



DONCASTER

HATE CRIME STRATEGY

2017-2021

“Embracing Difference, Challenging Hate”

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Foreword

Hate Crime is one of the most personal crimes we face as a partnership. Its effect can be significant on individuals, their families and the wider community. We work hard to respond appropriately and effectively to reports of hate crime but we also know that a great deal of hate crime is never reported to the police or other services. We hear many victims explain that abusive behaviour is perceived as normal to them, as in many cases, they have been victimised over long periods of time.

So three years on from our previous strategy, positive progress has been made, however, we are in no doubt as a partnership that we need to build on this, reflect on what has worked, and identify our priorities for the coming years covered by this most recent strategy.

We know that hate crime remains an issue locally, nationally and internationally. It is imperative that front line services are accessible for our residents, that victims are listened to and their needs are responded to the first time they tell someone about their experience. Victims of hate crime can expect to receive a co-ordinated response to any reports of hate crime or a hate incident as a partnership of experienced officer's work collectively to manage their individual needs. Offenders can also expect to be robustly challenged regarding their behaviour.

Hate Crime, as with other types of crime, is everyone's business, and it is essential that we work together in a co-ordinated way. We must ensure that everyone understands what hate crime is, knows how to respond to it, and where to get support if they need it. Hate Crime is not something we will tolerate in Doncaster and as we go forward our refreshed Hate Crime strategy will ensure we strengthen our partnership work to continue to address this heinous crime.



Chief Superintendent Tim Innes

Doncaster District Commander

Introduction

This partnership strategy reflects the co-ordinated response to hate crime in Doncaster, led by the Safer Stronger Doncaster Partnership (SSDP). It is critical to understand that responding to hate crimes and incidents at all levels is not something that can be achieved by one single agency operating in isolation. Victims' needs can be complex and wide ranging; therefore the response needs to be tailored to meet those needs through statutory organisations, voluntary organisations and communities working together. This presents a challenge of avoiding duplication, maximising the use of resources, and ensuring consistency of service. Our co-ordinated response to reported hate crime cases is managed through the work of the Council's Communities Service, with strategic support from the Community Safety Team – an approach which has worked well for many years.

This strategy therefore sets out how we will further improve our response to hate crimes and incidents over the coming years.

Our Strategic Vision

“In Doncaster, people no longer experience Hate Crimes or Hate Incidents”

Our vision aspires to achieve a Borough where hate crimes and incidents are recognised as unacceptable, and people live safe and happy lives free from targeting and abuse. We aim to provide access to support to anyone experiencing hate crime, to enable them to feel safe and confident, and to address the behaviour of any identified perpetrators.

We continue to work in a changeable environment where opportunities for collective working are more important than ever before. We have operated within an integrated, partnership-focused structure for many years to effectively address hate crime but we recognise that this approach can be further strengthened. In order to make further improvements and maximise the resources we have available, there is a need to improve the availability and use of our collective data picture, and to consult to a greater degree with communities and individuals to understand their experiences, any barriers they face and their service needs and requirements. By better understanding the needs of our communities, we will be able to target our resources where they are most needed.

The National Context

The Definition of Hate Crime

Hatred is a strong term that goes beyond simply causing offence or hostility. Hate crime is defined as any criminal offence committed against a person or property that is motivated by an offender's hatred of someone because of their:

- race, colour, ethnic origin, nationality or national origins
- religion or belief
- sexual orientation
- disability (including learning disability)
- gender identity

It is recognised that a victim of hate crime does not necessarily have to belong to any of the above strands but is perceived to be by the perpetrator. This strategy recognises that unacceptable behaviour, motivated by hatred in respect of any of the above equality strands (or a combination of), may not always be a criminal offence. Therefore, the definition the SSDP adopts is that as referenced in the most recent Central Government Publication “Action Against Hate: The UK Government’s plan for tackling hate crime” (July 2016):

“Any crime or incident that is motivated by hostility on the grounds of race, religion, sexual orientation, disability or transgender identity”

Hate crimes / incidents can take many forms, including (but not exhaustive):

- Verbal abuse
- Threats / Intimidation
- Neighbour disputes
- Physical attacks
- Criminal damage
- Harassment
- Stalking
- Abusive / obscene calls
- Sending of offensive material and/or offensive content on social media
- Bullying at school or in a workplace
- Arson
- In extreme cases, murder

The crime / incident may be of a random nature, it may have developed from what was initially a non-hate motivated incident, or it may take the form of persistent harassment due to the repeat victimisation of an individual, family or group. The motives in such incidents are not usually wholly transparent, but have to be inferred from the circumstances, unless the perpetrators are known and confess that any crime/incident was motivated by hatred. Hate crimes / incidents may also stem from discrimination, be that direct, indirect or institutional.

It is important to note that whilst the above 5 strands are nationally recognised, the SSDP adopts a wider remit of categories, to include Age, Gender and 'Any Other Personal Factor'. This is to ensure that any individual subjected to any form of discrimination due to their defining factor(s) can approach our partnership services and access support.

Action Against Hate: The UK Government's plan for tackling hate crime¹

This document, released by the Home Office in July 2016 sets out the UK Government's programme of actions to tackle hate crime until May 2020.

It is nationally recognised that hate crime has a particularly harmful effect on its victims, as it seeks to attack an intrinsic part of who they are or who they are perceived to be. The previous Government's plan to tackle hate crime (Challenge It, Report It, Stop It, 2012) delivered real improvements in the way in which hate crime can be reported as well as improving understanding within the Police Service of the impact that hate crime can have on communities. Whilst this previous plan brought many improvements, there is still work to be done. We know that hate crimes continue to be significantly under-reported and that hate crime victims are more likely to suffer repeat victimisation, more likely to suffer serious psychological impacts as a result, and less likely than the victims of other crime to be satisfied with the police and partner response to their case.

In the days after the EU referendum, some European nationals across the country were the targets of abuse, and representatives of other ethnic communities have reported anxiety about a climate of increased hostility towards people identified as foreigners. It is too early to be sure how widespread the problem is, but the trend is undoubtedly worrying. The Central Government response is the same as for any other such crime: it is utterly unacceptable that people should suffer abuse or attacks because of their nationality or ethnic background or any other protected characteristic. We must stand together against hate crime and ensure that it is stamped out.

This newly released Action Plan focuses five key areas to tackle hate crime from beginning to end – from understanding the drivers of hate crime and dealing with its causes to providing improved support to victims:

1. Preventing hate crime by challenging the beliefs and attitudes that can underlie such crimes.

¹ https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/543679/Action_Against_Hate_-_UK_Government_s_Plan_to_Tackle_Hate_Crime_2016.pdf

2. Responding to hate crime in our communities with the aim of reducing the number of hate crime incidents.
3. Increasing the reporting of hate crime, through improving the reporting process, encouraging the use of third party reporting and working with groups who may under-report, such as disabled people, Muslim women, the Charedi community, transgender people, Gypsy, Traveller and Roma communities, and new refugee communities
4. Improving support for victims of hate crime. We will continue to improve the use of Victim Personal Statements to ensure that victims of hate crime have their voices heard.
5. Building our understanding of hate crime through improved data, including the disaggregation of hate crimes records by religion.

The Legal Framework

²There is no single piece of legislation for hate crime in the UK. There are a number of Government introduced laws covering hate crime offences. Principal amongst these laws is the Crime and Disorder Act 1998 which does not use the term 'hate crime' but instead proscribes racially and religiously aggravated offences. The Criminal Justice Act 2003 additionally provides for sentencing provisions that allow for enhanced penalties where there is evidence that proves the perpetrators demonstrated hostility towards the victim based on their actual or presumed race or religion, disability, sexual orientation, transgender identity or the offence was partly motivated by hostility towards persons who have those protected characteristics.

It is the case that the five nationally recognised strands of hate crime are not equally protected in law, for both aggravated offences and the stirring up of hatred offences. This creates potentially problematic scenarios of the effective prosecution of hate crimes and may also result in an unintended public message that some groups are more worthy of protection than others. This can create an assertion that the law has created a 'hierarchy of victims' (Law Commission, 2014, pg 84).

National Research

The two main sources of information on the prevalence of hate crime are the independent Crime Survey for England and Wales (CSEW)¹ and Police Recorded Crime.³ According to the CSEW, there were an estimated 222,000 hate crimes on average each year from 2012/13 to 2014/15. This represents a decrease of 56,000 since the previous period covered by the survey. At the same time, the number of hate crimes recorded by the police rose from 44,471 in 2013/14 to 52,528 in 2014/15. This increase in recorded crime is welcome as it is likely to reflect improved police practice and victim confidence in coming forward to report crimes. Nevertheless, the difference between CSEW figures and Police Recorded Crime figures shows that hate crimes continue to be significantly under-reported. The CSEW also shows that hate crime victims are less satisfied by the response they receive from criminal justice agencies when compared with other forms of crime.

