Improving the multi-agency response

Hate Crime Plan

A young person's summary
The Welsh Government wants Wales to be a place where people can be a part of their communities, live, work and have positive healthy lives.

There are all kinds of different people living in Wales and we have done a lot of work to make sure people feel safe and people’s differences are celebrated.

No one should live in fear. We don’t want anyone to be treated badly because they:
- have physical or learning disabilities,
- are gay,
- have a different skin colour,
- are from a different culture or religion,
- have a different gender (man/woman) to the one on their birth certificate,
- are old or young,
- or other reasons.

Sometimes people have an idea or image of others based on what they’ve seen on TV or have read. It can be good or bad. This is called a stereotype.

Hate crimes can happen because of these stereotypes.

A hate crime is when:
people break the law and hurt others because they are different from them.

A hate incident is when:
no law is broken but someone still feels bullied, hurt or frightened because of their differences.

The United Nations Convention on Rights of the Child (UNCRC) sets out rights that children and young people have. This includes rights to allow young people to have safe, healthy and happy lives.

Making sure children and young people are safe from bullying and other hate crimes is really important and this plan aims to make this happen.

Bullying is not OK!
Hate Crimes

We want this plan to help tackle hate crimes and hate incidents:

• by making sure people are able to stand up against, or recover quickly from difficult situations, and
• by making sure communities are safe, happy, healthy places where people live together in harmony.

This new plan makes it easier for the Welsh Government and other organisations to work together. It puts in steps so we can share information and ways of working.

This will help tackle hate crimes and hate incidents better.

Vision

We want this plan to help tackle hate crimes and hate incidents:

• by making sure people are able to stand up against, or recover quickly from difficult situations, and
• by making sure communities are safe, happy, healthy places where people live together in harmony.

The plan has 3 main goals:

Hate crimes and hate incidents can be:
• teasing people,
• treating people unfairly,
• name-calling,
• hurting people or their belongings,
• bullying,
• violence, and
• sometimes even killing someone.

The Police record information about hate crimes so that we know which places have a bigger problem, and who is being hurt, but sometimes people are too frightened to tell someone about it.

Tackling hate crimes and hate incidents is really important because it can have a real impact on how young people live their lives and their happiness or wellbeing. It can also have an impact on friends, families and communities.

Sometimes people:
• change the way they live and stop going to places,
• feel isolated, depressed or lonely, or
• become mentally or physically ill.

This booklet tells you about our new plan for tackling hate crimes and hate incidents.
1 Prevention

This means we want to make sure that people know about hate crimes and hates incidents and we step in early to stop them happening.

Our goal:

We want Wales to be a place where everyone is treated equally and fairly.

To do this we need to tackle things that cause hate crimes by:
• challenging stereotypes,
• making sure everyone knows about hate crimes;
• training staff; and
• making sure people know about their human rights and can enjoy them.

Why is this important?

We want to help people feel more confident to take part in community life and live their lives without fear.

People don't always understand what a hate crime is, so sometimes bullying and name-calling can happen in front of people who don't see it as a problem.

Making sure more people understand what a hate crime is can help stop this.

How will we do this?

We want to tackle bullying and teach everyone to respect each other's differences.

The best way to do this is by teaching people, including children as early as we can, that there is nothing wrong with being different and that hate crime is wrong.

There are already many training resources to challenge wrong thinking and stereotypes.

This includes supporting school councils to explain the importance of everyone being treated equally.

We have plans to do even more including:
• working with schools and teachers so they know what to do if they think someone is affected by bullying or hate crime,
• new school projects to make more people understand why differences aren't bad, and
• new projects to challenge stereotypes in TV and other media (such as newspapers).
We want all staff working in services across Wales to know about hate crimes and hate incidents and have training on how to stop them happening.

People who’ve experienced a hate crime need services to understand what they’re facing and support them to feel confident and safe.

Staff need to be trained to support them and recognise when someone is being bullied or experiencing hate crime.

We want to make sure that communities are strong and open to include everyone.

Communities need to know about hate crimes and have all the help they need to stop them.

We have many different programmes in place to help support people to respect each other’s differences and live together happily.

Sport and arts projects are an important part of helping people from different backgrounds come together and break down barriers.

We want to make sure that services are fair and that everyone is treated equally.

It’s really important that all services like housing, social services and health services treat people fairly and respect them.
2 Supporting Victims

This means people get all the help they need when they need it, and that we help them to report crimes by taking away the fear of talking to the police.

Our goal:

We want more people to feel safe and confident to talk to the police so we’ll have new ways of telling your story and helping them get the support they need.

