

Hate Crime Action Plan 2018 – 20

INTRODUCTION

Hate crime is motivated by hostility or prejudice towards individuals, groups and communities and can have a devastating impact on social, psychological and physical wellbeing of the victims(s). Oxford Community Safety Partnership acknowledges that hate crime cannot be allowed to go unchallenged and more efforts need to be made to increase reporting of these offences.

Victims of hate crime hate incidences or hate related anti-social behaviour can be subjected to verbal abuse, physical attacks, offensive literature, graffiti, and damage to property, arson and even murder, because of characteristics. The five identified characteristics for hate crime are:

- Race, Ethnicity or Nationality
- Religion, Faith or Belief
- Gender identity
- Sexual orientation
- Disability

The purpose of this document is to set out what we intend to do to prevent and tackle hate crime over the next two years. The term hate crime has been used to represent hate crimes, incidences and anti-social behaviour.

CORE PRINCIPLES

Effective responses to hate crime require a strong coordinated partnership approach; offering support to victims, intervention and to perpetrators and education to communities and supporting services.

We will continue to identify repeat victimisation, especially to those identified as particularly vulnerable. Transparency is also essential, to ensure that swift and effective action is being taken and that local communities have confidence and trust in local services' commitment and ability to tackle the issues.

STRATEGIC PRIORITIES

We have identified four priority areas that will improve our understanding and responses to hate crime. We need to encourage victims to report and make it as easy as possible to do so through education, early help and intervention.

To achieve this we must effectively engage with our communities, challenging attitudes which underpin prejudice and acting quickly to deal with issues and tensions before they escalate, and get the support from our partners to facilitate this.

We must continue to identify hot spot locations and repeat offenders and ensure we conduct effective investigations and responses that results in swift and effective action.

- Increase public confidence in reporting hate crime
- Effectively engage with our communities and partners
- Use data analysis to identify and manage repeat offenders, victims and locations
- Improve recording, outcomes and quality of investigation

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Update Key: **Business As Usual (BAU), Not Started, In Progress**

Action	Status	Update	Owner
1. Increase public confidence in reporting hate crime and incidents			
1.1 Develop a media strategy to raise awareness of Hate Crime	BAU BAU BAU In Progress	a. Community Safety Partnership communications plan that uses social media on a regular basis and in response to events and reports –TVP taking lead under “Hidden Harm” b. Publicising hate crime reporting through posters in prominent areas. - c. Develop a joint media plan for Hate Crime Awareness Week - d. Develop an annual schedule of media activities –	TVP / LAs
1.2 Increase public access to help and information sources.	In Progress In Progress	a. Review hate crime web pages on the Oxford City Council website – b. Partners to promote the resources available from TruVision website which includes posters in different languages and communities including students, Gypsy & Roma	OCC
1.3 Engage the police Independent Advisory Group	BAU	a. Provide analysis to assist in the resolution of local hate crime trends	TVP CADO
1.4 Promote the support for victims through Victim First		a. Promote Victims First: <ul style="list-style-type: none"> • Tier 1 – displaying posters • Tier 2 – additional literature, crime prevention/ safety advice and support provided. • Tier 3 – will provide a person at Victims First Connect points who will be aware of the services available and can talk through the options. They will also be able to provide crime prevention and safety advice if necessary, instigate a referral to Victims First and are able to process third party reports of hate crime. b. Promote through partner websites – from June 18 Victim First on both TVP and OCC websites. Posters and leaflets distributed to all Council offices, community centres and residential blocks for the elderly and disabled. Websites updated with Victims First and Hidden Harm information.	OCC
2. Engagement with community and partners			
2.1 Provide a community engagement resource to address community tension and the	BAU Not started	a. Thames Valley Police Community and Diversity Officer in post b. Neighbourhood policing teams and the CADO to develop engagement plans to raise awareness of hate crime	TVP