² Source – Equality and Human Rights Commission: Causes and Motivations of hate crime (Research Report 102)

³ Sources - Independent Crime Survey for England and Wales (CSEW)¹ and Police Recorded Crime.

Based on the combined 2012/13 to 2014/15 surveys, 52% of hate crime victims were very or fairly satisfied with the handling of the matter, a lower proportion than for victims of CSEW crime overall (73%). The CSEW also indicates that hate crime victims are more likely to be repeat victims and are up to four times more likely to suffer more serious psychological impacts than victims of non-targeted crime.

Statistics in relation to the prevalence of on-line hate crime are currently unavailable due to the relatively new way in which crime is recorded by the Police. An on-line flag is was made mandatory in 2015 for all police forces, along with a clear definition of on-line crime, to improve the ability to identify recorded crimes with an on-line element (such as hate crime).

In order to better understand the complexity and national picture of hate crime, it is important to explore the level of reporting against each of the hate crime strands:

Race: National statistics indicate that racial hatred accounts for 82% of hate crimes recorded by the police, the largest proportion of the 5 nationally recognised strands. In contrast, race hate accounts for 48% of hate crimes captured by the CSEW. Despite its numerical dominance, emerging hostilities such as religion has begun to change and diminish the focus on race hate.

Religion: Religious hate crime accounted for just 6% of hate crimes recorded by the police, but made up 17% of hate crime according to the CSEW. Anti-Muslim hatred has received increased national focus of late. Statistics from Tell MAMA indicate that 2317 incidents of anti-Muslim hatred were reported to and verified by them between 01.01.15 – 31.12.15.

Sexual Orientation: A Stonewall commissioned survey of more than 2500 lesbian, gay and bisexual people in 2013 found that one in 6 people experienced homophobic hate crime over the previous 3 year period. Hate crimes based on sexual orientation represented over one in ten of recorded hate crimes to police in 2014/15.

Transgender Identity: Hate crime statistics began to be recorded for this strand in 2011/12. During 2014/15, 605 crimes were reported, of which 37 were prosecuted. Data in relation to this strand is unavailable within the CSEW due to too few transgender respondents participating to give an accurate estimate.

Disability: There has been significant progress in the reporting and recording of disability hate crime over recent years. This strand represented 5% of police recorded hate crimes in 2014/15 which is in contrast to the CSEW where disability represents one third of hate crimes.

The Local Government Association provides guidance regarding the effective management of hate crime. Outlined below in the 'Local Context' section are details of how Doncaster's model supports this guidance.

Governance and the Local Context

The next four years are critical for the Borough's long term prospects. The Council and its Partners (Team Doncaster) are committed to transforming outcomes for those living, working, learning or in need of care in the Borough.

A borough wide, collective effort is required - anyone who is making a positive difference to the people and place of Doncaster through the work they do, through volunteering, through being a neighbour, a parent, or a friend is also part of Team Doncaster. With more limited resources, Team Doncaster needs to shift its focus from what it 'has done' to what it 'must do' – this means focusing on the highest priorities and programmes of activity. New, less costly ways of working together are needed, which are more focused on integration, prevention, social investment and citizen/community led approaches to delivering quality of life improvements.

Achieving inclusive economic growth and improving the quality of support for the most vulnerable will provide a unifying foundation for Team Doncaster's work. It is within this context that this Hate Crime Strategy 2017-2021 has been developed. Delivering it will have a significant impact on the lives of residents by: working to improve public understanding, awareness and confidence; improving the confidence of staff to respond effectively to reports of hate crimes and incidents; further strengthening our partnership response to hate crimes and incidents; ensuring accessible services which are fit for purpose and improving our data to ensure we understand the true picture of what is happening in our communities. The Delivery Plan accompanying this strategy further expands on the identified actions to be taken. This Plan is a 'living document' and will be added to throughout the life of this strategy.

For many years, Doncaster has identified hate crime as a priority for the SSDP. The strategic management of hate crime is located within the Anti-Social Behaviour Theme Group of the partnership structure. Whilst this strategy is owned by the SSDP, on behalf of Team Doncaster, it is important that all the strategic partnerships in Doncaster have due regard for and contribute to the delivery of this strategy. Hate Crime cuts across the agenda of all partnerships, including its alignment to the Doncaster Equalities and Inclusion Plan via Equality Objective 4 – to reduce the number of hate crime offences which cover a number of protected characteristics. Some partnerships are more clearly linked than others, but all must play a role in delivering the strategy. The table below illustrates just some of the links between the hate crime agenda and the strategic partnerships:

Children and Families Board	<p>Protecting and improving children's lives: Raising aspirations and prospects.</p> <p>Significant harm to children and families caused by hate crime, whether in a school or community setting.</p> <p><i>Links to Children and Young People's Plan.</i></p>
Health and Well Being Board	<p>Promoting health and supporting independent living: Reducing health inequalities.</p> <p>Hate Crime can create a significant health impact for victims, whether these are physical, emotional or mental health related. Hate Crime is a very personal crime type, where a victim can feel targeted due to factors they cannot control.</p> <p><i>Links to Health and Well Being Strategy.</i></p>

Enterprising Doncaster Board	<p>Creating a strong and connected local economy: Promoting employment and skills and building a better environment.</p> <p>Businesses can contribute to changing the culture of Doncaster, to spread the message that hate crime is unacceptable and to assist in support services to victims, either through signposting or by providing a 'safe space' to report.</p> <p><i>Links to the Doncaster Growth Plan.</i></p>
Safer Stronger Doncaster Board	<p>Tackling crime and anti-social behaviour: Building resilient communities and families.</p> <p>Strategic responsibility for hate crime, partnership working at strategic and operational levels with police, council, health, housing, voluntary sector, communities and service users.</p> <p><i>Links to Doncaster Community Safety Strategy.</i></p>

The SSDP will ensure that clear and robust links are maintained with other Theme Boards, via the Team Doncaster framework, to ensure information, progress and targets are communicated in respect of hate crime and to enlist the support and input of other Theme Boards where required. At an operational level within the SSDP, hate crime cases are managed by the Council's Communities Service, through established multi-agency mechanisms. These processes are robust and are focused around the monthly cycles of Case Investigation Meetings (CIM) and Neighbourhood Action Group (NAG) meetings across the Borough. Hate Crime support services are fully embedded within these processes and have been for a number of years. As such, the CIM and NAG structures continue to be the key operational drivers for the hate crime agenda. These groups are populated by agencies who manage all actions and interventions relating to victims and offenders, to ensure early intervention for those reported cases and the prevention of any repeat cases, wherever possible.

Every hate crime or incident reported through the partnership receives a multi-agency response to ensure that vulnerable victims are supported and offending behaviour is challenged. This can include such things as tenancy enforcement actions from a Housing perspective, health interventions for vulnerable victims or perpetrators and the completion of multi-agency vulnerable victim risk assessments. We aim to always provide a thorough, co-ordinated, partnership response to reports of hate crimes or incidents which facilitates the development of tailored action plans to address the specific needs of each case. Whilst our existing processes are well established and are working well, we recognise that there is always opportunity to improve the services we offer. Therefore, actions to further enhance the arrangements across the partnership, particularly with regard to data availability and exchange, are detailed within the Delivery Plan.

The experienced officers within the Partnership also recognise that victims may not initially associate a crime or incident specifically with hate crime and instead may connect it to something more familiar, such as anti-social behaviour.

Each case is fully investigated and in circumstances such as this, the Communities Service and partners will work together to identify and appropriately support all hate crime victims, regardless of the categorisation of any original report.

Hate crime victims are offered a choice of reporting agency and location, with Doncaster Council hosting a number of hate crime reporting locations across the Borough. At these locations, staff have received training to take and process hate crime reports sensitively and confidentially, in line with the victim's wishes. Whilst our Council services are robust and co-ordinated, the majority of hate crime reports continue to be made directly to the Police. As a partnership, we continue to recognise that that reported incidents to the Police as a single agency are only a part of the hate crime story, and that this crime type is historically highly under-reported.

The delivery plan attached to this strategy will be owned by the SSDP Executive Board and managed by the Anti-Social Behaviour Theme Group. Bi-monthly Performance Reports will be produced and circulated to the SSDP Priorities, Performance and Outcomes Group and to other Boards for information and comment. In responding effectively to hate crimes and incidents, the Local Government Association (LGA) recommends a number of 'good practice' interventions. Detailed below are those LGA recommendations alongside Doncaster's current, successful model.

