Tackling Hate Crimes and Incidents - Framework for Action

Delivery Plan Approach

Welsh Government will produce an annual delivery plan to the Framework to ensure that actions remain relevant and are able to evolve throughout the three year span of the Framework. Welsh Government will also produce an annual update report on progress across the delivery areas and strategic objectives.

Measuring Outcomes and Delivery

The Framework will be measured through a range of approaches to ensure that there is clear accountability and an effective approach in place to measure progress and delivery. This will be taken forward through:

- An Independent Advisory Group will be in place to monitor delivery and to assess the progress of work to tackle hate crime across Wales through the delivery plan and established indicators. Advice will be provided to the Minister for Communities and Tackling Poverty from the Group in order to provide independent evaluation and expert support and information. This group will consist of a range of partners across the protected characteristics in order to provide clear accountability.

- Indicators will be published annually within the annual report to highlight key statistics to measure and to track progress across the high level outcome where “communities feel resilient, cohesive and safe to tackle hate incidents and crimes”. It is recognised that establishing baseline data as a result of under-reporting is difficult to measure. We will work with the Independent Advisory Group to agree baseline data and to develop approaches to measure if anybody is better off as a result of delivering the Framework. We will consider through this approach if an external evaluation of the Framework is required.

The structures highlighted above will provide a dynamic picture of how work is being developed and taken forward across Wales through the Hate Crime Framework. The actions contained within this Framework are based upon a partnership approach across a number of agencies and it is important that this approach is maintained in order to reduce hate crime and hate incidents in Wales.
## Delivery Plan 2014-15

### Objective 1 – Prevention

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<tr>
<th>Action Number</th>
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<tr>
<td><strong>Delivery Area 1 – Tackling hate-related bullying and promoting respect</strong></td>
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<tr>
<td>1.1</td>
<td>We continue to add to ‘Respecting Others’ guidance for Schools on anti-bullying, the most recent addition to the guidance will be on appearance related bullying following consultation in 2014.</td>
<td>Education and Skills</td>
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<tr>
<td>1.2</td>
<td>We will review the membership and remit of the All Wales Bullying Network to ensure it is fit for purpose in order to drive programmes and interventions across Wales.</td>
<td>Education and Skills/ Local Government and Communities</td>
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<td>1.3</td>
<td>We will undertake awareness raising with partners and schools during Anti-Bullying Week in November 2014.</td>
<td>Education and Skills</td>
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<td>1.4</td>
<td>We have asked Estyn to undertake research to find out how schools are tackling bullying around the protected characteristics. The final report is expected summer 2014.</td>
<td>Education and Skills</td>
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<td>1.5</td>
<td>We will revise and strengthen existing guidance on ‘Safeguarding Children in Education’ following consultation already undertaken.</td>
<td>Education and Skills</td>
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<td>1.6</td>
<td>In addition, to underpin and support the Masters programme in Educational Practice module, a behaviour management learning pack will be launched on Learning Wales in the Summer 2014. This learning pack will be developed by the Welsh Government, will be available to all practitioners and will provide practical support, research evidence and opportunities to develop and reflect on their practice in relation to behaviour management.</td>
<td>Education and Skills</td>
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The Rights of Children and Young Persons (Wales) Measure 2011
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<td><strong>1.7</strong></td>
<td>extended duty will come into force in May 2014. This will help to strengthen the focus on the rights of children and highlight any potential impacts as a result of all decisions that relate to children and young people under age of 18. In terms of the delivery plan the new duty will help to ensure that the rights in the UNCRC are identified in all work and decisions related to children and young people.</td>
<td>Local Government and Communities</td>
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<td><strong>1.8</strong></td>
<td>A new on-line resource ‘Travelling Together’ will be launched on Learning Wales which will celebrate Gypsy and Traveller culture specifically. The intention is to make the curriculum more relevant to Gypsy and Traveller learners and to debunk myths and stereotypes about their communities which can lead to racist bullying.</td>
<td>Education and Skills</td>
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<td><strong>1.9</strong></td>
<td>Equality and Inclusion Grant (2014-17) funding has been awarded to Taking Flight Theatre Forum to tour across Wales to deliver the Real Human Being (RHB). This aims to tackle Disability Hate Crime by reducing incidence and increasing reporting and seeking to educate young people about the impact on the lives of disabled people.</td>
<td>Local Government and Communities</td>
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<td><strong>1.10</strong></td>
<td>The Board will explore and assess delivery in schools through the All Wales School Programme to explore content and delivery, review outcomes and the numbers of schools undertaking training.</td>
<td>Hate Crime Criminal Justice Board</td>
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<tr>
<td><strong>1.11</strong></td>
<td>The Board will explore and assess training delivered with youth organisations and Youth Offending Services on Hate Crime.</td>
<td>Hate Crime Criminal Justice Board</td>
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**Delivery Area 2 – Promoting Inclusion and Resilience**