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community response to major incidents			
2.2 Engage with local groups to increase the confidence and reporting of hate crime incidents	In progress	Develop partnership support for: <ul style="list-style-type: none"> a. Oxford Refugee Forum and community groups b. Parasol, My Life My Choice c. Oxford Friends, THT d. Work with OCVA to identify and communicate such organisations in the city. e. Schools and education providers f. Develop awareness through the Youth Ambition Programme and Youth Partnerships g. Cultural, race, religious and ethnic groups. 	TVP / OCC
2.3 To provide financial support to increase awareness of reporting hate crime	In progress In progress	<ul style="list-style-type: none"> a. To work with Oxford City Council's Communities Team and Culture Team to identify hate crime prevention and awareness raising projects that might require a financial contribution. b. Explore the feasibility of providing hate crime training to partners. 	OCC TVP CADO
2.4 Promote good work through the police Reward and Recognition Panel	BAU	<ul style="list-style-type: none"> a. To be include in the revised Local Police Area plan for Reward and Recognition 	TVP
2.5 Implement a Hate Crime Leadership team	BAU In progress	<ul style="list-style-type: none"> a. DCI (chair) hate crime SPOC, CADO and partners b. Continue to raise awareness of Hate Crime with all staff/officers 	TVP
3. Data analysis and responding proportionately and effectively to the management of repeat offenders, repeat victims and hot spot locations			
3.1 Quarterly analysis of hate crimes to identify repeat victims, offenders and locations.	In progress In progress	<ul style="list-style-type: none"> a. Information available from DAVM and ASBIT b. Task the Problem Solving Team to target repeat locations and offenders if suitable. c. Repeat offenders reviewed and action planned. 	TVP / OCC
3.2 Develop insights using Victim First data	Not started	<ul style="list-style-type: none"> a. Identification of demographic victim data to inform partner responses and support agency approaches. 	TVP

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3.3 Ensure effective investigation, management and review process for organisations investigating Hate Crime	<p>Not started</p> <p>Not started</p> <p>In progress</p> <p>In progress</p> <p>BAU</p>	<p>a. Develop a community reference panel and scrutiny process (reviewing anonymised cases) to gain better insight to improve our response and service to victims of hate.</p> <p>b. Develop options for positive conclusion of hate investigations where a criminal justice intervention is not possible e.g. RJ and use of ASB legislation.</p> <p>c. Hate crime SPOC to liaise with CMP team around future flagging of locations and individuals in the system</p> <p>d. Clarify the process for the allocation and investigation of hate crime</p> <p>e. Develop a daily process to review all hate crime/incidents to ensure hidden crimes are being recorded</p> <p>f. Include and review hate crime at the weekly crime meeting – completed</p> <p>g. Improve file quality involving hate crime investigations</p>	TVP / OCC
3.4 Implement a regular audit of recording and crime data integrity compliance	<p>BAU</p> <p>BAU</p>	<p>a. Performance management dip checking at the police Health Check meeting.</p> <p>b. Review all NFA decisions for any organisational or individual learning</p>	TVP
3.5 Removal of offensive graffiti by the city council.	<p>BAU</p>	<p>a. Graffiti procedure in place to remove offensive graffiti within one working day.</p> <p>b. Analysis of trends to inform hot spot problem solving.</p>	OCC

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Communication Schedule and activities

<p>January 31st – Team Oxford Conference – Hate Crime Banners included within the Community Safety Service stall.</p>	<p>February</p>	<p>March</p>
<p>April</p>	<p>May</p>	<p>June Oxford Pride: 1st Oxford Mela: 17th</p>
<p>July 12th – A number of posters produced by the POCC were sent to Community Centres, public buildings and schools to raise awareness of Victims First .</p>	<p>August</p>	<p>September</p>
<p>October Hate Crime Awareness Week: 12th – 19th Funding provided by OSCP to TVP to purchase two Banners highlighting</p>	<p>November</p>	<p>December</p>

