

Tackling Hate Crimes and Incidents: Framework for Action

2015-16 Progress Report



Llywodraeth Cymru
Welsh Government

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Tackling Hate Crimes and Incidents: Framework for Action 2015-16 Progress Report

Background

The Welsh Government launched 'Tackling Hate Crimes and Incidents: A Framework for Action' in May 2014, with the aim of driving greater leadership and partnership work across Wales in order to challenge and tackle hate crimes. The development of the Framework was initially supported by robust evidence from the All Wales Hate Crime Research (Cardiff University and Race Equality First, 2013), consultation responses to the draft version of the Framework and through partnership work across a Task and Finish Group. The evidence has helped to shape and develop the Framework and focus upon areas which will have a significant impact. The Framework has been taken forwards across a high level outcome so *individuals and communities are enabled to be resilient, cohesive and safe to tackle hate incidents and crimes*. This outcome has been supported by three strategic objectives on prevention, supporting victims and improving multi-agency working.

Building upon initial evidence and measuring the impact of the Framework across Wales has been an important consideration in demonstrating how short, medium and long term goals are being considered and developed. The Welsh Government has been working with an Independent Advisory Group (IAG) to assess the impact of the Framework through gathering views across communities and gathering key indicators on progress. A report was published in December 2015 and this evidence is being utilised to develop evolving delivery areas and to assess how continued approaches can be strengthened.

The delivery plan update for 2015-16 provides an update on cross departmental actions across the Welsh Government and on delivery through the Hate Crime Criminal Justice Board Cymru, which is a group consisting of criminal justice agencies. This aims to demonstrate the emergent support and breadth of work taking place across Wales.

Progress in 2015-16

Hate Crime Statistics for England and Wales have been released by the Home Office on Tuesday 13 October, which show a 20% increase in recorded hate crimes across Wales compared to 2013-14. This compares to an overall 18% increase across the UK. There were 2,259 recorded hate crimes across the four Welsh Police Force Areas. This increase is attributed to better awareness, greater accuracy in recording and demonstrates an increase in reporting. Although an increase has been viewed as a positive indicator, evidence still suggests approximately 50% of hate crimes remain unreported across victims.

The Welsh Government has supported delivery through funding for the National Hate Crime Report and Support Centre, which the report demonstrates continues to increase the number of referrals and support provided to victims. Progress across Wales has been supported the Big Lottery funded Advocacy and Empowerment projects delivered by the Welsh Equality Councils and has been strongly supported by Third Sector organisations in increasing awareness within communities. Support across criminal justice agencies, including Police Forces, through the Hate Crime Criminal Justice Board has continued to evolve service delivery and provide a consistent approach across Wales. Positive campaigning and training continues to provide a strong basis for greater awareness and understanding for victims and services to spot potential cases of hate crimes. A strategic approach has continued to be delivered through Welsh Government funding for eight Regional Community Cohesion Co-ordinators, who are playing a key role locally with partners to tackle hate crime.

Evolving new areas of work have continued to play an important feature in delivery. The Welsh Government has hosted a conference in partnership with Cardiff University on cyber hate during hate crime awareness week 2015 and has launched research into crimes against older people in partnership with Diverse Cymru.

Next Steps

This delivery plan intends to show progress to date and is being launched in conjunction with a further 2016-17 delivery plan to evolve progress. The Welsh Government will continue to build indicators to measure success and a further report will be published in late 2016 to highlight continued progress.

Tackling Hate Crime 2015-16 Progress Report

Objective 1 - Prevention

Delivery Area 1 - Tackling Hate-Related Bullying and Promotion Respect

	Action	Update
1.1	The All Wales Anti-Bullying Leadership Group has been established and has an agreed Delivery Plan for 2015-16. The Group will meet three times in 2015-16 and will provide a platform for a strategic approach to tackling bullying in schools and in the community.	The Welsh Government established an All Wales Anti-bullying Leadership Group (AWABLG) to provide a platform for a strategic approach to tackling bullying against children and young people in schools and in the community. The Group has met on three occasions with the aim of developing strategic links and has developed a work plan.
1.2	The All Wales Anti-Bullying Leadership Group will monitor and advise on the implementation of the recommendations for Local Authorities and schools contained within the Estyn report 'Action on Bullying'.	The Welsh Government undertook a questionnaire with all 22 local authorities across Wales to assess the implementation of Estyn recommendations from Action on bullying published in June 2014. These findings have fed into the operational delivery of the group to assess the necessary impact and scale of future steps.
1.3	The All Wales Anti-Bullying Leadership Group will develop and agree areas of good practice for schools and Local Authorities to encourage strategic support and collaboration to tackle bullying. Including exploring reporting and the distinction between bullying and hate crimes and incidents. It will provide sector views in an annual report for the Minister for Education and Skills and the Minister for Communities and Tackling Poverty to assess progress.	Following the production of a report on progress across all 22 local authorities on recommendations through Action on Bullying, the need to strengthen work through Strategic Equality Plans and linking work across Education Departments has been identified. Ministers have been informed of progress.
1.4	To enhance information and guidance for schools to tackle bullying we will: Continue to publicise our anti-bullying guidance 'Respecting Others'. Publish lesson plans for schools on gender and transgender-based bullying in time for the start of the new academic year. Develop guidance on appearance related based bullying which we will be consulting on in late 2015.	We continue to raise awareness of 'Respecting Others' via the Dysg Newsletter, Learning Wales website and various events. Lesson plans were launched as part of Anti Bullying Week 2015. The appearance related guidance will be incorporated into the 'Respecting Others' suite of guidance.
1.5	We will continue to promote and develop resources on the e-Safety zone of the Hwb website (hwb.wales.gov.uk). These include an extensive Digital Literacy Resource for teaching safe and responsible use of the internet from Foundation Phase up to Key Stage 4 and an e-Safety self assessment tool (360 degree safe Cymru) for schools to understand and improve their own practice and provision.	<p>Working with South West Grid for Learning (SWGfL), the Welsh Government has continued to develop and promote a range of e-Safety resources. Since July 2015, eight bite size activities have been created and published centred around themes from the digital literacy topics including information literacy, online relationships, digital footprint and reputation, bullying, self image & identity, information privacy. Activities will continue to be published on a monthly basis through term time.</p> <p>The 360 degree Safe Cymru online e-Safety self-review tool for schools was launched in 2014, providing schools with the means to review and develop their online safety policy and practice across 28 different aspects, ranging from acceptable use agreements to management of mobile devices and social media. The tool also includes detailed school improvement guidance.</p> <p>As of March 2016, 1173 establishments have registered with the tool. The Welsh Government in partnership with SWGfL (the supplier of the tool), continue to promote and support the use of the tool through e-Safety training sessions being rolled out across Wales.</p>

1.6	<p>To build upon published guidance Keeping Learners Safe, we will develop a suite of safeguarding in education training modules to help ensure school based staff are suitably equipped with the knowledge and skills to identify potential child protection issues and effectively safeguard their learners.</p>	<p>We are progressing with the development of a safeguarding in education learning and development suite. The package includes two e-learning modules setting out the roles and responsibilities of educational practitioners have in relation to safeguarding learners. The suite also includes a set of case studies examining specific safeguarding issues. Working with CDSM Interactive in Swansea to digitise the suite, the modules will be made available on Hwb and work to raise awareness of the modules will be undertaken. Separately, we have also developed an on-line education resource to protect learners from the risks of child sexual exploitation. This was launched in December 2015, and a national training programme has been delivered in 2016, involving some 300 practitioners, to ensure the resource is implemented effectively.</p>
1.7	<p>We will undertake awareness raising with partners and schools during Anti-bullying week in November 2015. This will include making promotional material available to schools. We will engage with children and young people to seek their views on the content and focus of the week.</p>	<p>The theme for Anti-Bullying Week 2015 was 'Bullying is Everyone's Business'. The focus of the campaign was to raise awareness of current resources and utilised social media, via 'Education begins at Home' twitter and Facebook with new lesson plans made available via Hwb.</p> <p>In 2015, anti-bullying advice was produced by the Welsh Government for children, young people and parents concerned about bullying. The leaflet and poster; "Are You Being Bullied?" was aimed at children and young people, while the leaflet; "Is Your Child being Bullied?" offered advice to parents about what to do if their child was being bullied. Both are available online. Hard copies of the leaflets were distributed to every primary and secondary school and every GP surgery in Wales in May 2015. Further copies of the leaflets aimed at children and young people were sent to all schools in November 2015.</p> <p>Young people at 'Young Wales' chose bullying and hate crime as one of their priorities for 2015. In October 2015 they promoted Anti Bullying Week and co-designed a social media campaign using 'Thunderclap' and a resource pack for schools, youth clubs and play groups. Young Wales is a project developed by 'Children in Wales' as part of their funding from the Welsh Government. It works with existing youth groups, forums and councils to gather their collective voice to influence legislation, policies and programmes.</p>
1.8	<p>We will provide funding for the All Wales School Liaison Core Programme which enables School Community Police Officers to support schools in reducing crime and disorder through education and promotes positive citizenship in school and the wider community. This includes an element of supportive school policing which assists schools, teachers and pupils to tackle hate bullying and cyberbullying.</p> <p>All School Community Police Officers are trained to deliver Restorative Practice methods to enable young people to repair the harm caused through hate bullying and cyber bullying. The Programme also has a website, www.schoolbeat.org which provides resources and interactive activities for pupils, teachers and parents on preventing crimes which effect children and young people. The information provided also includes advice and signposting to help and support agencies.</p>	<p>We continue to provide funding to the All Wales School Liaison Core Programme. The model of programme delivery has been revised to allow local police forces more discretion and flexibility to target lesson delivery and respond to local issues. The number of lessons delivered by School Community Police Officers from related to Bullying from September 2015 to date:</p> <ul style="list-style-type: none"> • Bullying – 'Sticks and Stones' – 1400 (Lower Key Stage 2) • Bullying – 'Breaking the Cycle' – 140 (Key Stage 3) • Cyber Bullying – 'Be Cyber Safe' – 1337 (Upper Key Stage 2) • Cyber Bullying – 'Picture This' – 211 (Key Stage 2) • Cyber Bullying – 'Look Who's Talking' (Key Stage 3) • Sexting – 'Risky Pics' – 769 (Key Stage 3) • Hate – Bullying/Diversity – 'Noughts & Crosses' – 53 (Upper Key Stage 2) • Hate – Bullying/Diversity – 'Cultural identity' – 40 (Key Stage 3) • Hate – Bullying/Diversity – 'Save Me' – 307 (Key Stage 4) • Hate – Bullying/Diversity – 'Rights & Responsibilities' – 1 (Key Stage 4) <p>The total number of lessons delivered was 5,079 indicating an estimate that 127,000 pupils participated in the prevention lessons.</p> <p>In terms of the number of incidents the officers deal with in schools, between 1 September 2015 and 30 Apr 2016,</p>

