 defined 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, which has developed good practice on breaking down barriers between communities through housing, planning and employment policies. Community Cohesion is inextricably linked to another strategic 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, discouraged by the community and in the longer term, will be free from prejudicial attitudes.

For the purposes of setting out a coherent direction of travel, the strategy defines five strategic priority areas. 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 Cattle 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, 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 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 for 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

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

⁹ Elaine Wedlock, Home Office Research Study 19/06

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 Voluntary Sector Team, the wider Voluntary and Community Sector, 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 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.

Supporting community cohesion will also involve the crucial work of agencies who 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 exploiting their existing connections with communities and to potentially develop 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 high numbers of young people have been victims of hate crime and harassment. National research also highlights the need for more awareness-raising amongst young people that hate crime and harassment is illegal and of the support on offer¹⁰. 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 some projects around preventing bullying, homophobic and racial bullying. Victim Support has also piloted a ‘victim surgery’ in one Haringey Secondary School. A large majority of Haringey Schools regularly submit monitoring data on ‘discriminatory incidents’ that occur in schools allowing partners to monitor their frequency and intensity. 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.

¹⁰ Victims Support, ‘Crime and Prejudice’, 2006

Good communications and awareness-raising 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 this strategy seeks to build on its successes. Addressing the wider community's perception of hate crime and harassment, raising awareness of its seriousness and where and how to seek help will strengthen community disapproval of the issue – a powerful preventative weapon in the longer term¹¹.

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. Partners will seek to ensure that young victims are referred appropriately to support services and have an opportunity to report incidents by improving information about victim and other services. This will be done by raising awareness of victim services on offer and will build 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 target messages on specific communities and will ensure that information is written in all community languages. A central aim of this plan is to reduce 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, 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 Haringey Partnership provides six-monthly strategic assessments on crime which now includes statistics on hate crime and harassment. This combines information from the Police, ASBAT and Victim Support. Regular performance

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.

monitoring reports now also 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 their information 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 and shape our response.

New Actions

We will ensure that intelligence and information is flowing well between all relevant local teams and partners and that this information is also 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 in Haringey will be

encouraged to share important information on hate motivated incidents through the Quality Outcomes Framework which sets out GPs responsibilities for providing 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 vulnerable groups' views 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, the Police, 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 in Haringey indicated that hate crime and harassment is under-reported in the borough. It is well documented in national research that hate crime and harassment is subject to under-reporting.¹²

The Middlesex University Research revealed that likely 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 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

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

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

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 improve the number 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.

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 implementation failure 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 overall reporting of hate crime and harassment to the Police or ASBAT, either by direct reporting or through an alternative agency by 10% by 2008. The baseline will be the numbers of incidents reported to ASBAT or the Police currently. This will be achieved through a combination of targeted communications to raise awareness about how and where to report, and work to increase confidence amongst the community in the services that are on offer 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 within the community where they cannot be met. 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 in ensuring that victims are signposted to services and data is recorded on incidents 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.

¹⁴ Middlesex University, 2005

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

In addition, the Council Community Safety Team will lead an exercise in partnership with the Police, CPCG and other voluntary sector organisations, to identify the most suitable 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 this will be to ensure that relevant, participating front line staff are trained in how to take reports and 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 experiences of the agencies they had reported to. This will inform improvements in service delivery and 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 the ASBAT already work to achieve this goal and 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 receives reports from victims, are developing their referral processes with Victim Support. Victims reporting to the Police or ASBAT, as well as voluntary and community sector agencies, receive a victim support pack which includes information about where to obtain help. The LGBT community is able to access emotional support and practical advice through agencies such as Wisethoughts.

There is some emergency accommodation-based support available to victims which are particularly vulnerable. Supporting People has limited accommodation available for vulnerable people which may include victims of racial or homophobic crime. Supporting People also offers floating and residential support to other vulnerable groups who may be

victims of hate crime and harassment such as people with disability or people with mental health problems. The Supporting People Strategy recognises the role it has to play in reducing crime by supporting vulnerable people.