LGA Recommendation	Doncaster's model
To provide third party reporting locations to increase access opportunities and contribute to higher levels of reporting.	Doncaster currently operates 12 third party hate crime reporting centres, 8 are managed by DMBC, 4 are managed by St Leger Homes. These centres are geographically spread across the Borough and offer hate crime victims a choice of where and how to report. Staff are trained within each centre on an annual basis and have access to additional support from the Community Safety Team as and when required.
To have mechanisms in place to challenge and address offending behaviour.	The established multi-agency mechanisms in place within the Communities Service provide both victim support and offender enforcement solutions. Each case is assessed according to its whole need with offending behaviour being challenged in the most robust way by the most relevant agency. A stronger connection to the Restorative Justice agenda is also being explored.
To have a partnership approach to tackling hate crimes and incidents.	As previously described, reported hate crimes and incidents are managed through an established, multi-agency partnership process. This has been the case for 10+ years in Doncaster. Our approach offers victims a choice of where and how to report their experiences along with access to a range of partners and resources to meet the needs of victims and challenge offending behaviour.

LGA Recommendation	Doncaster's model
To incorporate restorative justice mechanisms into hate crime cases a potential resolution.	The Restorative Justice Co-ordinator employed within DMBC's Community Safety Team works closely with the DMBC Hate Crime lead and the Communities Service and has the relevant expertise to accept hate crime cases where restorative justice may provide an appropriate intervention.
To provide hate crime awareness training for staff and partners.	Hate Crime awareness training is provided annually (or more frequently if requested) to staff at all hate crime reporting locations. In addition, the DMBC hate crime lead provides hate crime awareness training / input at key events as requested. A hate crime e-learning module has also been developed and is soon to be launched to provide information to large numbers of staff across the Council and its partners. This training resource provides details regarding the wider hate crime agenda; what hate crime is, its effect on victims, offers case studies, knowledge checks and details regarding Doncaster's reporting mechanisms. Also covered within the module are links to hate crime and the prevent agenda.
To provide 24/7 access to non-emergency hate crime reporting.	Doncaster's current service provides access to 24/7 telephone reporting via the Customer Service 736000 number, which diverts to the out-of-hours telephone service after 5pm. This enables the telephone reporting of non-emergency hate crimes or incidents 24 hours a day. An on-line hate crime reporting form is also available, to allow victims to report incidents via the DMBC website at a time and venue of their convenience. A dedicated hate crime reporting line is also available as a further reporting option.
To develop scrutiny mechanisms to quality assure the case management of hate crime cases.	The established multi-agency processes in place to manage reported hate crimes and incidents allow for the scrutiny of actions taken, both from an internal management perspective and also from an external partner perspective. The structures in place support an escalation of cases according to their severity and/or complexity which applies natural scrutiny to any actions taken up to that point. It is also the intention to invite some further external input into the management of hate crime cases through the establishment of a Police-led local Hate Crime Scrutiny Panel. The DMBC hate crime lead is a member of the regional CPS Hate Crime Scrutiny Panel to ensure Doncaster is represented at this level and any further 'good practice' examples or 'lessons learned' are fed into Doncaster's processes.
To ensure a regular and accurate data flow from police and partners in relation to reported hate crimes and hate incidents.	An agreed hate crime data flow has been established between DMBC and South Yorkshire Police in relation to reported hate crimes figures. Further work is to be done as part of the delivery plan attached to this strategy to ensure that wider data and intelligence is available and considered to provide a full and accountable performance picture. This will help to pinpoint key locations of hate crime prevalence, repeat and vulnerable victims.

LGA Recommendation	Doncaster's model
Strong community engagement	The established mechanisms in place to manage hate crime lend themselves well to strong engagement with victims who report to us. However, we recognise that we can do more to engage with the wider community, to raise confidence in our services and to encourage people to report. We will work closely as a partnership to improve our community engagement mechanisms and to better publicise the robust services we offer. A key aspect of this is the strengthening of Doncaster's Independent Advisory Group, which provides valuable opportunities for community engagement and forms a genuine partnership between agencies and the community. The Independent Advisory Group encourages the active involvement from people across diverse groups who can provide independent views and perceptions regarding our service. Actions to strengthen community engagement are documented within the accompanying delivery plan.

Our Achievements

Over the last three years, we have made many positive achievements in the way hate crimes and incidents are managed as a partnership. We have:

- Maintained and strengthened third party reporting locations across Doncaster, to ensure victims continue to have a choice regarding where and how they report hate crimes or incidents.
- Continued to raise awareness of the hate crime agenda with partners and colleagues across a range of forums, to ensure our partnership arrangements remain strong and responsive to the needs of victims.
- Developed an on-line hate crime training package to raise staff awareness; to ensure staff are informed regarding hate crime, what it is and how to respond to it.
- Developed an on-line hate crime reporting form to provide a further, highly accessible reporting option for victims.
- Developed a dedicated hate crime telephone reporting line as a further reporting option; to allow victims to contact us in a direct manner.
- Worked together as a multi-agency partnership to effectively manage the needs of victims and challenge offending behaviour, to ensure our collective resources are utilised to maximum benefit and to promote a Borough that embraces difference and challenges hatred.

- Continued to work alongside partners to build the performance picture in relation to hate crime and inform where our focus needs to be. This continues to be an area of development moving forward to further strengthen our position and response.

Service User Comments / Case Summaries

The Partnership receives feedback from victims about their experiences and we remain committed to improving these mechanisms to further strengthen our service provision. Actions in respect of this are detailed within the Delivery Plan. Some statements from services users are detailed below alongside 2 case summaries to illustrate the types of interventions that took place in response to a report.

“I was happy I was listened to and didn’t have to tell lots of different people about what happened”

“I knew that things were happening to challenge the offender and who I needed to contact if I needed support”

“I had a dedicated officer who supported me through my case”

Case 1 Summary:

The perpetrators were of Roma background and were causing anti-social behaviour in the area where they lived. In response, the DMBC Communities Service conducted an area based impact assessment through a community door-knocking exercise. This highlighted a number of people who had concerns about the family and their conduct within the community. A multi-agency action plan was developed in response to these concerns.

A further serious incident followed this consultation exercise during which the Roma family were targeted, resulting in them being re-located outside of the area. Upon further investigation, the Roma family had been subjected to targeted abuse and were supported by agencies as a result.

Case 2 Summary:

A family of Eastern European background suffered persistent and targeted racial abuse by a group of local residents, including verbal abuse, threats and criminal damage in the form of graffiti. Vulnerable Victim Risk Assessments were undertaken with the family to assess their needs across a range of categories and to inform the development of a multi-agency action plan. A contract was put into place regarding the type and frequency of contact the family wished to receive from agencies. The family were supported to report incidents and gather evidence against the perpetrators to allow action to be taken.

Local Data Summary

The level of reported hate crime in Doncaster has fluctuated over the past two years with periods of 2015-16 experiencing above average volumes. The rate of offences in Doncaster is the lowest in South Yorkshire and is well below that of its 'most similar group' average. The majority (81.5%) of recorded hate crime offences in Doncaster are racially aggravated and have been committed against similar levels of White and Asian victims. More than 79% fall within the category of Violence Against the Person.

The Town centre records the highest volume of reported hate crime with males accounting for 66% of hate crime victims, most aged between 20 and 44 years. According to further analysis, Saturday's record the lowest levels of offending and Sunday evening's record the highest number of reports. Further analytical work would be required in order to understand the deeper reasons for this offending and reporting pattern.

Where recorded, the unemployed, taxi drivers/controllers and retailers/shopkeepers are the most commonly targeted. In order to reflect the prevalence of hate crimes and incidents reported within the town centre, the highest concentration of third party reporting centres are established within the central area. This now includes a recent addition of the Conversation Club, which operates as a drop-in support service for Asylum Seekers and Refugees. The public consultation results indicated that these groups preferred to report at a location where trust and relationships were already established. The Partnership has worked with the Conversation Club to allow them to receive hate crime reports and to feed them in to the existing multi-agency processes. We have also produced publicity material in a range of languages to promote this service, which is displayed in all asylum seeker managed properties. Reflected within the delivery plan are further actions we will take to engage with those groups we know to be most vulnerable to hate crime or incidents, including taxi drivers and retail outlets.

Over the last 2 years, police recorded Hate Crime offences in Doncaster indicate that, apart from two months in 2014, the volume of Hate Crime for the financial year 2014/15 was at, or below the monthly average. From June 2015, levels have fluctuated and have for the most part, sat just above the monthly average.

