

Stop Hate in Norfolk Protocol 2017 – 2021



Stop Hate
in Norfolk

Setting a consistent standard for tackling hate incidents and crime across Norfolk.



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Stop Hate in Norfolk Protocol

The Stop Hate in Norfolk Protocol aims to create a consistent standard for tackling hate incidents and crime in Norfolk.

In adopting the aims of the Protocol, an organisation will:

1. Publish clear messages to service users/customers that it does not tolerate hate incidents or crime in any form.
2. Publish information for service users/customers (at a minimum online) about how to report hate incidents in Norfolk, and the different reporting options available (see below for details of the different reporting options).
3. Publish a hate incident policy for staff and/or volunteers, which sets out:
 - The definition of a hate incident
 - The different ways a hate incident can be reported to the police
 - The responsibility of staff/volunteers to report a hate incident on someone else's behalf, if the victim or witness does not feel confident to do it themselves (called 'third party reporting' - see **Annex 1**)
 - Definition of a multi-agency case conference (see **Annex 2**).
 - Information about how staff/volunteers can access Norfolk's free learning and development on hate incident reporting (see **Annex 3**)
4. Ensure that staff/volunteers can access at least one option for reporting a hate incident (e.g. via the internet or phone).
5. Ensure relevant staff/volunteers undertake Norfolk's free learning and development on hate incident reporting (see **Annex 3**), so that they understand their responsibilities under this Protocol.
6. Ensure that relevant senior management teams receive reports produced by Norfolk Constabulary setting out hate incident data and trends, so that this informs service planning. These will be provided annually to your chief executive by Julie Inns, Norfolk Constabulary's Equality & Diversity Manager, email innsj@norfolk.pnn.police.uk.

Norfolk's Community Relations & Equality Board is responsible for the Stop Hate in Norfolk Protocol, in consultation with Norfolk's Community Safety Partnership.

Reporting hate incidents on behalf of victims ('third party reporting')

Often, victims of hate incidents are not confident to report hate incidents to the Police, or they may not think it is important. Some people – particularly those with care and support needs - do not recognise that they have been the victim of a hate incident.

If staff and volunteers in different organisations across Norfolk are trained to report hate incidents on behalf of victims or witnesses, this helps to safeguard vulnerable people and assists Norfolk Constabulary to build intelligence profiles about persistent perpetrators and hate incident hot spots.

In providing third party reporting, organisations will:

1. Make clear to service users/customers that staff/volunteers are trained to take hate incident reports on behalf of victims or witnesses (you can access stickers from the Stop Hate in Norfolk website www.norfolk.police.uk/stop-hate).
2. Ensure at least one trained person is available to take third party reports during service hours.
3. Ensure that relevant staff/volunteers have access to the simple guidelines set out on the next page when taking third party reports.
4. Provide a confidential area for your staff/volunteers to take reports from victims.
5. Provide Norfolk Constabulary's Equality and Diversity Manager, Julie Inns innsj@norfolk.pnn.police.uk with details **by 31 January each year** of which of your public facing areas are able to take third party reports.
6. The Constabulary will maintain information about third party reporting locations and publish them on Norfolk's Stop Hate in Norfolk web pages.

Victims should always be encouraged to report hate incidents regardless if they believe they are serious or not, or if they have no information about the perpetrator.

Every reported incident helps the Police to build intelligence profiles in an area – and to intervene in situations where a perpetrator is committing seemingly 'minor' offenses.

Even if an incident is not a crime, there are measures the Police and public agencies can take to deal with incidents that are not reliant on evidence, physical injury, damage to property or having personal information from the victim.

Third Party Reporting process



Protocol for Multi Agency Case conferences

What is a multi-agency case conference?

1. A case conference enables relevant partner agencies to meet (where appropriate, with the victim of a hate incident) to discuss a persistent or complex hate incident/s and identify ways to address it.
2. A conference can be called to focus on a specific hate incident, or the hate incident could be a feature of a wider case conference, dealing with other issues – e.g. a housing infringement, safeguarding or a channel panel meeting.

Who can instigate a case conference?

3. Any organisation can instigate a hate incident case conference.

Who should attend and who should chair?

