

# **Tackling Hate Crime Together Protocol**

September 2017



Derby City Council



# **1 Introduction**

- 1.1 This is the Council's Tackling Hate Crime Together Protocol. The Protocol covers our commitment to tackling hate crime and incidents in Derby.
- 1.2 The Protocol is one of a set of policies and guidelines around equality, diversity and human rights issues. The other policies in the set include:
  - Equality, Dignity and Respect Policy
  - Accessible Communication Protocol
  - Domestic Violence and Abuse Policy
  - Tackling Bullying, Harassment and Victimisation Policy

These policies are supported by guidelines and an Everyday Guide to Equality.

# **2 Aims of the Protocol**

- 2.1 The aims of this Protocol are to strengthen the Council's commitment to tackling hate crime and incidents in Derby and to make sure support is always available to people who are victims of hate crimes and incidents.

# **3 Our commitment**

- 3.1 We value our diverse communities which make our City a unique and vibrant place to live, work and visit.
- 3.2 However, we know that these diverse communities can face discrimination, harassment and hate crime and incidents. There is no place in Derby for these forms of prejudice and hate and we will do all we can with our partners to tackle this.
- 3.3 We will:
  - work with partner agencies to raise the profile of hate crime in Derby and Derbyshire
  - work with Derbyshire Police and the Office of the Police and Crime Commissioner to make sure the right strategies are in place to respond to hate crime and incidents and community tensions

- work with Derbyshire Police and public transport providers to put in place a streamlined reporting process
- promote third party reporting services
- work with licenced premises to improve hate crime and incident reporting and third party reporting
- work with taxis and hackney carriages to increase reporting
- work with schools and youth organisations on hate crime training
- work with community organisations on tackling hate crime
- revise our on-line hate crime awareness training module for all our employees.

## 4 Definition of a hate crime or incident

4.1 A **hate crime** is any crime which is perceived by the victim or anyone else, to be motivated by a hostility or prejudice towards someone because of:

- disability
- gender identity
- race or ethnic origin
- religion or belief including alternative sub-cultures
- sexual orientation

It can be against an individual or their property.

4.2 A **hate incident** is a non- crime incident, but can feel like a crime to those who suffer from an incident like this. Just as a hate crime, it is an incident which is perceived by the victim or anyone else, to be motivated by a hostility or prejudice towards someone for the same reasons as a hate crime.

4.3 The Police can only prosecute if the law is broken, but they can work with partners in the community and with offenders to try and prevent these types of incidents happening.

#### 4.4 **Hate crimes and incidents can be, but are not limited to:**

- a physical attack like hitting and assault
- verbal abuse or insults including name calling or offensive jokes
- offensive graffiti
- spitting, insulting gestures
- neighbourhood disputes
- threats, harassment or intimidation
- unfounded malicious complaints
- people doing things that frighten, intimidate or distress you
- offensive letters, posters, emails, texts, phone calls, social media messages, photographs and videos
- damage to property or belongings, arson and vandalism
- maliciously dumping rubbish outside homes or through letter boxes
- bullying at work, at school or college or university
- befriending vulnerable people to take advantage of, exploit and or abuse them – often referred to as ‘mate crime’.

## 5 **Reporting hate crimes and incidents**

5.1 Everyone has the right to live without fear and harassment and so it is really important that you report a hate crime or incident. This is whether you have been a victim, a witness or you are reporting on behalf of someone else, for example a friend, family member or for one of your employees at work. We all have a duty to keep our community and workplace safe and unless we know what is happening we can't do anything about it. Reporting does make a difference and you can stop it happening to someone else. You will also help the Police to understand the level of hate crime and incidents in our local area and improve the way they respond to them.

### **How to report a hate crime or incident**

5.2 Here are the organisations where you can report a hate crime or incident. If you are a Council employee and you come across another employee or a customer who you feel has experienced a hate crime or incident, please ask them to report it. If an employee or customer complains to you that another Council employee has committed an alleged hate crime or incident you will need to report the issue to their manager. If you are a manager you need to use the Council's appropriate system in the [Complaints and concerns](#) and [Disciplinary and dismissals](#) sections of our internal iDerby to deal with the issue, but you

still need to report it to the Police or to one of the third party reporting services mentioned in this Protocol, so it can be recorded.

### **The Police**

- 5.3 In an emergency you need to call the Police on **999** – Deaf people can use the Police [emergencySMS](#), but make sure your mobile is registered with them. Deaf people can also use the New Generation Text Relay Service to contact the Police in an emergency.