Whilst it was the case nationally that an increase in reports of hate crime was evident in the days following the EU referendum, this was not the case at a more local level. Regional analysis showed that for the period 23 June – 27 June 2016, there were 7 hate crimes recorded with a racially aggravated factor in all of South Yorkshire. This is compared to 16 for the same period in 2015 – therefore a reduction of 9 incidents was experienced during this period 2016. A further 3 incidents were reported during the period 27 June – 5th July 2016 bringing the total to 10 for the region.

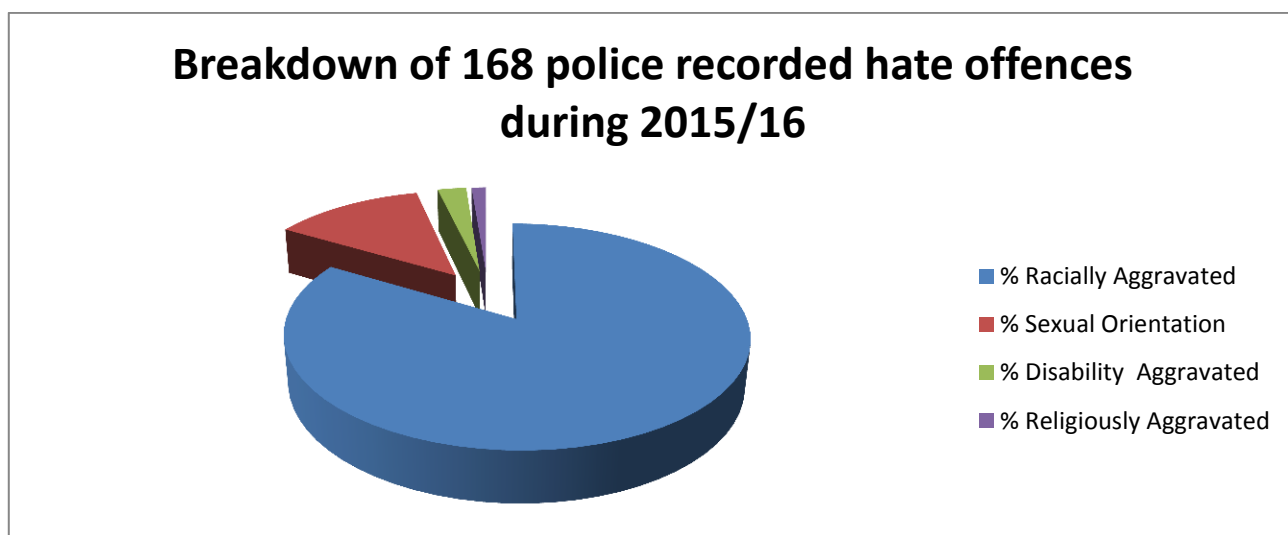
This continued to be below the average number of incidents experienced in previous years. There was no evidence that the nationally experienced increase in reported hate crimes and incidents was experienced in Doncaster in the period immediately following the EU Referendum result.

It is acknowledged, however, that those incidents which may have gone unreported or those which are more difficult to quantify, including feelings of more subtle community unrest are not reflected in the above figures.

In response to the EU referendum result, the Partnership quickly convened an overview monitoring group, to measure public reaction, monitor and respond to any changes in community tension levels and to provide factual information regarding the result and what it meant. This information was circulated to a range of audiences, to enable staff to support communities and respond to public queries or concerns.

As a partnership, we work closely to monitor and respond to activity and tensions across our communities and are mindful of any changes we identify, particularly in respect of hate crime and incidents as we move through the process of exiting the European Union. As this process continues over the coming months and years, the impact of this will form a key part of our engagement and reassurance focus, as well as any necessary enforcement action against identified offenders.

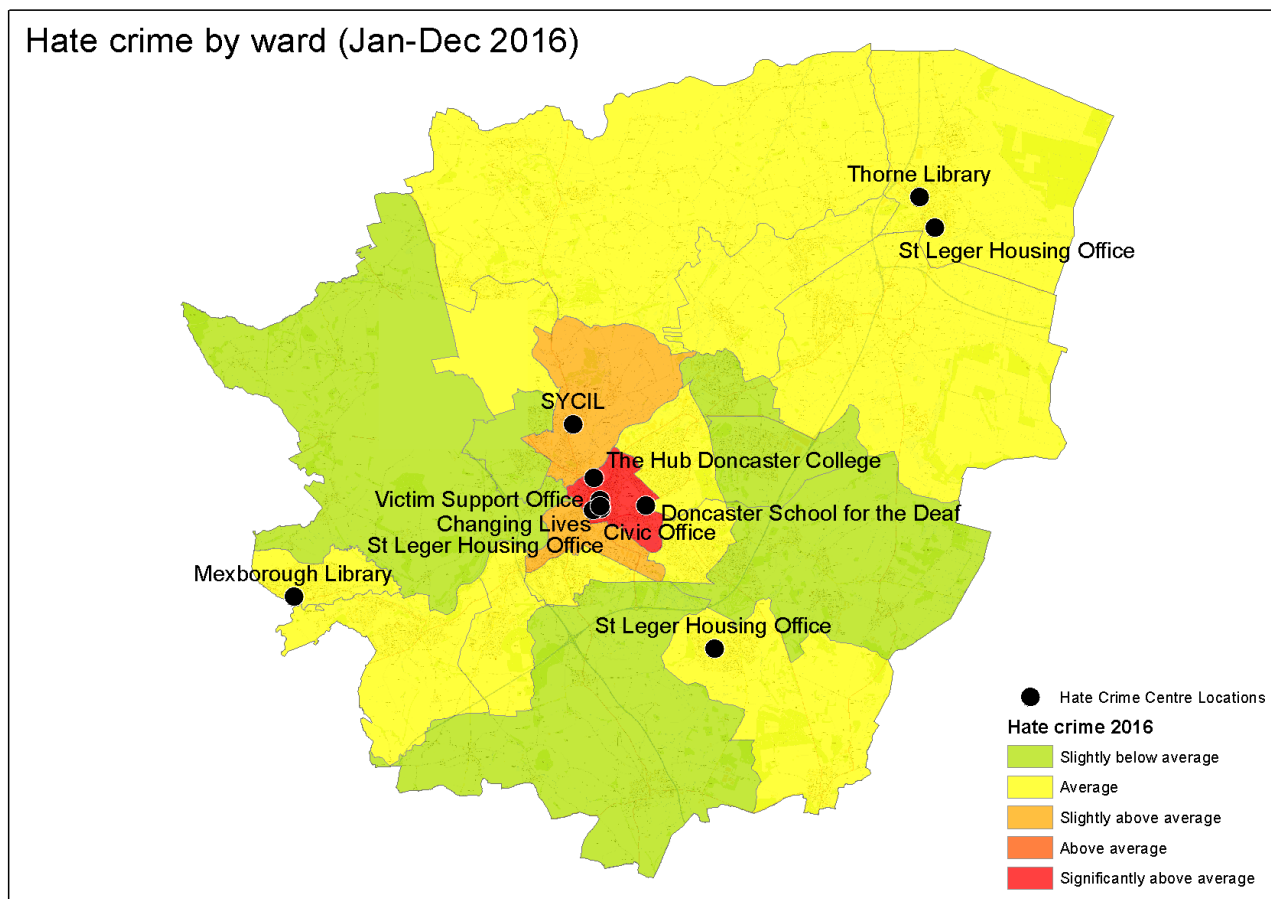
During the Financial year 2015/16, police recorded 168 hate offences, representing a 43.6% increase from the previous year. Of these 168 offences, racially aggravated hate offences accounted for 81.5% of those reported (as stated above), with sexual orientation accounting for a further 12.5%. The categories of disability and religiously aggravated offences accounted for 2.4% and 1.2% respectively. Whilst it is helpful to understand the direction of travel and the breakdown of those reported hate crimes, further, more detailed analysis is required to fully understand the reasons for the experienced increase and to enable the development of targeted future actions in response.



Our Council third party reporting centres continue to receive a small number of reports, with the Council Civic Office building receiving the highest number during 2015/16 and 2016/17 to date. Annual training is provided to staff at each centre, who may work to support victims with an on-going case even if they were not the referrer of that information into the partnership process.

For example, Victim Support operates as a third party reporting centre but provide support to many more hate crime victims than they refer in as a centre due to their primary function. The geographical location of each reporting centre is displayed on the following page, alongside an illustration of where reported incidents have occurred. As indicated elsewhere in this strategy, the highest concentration of these reporting centres is in the vicinity of the town centre.