4. The range of partners involved is dictated by the issues under discussion. At a minimum it should include the Police and relevant statutory agencies.
5. Case conferences will normally be chaired by the relevant statutory agency. In the event of this being considered inappropriate by any partner agency, this role can be undertaken by a third party independent body to be agreed by all agencies involved in the case.
6. Information about Complex Case Guidance is provided by the Norfolk Safeguarding Adult's Board – see [Complex Case Guidance](#)
7. For guidelines about the grounds on which information can be shared between agencies, see the **Norfolk Information Sharing Protocol**. For a copy of the Protocol, please contact Andrea Smith, Safeguarding Coordinator, Norfolk County Council, email: andrea.smith@norfolk.gov.uk, Tel: 01603 223085.

<p>Case conferences do not impact on individual organisations' rights to take action on their own in accordance with their policies and statutory responsibilities, neither do they provide an alternative to a criminal investigation and legal proceedings. Case conferences are used to find additional ways to resolve hate incidents and safeguard the victim.</p>

Annex 3:

Staff and Volunteer Learning and Development

1. It is important to ensure that staff/volunteers undertake learning and development on hate incident reporting to ensure they understand the process, give the victim correct information and where relevant, signpost the victim to appropriate support.
2. Signatories to the Protocol can access Norfolk's free online e-learning for staff and volunteers via the Stop Hate in Norfolk Website www.norfolk.police.uk/stop-hate
3. Organisations can also sign up to receive free 'Train the Trainer' learning and development workshops on hate incident reporting, provided by Norfolk County Council and Norfolk Constabulary. This enables staff/volunteers from different organisations to access face-to-face support and resources which they can then cascade to staff within their own organisation.
4. Information on training dates is available at www.norfolk.police.uk/stop-hate

Background Information & Resources

Introduction

1. Norfolk agreed its first Multi-Agency Protocol on hate incident reporting in 2009, to:
 - Establish a consistent standard for working in partnership to tackle hate incidents across Norfolk
 - Address under-reporting
 - Improve the quality of information collected about hate incidents in Norfolk
 - Increase the number of successful prosecutions and convictions, sending out a strong message to perpetrators.
2. The signatories included the County, city, district and borough councils, criminal justice agencies, statutory health organisations and voluntary and community sector organisations.

Definition of a hate incident/crime

3. A hate incident is defined as: *"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."*
4. All hate incident reports are investigated by the Police to ascertain whether they constitute a crime. The Criminal Prosecution Service determines after an investigation has been carried out whether there is enough evidence to take the case through the criminal justice system.
5. Even if a hate incident is not determined by the Police to be a crime and therefore does not go to court, specific interventions are frequently undertaken by the Police and public agencies to work with perpetrators and victims to prevent further incidents happening.
6. Hate incidents/crime can take many forms, some more obvious than others. Although physical violence, verbal abuse, damage to property and graffiti are common, other forms of hate incidents are on the increase. For example:
 - Instances where people are befriended to be exploited, called 'Mate Crime'. There may be safeguarding implications with this form of hate incident.
 - Internet hate crime is becoming increasingly common, especially with younger people, and can include anything from hate mail and texts to posting hate material on social media.
7. The five characteristics of hate recorded by the Police are disability, race, religion, sexual orientation and transgender status. Other forms of hate such as age are recorded under 'Hate Other' and are reviewed to identify trends.

Why is it important to report hate incidents?

8. Most hate incidents go unreported. This is because:
 - Victims may think the incident is too trivial, a waste of police time, that they won't be believed, or that they cannot 'prove' that the incident was motivated by hate.
 - People find it difficult to recognise when they have been a victim of a hate incident.
 - Victims and witnesses may be worried that if the perpetrator knows they have reported an incident then things may get worse.
 - Victims and witnesses may not know where or how to report a hate incident.

