



# Conference Report

## Facing Facts Forward Conference for a Victim Centred Approach to Tackling Hate Crime

*Brussels, 3-4 March 2015*

# FACING FACTS

MAKE HATE CRIMES VISIBLE

# FORWARD



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"Good facilitation is the key!"

"The cross section of expertise was excellent and resulted in new insights, ideas and practices"

"Great methodology of "Mapping the Stakeholders" session"

"The working seminars were very useful and effective"

"Best practices, Networking, Dialogue, Useful informations"

"I am really positively surprised about the level of specialty and actual solutions and suggestions! Things might actually be changed – much better than many other similar events that I have attended"

"Great atmosphere"

"Networking opportunities, high quality speakers, great organisation"

"It is always very useful to get the most relevant information about the topic and to meet experts to share knowledge and ideas"

"What I liked best is that representatives of different stakeholders and communities worked together for a common goal without express any selfish, personal ideas. There was a huge level of understanding and respect between all the participants. Group discussions worked perfectly"

"I learnt a lot about the police – NGO cooperation. This was my priority and the event met my expectations"

"It was really good to exchange ideas and experiences with such a high calibre group. There was a lot of expertise in the audience and the presentations were pitched at the right level"

"Very stimulating and productive conference."



# INTRODUCTION

**80 PARTICIPANTS OVER  
2 DAYS GATHERED TO FIND SOLUTIONS  
FOR THE MOST PRESSING CHALLENGES  
IN REPORTING AND RECORDING HATE CRIME IN EUROPE TODAY**



**B**uilding on the success of the past four years, Facing Facts!, the innovative programme aiming to tackle the issue of hate crime in Europe, hosted the Facing Facts Forward Conference in Brussels on March 3<sup>rd</sup> and 4<sup>th</sup> 2015. The event was made possible through the support of our partner organisations, and took place at the Royal Library in the heart of the European capital. The two-day event brought together high-level representatives of law enforcement, governments, civil societies and international organisations from across Europe, creating a dynamic environment for discussing past and current efforts in monitoring and preventing hate crime, as well as debating comprehensive and prospective systems for the future. The focus of this conference was the need for a victim-centred approach to tackling hate crime.

Following Facing Facts' achievements to create the first ever Guidelines for Civil Society Organisations on Monitoring Hate Crimes, a trainer manual and 2 train-the-trainer programmes as well as advocating with international organisations and national law enforcement to cooperate more with civil society organisations, the conference Facing Facts! Forward was the first ever transnational, transectorial conference about hate crime in Europe.

The conference initiated dialogue between these different stakeholders, and our working sessions created a space of interaction for the participants. In this way, the sessions bridged a communication gap between organisations seeking to protect the rights of different groups, be they LGBT, Roma, Jewish, Muslim, disabled, etc.

The panels were a dynamic platform for experts to share opinions and personal experiences from within the field.

Methods deemed best practice were presented and compared. Government, Prosecution Offices and Law Enforcement representatives were a valuable addition to both the panels and the working sessions as they provided perspective on the realistic constraints on policy-making as well as more detailed understanding of systems already in place.

Facing Facts Forward was largely a success, with our participants expressing their wishes to continue the discourse beyond the conference. We are sincerely grateful for the passion and enthusiasm that all attendees showed during the conference.

The final report of the European conference Facing Facts Forward – For a Victim-Centred Approach to Tackling Hate Crime highlights key points discussed during panels and working sessions and underlines the recommendations assembled at the conclusion of the conference. It also includes interviews from our participants.

*"We aim to identify some practical steps forward so that, in long-lasting partnerships, we can establish good quality monitoring systems according to international standards. But let us not forget the people who are the ultimate centre of concern, those who are directly or indirectly the victims of hate crime"*

**Robin Sclafani**, Director of CEJI – A Jewish Contribution to an Inclusive Europe

# REPORT OF THE MEETING



The conference aimed to identify practical steps to foster and stimulate long lasting partnership among the key stakeholders to improve national monitoring systems and to encourage victims to report. The conference's working sessions, all conducted with highly participatory methods, have resulted in a concrete set of recommendations that will hopefully inform the work of the key actors at local, national and international level.