		<p>School Community Police Officers have dealt with a total of 3,630 incidents in schools across Wales.</p> <p>There were 1,409 occasions where an officer has spoken with a pupil in relation to a School Beat incident in a secondary school. These 1,409 meetings break down to the following:</p> <ul style="list-style-type: none"> • Assault – Officer meets with instigator/aggressor – 222 meetings • Assault – Officer meets with victim – 107 meetings • Bullying (Non-Hate types) – Officer meets with instigator/aggressor – 280 meetings • Bullying (Non-Hate types) – Officer meets with victim – 119 meeting • Bullying (Hate Crime types) – Officer meets with instigator/aggressor – 23 meetings • Bullying (Hate Crime types) – Officer meets with victim – 11 meetings • Other incident category – Officer meets with instigator/aggressor – 425 meetings • Other incident category – Officer meets with victim – 222 meetings
1.9	<p>Through the Equality and Inclusion Grant (2014-17) funding has been awarded to Taking Flight Theatre Company to tour across Wales to deliver the Real Human Being (RHB). This aims to tackle Disability Hate Crime both reducing incidence and increasing reporting and seeking to educate young people regarding the impact on the lives of disabled people.</p>	<p>'Real Human Being' was delivered to Year 9 pupils in schools across Wales. It allowed pupils to question both the disabled and non-disabled characters about their disability or perceived disability gaining insight into the issues which affected their everyday lives. The production was redesigned this year to include the issue of cyberhate.</p> <p>During Autumn 2015 the project held performances in schools in Cardiff, Penarth, Wrexham, Conway, Merthyr Tydfil, Cwmbran, Ammanford, Aberystwyth, Swansea and Flint. 2730 children and young people attended the sessions. A broad range of schools were visited including 1 specialist school, 1 hearing impairment unit, 1 Saturday session with the National Deaf Children's Society, 1 Saturday session with Young Carers and 2 Saturday sessions with disabled young people through Children in Wales and Young Voices.</p> <p>The Teacher's Pack provided to schools as part of the sessions was well received and feedback from schools evidenced that 100% of teachers that received the packs have used them at least once, with the majority using them several times.</p> <p>The tour feedback has been positive from both pupils and teachers. Outcomes included:</p> <p><i>Number who knew what a hate crime was:</i> At start of day 9% of pupils knew what hate crime was At end of day 85% pupils knew what hate crime</p> <p><i>Number who thought they had witnessed a hate crime:</i> At start of day 5.5% of young people thought they had witnessed a hate crime By end of day 23.5% realised they had indicated under reporting due to lack of awareness</p> <p><i>Number who have witnessed a hate crime against someone due to perceived disability:</i> At start of day 4.9 % thought they had witnessed a hate crime due to perceived disability By end of day this had risen to 15.1%, again indicating a lack of awareness of what constitutes a disability hate crime</p> <p><i>Number of people who knew what to do if they witnessed or experienced a hate crime</i> At start of day 11.8% of pupils thought they would know what to do if witnessed or experienced a hate crime At close of day 92% of pupils were confident they know what to do in the case of a hate crime</p>

1.10	A new on-line toolkit, developed with Show Racism the Red Card, will be created to support teachers and schools in settling Gypsy, Roma and Traveller children in schools. The toolkit will be made available on Learning Wales and Hwb (a resource for digital learning tools) for teachers to access.	<p>The new online toolkit to support teachers and education professionals in settling Gypsy, Roma and Traveller (GRT) children in schools, developed with Show Racism the Red Card is now available on Hwb. Hwb is an online resource which both teachers and children in Wales can access and use. The aim of the toolkit is to provide an educational resource that will enable those working with GRT young people to:</p> <ul style="list-style-type: none"> • Recognise and respond appropriately to racism and ultimately reduce incidences in school. • Embed issues of equality and diversity throughout the school, particularly ensuring a curriculum that is relevant and accessible to Gypsy, Roma and Traveller pupils. • Provide a relevant, appropriate, enjoyable and inclusive school experience for Gypsy, Roma and Traveller pupils and their parents. • Begin building stronger links and trusting relationships with parents and the wider Gypsy, Roma and Traveller communities. • Encourage Gypsy, Roma and Traveller pupils and families to engage more fully with school through inclusion strategies and specific interventions focused on meeting the needs of those groups. <p>One of the activity sets within the pack examines how hate escalates and the difficulty of stopping the progression once it begins.</p>
1.11	Following the production and launch of the on-line toolkit to support teachers in settling Gypsy, Roma and Traveller children in schools we will consider commissioning Show Racism the Red Card to deliver training events which will be open to teachers and educational professionals to support them in the use of the toolkit.	In February 2016 working with Show Racism the Red Card, the Welsh Government delivered workshop events to support practitioners in tackling racist incidents in the classroom and settling Gypsy, Roma Traveller learners in school. These were attended by around 100 practitioners. The evaluation provided evidence of the need to increase the confidence and ability of practitioners to engage in classroom discussions in what can be sensitive areas of learning. We have facilitated Show Racism the Red Card in meeting local authority lead officers for supporting minority ethnic and Gypsy and Traveller learners to make them aware of the services the organisation can offer. Based on the evaluation of events, we will consider what follow up action is required to ensure that the resources are implemented appropriately.
1.12	We will sponsor Show Racism the Red Card to develop wall hangers, containing age appropriate activities and teaching materials to support an anti-racism message in the classroom, which will be distributed to every primary school in Wales.	We produced, with Show Racism the Red Card wall hangers, containing age appropriate activities and teaching materials to support an anti-racism message in the classroom. These were distributed to every primary school in Wales in September 2015.
Delivery Area 2 - Promoting Inclusion and Resilience		
	Action	Update
2.1	The Welsh Government will develop an all-Wales communication plan for Hate Crime Awareness Week 2015 which will include promotional material and engagement activities. This will raise awareness of hate crime and lead to an increase in reporting.	For Hate Crime Awareness Week 2015 there was an overarching national campaign, as well as those undertaken across all 4 Police Force areas. The aim of this was to create more joined up working and ensure consistent messages were being delivered. The main focus of the messaging during the campaign was around the reporting of hate crimes, encouraging people to report and providing information on how to identify and report a hate crime. The campaign was entitled 'Hate Crime is Wrong, Report It'. In addition there was a social media-focussed all Wales awareness campaign (Think for Yourself) which Gwent Police led on behalf of the 4 Welsh Police Forces and the Welsh Government.