For non-emergencies call the Police central number on **101** – there is access for [Deaf and hearing impaired people and people with speech impairments](#) to contact them using video relay and New Generation Text Relay as well as sms.

There are more details about the [Police and hate crime](#) on their website and this is available in a range of languages too.

### **True Vision**

- 5.4 [True Vision](#) is a Police website based reporting system [www.report-it.org.uk](http://www.report-it.org.uk) It gives lots of details about how to report hate crimes and incidents and also includes a video clip in British Sign Language. There is a True Vision mobile phone app you can download.

### **Stop Hate UK**

- 5.5 We know that not everyone wants or is able to report hate crimes and incidents directly to the Police. So you can report them to an independent organisation [Stop Hate UK](#) telephone **0800 138 1625**. They offer a free 24 hour phone service and a video relay service for Deaf people or New Generation Text Relay on **18001 0800 138 1625**. They also offer a service for reporting online at **talk@stophateuk.org** as well as by text on **07717 989 025**, web forum or post.

Stop Hate UK is totally independent of the Police and will not pass on your details without your explicit consent. If you wish, Stop Hate UK will report the incident to the Police on your behalf.

### **Safeguarding**

- 5.6 If you are dealing with a safeguarding incident of a child or an adult please check if you feel that any hate crimes or incidents may have occurred. If so, please report it to one of the organisations mentioned.

In addition, if you are aware of a hate crime or incident and you feel there may also be a safeguarding issue, then you need to report this to our Safeguarding Teams.

## **Safeguarding contacts**

### **Adults – office hours - Monday to Friday 9 am to 5 pm**

- Telephone 01332 642855
- Minicom 01332 640666
- Fax 01332 643299

### **Children and young people – office hours – Monday to Friday 9 am to 5 pm**

- Telephone 01332 641132
- Minicom 01332 640666

### **Adults and children’s outside of office hours emergency social care service**

- Telephone 01332 786968
- Minicom 01332 785642
- Fax 01332 7786965
- SMS Text Message 07890 034081 for Deaf people only

In an emergency please call the Police - see the Police contact details on page 5.

## **6 Support**

- 6.1 It is really important that anyone who has suffered from a hate crime or incident or witnessed it gets the right kind of support. So, we have a contract with [Derbyshire Victim Services](#). They will help and support you if you are a victim of crime and those close to you. The local team will offer a friendly, free and confidential service to anyone living in Derbyshire. It doesn't matter if you haven't reported the crime to the Police or any other reporting agency or your manager – they are there to help you with any practical advice and emotional support. The phone number is **0800 612 6505** or text “**CORE**” to **82005** or New Generation Text Relay for Deaf people on **18001 0800 612 6505** or email **support**

**@derbyshirecore.org** The website [www.core-derbyshire.com](http://www.core-derbyshire.com) and features videos in [British Sign Language](#) and other languages.

### **Young people under 18**

- 6.2 If you are under 18 and have been the victim of a hate crime or incident or any of your friends have, contact Derbyshire Victim Services' [Got your back](#) or tweet @gotyoursocial for help and support.

Derbyshire Victim Services are available **Monday to Friday from 8 am until 8 pm and on Saturday 9 am until 1 pm.**

- 6.3 If you are a City Council employee who needs help and support following a hate incident or crime you can contact Derbyshire Victim Services but you can also get help from within the Council.

**HR Service** – contact our HR Hub to get advice and support

Tel 01332 640752 minicom 01332 640666

New Generation Text Relay 18001 01332 640752

**Wellbeing Counselling Service** – qualified counsellors can help you if you are feeling stressed or anxious, experiencing low moods or struggling to cope. The service offers free, confidential and non-judgmental face-to-face counselling, short term, effective talking therapies and practical tools and strategies to help you feel better. You can refer yourself. Please complete the wellbeing counselling referral form to arrange an appointment and send it to the Occupational Health Administration Team. You can send the form by:

- email to [occupational.healthservices@derby.gov.uk](mailto:occupational.healthservices@derby.gov.uk)
- post to Occupational Health, Derby City Council, Stores Road, Derby, DE21 4BD

You can call the service on 01332 640543 or New Generation Text Relay 18001 01332 640543

### **Community Safety and Integration Service**

- 6.4 For any help and support in the process of reporting a hate crime or incident or investigating, please contact:

Rachel Fletcher – Community Safety and Integration Service

Secure email [rachel.fletcher@derby.gov.uk.cjism.net](mailto:rachel.fletcher@derby.gov.uk.cjism.net)

Telephone 01332 640216 New Generation Text Relay 18001 01332 640216

Minicom 01332 640666      Mobile 07768 006156

## **7 Monitoring this Protocol**

- 7.1 We will monitor this Protocol on a regular basis and take feedback from the people who use it and make changes as necessary.