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<tr>
<th><strong>2.1</strong></th>
<th>A national campaign to raise awareness of hate crime will be launched during Hate Crime Awareness Week 2014.</th>
<th>Hate Crime Criminal Justice Board</th>
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<td>Training on community cohesion and hate crime will be included in</td>
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<td>core equality and diversity training for the Communities First Workforce.</td>
<td>Local Government and Communities</td>
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<td>2.3</td>
<td>Community Cohesion Co-ordinators will work with Communities First Clusters to develop Community Involvement Plans and Delivery Plans to increase engagement across protected characteristic groups.</td>
<td>Local Government and Communities</td>
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<td>2.4</td>
<td>Local authorities will update Action Plans within the Families First Programme as necessary based on their assessed needs and will continue to commission services responding to the needs of their communities.</td>
<td>Local Government and Communities</td>
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<tr>
<td>2.5</td>
<td>We will work with the Family Information Service Network to explore ways to increase support and awareness through guidance and training.</td>
<td>Local Government and Communities</td>
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<td>2.6</td>
<td>We will work with partners to pilot a training and support programme for under-represented groups in public appointments. This includes women, disabled people, young people, Black and Minority Ethnic, Lesbian, Gay, Bisexual and Transgender people.</td>
<td>Local Government and Communities</td>
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<td>2.7</td>
<td>The Minister for Local Government has developed an Expert Group to consider the results of the 2012 local government elections survey. An action plan aiming to improve diversity will be produced ahead of local government elections in 2017.</td>
<td>Local Government and Communities</td>
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<td>2.8</td>
<td>The English for Speakers of Other Languages (ESOL) Policy for Wales will be published in spring 2014 and the ESOL Advisory Group will remain in place to monitor delivery of the policy and to provide the Welsh Government with advice and support in taking forward ESOL policy and delivery.</td>
<td>Education and Skills</td>
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<td><strong>2.9</strong></td>
<td>We will work with the Welsh Local Government Association and Equality and Human Rights Commission to work with and train elected members to address the political difficulties they face in order to overcome issues of opposition to the building of new Gypsy and Traveller sites.</td>
<td>Local Government and Communities</td>
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<td><strong>2.10</strong></td>
<td>The Welsh Government’s 3 year Refugee Inclusion Strategy Action Plan is now in its third and final year. The final update will be published in summer 2014. We will shortly be consulting on how future work on the recommendations contained in the Refugee Inclusion Strategy will be progressed.</td>
<td>Local Government and Communities</td>
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<td><strong>2.11</strong></td>
<td>The Board will work with the media and journalists to provide information and training on hate crime.</td>
<td>Hate Crime Criminal Justice Board</td>
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<td><strong>2.12</strong></td>
<td>Amgueddfa Cymru – Museum Wales will continue to organise activities for LGBT History Month every February. Also, a BME Writing Project in 2014 with Diverse Cymru aims to create a film that highlights racial discrimination which will be distributed to service providers and schools throughout Wales.</td>
<td>Sustainable Futures</td>
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<td><strong>2.13</strong></td>
<td>Sport Wales and partners have established a BME Network Group which will look at ways to increase sporting opportunities.</td>
<td>Sustainable Futures</td>
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| **2.14** | Sport Wales have established an LGBT Forum to focus on participation in sport across a range of partners. The Forum will continue to:  
• Increase the visibility of the group using twitter and social media;  
• Engage with the LGBT Community – at Mardi Gras and other events to encourage participation; and | Sustainable Futures |
• Develop an information base via the web to increase information and awareness.