2.2	We will provide funding to each of the Police and Crime Commissioners in Wales to undertake community engagement work during Hate Crime Awareness Week 2015 (HCAW15). We will publish a report on Hate Crime Awareness Week 2015 to measure the impact.	<p>The Welsh Government once again supported Hate Crime Awareness Week in October. The main aim of Hate Crime Awareness Week is to increase awareness of what a hate crime is and the impacts on victims and communities; and to provide information on how to report hate crime. The Minister for Communities and Tackling Poverty made funding available to Police and Crime Commissioners for community engagement work during the week.</p> <p>Community engagement was key to HCAW15 and it was again very strong across all four Police Forces. A wide variety of activities took place and a report detailing the impact of the week has been published.</p>
2.3	We will host a national Cyber Hate and Bullying Conference during Hate Crime Awareness Week 2015. This will aim to increase greater understanding and awareness of cyber hate and the impacts of social media.	<p>During Hate Crime Awareness Week 2015 the Welsh Government hosted a national conference on cyber hate and bullying in the Age of Social Media, which was delivered in partnership with Cardiff University. The conference was put together and designed in collaboration with a working group consisting of Third Sector organisations and Criminal Justice Agencies. It provided an opportunity for delegates to hear from experts in the field and to learn about some of the barriers which are being faced across the UK. There were over 170 people in attendance at the conference and there were a range of workshops in the afternoon and key speeches from experts in the field.</p> <p>Cardiff University has produced a report following the conference, which draws together current research in this area and has highlighted key discussions and findings from the conference. The conference report includes a number of recommendations, based upon discussions across partners. The recommendations within the report will be embedded within the Hate Crime Framework Delivery Plan for 2016-17.</p>
2.4	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.	<p>Families First promotes the development of multi-agency systems of support for families, particularly those living in poverty. The programme places an emphasis on early intervention and prevention and on bringing organisations together to work with the whole family to help stop problems from escalating towards crisis.</p> <p>We continue to work closely with local authorities in relation to delivery of the programme across Wales, and delivery plans have been submitted by local coordinators outlining which services will be delivered each local authority based on their assessed needs. These have been considered and approved by account managers who then monitor delivery throughout the year.</p> <p>In 2015-16, 5,325 families completed a Joint Assessment Family Framework (JAFF) and 3,707 signed a Team Around the Family (TAF) action plan. During the same period 1,943 TAF action plans were closed with a successful outcome in relation to the plan.</p> <p>Evaluation evidence has shown the programme has achieved fundamental changes in the culture and commissioning of family support services. The concept of providing bespoke family-centred support is now firmly embedded in service provision and, as a result, the programme is achieving positive outcomes for families. The ethos of the Families First programme is very much reflective of a growing trend towards the development and delivery of early intervention and prevention services for local populations.</p>
2.5	Community Cohesion Co-ordinators will work with Communities First Clusters to further strengthen Community Involvement Plans and Delivery Plans to increase engagement across protected characteristic groups.	<p>The Regional Community Cohesion Co-ordinators (RCCCs) have continued to work with Communities First Cluster based staff across Wales to strengthen both Community Involvement Plans and Delivery Plans. RCCCs attend the Regional Communities First Cluster Manager meetings and regularly give updates on their work with Clusters, provide information and advise of training opportunities. During 2015-16 the RCCCs have provided advice and supported the development of a modular training and information pack for Cluster staff, through the WG funded Communities First WCVA Training and Support Contract. The training was titled 'Protected Characteristics Core Skills Course' with a range of thematic specialisms:</p>

		<p>Supporting and Engaging Gypsies & Travellers in Communities First</p> <p>Understanding the difference between Refugees & Migrant Workers and achieving inclusion in Communities First</p> <p>Introduction to Islam and Muslim Communities</p> <p>Older People Awareness & Inclusion in Communities First</p> <p>Lesbian, Gay, Bisexual and transgender (LGBT) Equality applied in Communities First</p> <p>Disability Equality: A can do approach in Communities First</p>
2.6	<p>We will continue to work with the Family Information Service (FIS) Network to explore ways to increase support and awareness through guidance and training. The Family Information Service Network Support Contract 2015 – 2017 includes an objective to ensure the FIS Network is informed of policy development by making links with other Welsh Government programme areas. We will provide information/updates on tackling hate crime and incidents through electronic updates to the FIS Network and at all Wales FIS Network quarterly meetings.</p>	<p>The Joint Family and Youth Information Services Annual Conference held on 9 March 2016, organised by the Family Information Service Network Support Contract Holders, featured a workshop on raising awareness of bullying, hate crime and hate incidents and methods of intervention in Wrexham.</p> <p>The FIS Network were informed about the ‘National Hate Crime Report and Support Centre’ through the regular update which is sent to all members of the Network.</p>
2.7	<p>The Disability Sport Wales “Insport programme” will support National Governing Bodies of Sport, Local Authorities and Clubs with quality sessions for disabled people within their communities. The foundation of the programme is built upon the assumptions that if the key principles of inclusion are embedded within everyday practices then everyone in the organisation will benefit.</p>	<p>The Disability Sport Wales “Insport programme” seeks to embed the key principles of inclusion within everyday practices for the benefit of the entire organisation. The programme continued to support National Governing Bodies of Sport, Local Authorities and Clubs with quality sessions for disabled people within their communities. The number of sessions increased by 23% and qualified coaches increased by 20% in 2015.</p>
2.8	<p>Sport Wales and partners have established a BME Network Group which will look at ways to increase sporting opportunities, including delivering a priority to engage BME communities through sport.</p>	<p>Following Sport Wales’ research into barriers to participation in sport for BME communities, they have worked with the WCVA on a tackling inequalities framework. The WCVA have now received an offer for a grant of £538,000 for 2 years to deliver the project. The project will focus on 4 key areas: Swansea, Cardiff, Newport and North Wales. WCVA will be working with four local delivery agencies in these areas who will employ local project officers to drive the delivery plans. The outcomes/outputs will be re-visited in the next couple of months but broadly speaking they focus on:</p> <ul style="list-style-type: none"> • Outcome 1: Increased Participation: More individuals from BME communities will take part in sustainable sporting and physical activities resulting in improved health and wellbeing. • Outcome 2: Building Capacity: Individuals and groups from BME communities will be supported and capacity built in the areas of volunteering, training, governance and funding to improve sustainability. • Outcome 3: Tackling Inequality: Mainstream community-based sporting organisations and NGBs will develop stronger links with and understanding of BME communities improving equality of access to sustainable sporting activities. <p>A Communications Plan will be developed with WCVA and the project will be formally ‘launched’ in Summer 2016.</p>
2.9	<p>LGB&T Sport Cymru Network is now a recognised body by Sport Cymru, who are responsible for developing sport in the country. A response system is being devised to ensure consistency if / when new incidents of homophobia arise. The network’s social media accounts will continue to develop with established Facebook and Twitter accounts offering advice and support to those within the LGB&T Community in a sporting context.</p>	<p>The LGBT forum has worked with the Football Association of Wales and Welsh football clubs to encourage them to join the national Football v Homophobia campaign. The campaign has been running across the UK and Europe since 2010 and aims to ensure that football at all levels is welcoming and safe for the lesbian, gay, bisexual and transgender community. It aims to encourage the sport to make a stand against sexual orientation-based discrimination. Clubs from the Welsh Premier League, the Championship and at all levels have signed up.</p> <p>During 2015-16, Barry Town supported the scheme and dedicated a home game to show support to the scheme, which was broadcast live on TV. Other examples included a Merthyr Town Southern League game, Rhondda Club</p>