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 where victims are treated sensitively by agencies they trust is an important goal.¹⁶

New Actions

The Police Community Safety Unit and the 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 ASBAT, Police 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 to 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.

SMART actions have been proposed in a first action plan, which will carry over into the next financial year. Actions 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.

7.0 . ACTION PLAN

OVERALL TARGET: INCREASE LEVEL OF RECORDED HATE CRIME AND HARASSMENT BY 10% BY 2008				
Strategy Priorities	Objectives	Actions	SMART target	Responsibility
Improving Community Cohesion	Celebrate diversity and promote acceptance between community groups	Encourage community and voluntary sector groups to work with different communities, to break down barriers and promote joint working, both within and between different community groups and with the council, police and other partners. Maximise the opportunities to promote community cohesion in partnership with the Equalities and Diversity Team	<p><i>Include community cohesion as a priority in voluntary sector grant funding guidance from March 07</i></p> <p><i>Work with the voluntary and community sector to identify ways of promoting cohesion between communities by March 2007</i></p> <p><i>Network of individuals overseeing the Strategy to receive regular updates on Community Cohesion work, from October 2006</i></p> <p><i>Implement the Equalities' events and awareness raising programme - ongoing</i></p>	<p><i>Susan Humphries, Head Voluntary Sector Grants with HAVCO and HREJCC</i></p> <p><i>Eve Pelekanos, Head Equalities and Diversity, Cllr Canver, Executive Member, Crime and Community Safety</i></p> <p>“</p>
Long Term Prevention Work	Increase social intolerance to all forms of hate crime and harassment amongst young people	Work with Children and Young People's Service to ensure that information about hate crime and harassment is available to school children; to challenge intolerance and raise awareness.	<p><i>CST, Children and Young People's Service, Local Safeguarding Children's Board (LSCB) and Safer Schools to agree a plan for raising awareness around hate crime and harassment amongst school children by March 2007</i></p>	<p><i>Claire Kowalska, Interim Community Safety Manager with Jan Doust, Terry O'Reirdan, Jude Clement, Leon Joseph</i></p>

	<p>Raise awareness of hate crime and harassment as a crime amongst the wider community</p>	<p>Ensure that young victims are able to access support</p> <p>Raise awareness about the Partnership's response, and reduce tolerance of hate crime and harassment</p>	<p><i>CST to liaise with Children and Young People's Services, LSCB, Safer Schools, Victim Support and Equalities to update and integrate anti-bullying and anti-discrimination policy by Dec 2006</i></p> <p><i>CST and Victim Support with Children and Young People's Service to receive feedback on the VS pilot surgery in schools by November 2006</i></p> <p><i>All relevant Children and Young People's Service and LSCB front line staff to participate in multi-agency training on challenging intolerance by March 2007</i></p> <p><i>Develop a communication's plan, spanning the 2 year Strategy by March 2007</i></p>	<p><i>Debbie Tibber, Manager Victim Support, Haringey with Claire Kowalska</i></p> <p><i>Lead Policy Officer Claire Kowalska, Community Safety Team</i></p> <p><i>Monica Brimacombe, Corporate Communications</i></p>
<p>Improving Intelligence</p>	<p>Improve the analysis of hate crime and harassment data to inform the work of the Partnership</p> <p>Improve the collection of community intelligence on hate crime,</p>	<p>Co-ordinate and disseminate up-to-date data to agencies across sectors with an interest in hate crime</p> <p>Ensure that community intelligence is collated and shared with relevant partners on a regular basis</p> <p>Proactively capture community intelligence</p>	<p><i>Produce and disseminate 6-monthly data report, including Police, ASBAT, Victim Support data. Next in Dec 2006</i></p> <p><i>Include CPCG in list of organisations to receive 6-monthly data report. Include in next data report by Dec 2006</i></p> <p><i>Conduct regular area survey of signal crimes* and include hate crime and harassment as a question by March 2007</i></p>	<p><i>Peter de Bourg, Data and Crime Analyst, Community Safety Team</i></p> <p><i>With Enid Ledgister, Manager CPCG</i></p> <p><i>Det. Supt. Steve Clarke, Head of Partnerships with Kate Swanston, Safer Neighbourhood Analyst Borough Intelligence Unit (BIU)</i></p>