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<th>Delivery Area 3 – Promoting Equality and Good Relations</th>
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<th>Delivery Area 4 – Training and Awareness in Service Delivery</th>
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<td><strong>4.1</strong></td>
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| 4.2 | We will fund Victim Support in 2014-17 to roll out Wales wide training (with support from Hate Crime Criminal Justice Board) to:
|     | • Increase awareness of hate crimes and reporting across public sector authorities and third sector organisations;
|     | • Support existing and new Third Party Reporting Centres to access training; and
|     | Development of intensive training across a network of volunteers. | Local Government and Communities/Hate Crime Criminal Justice Board |
| 4.3 | We will continue to work with Tai Pawb and partners to revise and update the Tackling Hate Incidents Toolkit. | Sustainable Futures |
| 4.4 | We will work with Local Authorities and Citizens Advice Cymru to develop an e-learning programme to deliver across staff to raise awareness of hate crime. | Local Government and Communities |
| 4.5 | We will fund Dynamix in 2014-17 to educate key professionals working in housing, social services and health to understand and prevent discrimination against Gypsy & Travellers, Asylum Seekers and Welsh Pakistani and Bangladeshi communities. | Local Government and Communities |
| 4.6 | Community Transport
We will use the results of the community transport sector “2013 State of the Sector Survey” report to influence the work programme we will require from the Community Transport Association in | Economy, Science and Transport |
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| awarding them funding for 2014-15. | **4.7** Learner Travel  
Public Transport Division will be responding and revising the Learner Travel Behaviour Code following recent consultation, and, subject to Ministerial approval, re-publish it in a way to improve the level of awareness. | Economy, Science and Transport |
|   | **4.8** Public Transport Services  
We will work with partners for buses, community transport and railways highlighting the response to the hate crime framework to raise users’ expectations of responses from front line staff when hate crimes happen or are reported. | Economy, Science and Transport |
|   | **4.9** Rail Services  
Funding for the 21 PCSOs in a tri-partite arrangement between Welsh Government, Arriva Trains Wales and British Transport Police is due for renewal in 2014 and training on hate crime will be included. | Economy, Science and Transport |
<p>|   | <strong>4.10</strong> CSSIW will undertake local authority social services inspection activity, which will include support for carers (including young carers), and a national review of the operation of the Deprivation of Liberty Safeguards under the Mental Capacity Act 2005. Inspectors will ensure that the methodologies deployed in both allow for the identification and consideration of hate crime as a factor in the lives of the people involved in the fieldwork. | Local Government and Communities |</p>
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| 5.1           | We will fund Victim Support in 2014-17 to operate a unified, national 24 hour Third Party Reporting Centre which will provide a ‘One Stop Shop’ approach to support victim-led advocacy, support and advice. This will include:  
• National Helpline  
• On-line reporting  
• Text and e-mails services  
• Full range of access and support for victims | Local Government and Communities |
| 5.2           | We will publish figures on people accessing Third Party support through the national Third Party Reporting Centre across all protected characteristics (including a clear breakdown across race, religion and disability i.e. Gypsy and Travellers, Learning Disability, etc) | Local Government and Communities |
| 5.3           | The Board will produce a standard directory of reporting mechanisms (including police and 101) and signposting services where support is provided across the protected characteristics on a regional basis. | Hate Crime Criminal Justice Board |
| 5.4           | The Board will develop an accessible on-line booklet on hate crime which uses clear and simple language and enables people to understand what a hate crime is and how to report on an all Wales basis. | Hate Crime Criminal Justice Board |
| 5.5           | We will fund Save the Children in 2014-17 to reduce hate crime including bullying, experienced by Gypsy, Roma and Traveller children and young people through increased awareness, to enhance confidence in reporting and to promote effective responses | Local Government and Communities |
| 5.6 | We will fund the Welsh Refugee Council in 2014-17 to reduce hate crimes experienced by asylum seekers and refugees by working collaboratively with partners, raising awareness, to increase confidence of reporting and to promote the positive contributions of refugees in Wales, including co-ordinated activity during Refugee Week. | Local Government and Communities |
| 5.7 | We will fund Stonewall Cymru in 2014-17 who will work to tackle hate crimes based upon sexual orientation, they will work towards creating an increased confidence in the criminal justice system to reduce hate crime and the impact of hate crime. This will include working with communities through the National Third Party Reporting Centre. | Local Government and Communities |
| 5.8 | We will fund Youth Cymru in 2014-17 to tackle hate crimes based upon gender identity. The project will work to address the experience of discrimination and exclusion faced by young people, aged 11-25, attempting to access mainstream services and working to tackle hate crime through engagement and working with organisations to increase awareness. | Local Government and Communities |
| 5.9 | We will fund a pilot project in 2014-17 through Age Connect North-East Wales to undertake a Specialist Elder, Domestic abuse and hate crime project to provide specialist advocacy and awareness raising and to ensure that older people have their voices heard. This will assess the prevalence of hate crime and incidents. | Local Government and Communities |

We will review and take forward the Night time Economy Framework to:
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| **5.10** | • Introduce clear protocols for front line staff in responding to hate crime and harassment incidents. Ensure that Security Industry Association members (Door Supervisors) are aware of Third Party Reporting; and  
• Carry out regular appropriate publicity campaigns within Night Time Economy venues to promote Third Party Reporting. | **Health and Social Services** |