		Hafod Ladies' home game against Pontypridd Town and Newport County 's League Two fixture with Carlisle.
Delivery Area 3 - Promoting Equalities and Good Relations		
	Action	Update
3.1	We will review and consult upon our Strategic Equality Plan in 2015, including an objective which includes tackling bullying and hate crime, plus consider the need to strengthen promoting good relations and eliminating discrimination through the Public Sector Equality Duties.	In April 2015 we held a 12 week online consultation on our Equality Objectives in tandem with workshops and focus groups across Wales. A summary of the responses from all the engagement methods was published online in October 2015. Our eight Equality Objectives for 2016-20 were published in March 2016. Objective 4 will specifically focus on reducing the incidence of all forms of harassment and abuse, including (but not limited to) violence against women, hate crime, bullying, child abuse, domestic abuse, and abuse of older people. Objective 6 will focus on strengthening community cohesion by fostering good relations, inclusion, mutual respect and understanding within and between communities across Wales. The Strategic Equality Plan 2016-20 will be published in Autumn 2016.
3.2	We will consider the implementation of the Wellbeing of Future Generations (Wales) Act 2015 in relation to the national goals, including the goals of 'a Wales of more cohesive communities' and 'a Wales of more equal communities' and relevant guidance to include hate crime as a specific area for consideration.	The statutory guidance under the Well-being of Future Generations (Wales) Act 2015 was consulted on during 2015 and the final guidance was published in February 2016. The guidance, 'Shared Purpose Shared Future' is split into four parts, SPSF 1 covers the Core Guidance, SPSF 2 covers the individual duties on public bodies, SPSF 3 covers the collective duty through public services boards, and SPSF 4 provides guidance for community councils. SPSF 1, 2 and 3 provide further guidance on the links with Equality and Human Rights and the UNCRC.
3.3	We will continue to fund Regional Community Cohesion Co-ordinators across Wales for a two year period from 2014 – 2016. A key part of this work will be to enhance strategic delivery of tackling hate crime across Local Authorities and their partners.	The Welsh Government funded eight Regional Co-ordinator Posts across 2015-16 to support local authorities to deliver across seven key outcomes. A significant outcome prioritised that departments, organisations and people understand hate crime, victims make reports and get appropriate support. Progress has been undertaken across Wales to support the development of local and regional structures to enhance working arrangements. Co-ordinators have played a key role to link up policy departments and to consider targeted support and training for front line staff (see Annual Report in 3.5 below).
3.4	We will fund Community Cohesion Co-ordinators to work with partners on a local and regional basis to increase awareness and engagement across Gypsy and Traveller communities and to increase data and understanding on immigration and with Refugees and Asylum Seekers. This will include exploring ways to tackle stigma and negative stereotypes.	Community Cohesion Coordinators worked closely with Local Authorities on their responsibilities to undertake Gypsy and Traveller Accommodation Assessments. Authorities have anecdotally reported enhanced engagement with their Gypsy and Traveller communities. Coordinators also supported attendance at Welsh Government funded training for Elected Members on new duties under the Housing (Wales) Act 2014. Co-ordinators have also worked on a local basis to develop better understanding on data and migration patterns across departments and they have been influential in support of the Syrian Resettlement Programme and wider dispersal. This has included supporting work around community engagement to break down barriers to resettlement and supporting new arrivals to understand their rights (see Annual Report in 3.5 below).
3.5	We will publish an Annual Delivery Report on phase two of the community cohesion programme across Wales. This will include a summary of actions which co-ordinators have taken to promote community cohesion and tackle hate crimes.	A mid year review of the Community Cohesion Delivery Plan was published in June 2015 http://gov.wales/docs/dsjlg/publications/equality/150603-community-cohesion-progress-report-2015-en.pdf . This demonstrates progress undertaken across Wales through seven outcome areas, including Outcome 1 to tackle hate crimes.
3.6	We will continue to work with the Disability Hate Crime Action Group to develop a work plan and to help deliver work to support implementation of the Hate Crimes and Incidents Framework.	The Disability Hate Crime Action Group is a partnership working group consisting of major disability charities across Wales and Public Sector organisations, such as Welsh Government, Police Forces and Crown Prosecution Service. The Group is chaired by Disability Wales and MENCAP Cymru and has met cyclically to discuss key issues around disability hate crime, such as community engagement and linking with work to increase awareness of hate crimes across communities.

3.7	Travelling to Better Health – Guidance for healthcare practitioners on working effectively with Gypsies and Travellers will be published in 2015, following consultation. Some of the outcomes which are expected from using this guidance include: Increased practitioner knowledge of Gypsy and Traveller culture and traditions; Increased practitioner knowledge of the health status and health needs of Gypsies and Travellers; Increased practitioner confidence in working effectively with Gypsies and Travellers; and increased confidence among Gypsies and Travellers in understanding and communicating their own health needs and in using health services.	Travelling to Better Health, guidance for healthcare practitioners on working effectively with Gypsies and Travellers was published in the summer of 2015. The guidance was accompanied by a number of measures which Health Boards and the Welsh Government are required to implement. This implementation work will now be ongoing and policy officials will work to build this work into Travelling to a Better Future Framework for action and delivery plan
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Delivery Area 4 - Training and Awareness in Service Delivery

	Action	Update
4.1	We will continue to fund Victim Support Cymru to provide hate crime training across Wales (with support from Hate Crime Criminal Justice Board) to: Hold at least 50 hate crime training sessions with relevant front-line staff across the public sector including housing, education, health and social services. Hold at least 50 training sessions with community organisations/ groups (with a targeted focus upon places of worship and carers/ families to increase religious and disability hate crime reporting). Support existing and new Third Party Reporting Centres to access training; Deliver intensive training across a network of volunteers.	Victim Support Cymru delivered 89 Hate Crime Awareness Sessions were during 2015/2016 which saw 1388 people trained across Wales. Of those who returned their feedback forms, the overall rate of satisfaction was 100% positive. This has included targeting key frontline services such as housing, health and social services. Further community focussed sessions with disability groups, equality forums and schools has been delivered through the training.
4.2	We will continue to fund Dynamix in 2014-17 to educate key professionals working in housing, social services and health to understand and prevent discrimination against Gypsy and Travellers, Asylum Seekers and Welsh Pakistani and Bangladeshi communities.	Dynamix has completed the train the trainers sessions and has to date delivered training to 282 professionals working in housing, social services and health service about Gypsy and Traveller issues, and 130 professionals working in housing, social services and health service about Asylum Seekers and Refugees issues. Objectives for 3rd and final year have been agreed. This will include educating professionals working in housing, social services and health service about Welsh Pakistani and Bangladeshi communities.
4.3	Police Forces, British Transport Police and the Crown Prosecution Service will review current hate crime training and will identify further improvements through learning from Local Scrutiny and Involvement Panels.	<p>Dyfed Powys Police Hate Crime training was rolled out to all officers and Police Community Support Officers (PCSOs) between September and December 2015. The input focused on what a Hate Crime was and ensured that Police Officers were able to identify it. Further refresher training was also delivered to Hate Crime Support Officers throughout the Force which is a full day's face to face training. There was a specific focus within the training on learning from victim satisfaction data. Staff in the Force Communication Centre, continue to receive hate crime training which allows them to identify hate crime at first point of contact.</p> <p>Gwent Police launched a Hate Crime Toolkit as a single support resource for all officers and staff. The toolkit is updated on a regular basis in line with lessons learned through Local Scrutiny and Involvement Panels (LSIPs) feedback. Hate Crime training has been delivered across the Force from January 2015 through local training days with 1.5 hours lesson delivered to all frontline officers and sergeants over a 10 week period. 15 new Hate Crime Support Officers (HCSOs) were trained in October 2015 and existing HCSOs attended a refresher day. All Call Centre staff have received hate crime training focussing on effective identification and recording.</p> <p>North Wales Police are developing Hate Crime Training package for all PCSOs. All learning through Local Scrutiny and Involvement Panels is passed on to staff.</p> <p>South Wales Police reviewed training provision upon publication of the Living In a Different World Report and this has been ongoing. Training introduced as a result included:</p>