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Completed activities

Action	Update Owner
1. Increase public confidence in reporting hate crime and incidents	
1.1 Develop a media strategy to raise awareness of Hate Crime, including the opportunities presented by National Hate Crime Week in October.	<ul style="list-style-type: none"> a. 22/6/18: a Community Safety Partnership comms approach was developed jointly between the CADO and Oxford City Council. The strategy is designed to improve confidence, increase reporting and inform the progress of progress. Media teams coordinated the activities centring on Hate Crime Awareness Week in October. b. 19/10/18: Banners and posters have been produced for Hate Crime week. Posters have been distributed widely to partner groups including YOS, Turning Point, NHS etc. c. Shared approach to social media on a regular basis and in response to events and reports. d. CADO to collate details of forthcoming public events, attached to this action plan. Oxford Pride Saturday 2nd of June 2018 was attended by a PC and six staff from the LPA (LAGLO's). Staff from across the force also attended for recruitment and support. Mela (Hindu Festival) was held on Sunday the 17th of June. NHPT, CADO, Cadets and Recruitment attended. Saturday 30th June, attendance at Plush Lounge by a PC. Force Open Day on the 18th of August. CADO has arranged two double decker buses for communities to attend including East Timorian, My Life My Choice, Muslim communities.
1.2 Increase public access to help and information sources.	<ul style="list-style-type: none"> a. Website content being reviewed. b. 30/1/17 CADO met Tell Mama and will be working with OCC and OPCC to put an event on for all TVP LPA's. Likely date April/May 2017. Update required. 6/6/17 officer has been employed as the TVP liaison officer for TVP. He will refer in information from Tell Mama. He will also follow up and provide support work to victims.
c. Engage the police Independent Advisory Group	<ul style="list-style-type: none"> a. 22/06/18 – Completed included on the IAG agenda.
b. Promote the support for victims through Victim First	<ul style="list-style-type: none"> a. A number of posters produced by the OPCC were placed in Community Centres, public buildings and communal areas of housing properties. Posters were also distributed to OSCP partners. b. Twitter feeds sent
2. Engagement with community and partners	

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2.1 Provide a community engagement resource to address community tension and the community response to major incidents	<ul style="list-style-type: none"> a. CADO officer in post – develops Community Impact Assessments in response to major incidents and coordinates responses to these incidents. Works through a broad range of key individuals. Response used in such cases as the Cheney School graffiti referencing the Christchurch attack and Nazi salutes at Steve Bannon visit to the University Student Union b. Community networks developed in some areas.
2.2 Engage with local groups to increase the confidence and reporting of hate crime incidents	<ul style="list-style-type: none"> a. 22/6/18 CADO to collate details of the various support groups in Oxford and ascertain what work has gone on, what work is on-going and what work requires to be done. Hate crime police lead (SPOC) will include signposting victims to local support groups as an element of file reviews.
2.3 To provide financial support to increase awareness of reporting hate crime	<ul style="list-style-type: none"> a. The Community Safety Partnership has agreed to a £10k fund to support activities that address hate crime. b. Training update needed.
2.4 Promote good work through the police Reward and Recognition Panel	<ul style="list-style-type: none"> a. Completed. CADO was voted Diversity Champion for 2018 for Thames Valley Police. 28/09/18 – teams 3, 4 and 5 praised for having 100% compliance for VCC over a 6 month period.
2.5 Implement a Hate Crime Leadership team	<ul style="list-style-type: none"> a. 22/06/18 – Meetings arranged for the next six months. OCC to be invited together with representative from LAGLO, SAME and My Life, My Choice. 24/07/18 – two PCs are members of the group. 21/08/18 – Complete. CADO to speak to current LAGLO's to see if they would like to be involved with the Leadership Team. b. All staff/officers to complete Moodle training package as a priority once launched. 30/3/18 Moodle completion 37%. CADO to remind staff, and DCI to remind AMT. 19/4/18 – Performance Insp and CADO attending briefings this week to remind staff. 6/6/18 – Health check meeting now reviews training packages more widely as a standing agenda item. 22/06/18 – Email to all staff to include results of the Service Improvement Review. Detective Sgt. lead to speak to all shifts together with the respective DS for that team to raise awareness, understanding and importance of hate crime reporting and investigation of crimes.
3. Data analysis and responding proportionately and effectively to the management of repeat offenders, repeat victims and hot spot locations	
3.1 Quarterly analysis of hate crimes to identify repeat victims, offenders and locations.	<ul style="list-style-type: none"> a. Shared regular strategic assessment of hate crime and incidents in the City. Concise three monthly updates using all partners' quantitative and qualitative information. CADO to look into this as we should receive the details of crimes and ideally the incidents.