Location Map illustrating geographical location of third party reporting centres and levels of reported hate crime



Local Consultation – what it told us

In developing this new strategy, we have looked at our current service provision alongside consideration of the barriers and difficulties that victims may face when coming forward to report hate crime. In order to enable us to better understand the picture, a period of public consultation was held during July and August 2016. We consulted widely in a variety of forms, including on-line surveys (which received a total of 177 responses), face-to-face sessions and telephone contact. All responses have been analysed and the key messages resulting from our survey responses are summarised below. The draft strategy has been shared with many of those who contributed to its development during the face-to-face sessions and will be a living document once launched. The feedback has been used to shape the accompanying delivery plan attached to this strategy where we outline what we will do in response to the consultation findings. Further detail regarding the survey results are displayed at Appendix A.

Key Findings:

Awareness and Communication

Feedback highlighted that, whilst knowledge levels were largely good regarding hate crime amongst those consulted, there was an ongoing need to continue to educate and raise awareness of this agenda and how to report and access services, including challenging those common misconceptions regarding difference and culture. It is our commitment to increase the amount of hate crime information available in the public domain to better inform communities regarding the services we provide as a partnership. It is also our commitment to further improve our customer feedback mechanisms to ensure victims are fully informed of progress as their case develops and to improve public confidence. The Delivery Plan identifies actions to be taken in respect of hate crime awareness and communication.

Reporting

Some respondents identified that communities need to have more confidence in agencies in order to report hate crimes and incidents. Some respondents were unaware of the services available and therefore hadn't reported due to this. The Partnership continues to offer a wide variety of reporting services as detailed within this strategy, including third party reporting centres, on-line reporting and a dedicated telephone line. The Delivery Plan identifies further actions to be taken in respect of hate crime reporting mechanisms.

Priorities and Future Focus

Feedback highlighted some preferences regarding future service provision to tackle hate crime. These included improved victim support and feedback, increased awareness regarding hate crime, easy and accessible reporting services, counselling / mediation services and a focus on early intervention. A key contributory factor identified from our consultation was the lack of understanding and ignorance which fuels hate crimes and incidents. Building cohesive and resilient communities where hate crime and discrimination are not tolerated was therefore a prominent factor from our consultation. The connections between hate crime and on-line targeting was also made. Highlighted within the Delivery Plan are details of the work to be undertaken to respond to these identified priorities.

In a wider context, the consultation period has assisted in ensuring that:

- We understand the views and concerns of residents and all communities and provide an opportunity for people to have their say about how we prevent and tackle hate crime and protect vulnerable members of our communities.

- We encourage victims to have the confidence to report hate crime and we improve our understanding of why victims may not wish to report hate crimes or hate incidents, ensuring our services are tailored to meet these needs and concerns.
- We better understand the preferences of victims in the services they wish to receive.
- We better understand the experiences of hate crime victims, particularly those who have experienced repeat victimisation and the causes behind hate crimes and incidents.

Strategic Outcomes and Key Objectives towards 2021

The SSDP remains committed to building on their work since the last strategy, and meeting the challenges ahead through an integrated and collective strategic approach to hate crime.

Through the Anti-Social Behaviour Theme Group, DMBC and its partners are developing an Outcome Based Accountability (OBA) methodology to identify a selection of indicators that will tell us whether our strategy is changing outcomes for people in Doncaster. These are the indicators that the partnership feel will contribute to 'turning the curve' and those that will demonstrate the impact of all we do to provide robust, effective services for hate crime victims.

Learning from the consultation, the new performance framework will include:

- measures to increase reporting levels across all partnership agencies;
- improve positive outcomes for hate crime cases;
- stronger engagement with hate crime victims to better understand their needs, including utilising national and local events such as Hate Crime Awareness Week;
- increased staff and partner awareness of hate crime through a number of methods.

The above themes are reflected throughout this strategy and within the accompanying delivery plan to further strengthen our partnership approach to hate crime.

Upon full approval from the SSDP, the Outcome Based Accountability model will be implemented and managed through the Theme Group within the SSDP structure, as previously described. Performance management in respect of hate crime will be scrutinised through the Anti-Social Behaviour Theme Group, the Priorities Performance and Outcomes Group and ultimately the Executive Board to ensure robust and informed accountability.

Performance Monitoring

A key aspect of any Outcome Based Accountability model clearly must include performance monitoring information, to ensure we understand how successful our partnership interventions are. Proposed performance monitoring measures include:

- The number of reported hate crimes and incidents from police and non-police sources.
 - Are increases in reporting reflective of improved victim confidence?
- Analysis of the level of positive outcomes against reported hate crime cases and how these correspond with changing levels in overall reported hate crimes and incidents.
- Monitoring of the levels of community engagement and the methods used to engage;
 - Consideration alongside this of victim feedback and any recommendations for changes to our service provision.
- Monitor the number of DMBC and partner hate crime e-learning completions;
 - Utilise feedback from course participants to improve future training provision.

Responsibilities and Accountability

As previously referenced in the strategy, the responsibility and accountability for this work sits within the SSDP structure with identified connections to other Theme Boards, via Team Doncaster.

The further development and agreement of the Outcome Based Accountability model for hate crime will provide additional accountability to individual partners to evidence the work they do to improve performance, and measure the impact of service provision. It is the case that individual partners will continue to focus on specific key performance areas for which they are responsible, but agree, through the Outcome Based Accountability model and other mechanisms, to work to common goals and objectives to deliver this strategy.

Our accountability routes are wide ranging and complex, including the intelligence and analysis available through the Joint Strategic Intelligence Assessment and the Joint Strategic Needs Assessment in addition to those previously referenced in this document through the Team Doncaster Partnership structure.

As has been highlighted throughout this strategy, key themes have been identified across a number of areas, as a result of our internal assessment of our current position and the feedback from our period of public consultation.

Shared Principles

The following principles outline the partnership approach to the way in which hate crime is tackled in Doncaster:

1. Listen to victims to understand their journey and experience to engage them in the services they need;

2. Early intervention and prevention approaches to working that respond more quickly to risks, vulnerability and prevent escalation;
3. Facilitate a more proactive challenge towards attitudes and behaviours that create a conducive environment for hate crime to manifest and develop;
4. Focus and emphasis on reducing the impact of vulnerability to promote better outcomes;
5. Involve the workforce and improve their understanding of the hate crime agenda and the needs of victims;
6. Deliver outcome focused services for victims;

Strategy Launch and Delivery

Summarised on the following pages is the delivery plan culminating from the strategy, describing how the strategy will be implemented. This plan sets out the actions the partnership will take over the coming period to address and achieve those key identified points.

This delivery plan will be reviewed throughout the coming year by the Anti-Social Behaviour Theme Group with additional actions being added as necessary as any new themes emerge and further actions are required. Where any concerns regarding progress or performance are identified, the Theme Group will be accountable to the Priorities, Performance and Outcomes Group of the Partnership structure, and ultimately to the Executive Board. The SSDP structure chart detailed at Appendix B illustrates the accountability route for this strategy.

The actions set out within the attached delivery plan reflect the work to be undertaken over a shorter timescale than the life of this strategy. They aim to build on the success of what we have achieved so far, as well as to respond to the immediate findings of the public consultation period.

The delivery plan allows the most immediate priorities and issues to be addressed first and for the Partnership to guide those longer term actions which are identified as the Outcome Based Accountability progresses and as communities themselves change and help to guide our work. It is important to note that the exit from the European Union will bring unprecedented levels of change to the country as a whole as well as to individuals and communities locally. To predict the impact of this now would be premature of us as a partnership. Instead, it is important that we remain open and flexible in our approach to allow us to respond as required needed to our communities and their needs. Community engagement will be key during this process and the work of the Independent Advisory Group will further strengthen this approach. The Independent Advisory Group has a nominated community Chairperson and Vice Chairperson to help drive this activity and the interests of the communities they represent.

By its nature, the delivery plan needs to be regularly reviewed and updated in order to be successful at responding to the changing demands and requirements of our communities and will therefore be subject to periodic scrutiny and change as necessary.

As actions are completed and further work is identified, updated versions of the delivery plan will be uploaded to our website. This will ensure that the latest actions and focus are published alongside the key principles and commitments of the wider strategy.

A separate communications plan will also be developed and managed accordingly to ensure the co-ordination and completion of those media-related actions reflected in the Delivery Plan.