Our **"Do you know what a hate crime is?"** video was launched on the first day of the conference, **3 March 2015, to raise awareness about what is a hate crime, from a victim-centred approach.** Ten volunteers have translated it in their own languages, including for the hearing impaired. The video is now available on the Facing Facts youtube channel and will be further translated in many more European languages: <https://www.youtube.com/watch?v=mVmjqbsCZU4>

Facing Facts! strives to make hate crimes more visible to society. By building bridges amongst a variety of stakeholders, we can better respond to the consequences and causes of hate crime and better prevent their ever happening at all.



Paul Iganski

## Day 1

The Conference was kicked off by an inspiring speech by the **Director of CEJI, Robin Sclafani**. She reminded the participants of what it was that the conference sought to be : a **"multi-stakeholder transnational gathering...to effectively unmask the reality of bias-motivated incidents."** More importantly, she highlighted the **Why ?** of it all, setting the ultimate goals of the conference :

- To better report and record incidents.
- To inform appropriate responses by those having first contact with victims—law enforcement agencies and CSOs.
- To provide the services needed by the targets of hate crime.
- To encourage prevention measures such as education and anti-discrimination measures in employment.

Robin Sclafani was followed by our **Keynote Speaker, Paul Iganski, Professor of Criminology and Criminal Justice at Lancaster University**, who immediately jumped into the heart of the issue, highlighting some of the core themes to be covered in the conference. He pointed out the tendency for there to be an organisation-based approach to looking at hate crime reporting and asked that the participants of the conference instead **think about the "victim at the center"**. He emphasized the problem of low satisfaction of a victim following the reporting of a hate crime and explained that victims believe there is a "lack of feedback and a perceived lack of action" by police and public authority leading victims to ask themselves: *why bother?*

Our first panel of the event followed Paul's presentation. The discussion that followed was based on a question: **How can Civil Society and Member States join forces to improve current hate crime recording practices and strategies?** This panel was moderated by **Chiara Adamo, Head of the "Fundamental Rights and Rights of the Child" unit at the European Commission**. She was joined by **Aydan Iyigüngör, Programme Manager of the Communication and Outreach Department of the European Union Agency for Fundamental Rights (FRA)**, **Valentin Gonzalez, President of the Movimiento Contra la Intolerancia in Spain**, and **Joanna Perry, Hate Crime Officer at the OSCE ODIHR**.

All of our panelists shared valuable insights into the issue. Aydan Iyigüngör spoke of the need for the cooperation between government agencies and CSOs. She explained how **the Fundamental Rights Agency provides a platform for discussion with CSOs** in order to "have the opportunity to have a reality check". She also emphasized how important it is that the engagement with Civil Society occurred prior to an escalated situation, such as a hate crime.

## REPORT OF THE MEETING

Valentin Gonzalez gave an interesting perspective to how hate crime monitoring and prevention function in Spain. He described the process as being a **“long walk in the desert”** as the country started from zero. However, he said, there has been a great improvement and Spain will very soon be a **“successful country.”** Most important has been **the recent creation of a “council of victims” as a way to “create an open door”** to break up the lack of confidence in the system. This inclusion of victims encourages them to be active, to report and to raise awareness.

Last but not least, Joanna Perry talked of **overcoming barriers to effective hate crime prevention and monitoring.** She spoke of the need to “share our

experience and knowledge on how to address these barriers, how to dismantle them, and how to do it in a way that’s really relevant for your national and local context.” As she pointed out, there is no single approach that can be implemented throughout the EU, but that does not mean that organisations should not share best practices.

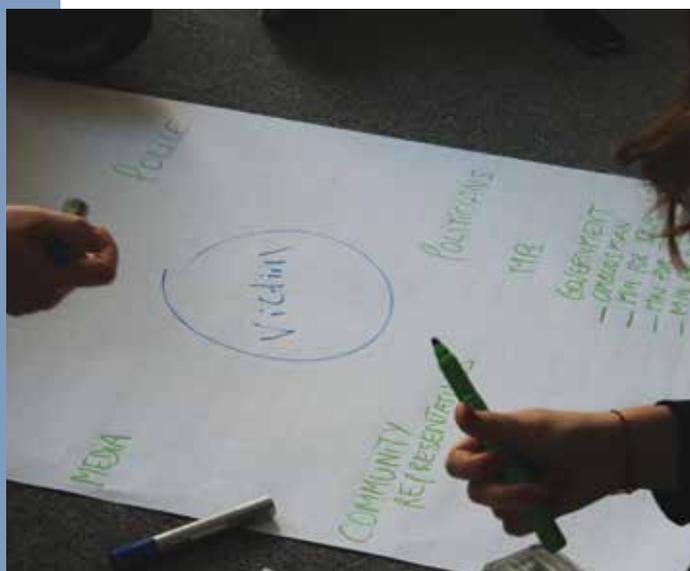
Following the end of our panel, participants split off into parallel working sessions. These sessions fostered similar dynamic conversations as those seen during our panel, however on a more intimate basis, giving all participants an opportunity to share their thoughts on key issues from better prevention of hate crime.