**Delivery Area 6 – Increasing support for Victims**

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<td><strong>6.1</strong></td>
<td>We will fund Victim Support in 2014-17 to develop case workers and a national network of volunteers across the protected characteristics through the National Third Party Reporting Centre to increase advocacy and provide help for victims of hate crime.</td>
<td><strong>Local Government and Communities</strong></td>
</tr>
<tr>
<td><strong>6.2</strong></td>
<td>We will update “Talk to Me” the National Action Plan to Reduce Suicide and Self Harm in Wales with a view to a revised 5 year plan from late 2014 which will link with work through the Hate Crime Framework and the national Victim Support Helpline.</td>
<td><strong>Health and Social Services</strong></td>
</tr>
<tr>
<td><strong>6.3</strong></td>
<td>The Board will work with all Welsh Police Forces and partners to undertake a review of the risk assessment protocols for hate crime and identify how this can be shared with wider partners.</td>
<td><strong>Hate Crime Criminal Justice Board</strong></td>
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<tr>
<td><strong>6.4</strong></td>
<td>The Board will explore and establish protocols for repeat victims of hate crimes.</td>
<td><strong>Hate Crime Criminal Justice Board</strong></td>
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</table>
| **6.5** | The Board will improve understanding and produce data of victim satisfaction, including:  
• Mapping what a quality service for a victim looks like through Revised Victim Code and establishment of a national standard for hate crime in Wales.  
• Monitoring and publishing victim satisfaction rates for hate crime victims with Criminal Justice agencies. | **Hate Crime Criminal Justice Board** |
- Publish the satisfaction rates of victims accessing support through Third Party Reporting Centre, with Victim Support, from reporting to accessing support through criminal justice agencies (where appropriate).
- Highlight good practice and areas for improvement in relation to victim care through CPS Local Scrutiny and Involvement Panel; and
- Develop understanding of the role of registered intermediaries.

| 6.6 | The Board will produce a leaflet on ‘what a victim can expect to see happen in the criminal justice system’, including the publication of case studies on hate crime. | Hate Crime Criminal Justice Board |
### Objective 3 – Improving the Multi-agency Response

#### Delivery Area 7 – Improving the Partnership Approach

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<td><strong>7.1</strong></td>
<td>Welsh Government and Four Police Forces will fund an All Wales Multi Agency Risk Assessment Conference (MARAC) Post (until August 2014) to continue the development of pilot MARAC models and to produce guidance. This will provide support across Wales for high risk victims of hate crime.</td>
<td>Local Government and Communities/ Welsh Police Force Areas</td>
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<tr>
<td><strong>7.2</strong></td>
<td>Welsh Government and Four Police Forces will continue to support a MARAC Steering Group with partners to assess the impact and delivery of the model and to decide future steps.</td>
<td>Local Government and Communities/ Welsh Police Force Areas</td>
</tr>
<tr>
<td><strong>7.3</strong></td>
<td>The Board will understand, identify and map barriers to data sharing on hate crime through the MARAC pilot and Hate Crime Criminal Justice Board.</td>
<td>Hate Crime Criminal Justice Board</td>
</tr>
<tr>
<td><strong>7.4</strong></td>
<td>The Board will drive consistency and multi-agency approaches. The Board will develop effective communications, publish minutes and provide updates of progress.</td>
<td>Hate Crime Criminal Justice Board</td>
</tr>
<tr>
<td><strong>7.5</strong></td>
<td>We will produce an Emerging Practice Guide across Wales, which will evidence current programmes and interventions taking place across the Framework and will aim to drive partnership approaches.</td>
<td>Local Government and Communities</td>
</tr>
<tr>
<td><strong>7.6</strong></td>
<td>We will continue to raise awareness and to drive leadership through the Framework across relevant strategic and operational Groups and Boards across Wales.</td>
<td>Local Government and Communities</td>
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#### Delivery Area 8 – Tackling Perpetrators

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<th>Action Number</th>
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<td><strong>8.1</strong></td>
<td>The Board will produce clear information on restorative justice and scope the potential for the production of a pilot project in Wales on</td>
<td>Hate Crime Criminal Justice Board</td>
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<tr>
<td>8.2</td>
<td>The Board will scope the prevalence of Cyber Hate across member organisations and with relevant partners.</td>
<td>Hate Crime Criminal Justice Board</td>
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<tr>
<td>8.3</td>
<td>We will develop a Community Cohesion and Tension Detection Tool with EADS Innovation Works, in collaboration with police, local authorities and key partners to pilot across Wales.</td>
<td>Local Government and Communities</td>
</tr>
<tr>
<td>8.4</td>
<td>We will explore through the Renting Homes Bill White Paper extending a ‘Prohibited Conduct’ term which could tackle hate crime perpetrators and explore the policies and procedures which are in place in Housing Associations.</td>
<td>Sustainable Futures</td>
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