Hate Crime Strategy 2017-2021 Delivery Plan

OBJECTIVE	ACTION	TIMESCALE	Lead Officer / Agency
We want to improve public understanding and awareness of hate crimes and incidents across Doncaster.	We will continue to ensure that our work and publicity reflect clear messages regarding what hate crime is. We will utilise a number of forums for this, including social media, existing newsletter publications and websites and events such as Hate Crime Awareness Week.	July 2017 launch	<ul style="list-style-type: none"> • DMBC Hate Crime Lead • DMBC Communications • SLHD Hate Crime Lead
	We will work with our communications colleagues to develop innovative, media messages to challenge common misconceptions within the hate crime agenda and promote positive media messages.	July 2017 to develop communications plan	<ul style="list-style-type: none"> • DMBC Hate Crime Lead • DMBC Communications • SLHD Hate Crime lead • SYP Hate Crime Officer
	We will continue to engage with our communities, across all groups and hate crime strands, to provide information regarding how to report hate crime should it occur. This engagement must include reassurances regarding data protection and confidentiality, which is a common concern amongst victims of this particular crime type.	August 2017 and periodically throughout the year to coincide with key events and partnership campaigns. Communications plan to be developed internally.	<ul style="list-style-type: none"> • DMBC Hate Crime Lead • DMBC Communities Service • Police Hate Crime Officer • SLHD Hate Crime Lead
	We will publish clear messages that ALL hate crimes and incidents should be reported <u>when they occur</u> and regardless of severity.	July 2017 and periodically as per communications plan	<ul style="list-style-type: none"> • DMBC Hate Crime Lead • DMBC Communications • SYP Hate Crime Officer
We want to improve victim confidence to report across all hate crime strands	We will maximise opportunities for community engagement wherever they exist, including working with groups on bespoke projects wherever practicable. We will promote positive messages regarding our hate crime services as part of our on-going community engagement activity across the Borough. We will utilise existing networks such as the Inclusion and Fairness Forum and National events such as Hate Crime Awareness Week to maximise these messages.	July 2017 and ongoing and periodically throughout the year to coincide with key events and partnership campaigns.	<ul style="list-style-type: none"> • DMBC Hate Crime Lead • DMBC Communities Service • SLHD Hate Crime Lead • Keeping Safe Forum • Community Members with Independent Advisory Group

OBJECTIVE	ACTION	TIMESCALE	Lead Officer / Agency
We want to improve victim confidence to report across all hate crime strands	We will review our customer feedback processes across the partnership to implement any required changes to improve the level of customer contact and feedback provided whilst a case remains open.	October 2017	<ul style="list-style-type: none"> • DMBC Hate Crime Lead • DMBC Communities Service • St Leger Homes • SYP Area Inspectors, Partnerships Officers and Hate Crime Officer
We want to improve staff understanding and awareness of hate crime and hate incidents and strengthen the response to reports.	We will implement an on-line e-learning hate crime training product for Council and partner staff to ensure an awareness of the agenda and its reporting mechanisms.	September 2017	<ul style="list-style-type: none"> • DMBC Hate Crime Lead • DMBC E-learning Team
	We will work closely with our colleagues and partners in social care to ensure that support workers and other professionals are aware of our services and how to refer into them.	December 2017	<ul style="list-style-type: none"> • DMBC Hate Crime Lead • DMBC Social Care Managers, including Doncaster Children's Services Trust
	We will work closely with our Education colleagues and schools regarding school based programmes / input regarding hate crime to improve awareness at an earlier stage and increase the opportunity for early intervention in respect of any identified issues. We will link our Education colleagues into nationally available resources to tackle hate crime and assist in pupil engagement around hate and intolerance, when these are available, including assessing the suitability of programmes developed by specialist charities e.g. Stonewall.	December 2017	<ul style="list-style-type: none"> • DMBC Hate Crime Lead • DMBC Education Officers to develop resources as needed • The Hub Management Team

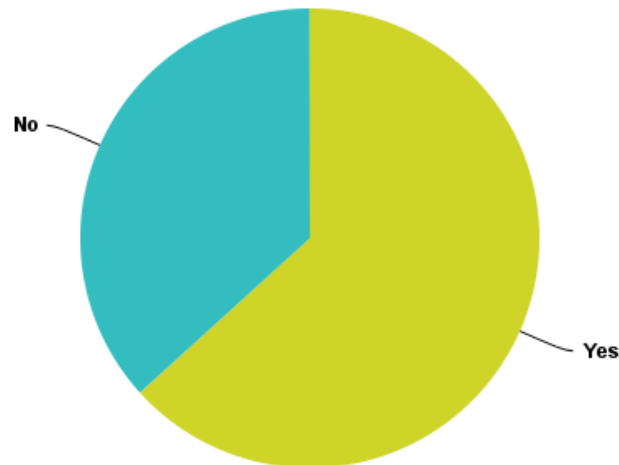
OBJECTIVE	ACTION	TIMESCALE	Lead Officer / Agency
We want to improve staff understanding and awareness of hate crime and hate incidents and strengthen the response to reports.	We will work with our community-based colleagues to increase community engagement and participatory activities which celebrate difference and diversity. We will link these activities to local and National events where practical.	October 2017	<ul style="list-style-type: none"> • DMBC Hate Crime Lead • DMBC Communities Service • Police Area Inspectors and Hate Crime Officer • SLHD Hate Crime Lead
We want to work closely with our extended partners to improve the response to hate crimes and incidents and understand the links between this and other crime types, where these exist.	We will work in partnership with local 'high risk environments' for hate crime, such as public transport interchanges, taxi services and town centre teams and retailers with particular focus on the night-time economy and at times of the highest risk of offending.	December 2017 to establish key groups and make initial contact. Regular contact throughout the year.	<ul style="list-style-type: none"> • DMBC Hate Crime Lead • DMBC Communities Service • Police Area Inspectors and Hate Crime Officer • DMBC & Police Town Centre Team
	We will continue to produce comprehensive, partnership community tension assessments, paying particular regard to any changes evidenced as part of the EU referendum process and the subsequent exit from the EU. We will implement necessary partnership actions to support victims and challenge any offending behaviour which is evidenced as part of this process.	July 2017 and weekly assessments thereafter	<ul style="list-style-type: none"> • DMBC Hate Crime Lead • DMBC Communities Service • Police Area Inspectors • St Leger Homes
	We will work closely with our Policing colleagues to recognise and address the links between hate crime and cyber crime.	July 2017 and bi-monthly re-assessments thereafter through SSDP structure	<ul style="list-style-type: none"> • DMBC Hate Crime Lead • Police Crime Manager
	We will work closely with our Prevent colleagues to explore and investigate any links with hate crime, wherever these are presented.	July 2017 and quarterly thereafter through Partnership Prevent structure.	<ul style="list-style-type: none"> • DMBC Hate Crime Lead • Police Prevent Team

OBJECTIVE	ACTION	TIMESCALE	Lead Officer / Agency
We want to work closely with our extended partners to improve the response to hate crimes and incidents and understand the links between this and other crime types, where these exist.	We will continue to identify those repeat and vulnerable victims and ensure robust support plans are implemented to respond effectively to their needs.	July 2017 and monthly reviews through NAG structure	<ul style="list-style-type: none"> • DMBC Communities Service • Police Area Inspectors • Police Hate Crime Officer • St Leger Homes
	We will continue to work with our partners to ensure that perpetrators are robustly dealt with and victims are closely supported throughout their reporting journey. This will include a continued consideration of a victim's whole situation at the point of reporting, including any particular vulnerabilities regarding potential retaliation. A range of interventions will be utilised across the Partnership, including housing, police, Council and third sector.	July 2017 and monthly reviews through NAG structure.	<ul style="list-style-type: none"> • DMBC Communities Service • Police Area Inspectors • Police Hate Crime Officer • St Leger Homes
	We will implement the active use of restorative justice measures for cases where this is appropriate and productive and agreeable to all parties. This provision will be made available via the Restorative Justice Co-ordinator and the use of specialist training.	October 2017	<ul style="list-style-type: none"> • DMBC Restorative Justice Co-ordinator
	We will engage with groups and communities who provide specific services around age and gender to ensure support and information is provided regarding hate crime and our services. We will utilise our existing communication networks and social media to reach a high number of groups and follow up with specific input where required.	October 2017	<ul style="list-style-type: none"> • DMBC Hate Crime Lead • DMBC Communications • SLHD Hate Crime Lead
	We will develop further links with communities and agencies which represent the LGBT aspect of the hate crime agenda, to better understand the prevalence of unreported incidents and those barriers to reporting.	October 2017	<ul style="list-style-type: none"> • DMBC Hate Crime Lead • DMBC Communities Service • Police Hate Crime Officer
	We will explore the value of inviting a peer review over the next 12 months to assess our partnership hate crime services.	March 2018	<ul style="list-style-type: none"> • DMBC Hate Crime Lead