Public agencies' statutory responsibilities

9. The Crime and Disorder Act 1998 requires local authorities to implement strategies to help with the reduction of crime and public disorder within the local community. The Act includes additional offences for crimes which were aggravated by the race, or presumed race, of the victim, which carry additional fines or extended prison terms if the crime can be proven to have been racially aggravated.
10. The Act was amended by the Anti-terrorism Crime and Security Act 2001. It extended the scope of the Crime and Disorder Act by creating new religiously aggravated offences and applying the same sentencing duty to all other offences where there is evidence of religious aggravation.
11. The Equality Act 2010, which applies to public sector organisations and those carrying out public functions imposes a 'general duty' to have due regard to the need to:
 - Eliminate discrimination, harassment and victimisation and any other conduct prohibited by or under the Act;
 - Advance equality of opportunity between persons who share a relevant protected characteristicⁱ and persons who do not share it;
 - Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
12. Schools do not have a statutory responsibility to record or report identity based incidents. However, many Norfolk schools do record prejudice-related information for their own monitoring purposes.
13. The Care Act 2014 introduces new responsibilities for local authorities. As part of the 10 forms of abuse under Safeguarding, local authorities now have to consider additional factors such as hate incidents/crimes being a contributory factor to a referral. Within the Care Act on adult safeguarding, hate crime is referenced at 14.83 regarding protection of the law and access to justice, and at 14.140 regarding the preventative role of the Safeguarding Adults Board.

Responsibility for administering hate incident recording in Norfolk

14. Norfolk Constabulary is responsible for administering hate incident and crime recording in Norfolk, managing the data base of reports, carrying out investigations, determining whether or not an incident constitutes a crime, and generating data reports on levels and types of incidents.
15. Norfolk Constabulary is responsible for providing local agencies with hate incident data to inform service planning about how to tackle hate incidents in the county.

How someone can make a hate incident report

16. There are a number of ways to report a hate incident:
 - In an emergency always phone 999
 - In a non-emergency phone 101
 - Text 07786 200777
 - Minicom number 0845 345 3458
 - Fax number 1953 424299
 - Contact the police via email: enquiries@norfolk.pnn.police.uk or visit their website www.norfolk.police.uk to find out more
 - [Use the Constabulary's online reporting form](#)
 - Go to your local police station or anywhere you see the 'Hate Incident Reporting Place' logo to report it.

Safeguarding people with care or support needs

17. It is particularly important to safeguard people with care or support needs who may be at risk of hate incidents. For some people, public sector staff or volunteers may be the only people they have contact with.

Any child or adult who may be suffering or who is likely to suffer significant harm must be referred without delay to Norfolk's [Multi-Agency Safeguarding Hub \(MASH\)](#) for action.

18. Norfolk County Council's Social Care client system contains a mandatory field, which electronically records client information in relation to social care. This acts as a prompt for care staff to consider whether their client is a potential victim of a hate incident. If the answer is yes then the system automatically directs staff to the Police reporting form so they can help support their client through the reporting process.

The link between hate incidents and vulnerability to radicalisation

19. There is evidence to suggest that participating in hate incidents may indicate that an individual is vulnerable to being groomed for radicalisation. This means that

reporting hate incidents helps to safeguard such vulnerable individuals and contributes to strategies to prevent people from being drawn into terrorism.

20. Hate incidents may result in victims feeling socially excluded and distanced from the wider community. This can foster alienation, and has the potential to make individuals more vulnerable to radicalisation or more likely to cultivate extremist views.
21. For more information on preventing radicalisation, see: www.norfolk.gov.uk/preventingradicalisation

Who can be a signatory to the Stop Hate in Norfolk Protocol?

22. Any organisation or community group can be a signatory to the Protocol.

Further information

23. For further information please contact:

Hate incident reporting:

Julie Inns
Equality & Diversity Manager
County Policing Command
Norfolk Constabulary
Jubilee House
Falconers Chase
Wymondham
Norfolk NR18 0WW

Tel: 01953 424021
E-Mail: innsj@norfolk.pnn.police.uk

Jo Richardson
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Martineau Lane
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Direct Dial: 01603 223816
E-Mail: jo.richardson@norfolk.gov.uk

Preventing radicalisation:

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www.norfolk.gov.uk/preventingradicalisation

ⁱ The characteristics protected under the Act are:

- age
- disability
- gender reassignment

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- marriage and civil partnership
 - pregnancy and maternity
 - race
 - religion or belief
 - sex and
 - sexual orientation