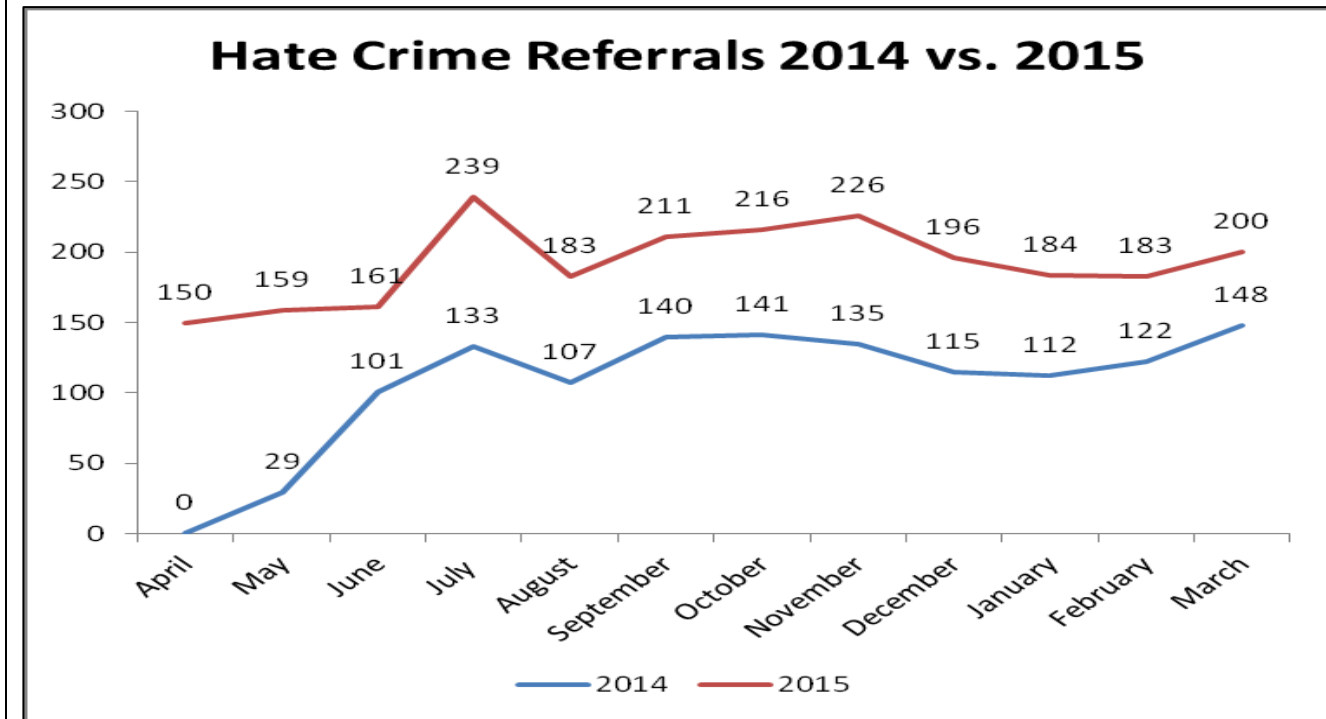
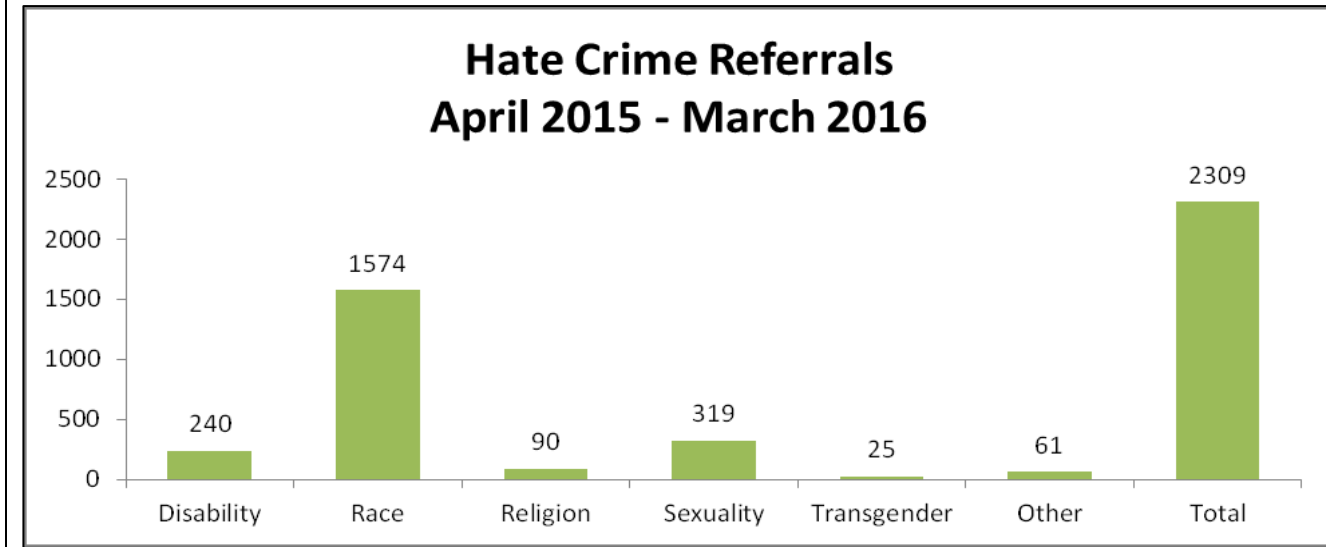
		<ul style="list-style-type: none"> • A Collaborative input delivered by Justice & Partnerships Department of South Wales Police and the Crown Prosecution Service, that focused on building on the Identifying and Managing Hate Crime Courses that were delivered. • Hate Crime and Anti-Social Behaviour (ASB) Response Day which explored in detail the issue of vulnerability, disability harassment and Hate Crime, utilising case studies and real South Wales Police examples to achieve this • The Justice & Partnerships Department have also delivered training to Neighbourhood officers and PCSOs on hate crime and ASB. • A Chief Constable's Master class Policing Hate Crime <p>Between October and December 2015 the CPS Hate Crime Co-ordinator delivered 12 full day face to face Hate Crime Training sessions to all CPS Cymru Wales Prosecutors and Associate Prosecutors (approx 130 staff). CPS Direct Prosecutors were also trained and internal Hate Crime Guidance has also been updated and issued to all staff.</p> <p>CPS Local Scrutiny and Involvement Panels (LSIPs) have been held in each of the four Welsh police force Areas. Community members review finalised hate crime cases. Learning and good practice is identified and shared with staff, other criminal justice agencies and CPS HQ.</p>
4.4	Across the criminal justice system we will deliver hate crime training: Through the mandatory legal advisor training programme. To prison staff, prisoners and agencies representing prisoners and probation Staff.	Two hate crime training sessions were delivered to the bullying advocates (prisoners) at HMP Parc Prison on 16 June. Legal Advisor Training was delivered across all Magistrates Courts in Wales on during April and May 2015. Probation (Wales CRC) Training delivered to across all Wales Teams during February and March 2016 (14 sessions).
4.5	Regional Community Cohesion Co-ordinators (RCCC) will engage with the Community First Cluster staff to highlight training opportunities for staff on community cohesion and hate crime and to identify any additional training needs. Training will be delivered, as far as possible, via the Welsh Government/ Wales Council for Voluntary Action Communities First Training and Support Contract. A RCCC representative will be invited to join the Welsh Government/ Wales Council for Voluntary Action Communities First training panel.	The Regional Community Cohesion Co-ordinators (RCCCs) have continued to work with Communities First Cluster based staff across Wales to strengthen both Community Involvement Plans and Delivery Plans. RCCCs continue to attend the Regional Communities First Cluster Manager meetings and regularly give updates on their work with Clusters and provide information and advise of training opportunities. A WCVA/Welsh Government training panel was not established, however, during 2015-16 the RCCCs provided advice and supported the development of a modular training and information pack for Cluster staff, through the WG funded Communities First WCVA Training and Support Contract.
4.6	We will deliver hate crime training to prosecutors and court officers using theatre art to further understanding and increase prosecutions of hate crimes.	Hate Crime Awareness Week 2015 culminated in 'The Truth and Justice Show' an interactive training event for CPS Cymru and Gwent Police personnel. The focus of the day was on improving the investigation and prosecution of disability hate crime, and featured a morning of guest speakers addressing issues such as disability vs. vulnerability, prosecution guidance and a key note speech by Daniel Biddle, Gwent resident and survivor of the 7/7 terrorist attacks in London who now uses a wheelchair. The afternoon session was led by Sunni Arts who performed a bespoke piece of forum theatre based on a real disability hate crime case in Wales. Around 80 delegates attended the event which was joint funded by Gwent's Police and Crime Commissioner.
4.7	We will ensure that awareness raising, training and other actions to address hate crime are included in the revised night time economy framework due to be issued for consultation in July 2015	A consultation on a framework for managing the night time economy in Wales was launched in September 2015. This included identifying the impact of hate crime and to explore the need for specific training for staff in the night time economy. The consultation closed in December 2015 and work has been undertaken by Public Health Wales on revising the framework. The aim is this will be issued in September 2016, which will include actions in relation to hate crime.

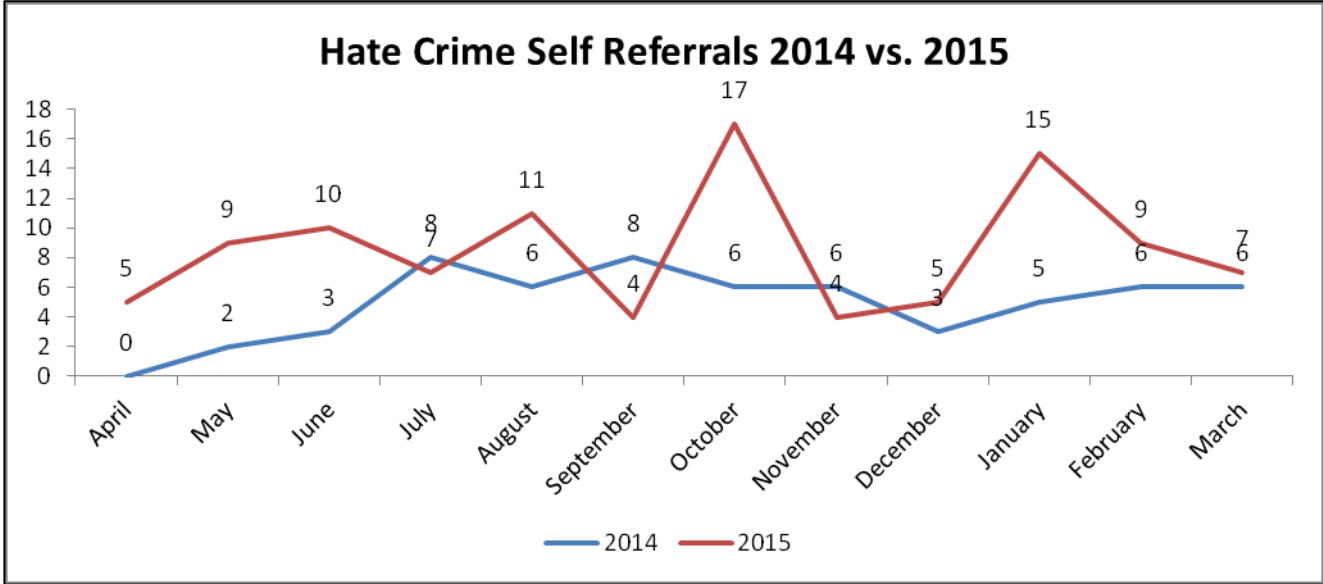
Objective 2 - Supporting Victims

Delivery Area 5 - Increased Reporting of Hate Crime and Incidents

Action	Update
5.1	<p>We will continue to fund Victim Support 2014-17 to operate a unified, national 24 hour Hate Crime Report and Support Centre which will provide a 'One Stop Shop' approach to support victim-led advocacy, support and advice. This help will include: National helpline; On-line reporting; Text and emails services; and full range of access and support for victims</p>

Victim Support Cymru has operated the National Hate Crime Report and Support Centre, which provides advocacy, support and advice for hate crime victims across Wales. This includes a dedicated telephone helpline, on-line reporting and other accessible mechanisms. The report centre has a project manager and a team of call handlers, case workers and volunteers providing support on a pan Wales basis. The service has increased the number of referrals accessing the service in comparison to 2014 data.