Why is this important?

Sometimes people feel frightened of telling someone about a hate crime or incident and they then can feel alone or depressed.

Making sure there are different ways to report it or talk to someone about what has happened is an important step in getting support.

How will we do this?

We want to make sure that people know what to do when they’ve been through a hate crime or a hate incident.

We need to make sure that information about who to tell is easy to find and that support is easy to get. We want to make an easy way for people to tell the police or other organisations about what they’re going through. This includes being able to telephone a help-line, use an on-line reporting system, text or email a report, and get the advice and support needed.

We want to make sure that people who’ve been through a hate crime get all the help and support they need, when they need it.

We want anyone who is brave enough to speak up to get all the help and support they need quickly. This will mean training staff so they understand what people have gone through.

We want to work with organisations like Victim Support, MEIC Cymru, Citizens Advice and other groups so we can learn from each other.
3 Improving the multi-agency response

This means making sure that services are working together better, sharing information quickly and helping to protect people.

Our goal:

We want a new way of services working together called a Multi Agency Risk Assessment Conference (MARAC).

We want MARAC to help reduce the number of people who carry out hate crimes.

Why is this important?

Services that work closely together will improve things so that people can get the right type of support they need, faster.

The new MARAC way of working will mean that those people who are more at risk of harm will get the support they need.

How will we do this?

We want to make sure that everyone working in services can work together better.

There are already many different services and plans working together to help people across Wales.

We want to try out MARAC to see if it will make it easier for services to share information and support people better.

When there are problems in communities, we want to step in early and find ways that everyone can work and live together happily.

We want to stop people who hurt others and carry out hate crimes.

It is possible to teach people that the way they are acting is not OK! There are many youth projects and police projects across Wales that help do this.

Sharing information across all services will mean that we will be able to reduce the number of people carrying out hate crimes. However, when a person does not change we need to make sure that they are stopped so that communities are safer.
Homophobia is when someone hates gay or lesbian people. It can be based on stereotypes they’ve seen on TV or because of cultural or religious beliefs. This doesn’t make it alright.

Derek and Anthony have been together for eight years. They moved from a town because people were calling them names, to a village with the help of Housing Association services who gave them a flat.

However, some adults and young people in the village started to call them names and bullying them. Sometimes they stood outside their flat and threw things into the garden and even damaged the fence. Derek and Anthony became frightened of going out, they kept their curtains closed and they began to feel depressed. Derek got so ill he was taken into hospital. Eventually they reported the hate incidents to the police and got support. Services worked together to help them. This included having an action plan because no one should live in fear.

Steven is 27 and he has cerebral palsy. Cerebral palsy is caused by damage to a person’s brain normally at birth. It can affect the way a person’s face looks, the way their body moves, their balance and even their speech.

Steven has a job, looks after himself and lives in his own home with some support. To get to work Steven takes a bus where he is often called names and bullied by school children that are on it. They’ve messed up his hair, poured cans of drink over his head and even put out a cigarette on his coat.

He didn’t tell anyone for a long time but his support worker became worried as Steven started to become depressed and frightened. Together they decided to report what was happening to the police and Steven got help from Victim Support. There has been support from neighbourhood police, and support for the bus company to stop hate crimes happening. There have also been projects in the school to help pupils understand that no one should be treated badly because they are different.

Racism is when someone treats another person badly because they don’t like someone because of where they are from or they think their race is better than others.

Amena is Asian and moved from Bangladesh two years ago to join her husband who has lived here for five years. They have three children, he owns a business and they have bought a house in a local estate. Amena spends a lot of her time looking after the children and taking them to school but she speaks very little English.

Amena and her children have been called names and threatened and local young people have thrown rubbish including dirty nappies and dog mess into her garden.

Amena’s husband doesn’t see a lot of what happens because he’s at work. However Amena gets support from her local community group and they persuaded her to report what was going on. She now gets help from Victim Support but she made it clear that she doesn’t want her husband to know about it. They have helped her to get support from the local police who respond, as she needs them. She has one main support worker who she can contact when she needs and she also has support from people inside her community.
Next steps

We will keep a check on how this new plan is doing so we can be sure that we are tackling hate crimes and hate incidents across Wales.

Thanks for reading this plan.

If you want to read the full document you can find it here:
www.wales.gov.uk/hatecrime

If you want any more information you can contact us:
fairerfuturesmailbox@wales.gsi.gov.uk

Fairer Futures Division
Welsh Government
Rhydycar
Merthyr Tydfil
CF48 1UZe

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