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	<p>b. Op Bostonian is being developed on the LPA to use predictive harm analysis to supplement DAVM, and provide the LPA with hotspot data based on all crime types including ASB and hate crime. 22/06/18 – Work on-going by JM. Potential hotspot already identified is a Hospital. Dave Hession to identify and liaise with the PST to identify SPOC and potential avenues to increase confidence and reporting. 24/07/18 – Hate Crime Toolkit now available which includes details of repeat victims and offenders. JM to produce a summary document to cover last twelve months to include victims, offenders, locations, time and date of offending and potentially VCC Compliance. Once this information is known it may be suitable for the Problem Solving Team or NHPT to put some action in place to reduce occurrences and manage the offenders.</p> <p>c. Four repeat victims have been identified from Hate Crime Toolkit and will initially be reviewed before contact from a member of the Hate Crime Leadership Team. Our repeat victims of hate crime for racist offences are exclusively Police Officers, NHS staff either security at the JR2 or mental health employees at some of the hospitals in the area. All have been contacted and specific plans are in place to support them such as a dedicated officer which has worked well with the mental health employees building up trust, confidence and positive outcomes. A repeat victim of transphobia was identified and the police are working closely to support and prevent them becoming a victim in the future. The offenders for this are predominately teenage males. DS will review KS, AD and AU and JC will review TF. 28/09/18 – MG will look at the cases involving EM. Contact made with EM who has reported three offences. Learning points include taking a proactive approach in the original investigations and concerns relating to mental capacity. Offender has been voluntarily interviewed and awaiting a decision from the Mental Health group around capacity. Difficulties remain in officers dealing with offenders in MH establishments. DCI to circulate the protocol for this.</p>
<p>3.2 Develop insights using Victim First data</p>	<p>a. Not progressed</p>
<p>3.3 Ensure effective investigation, management and review process for organisations investigating Hate Crime</p>	<p>a. 24/07/18 – CMP implementation has been delayed but this action is to be carried forward. b. Not progressed c. Review previously completed. Process Map to ascertain if fit for purpose d. This action is complete and business as normal. DS has informed all DS's of expectation to review all Hate Crime within 24 hours. e. All hate crimes to be reviewed at DMM and morning crime meeting. DS to conduct task reviews within 24 hours for all hate crime/incidents ensuring NCRS compliant, VCC and Victims First Referrals. Hate crime SPOC/deputy to conduct a review within 10 days. Crimes will then be reviewed by relevant supervisor at monthly intervals. These reviews will include investigative actions and compliance with the VCC. f. Weekly crime meeting 22/06/18 – This action is complete and business as normal.</p>

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	g. File quality improvement plan refers. Specific focus on Hate crime with ERO training and ERO's to work closely with the I-Hub.
3.4 Implement a regular audit of recording and crime data integrity compliance and victim contract adherence.	All Inspectors have been emailed and asked to be responsible for improving their teams performance.
3.5 Removal of offensive graffiti by the city council.	<p>a. All offensive graffiti removed within one working day irrespective of whether it's on private land unless inaccessible.</p> <p>b. Data being sourced from Oxford Direct Services on the locations of offensive graffiti reports.</p>