5.2	We will collect, collate and provide analysis of statistics and trends of the Hate Crime Report and Support Centre and relevant reporting mechanisms including Tell MAMA/ True Vision/ Mencap Learning Disability Helpline/ Stop Hate UK.	<p>The services continues to support the development of Service Level Agreements across agencies and is linking with other sources of third party reporting, including national helplines. The Service has also increased the number of self referrals accessing the service. The graph below demonstrates a peak during Hate Crime Awareness Week 2015, during October, where concerted efforts were made to increase reporting.</p>  <table border="1"> <caption>Hate Crime Self Referrals 2014 vs. 2015</caption> <thead> <tr> <th>Month</th> <th>2014</th> <th>2015</th> </tr> </thead> <tbody> <tr><td>April</td><td>0</td><td>5</td></tr> <tr><td>May</td><td>2</td><td>9</td></tr> <tr><td>June</td><td>3</td><td>10</td></tr> <tr><td>July</td><td>8</td><td>7</td></tr> <tr><td>August</td><td>6</td><td>11</td></tr> <tr><td>September</td><td>8</td><td>4</td></tr> <tr><td>October</td><td>6</td><td>17</td></tr> <tr><td>November</td><td>6</td><td>4</td></tr> <tr><td>December</td><td>3</td><td>5</td></tr> <tr><td>January</td><td>5</td><td>15</td></tr> <tr><td>February</td><td>6</td><td>9</td></tr> <tr><td>March</td><td>6</td><td>7</td></tr> </tbody> </table>	Month	2014	2015	April	0	5	May	2	9	June	3	10	July	8	7	August	6	11	September	8	4	October	6	17	November	6	4	December	3	5	January	5	15	February	6	9	March	6	7
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5.3	We will continue to fund Save the Children 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 from agencies, and to co-deliver training with the media.	£316,151 funding has been awarded to Save the Children's Travelling Ahead project from 2014 – 2017 to continue providing young Gypsy and Traveller people with a voice and understanding of their rights. The Travelling Ahead Project has made some good progress in proactively advertising their hate crime reporting and support role. They have also developed a hate crime DVD and distributed to organisations that want to use it in training. A group of young people are now very actively engaged in wanting to make positive media following their media training																																							
5.4	We will fund Welsh Refugee Council 2014-17 to reduce hate crime 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.	<p>During this period the Wales Refugee Council (WRC) collected evidence of the experiences of hate crime in Wales. It engaged with 51 asylum seekers and refugees, through interviews, case histories and two focus groups. 67% of the people interviewed stated their own experiences of hate incidences and crime. The WRC raised awareness among asylum seekers of what constituted Hate Crime as there was a lack of understanding given the circumstances many had experienced in their home countries. It also produced a number of recommendations around prevention, supporting victims and improving multi-agency responses. Hate Crime was also discussed at the focus groups for the Strategic Equality Plan, again this helped raise awareness among asylum seekers ensuring they understood what hate crime was and that here in Wales they do have rights and will be taken seriously if they report incidents of Hate Crime.</p> <p>During Refugee Week 2015 there were a number of events held including:</p> <ul style="list-style-type: none"> • Riverfront event in Newport with over ten community stalls, the local flying start running children's activities, music from local artists and refugee groups, an art exhibition developed by local professional and refugee artists, and a theatre show documenting three asylum seeker and refugee stories with a shadow show and power point. There were approximately 280 participants. • Oasis launch event in Cardiff with a presentation and film from the local Ahmadiyya Muslim community, a presentation from Syeda Batool, and food and music. There were approximately 150 participants. 																																							

		<ul style="list-style-type: none"> Wales Millennium Centre hosted an event with two stages of music from BME and refugee artists, a yurt with a production of Yasmin's Footprints developed by Welsh writer Louise Osborne and local asylum seekers and refugees, drum workshops and storytelling. There were approximately 6000 participants. Oriel Wrecsam - this event took over the street in front of the gallery and had music by refugee artists and the local and Polish community choir, stalls and storytelling. There were approximately 450 participants.
5.5	We will develop initiatives to increase reporting with Refugees and Asylum Seekers, Migrants and Gypsy and Travellers.	Victim Support's North Wales Hate Crime Caseworker worker engaged with a number of sites across North Wales to encourage the reporting of hate crimes and incidents. In addition, he set up a Facebook Page for this role and promoted it amongst Travellers. The South Wales and Gwent Caseworker also engaged with site workers in Torfaen and visited the sites to encourage and support reporting. Dyfed Powys Police provided Victim Support with a list of key sites and contacts in Dyfed Powys. An article was also published in the 'Travellers' Times'.
5.6	We will continue to fund Stonewall Cymru 2014-17 to work to tackle hate crime based upon sexual orientation which will be working towards 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.	<p>Stonewall Cymru's Director represented the organisation on the independent ministerial advisory group on hate crime. They have published and distributed a range of innovative guides and posters to encourage victims to report hate crimes. They have improved the evidence base by publishing Wales specific research on Homophobic Hate Crimes. They attended the National Conference on Hate Crime and Bullying in the Age of Social Media and shared research from their Hate Crime research on social media as part of Hate Crime Awareness Week.</p> <p>Stonewall Cymru continue to publicise the No Bystanders and anti-homophobic language campaign at events.</p>
5.7	We will continue to fund Youth Cymru 2014-17 to tackle hate crime 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.	<p>Trans*Form Cymru has developed, piloted, and launched a toolkit containing guidance, information and resources for youth-facing organisations. The Children's Commissioner for Wales launched the toolkit at Trans*Form Cymru's National Conference in November 2015. The toolkit has now been disseminated to youth-facing organisations.</p> <p>They have also produced a Charter which has been created in line with the United Nations' Convention on the Rights of the Child. It established a number of rights belonging to trans young people and their expectations of organisations to ensure these rights are met. The Trans*Form Charter was launched in December 2015 by the Minister for Communities and Tackling Poverty at an event which targeted senior decision makers.</p> <p>The Trans*Form Steering Group continue to deliver awareness raising sessions.</p> <p>The Transgender Awareness units developed as part of the project have now been included within the Agored Cymru Level 1 and 2 Personal and Social Education Qualification.</p> <p>Trans*Form documentary has had over 800 YouTube views and has been shared widely on USB. The video was also included in Children in Wales' Anti-Bullying week resources and disseminated to their members.</p> <p>Alongside the main activities of the project, Youth Cymru has provided additional support for members including hate crime reporting.</p>
5.8	We will continue to fund Age Connect North-East Wales (ACNEW) to undertake a Specialist Elder, Domestic Abuse and Hate Crime project to provide specialist advocacy, awareness raising, and to ensure older people have their voices heard. This project will assess the prevalence of hate crimes and incidences as experienced by older people in North East Wales.	<p>Since the start of the project there have been 301 referrals with 177 of these in 2015-17. A referral system is in place and is being used by organisations such as Welsh Women's Aid and North Wales Police.</p> <p>Training sessions were delivered quarterly in conjunction with Wrexham CBC and Hafan Cymru. Monthly one-stop-shop meetings are being held with Wrexham Women's Aid. Age Concern North East Wales are attending Multi Agency Risk Assessment Conference meetings in Flintshire and Wrexham and are receiving referrals from both</p>