For more details or to give us your comments please contact:

Ann Webster – Lead on Equality and Diversity

[ann.webster@derby.gov.uk](mailto:ann.webster@derby.gov.uk)

Telephone 01332 643722      New Generation Text Relay 18001 01332  
643722

Minicom 01332 640666      Mobile 07812301144

Or write to us at:

Equality and Diversity Team  
Strategic Services and Customer Management  
Corporate Services Directorate  
Derby City Council  
The Council House  
Corporation Street  
Derby DE1 2FS

Or contact Rachel Fletcher – details in section 6.

## Document history

<b>Type, title and status of document</b>	Tackling Hate Crime together Protocol	<b>Version number and reason for update</b>	New Protocol
<b>Document description, format and audience</b>	The document outlines the Council's commitment to tackling hate crime in the City and making sure there are reporting and support agencies available. It is available on request in alternative formats. We have produced an Easy Read version and a BSL video version as standard	<b>Responsible Directorate and lead department</b>	Joint responsibility with Organisation and Governance and Strategic Services and Customer Management/ Communities and Place and Communities Environment and Regulatory Services
<b>Accountable Service Director</b>	Gordon Stirling Director of Strategic Services and Customer Management	<b>Document owner</b>	Ann Webster Lead on Equality and Diversity
<b>Legislation</b>	Equality Act 2010 and Public Sector Equality Duty, Crime and Disorder Act 1998 as amended, Criminal Justice Act 2003, Malicious Communications Act 1988, Public Order Act 1988 and Protection from Harassment Act 1997	<b>Safeguarding</b>	The Protocol covers vulnerable adults, disabled people, older people, young people
<b>Equality impact assessment</b>	12 September 2017	<b>Communication and date published</b>	The Protocol is a public document and will be on our external website and internal intranet site
<b>Approving Body and date approved</b>	Protocol to go to Operational Management Team	<b>Working groups</b>	Derbyshire Hate Crime Practitioners Group
<b>Links to other policies and strategies</b>	Council Plan and Directorate Business Plans and Community Cohesion Strategy	<b>Costs</b>	Any costs relating to actions in the Protocol will come from Directorate's own budgets. There will be costs associated with

			making this Protocol document accessible
<b>Action plan</b>	Any actions relating to this Protocol will be addressed by the Community Safety and Integration Team	<b>Review frequency and date of next review</b>	Every three years from date of last approval

We can give you this information in any other way, style or language that will help you access it. Please contact us on: 01332 643722  
Minicom: 01332 640666

### Polish

Aby ułatwić Państwu dostęp do tych informacji, możemy je Państwu przekazać w innym formacie, stylu lub języku.

Prosimy o kontakt: 01332 643722 Tel. tekstowy: 01332 640666

### Punjabi

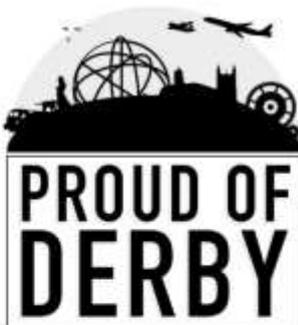
ਇਹ ਜਾਣਕਾਰੀ ਅਸੀਂ ਤੁਹਾਨੂੰ ਕਿਸੇ ਵੀ ਹੋਰ ਤਰੀਕੇ ਨਾਲ, ਕਿਸੇ ਵੀ ਹੋਰ ਰੂਪ ਜਾਂ ਬੋਲੀ ਵਿੱਚ ਦੇ ਸਕਦੇ ਹਾਂ, ਜਿਹੜੀ ਇਸ ਤੱਕ ਪਹੁੰਚ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੀ ਹੋਵੇ। ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਟੈਲੀਫੋਨ 01332 643722 ਮਿਨੀਕਮ 01332 640666 ਤੇ ਸੰਪਰਕ ਕਰੋ।

### Slovakian

Túto informáciu vám môžeme poskytnúť iným spôsobom, štýlom alebo v inom jazyku, ktorý vám pomôže k jej sprístupneniu. Skontaktujte nás prosím na tel.č: 01332 643722 Minicom 01332 640666

### Urdu

یہ معلومات ہم آپ کو کسی دیگر ایسے طریقے، انداز اور زبان میں مہیا کر سکتے ہیں جو اس تک رسائی میں آپ کی مدد کرے۔ براہ کرم 01332 643722 پر ہم سے رابطہ کریں۔  
منی کام 01332 640666



Derby City Council