	<p>harassment and community tension</p>		<p><i>ASBAT, Neighbourhoods, Police SNT and CSU and CET, Housing and any other relevant agencies to ensure that community intelligence is regularly logged with BIU and routinely disseminated to relevant agencies by Dec 2006</i></p>	<p><i>Det. Supt. Steve Clarke, Head Partnerships with Kate Swanston</i></p>
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* Signal crimes are the cues to a crime, such as environmental decline, broken windows etc.

<p>Encouraging Reporting</p>	<p>Increase awareness about hate crime reporting methods through targeted publicity</p> <p>Work with communities to reduce barriers to reporting hate crime</p>	<p>Improve Borough's capacity for reporting hate crime</p> <p>Develop multi-agency outreach work to encourage reporting</p>	<p><i>Review and map processes for recording hate crime and harassment and set out areas for improvement and piloting, in consultation with the CPCG and HAVCO by March 2007</i></p> <p><i>Work with health agencies to pilot screening of hate crime and harassment by March 2007, review in Jan 2008</i></p> <p><i>Develop a multi-agency front line training programme on responding to reports of hate crime and harassment by January 2007, completed and reviewed by March 2008</i></p> <p><i>ASBAT, Victim Support, Police (SNT, CSU), Housing, health to jointly develop a community outreach plan by March 2007, reviewed March 2008</i></p> <p><i>Deliver a series of targeted community safety days to communities identified as at risk by March 2008</i></p>	<p><i>Lead Policy Officer, Community Safety Team, with CPCG.</i></p> <p><i>Gill Prager, Director of Corporate & Partnership Development Haringey Teaching PCT</i></p> <p><i>Claire Kowalska and, Community Safety Team</i></p> <p><i>Lead policy officer, Community Safety Team with Heads of Neighbourhood Teams, Mike Bagnall, Manager ASBAT</i></p> <p><i>Lead policy officer, Community Safety Team, with Neighbourhood Managers</i></p>
<p>Responding to Hate Crime and Harassment</p>	<p>Improve co-ordination of enforcement activity to bring perpetrators to justice and support victims</p>	<p>Police Community Safety Unit and ASBAT to develop methods for working more closely together</p>	<p><i>Police CSU lead and head of ASBAT to develop joint mechanism for sharing information and cross referrals by Dec 2006</i></p>	<p><i>Mike Bagnall, Manager ASBAT, DI Rita Tierneyt, Police CSU</i></p>

	<p>Ensure support services are informed and trained in how to respond to victims of hate crime and harassment</p>	<p>ASBAT, Police CSU and Victim Support to improve working relationship to ensure victims are referred to support</p> <p>Improve information available to all agencies about services relevant to hate crime and harassment.</p> <p>Close satisfaction gap in responses to race hate incidents</p>	<p><i>Victim Support, ASBAT and CSU to agree a joint working protocol by Dec 2006, reviewed by March 2007</i></p> <p><i>Develop a directory of local organisations that tackle hate crime and harassment including enforcement action against perpetrators and support to victims in paper form by Jan 2007, on line and self-maintaining by March 2007</i></p> <p><i>Implement annual pilot scheme of visits to the victims of every reported race incident in the borough and conduct follow-up survey within 14 days of visit to June 2007</i></p>	<p><i>Mike Bagnall, Manager ASBAT, Debbie Tibber, Manager Victim Support, DI Rita Tierney.</i></p> <p><i>Lead Policy Officer, Community Safety Team</i></p> <p><i>Chris Donaldson, Professional Standards and Citizen Focus MPS with Safer Neighbourhood Teams</i></p>
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