OBJECTIVE	ACTION	TIMESCALE	Lead Officer / Agency
We want to ensure our services are accessible and fit for purpose.	We will continue to annually review all third party Hate Crime Reporting Centres to assess usage, staff training and accessibility requirements.	July 2017 and annually thereafter	<ul style="list-style-type: none"> • DMBC Hate Crime Lead • SLHD Hate Crime Lead
	We will refresh our due regard statement in respect of our third party reporting services.	July 2017 in conjunction with the annual review	<ul style="list-style-type: none"> • DMBC Hate Crime Lead • SLHD Hate Crime Lead
	We will provide access to an interpretation service for any victim wishing to report through our third party centres.	July 2017	<ul style="list-style-type: none"> • DMBC Interpretation Unit • SLHD Hate Crime Lead
We want to improve our data availability and exchange and improve scrutiny of hate crimes and incidents, including ensuring agencies are accountable.	We will develop an Outcome Based Accountability performance management framework for Hate Crime, to improve our knowledge and scrutiny arrangements throughout the SSDP structure.	October 2017	<ul style="list-style-type: none"> • ASB Theme Group Members
	We will review the effectiveness of our current hate crime case management processes and recommend any required changes in relation to data availability and collation.	October 2017	<ul style="list-style-type: none"> • DMBC Hate Crime Lead • DMBC Communities Service • Police Area Inspectors and Police Hate Crime Lead • St Leger Homes
	We will work alongside our colleagues in the Crown Prosecution Service to scrutinise decision making in respect of hate crime cases and to ensure local experiences are accounted for.	July 2017 and quarterly thereafter as part of CPS scrutiny panel structure	<ul style="list-style-type: none"> • DMBC Hate Crime Lead
	We will work with policing colleagues to establish a local hate crime scrutiny panel.	October 2017	<ul style="list-style-type: none"> • SYP • DMBC Hate Crime Lead

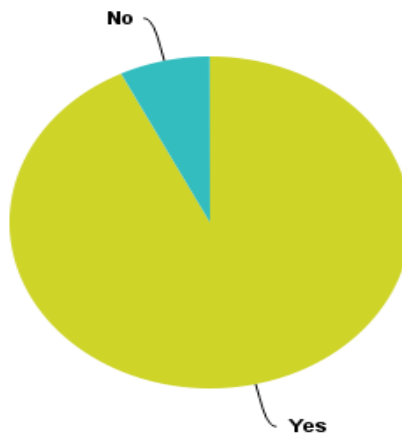
Appendix A – Survey Results

QUESTION 1 – This is the Government’s definition of hate crime – “Any incident, which may or may not constitute a criminal offence, which is perceived by the victim or any other person, as being motivated by prejudice or hate” Did you know about this definition?



Answer Choices	Responses	
Yes	63.25%	105
No	36.75%	61
Total		166

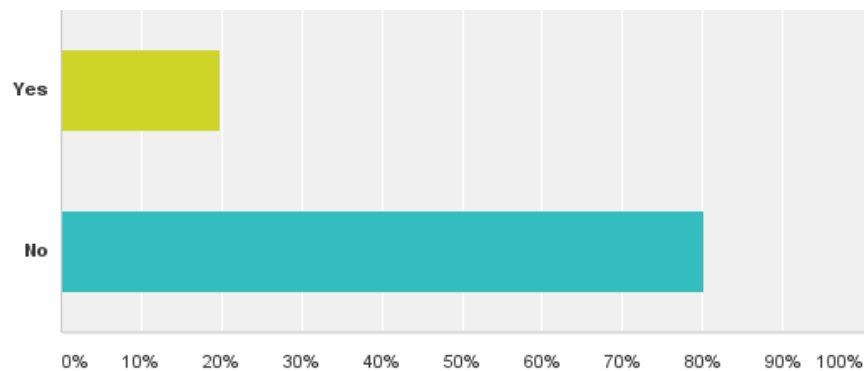
QUESTION 2 - Do you understand it?



Answer Choices	Responses	
Yes	92.68%	152
No	7.32%	12
Total		164

Factors to Note: it is positive to note that the majority of respondents were aware of the definition and understood it.

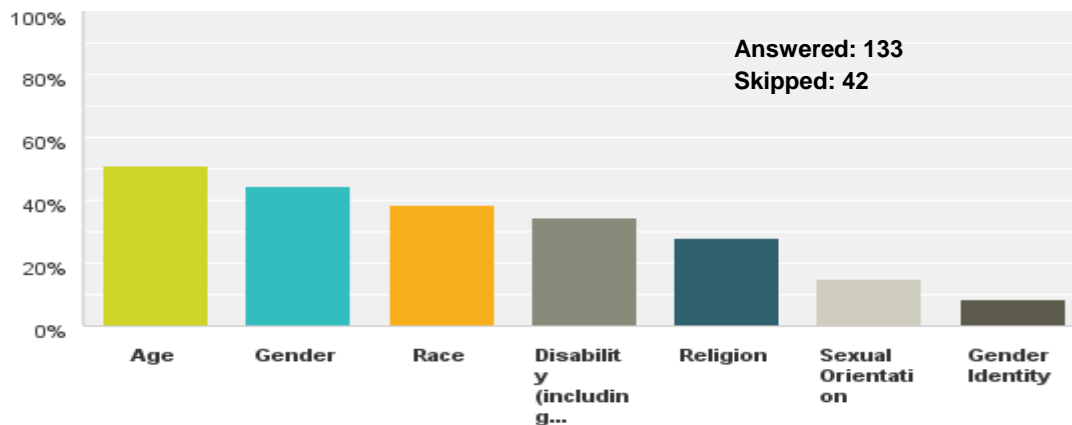
QUESTION 3 - Have you been a victim of hate crime previously?



Answer Choices	Responses
No	80.24% 134
Yes	19.76% 33
Total	167

Factors to Note: It is encouraging to note that, when directly asking individuals and groups who may be more likely to experience hate crimes or hate incidents (and who understand what hate crime is), more than 80% had not been a victim previously.

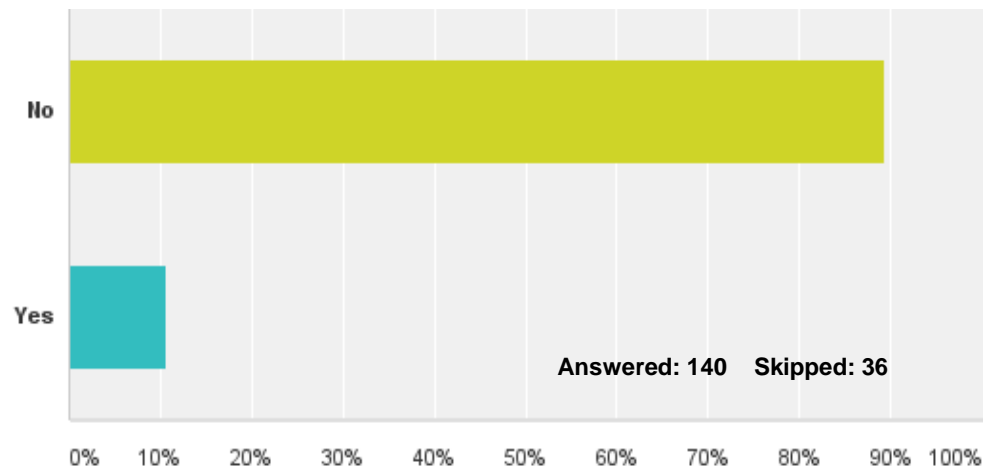
QUESTION 4 - What strands of hate crime apply (or could apply) to you?



Answer Choices	Responses
Age	51.13% 68
Gender	44.36% 59
Race	38.35% 51
Disability (including learning disability)	34.59% 46
Religion	27.82% 37
Sexual Orientation	15.04% 20
Gender Identity	8.27% 11
Total Respondents: 133	

Factors to Note: Race related hate crime has traditionally been the highest reported strand. It is interesting to note that Age and Gender are featured within the top 3 responses to this question. This could be due to a higher number of people associating as belonging to an age and gender. Another possibility is that particular vulnerabilities exist within these strands that make people feel they are more likely to suffer a hate crime or incident.

Question 5 - Have you reported previous incidents of hate crime?