		<p>areas. They also attended the Crown Prosecution Service Local Scrutiny Involvement Panel and Domestic Abuse Forum.</p> <p>During 2015-16 ACNEW offered continued support to older persons who are victims of crime or abuse whether it's through the Criminal Justice System, Local Authority Safeguarding Procedures or civil remedy. A full holistic assessment is offered, including a benefits check which raised £99142.75 in 2015-16.</p> <p>Glyndwr University carried out an external independent evaluation of the project and have produced an interim report.</p>
5.9	<p>We will work with partners to explore current evidence and data on the impacts of hate crimes on older people and include identification of the impact of scams on older and disabled people.</p>	<p>Diverse Cymru undertook research on behalf of the Welsh Government on Crimes Against Older People . They developed and delivered regional engagement workshops and focus groups with Public Sector Authorities, Third Sector partners and communities across Wales to gather evidence on cotemporary issues in relation to crimes against older people, including hate and mate crimes. They also gathered evidence from desktop research and the engagement workshops/ focus groups in a report for the Welsh Government, including practice across the UK and recommendations. In all they received over 180 responses through the workshops and an on-line survey.</p> <p>The findings were presented in an Executive Summary and launched on a 'day of action' on 24 March. Further detailed findings will be available on Diverse Cymru's website. There were 10 recommendations in the report which the Welsh Government will consider in the development of the 2016-17 Framework Delivery Plan.</p>
5.10	<p>Advice and information for children and parents on how to report online incidents will be promoted through the e-Safety zone on the Hwb website (hwb.wales.gov.uk). The Welsh Government is intensifying activities to promote responsible use of the internet by children in Wales. We are working with partners to deliver e-Safety education and awareness activities across Wales and are looking in particular at the risks faced by younger children using the Internet. We are providing guidance to schools on a wide range of issues, including the use of social networking technologies in education and cyberbullying.</p>	<p>Working with South West Grid for Learning (SWGfL), Welsh Government continues to provide advice and information through the Hwb e-Safety zone. The e-Safety contains resources, links, advice and support for children and young people, parents/carers and education professionals and promotes safe and responsible use of the internet by all.</p> <p>There is a dedicated page in the e-Safety zone for parents which contains information and advice on a number of key concerns parents encounter such as cyberbullying and sexting. There is also a section for children and young people where they can find links and resources to help to keep them safe online, as well as advice, tips and support if things have gone wrong.</p> <p>Throughout term time, a monthly resource is published on a key topic. They have included topics such as information literacy, online relationships, digital footprint and reputation, bullying, self image & identity, information privacy.</p> <p>To date, 33 days of e-Safety education and awareness sessions have been delivered to educational practitioners and governors across Wales. These sessions will continue to take place, with a further 33 sessions due to be held before the end of September 2016.</p>
5.11	<p>We will support the work of a 16 month LGBT helpline and research project with a focus upon engagement with rural communities through Stop Hate UK and the LGBT Consortium (Unity Project in Wales).</p>	<p>The project was delivered, which included funding through the LGBT Consortium to Unity Group Wales for training and community work and to Stop Hate UK for a helpline. Research findings on LGBT hate crime have been published and a range of resources from the project have been produced to increase awareness and support. The Welsh Government, Gwent Police and Cardiff University were represented on a UK steering group to advise delivery with the EHRC.</p>

5.12	We will ensure disabled people have reporting alternatives which are appropriate and accessible, including through relevant schemes such as Pegasus and Keep Safe Cymru and assistive technologies.	<p>The Pegasus scheme is in place throughout Dyfed-Powys and continues to be promoted. This provides bespoke communication with the police for vulnerable adults, and adults with learning disabilities. Delivery of the scheme has been promoted during Hate Crime Awareness Week 2015. 101 text messaging service for the deaf or hard of hearing has also been introduced and is being promoted widely. Dyfed-Powys Police continue to evaluate and review reporting mechanisms available to ensure that they are appropriate and accessible.</p> <p>Gwent Police have carried decisions on the provision of a reporting mechanism within the 2016-20 Strategic Equality Plan.</p> <p>North Wales Police work closely with Victim support and local agencies to support alternative ways to report Hate Crime. The OPCC and North Wales Police Force Control Centre Managers have met with South Wales Police to discuss implementation of the Keep Safe Cymru Card in North Wales.</p> <p>South Wales Police, Learning Disability Services and Mencap Cymru, have jointly developed a Keep Safe Card Scheme for anyone in the force area with a Learning Disability, Mental Health or Dementia and communication need. The scheme is designed to make people more aware of their personal safety, to encourage reporting of crime – especially hate crime – and to seek help if they need it. It will also help those providing assistance, such as the Police, to access support for the user of the card and understand how to make them feel safer.</p> <p>The National Hate Crime Report and Support Centre provide a telephone and online reporting mechanism. There is an online tutorial on the website to make the information more accessible. The website has also been reviewed by Disability Cymru, and all recommendations have been completed.</p> <p>The True Vision Cymru page provides an online reporting mechanism.</p>
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Delivery Area 6 - Increased Support for Victims

	Action	Update
6.1	We will continue to fund Victim Support Cymru 2014-17 to develop case workers and a national network of volunteers across the protected characteristics through the National Hate Crime Report and Support Centre to increase advocacy and help for victims of hate crime.	Victim Support Cymru has developed a model supported by volunteers on a pan Wales basis. This includes specific expertise and understanding across protected characteristics. Active Volunteers have increased more noticeably in South Wales and Gwent and there are 27 members of the Hate Crime Team.
6.2	A Hate Crime Advocacy and Empowerment Project, is funded by the Big Lottery Fund, which commenced across South East Wales in August 2014 through Race Equality First (REF) and South East Wales Regional Equality Council (SEWREC). Further Big Lottery Funding has been provided by the Voices Have Spoken, which is run by, Swansea Bay Regional Equality Council (SBREC) and a Hate Crime Support Project through North Wales Regional Equality Network (NWREN).	The project continues to support engagement across communities to provide advocacy, support and advice. A project report on progress will be published in Summer 2016.

6.3	<p>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. 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. Develop understanding of the role of registered intermediaries.</p>	<p>The Hate Crime Criminal Justice Board (HCCJB) has undertaken a scoping exercise to consider standard questions across four Police Forces and the National Hate Crime Reporting Centre to monitor consistent data for publication. Current data across Gwent Police shows victim satisfaction is higher amongst hate crime victims compared to general crime. A subgroup from the Board is taking forward a bespoke piece of work within the 2016-17 Delivery Plan.</p>
6.4	<p>We will ensure a clear pathway for hate incidents and crimes exists from the first point of contact across Wales.</p>	<p>Dyfed-Powys Police has revised its Hate Crime Policy and operational guidance to ensure that a clear pathway not only exists, but is clearly explained to staff and officers. Staff and officers involved have clearly defined roles and responsibilities. The revised policy and operational guidance were covered during the hate crime training at the end of 2015 to ensure that there was raised awareness of the same within the Force.</p> <p>Gwent Police have progressed through training for First Contact Service staff, launch of hate crime toolkit, and it will be developed further with the implementation of new command and control system.</p> <p>North Wales Police have developed a Risk assessment template and used it to support the recording and investigation of Hate Crime.</p> <p>Methods to remove barriers to reporting have been included within the South Wales Police Accessibility Strategy and Third Party Reporting Schemes are being utilised.</p>
6.5	<p>We will produce an 'easy read' booklet for hate crime victims across the Criminal Justice System and in line with the Victims Code. It will include an accessible definition and case studies.</p>	<p>The Crown Prosecution Service (CPS) has produced brief guides on what hate crime is and what to do about it (for publication in Spring 2016). Targeting those most likely to be impacted as victims, witnesses, family, friends or communities, the guide aims to raise awareness and ultimately to help increase reporting. A parallel guide has also been prepared for those in frontline services who may be the first to hear about a hate crime or incident and provides essential guidance and signposting. The guides will be available in easy read versions</p> <p>All CPS Hate Crime related legal/policy guidance will be refreshed by the end of 2016.</p>
6.6	<p>We will explore using social media to engage with hate crime victims and to counter negative stereotyping through the Ministry of Justice Programme.</p>	<p>During Hate Crime Awareness Week 2015, social media was widely utilised to raise awareness of Hate Crimes and Incidents. The All Wales materials produced around 'Think for Yourself' also focused on counter negative stereotyping and will be further utilised by the Four Police Forces in the future. Further work is underway to assess the impact of social media to build upon findings and recommendations from an all Wales Social Media Hate and Bullying Conference from October 2015, to explore proactive ways to address current issues and to utilise existing tools to combat cyber hate.</p>
6.7	<p>Pilot hate crimes being listed in court in West Glamorgan Magistrates' Court on a set day each week to enhance the support for victims and to increase media reporting of the prosecution of hate crimes.</p>	<p>This action has been placed on hold, as a preliminary view was reached that there was not sufficient work to merit having a set day within courts.</p>