Aydan Iyigünger, Joanna Perry, Chiara Adamo, Valentin Gonzalez

# REPORT OF THE MEETING

## Working Sessions



### Workshop 1 : 'Official' and 'Unofficial' data

What are the obstacles of 'official' and 'unofficial' data and how can they be overcome? The working group identified five constraints to having credible data :

- 1) a lack of clear methodologies;
- 2) the different monitoring standards;
- 3) different definitions, cultural and legal contexts;
- 4) the resources; and
- 5) authentication and evidence.

The perspectives in order to overcome these constraints come from 3 levels: the state, the EU, and the CSOs. How can we share data across CSOs and government in order to make data credible? The participants agreed on four answers:

- 1) transparency;
- 2) quantitative and qualitative data gathering methods;
- 3) academic research into trends; and
- 4) compatibility and comparability of the data.

### Workshop 2 : National Multiagency partnerships for effective recording systems

How can data sharing be facilitated between CSOs and government? After examining the examples of UK, the Netherlands and Poland, the participants agreed that the main step multinational organisations can take in order to facilitate the process is to encourage reporting. Scrutiny is paramount and directives are crucial for a better coordination between IGOs on monitoring hate

crimes and established standards. The police have to play a crucial role in fighting hate crime.

Workshop 2 drew the following conclusions:

- 1) Victims should become the actors of change and help raise awareness among all citizens;
- 2) Networking should be improved;
- 3) Organisations should adopt a less identity based (Jews, Muslim, LGBT) view i.e. a broader view in order to improve cooperation; and
- 4) CSOs need more funding

### Workshop 3 : National Level cooperation: CSOs and Law enforcement on the same side

The main challenges and obstacles faced here are the following:

- 1) the lack of understanding as to what constitutes a hate crime;
- 2) the resignation that either hate crime is a 'way of life' that is accepted, and / or that it is 'out of our hands';
- 3) the problem of visibility and awareness and the internal cultural barriers within communities; and
- 4) vulnerable groups that are out of all the (education, health, political) systems who are also at the margin when it comes to hate crime.

There needs to be a legislative and structural framework so that police and state and CSO capacity can respond appropriately.

The main success factors are:

- 1) Specific tools for targeting different communities
- 2) Building long lasting relationships with target groups;
- 3) Bridging the gap between minorities and majority society;
- 4) Supporting and following up for victims by offering different services;
- 5) Building relationships with other CSOs and agencies;
- 6) A reframing of the terminology around hate crime (moving from 'victims', to those whose rights have been violated);
- 7) Raising awareness in importance of reporting and recording hate crime;
- 8) Facilitating participation of vulnerable groups, and including them in decision-making.

### Workshop 4 : Holistic view on country case study : Belgium

In Belgium, the term "hate crime" has been given a specific attention, since in 2013 the Ministry of Justice produced guidelines for law enforcement, the "Circular relating to the investigation and prosecution policy regarding

## REPORT OF THE MEETING



discrimination and hate crimes (including gender-based discrimination)“:

[http://www.diversitybelgium.be/sites/default/files/documents/law/14129\\_en\\_-\\_circulaire\\_col\\_13-2013.pdf](http://www.diversitybelgium.be/sites/default/files/documents/law/14129_en_-_circulaire_col_13-2013.pdf)

To fulfill the implementation of these guidelines, a training for police and public prosecutors in collaboration with the Interfederal Centre for Equal Opportunities has been put into place. An outreach approach has proven to be a good practice for the Centre to develop working partnerships and customized reporting or data sharing agreements with other associations, for example in the Roma, Muslim and Jewish communities. Unfortunately, there is no special hate crime victims support mechanism and the three categories prevailing in the Belgian police and justice system are racism/xenophobia, homophobia and disability. This is why effective monitoring depends

on community organisations and it can be challenging to collect data in a central location.