Answer Choices	Responses	
No	89.29%	125
Yes	10.71%	15
Total		140

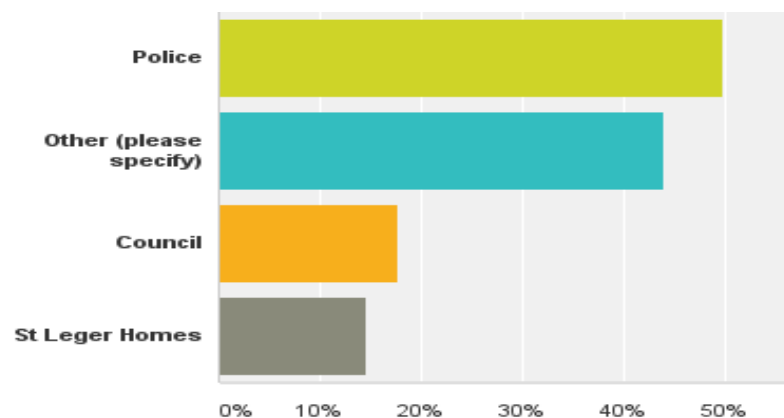
Those who answered 'no' gave the following reasons:

- Not personally experienced hate crime
- Have experienced but didn't want to report
- Didn't know how to report
- Wasn't sure if it was a hate crime

Other, Please specify were	
Children's Centre	6.67%
Supported Living Worker	33.33%
Other	20%
Not applicable	40%

Factors to Note: We would clearly like all hate crimes and incidents to be reported and the delivery plan reflects actions to further encourage this. Whilst the figure appears low, the majority of respondents to this question stated they hadn't experienced hate crime before.

Question 6 – If you have reported incidents of hate crime previously, which agencies have you reported to?

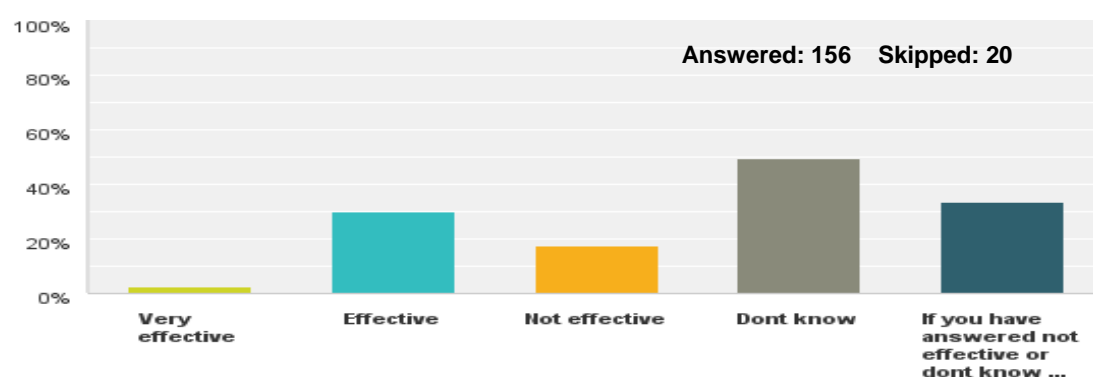


Answered: 34 Skipped: 142

Answer Choices	Responses
Police	50.00% 17
Other (please specify)	44.12% 15
Council	17.65% 6
St Leger Homes	14.71% 5
Total Respondents: 34	

Factors to Note: It is anticipated that the majority of victims will report criminal activity to the Police, however, it is our commitment to continue to offer and promote alternative reporting options to encourage the reporting of hate crimes and incidents and to offer a choice to those victims who may not wish to engage directly with the Police.

Question 7 - How effective do you think agencies are in tackling crime and disorder in Doncaster?



Answered: 156 Skipped: 20

Answer Choices	Responses
Very effective	2.56% 4
Effective	30.13% 47
Not effective	17.31% 27
Dont know	49.36% 77
If you have answered not effective or dont know to the question please expand on your answer	33.33% 52
Total Respondents: 156	

Those who responded with 'not effective' or 'don't know' gave the following reasons:

- Lack of communication
- Lack of confidence that it would make a difference
- Not been a direct victim of hate crime
- Lack of agency support

Factors to Note: It is clear from consultation responses that we need to increase the amount of hate crime information available in the public domain, to better inform the public regarding the services we provide.

Question 8 - How would you most like to report hate crimes or incidents?

Answer Choices	Responses	
Face-to-face	34.38%	55
Via telephone	26.25%	42
On Line	27.50%	44
Other (please specify)	11.88%	19
Total		160

Those who responded with 'other' gave the following preferences:

- They would utilise all available reporting options
- They would prefer paper forms (face to face)
- They would report directly to the police
- They would report via email
- They would report via a support worker
- They would report via an interpreter

Factors to Note: Responses across the top 3 options are relatively even. Doncaster has operated third party reporting centres since April 2010. Also established is an on-line reporting form and a dedicated 24/7 telephone reporting line.

Question 9 - What are the barriers to you reporting hate crimes or incidents?

Answer Choices	Responses	
Lack of accessible space to report	10.79%	15
Lack of confidence in services	28.78%	40
Lack of knowledge of services available	46.04%	64
Concerns regarding data protection / confidentiality	25.18%	35
Fear of retaliation	45.32%	63
Other (please specify)	20.14%	28
Total Respondents: 139		

Factors to Note: As previously detailed, increased communication and publicity is pivotal to encouraging the reporting of hate crimes and incidents and increasing public knowledge and confidence. Effective on-going support and feedback mechanisms are also crucial.

Question 10 - What services would you most like to see to support victims of hate crimes and incidents?

(the responses below are a summary of the key themes, the details are reflected in the consultation findings within the strategy document)

- 106 respondents commented on this question
- Of the 106 respondents 44.34% suggest that there needs to be **Better Support, understanding and aftercare for victims**. Some comments also included rehousing, meeting with the aggressor and more support groups.
- 30.19% of the responses want to see more **Partnership/ Agency working**.
- 16.04% of the responses want to see **Better awareness /communication**.
- 10.38% of the responses suggested a **direct number or allocated worker to support victims**.

Factors to Note: It is pleasing to note that those preferences communicated by respondents are services which are already in existence through the Doncaster partnership and as described throughout this strategy. Current support arrangements could be strengthened through the offer of mediation services, where appropriate.

Question 11 - What can we do to promote a better understanding of hate crime amongst residents and service users?

- 108 respondents commented on this question.
- Of the 108 respondents 34.26% suggest that there needs to be **Better Awareness and communication on what a hate crime is and how to report it**.
- 28.70% of the responses want to see **Education and Training improve** and some comments suggested celebrating cultural differences.
- 18.52% of the responses want to see **Better partnership working including community based activities and agency presence within the area**.
- 19.44% of the responses suggest using the different **Media options** to show examples of hate crime and useful information to report it

Factors to Note: As reflected in the delivery plan, we will implement measures to increase the amount of information provided to the public regarding hate crime, what it is and how to report it. The Delivery Plan also reflects actions in respect of increasing education and our continued commitment to partnership working.

Question 12 - What can we do to support residents and service users to access support when they need it? *(the responses below are a summary of the key themes, the details are reflected in the consultation findings within the strategy document)*

- 90 respondents commented on this question
- Of the 90 respondents 63.53% suggest that there needs to be **Better Contact mechanisms** in place to report hate crime
- 40% of the responses what to see **More information, Education and communication**.
- 16.67% of the responses want to see more **Advocacy services** used and 5.56% of responses suggest having a **dedicated support/ role**.

Factors to Note: Many of the respondent suggestions are already in place within Doncaster's Service provision. For example, we offer a range of accessible reporting options and have officers within geographical areas who manage reported hate crime cases. Other preferences requested through the consultation are reflected in the delivery plan.

Question 13 - What do you think are the biggest causes of hate crimes or incidents?

- 112 respondents commented on this question.
- Of the 112 respondents 59.82% suggest that **Lack of Understanding and ignorance contributes** to the causes of Hate Crime as well as **Misconception of cultures, race, disability, gender** (19.64%).
- Other contributions to the cause of hate crime include:
 - Misunderstanding of Immigration/ Stereotypes (6.25%)
 - The Media's influence (6.25%)
 - Economy (5.36%)
 - Lack of Consequences (1.79%)

Factors to Note: Public perception clearly states that hate crime is fuelled by ignorance and a lack of understanding, both about difference and culture. The Delivery Plan highlights those actions to be taken to tackle this.

Question 14 – What support do you believe people who carry out hate crimes or incidents need to help them change?

- Of the 105 respondents 71.43% suggest that **better or more education** will help with the change and 16.19% suggest **better support and guidance** will also help.
- 1.90% suggest different **ways of working or integration**.
- 14.29% of responses propose that they need to have **consequences** for their actions.

Factors to Note: As described within the strategy and delivery plan, we will work to implement actions to improve education and awareness and create opportunities for victims and perpetrators to meet through restorative justice and mediation interventions.

Appendix B - Safer Stronger Doncaster Partnership Structure