6.8	<p>The Code of Guidance for Local Authorities on the Allocation of Accommodation and Homelessness 2015 is a key element of the Welsh Government's work to prevent homelessness and to help people in housing need. It is a substantial reference source of advice, information and guidance for Local Authorities and others.</p> <p>We will monitor delivery of the Code which is issued by the Welsh Ministers. Local Authorities must have regard to the Code when exercising their functions in connection with allocating accommodation under Part 6 of the Housing Act 1996 and dealing with homelessness under Part 2 of the Housing (Wales) Act 2014. The Code is relevant to all Registered Social Landlords because they have a duty to co-operate with Local Authorities to help them achieve their obligations to people in housing need. The Code provides advice and guidance in relation to: Providing priority allocation of housing to victims of hate crimes; Assessing the suitability of accommodation for people who have been the victim of hate crime; Supporting tenants who may be victims of hate crimes and incidents; Dealing with tenants who may also be perpetrators; and Part 2 of Code provides advice and guidance on prevention of people becoming homeless as a result of hate incidents.</p>	<p>The Code of Guidance to Local Authorities on the Allocation of Accommodation and Homelessness has recently been reviewed and re-issued in March 2016.</p>
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Objective 3 – Improving the Multi-Agency response		
Delivery Area 7 – Improving the Partnership Approach		
	Action	Update
7.1	<p>We will monitor the delivery of a Multi-Agency Risk Assessment Conference (MARAC) model for high risk victims and continue to support and deliver recommendations for the roll out of high risk protocols across Wales.</p>	<p>All four Welsh Police Force Areas have a high risk model in place to support victims. This has included the development of risk templates and protocols and work is continuing through the Hate Crime Criminal Justice Board to measure numbers and the impact.</p>
7.2	<p>Community Cohesion Co-ordinators will continue to work with partners on a regional basis to support robust partnership approaches to tackle hate crime.</p>	<p>Local and regional approaches have been embedded across Wales to support greater partnership working and support, this is being tailored to suit partnership arrangements. Co-ordinators are working proactively to embed relevant supporting structures, such as Hate Crime Multi-Agency Forums, which provides a platform for case management and to assess partnership approaches. The Welsh Government continues to fund Community Cohesion Co-ordinators in 2016-17 to build upon initial work and to support sustainable structures being put in place.</p> <p>CPS Cymru Wales Hate Crime Action Plan has been updated and is monitored by the Hate Crime Co-ordinator, Deputy Chief Crown Prosecutor with responsibility for hate crime and Equality, Diversity and Community Engagement Managers. All CPS Hate Crime related legal/policy guidance will be refreshed by the end of 2016.</p>
7.3	<p>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.</p>	<p>This action has been supported through the development of quarterly news bulletins by Victim Support Cymru. This has provided information and case studies on the impact of the national reporting centre and is helping to provide examples on positive working. The Welsh Government has also published a report into Hate Crime Awareness Week 2015, which demonstrates the positive work taking place across Wales through core community engagement.</p>

7.4	We will continue to raise awareness and to drive leadership through the Framework across relevant strategic and operational Groups and Boards across Wales and to ensure delivery is joined up.	The Hate Crime Criminal Justice Board (HCCJB) continues to meet on a quarterly basis to drive consistency across Wales and to ensure joint up partnership working is in place. The Board continues to have strategic overview across Wales and information through relevant groups and forums is fed into delivery. An annual delivery plan is being progressed for 2016-17.
7.5	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”. This will include an evidence report on delivery of the Framework.	<p>The Minister for Communities and Tackling Poverty chaired an Independent Advisory Group on Hate Crime, which plays a key role in monitoring and tracking progress of the Tackling Hate Crime Framework and Delivery Plan. As part of this monitoring, the Welsh Government wanted to gather evidence on how effectively hate crime and incidents were being tackled in Wales and whether the Framework was having a positive impact. One of the significant pieces of work for the group this year was, therefore, to collect this evidence from their stakeholders and communities.</p> <p>In order to capture community views, the Welsh Government developed a toolkit for organisations to use to gather evidence from stakeholders on their experiences of hate crime and the support they have received if they have been victims. In gathering this evidence on stakeholders’ experiences of hate crime we were also seeking to increase awareness of hate crimes and incidents and make people more confident about reporting. A significant number of focus groups were held which allowed the organisations to tease out more of the background information from stakeholders and the reasons behind the evidence collected, and to get a more detailed and personal experience from victims of hate crimes and hate incidents.</p> <p>General findings from the surveys demonstrated there was generally a good understanding of what a hate crime was. Three quarters of those asked said they would report a hate crime in the future if they become the victim of a hate crime, or if they witnessed a hate crime with the majority of those reporting to the Police. The report also showed that the biggest barrier to reporting was the victim believed nothing would be done as a result. Confidence to report to organisations varied - 90% would report to the Police, 75% would report to an employer or teacher, 72% would report to a health professional (such as a GP or hospital), 59% would report to a Local Authority, 53% to Public Transport Providers and 53% to a Housing Association.</p> <p>The report was published in December 2015 and a copy can be found at the link below.</p> <p>http://gov.wales/docs/dsjlg/publications/equality/151209-evidence-and-outcomes-reporthate-crime-en.pdf</p>

Delivery Area 8 - Tackling Perpetrators

	Action	Update
8.1	We will further develop and monitor mapping data from the Local Government Data Unit on Hate Crime Hot Spots and all Wales trends.	Data from the National Hate Crime Report and Support Centre is uploaded each month, which is readily available to partners to register and detailed data is produced at an operational level for Public Sector organisations. This will help to explore how targeted interventions and support can be put in place across Wales.
8.2	A Community Cohesion and Tension Detection Tool (CAT-D) has been developed with Airbus UK, in collaboration with the Police, Local Authorities and key partners. We will consider all Wales roll out for the technology to enhance local tension monitoring protocols.	The development of CAT-D has been piloted and tested across Community Cohesion Co-ordinators throughout Wales. This has enabled for further developments and changes to be adapted to the system. The system has began to be embedded as a tool within tension monitoring processes through the national community cohesion delivery plan, which will help support early preventative work.

8.3	<p>The Renting Homes (Wales) Bill was introduced into the National Assembly for Wales in February 2015. Section 55 contains provisions to deal with anti-social behaviour and other prohibited conduct. Such behaviour is defined as causing nuisance or annoyance and can therefore be expected to encompass hate crime. The Bill will be subject to scrutiny from the National Assembly through 2015-16.</p>	<p>The Bill was agreed by the Assembly on 17 November 2015 and received Royal Assent on 18 January 2016, becoming the Renting Homes (Wales) Act 2016. The Act is available to view at www.legislation.gov.uk/anaw/2016/1/contents/enacted.</p> <p>A significant programme of work is under way to implement the Act, which will involve making around 25 separate pieces of secondary legislation. These will include regulations on: the requirement for all dwellings to be fit for human habitation; the supplementary terms to be included in occupation contracts; and the model contracts for use by landlords.</p> <p>For further information, see www.wales.gov.uk/rentinghomes</p>
8.4	<p>We will develop a business case for interventions for perpetrators of hate crime to reduce the risk of reoffending and the risk of serious harm.</p>	<p>Wales Community Rehabilitation Company and Victim Support Cymru are working collaboratively to develop a hate crime intervention, which will be aimed at offenders. Initial scoping has taken place and this action will be driven forwards through a delivery group and a pilot within the 2016-17 delivery plan.</p>
8.5	<p>We will continue to undertake hate crime assurance monitoring together with identifying cases suitable for Section 146 uplifts to the sentences given to perpetrators of hate crimes.</p>	<p>The CPS has an established Hate Crime Assurance Regime to assess the quality and effectiveness of hate crime prosecutions:</p> <p>The CPS Hate Crime Co-ordinator undertakes weekly quality and accuracy checks on all new live cases flagged as disability, homophobic, transphobic and religious hate crime and a sample of racially motivated cases. The checks include proper consideration of S146/5; instructions to prosecutor at court; special measures; reporting restrictions and other victim support issues. The regime also allows for the monitoring of social media; anti-Semitic and anti-Muslim cases.</p> <p>The CPS Hate Crime Co-ordinator also undertakes weekly checks of all new live cases flagged as Crimes Against Older People to identify any cases that should also have been flagged as Disability Hate Crime cases.</p> <p>The CPS Hate Crime Co-ordinator also undertakes monthly checks of all finalised hate crime cases to ensure S146/5 (hate crime sentence uplift) has been raised with the courts, announced in open court, recorded correctly on CPS Case Management System.</p>
8.6	<p>We will deliver three Economic and Social Research Council and Google funded research projects 'Hate Speech and the Social Media', 'The Prevalence, Patterns and Impacts of Cyber-hate' and 'Crime Sensing with Social Media'. These research projects will examine the production, propagation and impacts of cyber-hate crimes and incidents following events of national interest.</p>	<p>The Hate Speech on Social Media project is now complete and we have published the findings:</p> <p>Burnap, P. and Williams, M. L. 2015. Cyber hate speech on Twitter: An application of machine classification and statistical modeling for policy and decision making. Policy & Internet</p> <p>Williams, M. L. and Burnap, P. 2015. Cyberhate on social media in the aftermath of Woolwich: A case study in computational criminology and big data. British Journal of Criminology</p> <p>Burnap, P. et al. 2014. Tweeting the terror: modelling the social media reaction to the Woolwich terrorist attack. Social Network Analysis and Mining (Cardiff Uni)</p>

8.7	We will develop a strategy for hate crime across the National Offender Management Service which looks at the identification of perpetrators and victims from Court through to allocation of probation service.	A development of a strategy has been delayed and further work is taking place to consider the identification of perpetrators and links with work being taken forwards by the Community Rehabilitation company to develop a hate crime intervention.
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