The next steps drawn from this workshop were the following:

- 1) Establish a list with the contact details of prosecutors, police officers, but also victims associations to encourage communication and cooperation
- 2) Develop a more visible and explicit approach to provide support services to the victims of hate crime
- 3) Raise awareness about the obligations for hate crime reporting with police, prosecutors and communities
- 4) Consider working with perpetrators. This might be controversial but prison is not always the best solution. Trainings for perpetrators of hate crime might prevent the escalation of violent behaviours in the future.

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## Day 2

Our second day at the Conference began with a panel discussing **the issue of under-reporting of hate crimes, assessing the challenges that prevent better hate crime reporting as well as explaining methods for reporting that are deemed best practice.** This panel was moderated by CEJI's Director Robin Sclafani.

The first panelist was **Michael Whine, the Director of Government and International Affairs in the Community Security Trust (CST), UK.** He discussed the successes of hate crime reporting in the United Kingdom and how these best practices were implemented. The United Kingdom's deliberate efforts to seek the involvement of Civil Society are unprecedented in Europe; the benefits of this government-level initiative are telling. **Particularly important is their inclusion of Civil Society in the justice and police sector.** Whine discussed hate

crime data sharing between the police and CST, which he said allows for efficiency and credibility of case reporting. **Paul Giannasi, Head of the Cross Government Hate crime Programme within the UK Ministry of Justice,** immediately followed, expanding on the points made by Mike Whine. He admitted that there existed serious problems regarding police reporting of hate crimes saying **that the lack of trust that victims have in police shows that "either the police are not delivering the way we want to or the victims' expectations don't match delivery."** He presented the different mechanisms by which the UK sought to improve accessibility and capability of victims to report hate crime. These include third party reporting structures, internet reporting, and a telephone help line service.



Robin Sclafani, Michael Whine, Stephanos Stavros, Wirginia Prejs

# REPORT OF THE MEETING

Wirginia Prejs from the Human Rights Protection Team Department of Control, Complaints and Petitions in the Ministry of Interior of Poland discussed a completely different, but also important angle on raising victim awareness. She presented and explained the Polish Campaign “Racism. Say it to fight it”, a campaign with many goals, the main ones being to “give the knowledge to migrants about what hate crime is and how and to whom to report it” as well as “to encourage hate crime victims and hate crime witnesses to report such cases to the police and law enforcement.” The campaign was overall a success, not just because of the increased awareness of hate crimes in Poland, but also because of the large network of CSOs that developed through the campaign.

Finally, Stephanos Stavros, Executive Secretary at the Council of Europe European Commission against Racism and Intolerance (ECRI), discussed some of the larger institutional problems preventing better reporting. First, he pointed out the lack of capacity in many countries and how “if the capacity is not there, then the police cannot do anything about it”. Additional problems he brought up that others in the conference had only touched upon was the issue, particularly in Eastern European countries, of bias in the police and the problems of collusion of the police with the perpetrators. Such issues are very difficult to resolve, but one method Stavros proposed was to have countries self-criticize and report on these problems. Likewise, a practical solution would be to create contact persons for victims to approach and to “network the contact persons to make sure they share knowledge and good practices.”

The conference participants were then asked to split up into our second set of parallel working sessions.

## Working Sessions



### Workshop 1 : Mapping the Stakeholders

Participants in this workshop divided into three groups, to literally map the stakeholders from three different perspectives: victim; law enforcement; and civil society organisation. The groups rotated so that they could add to the other maps from another perspective. By the time they returned to their original group, participants could see how many more possibilities, resources and stakeholders, were available to improve the hate crime monitoring and response system.

Recommendations included the critical need for:

- 1) Always asking: “What does the victim want?”
- 2) Greater awareness of the issue and legislative obligations amongst the stakeholders and the general public;
- 3) Exchange of information amongst the stakeholders (police, communities, media, social workers) in a process that also establishes trust; and
- 4) Giving greater recognition for the role of CSOs in governmental policies, such as through interagency bodies and third-party reporting agreements;

### Workshop 2 : Community Awareness: How can CSOs and law enforcement strengthen the cooperation to encourage victims to report?

The participants agreed that we need a common training so that CSOs and law enforcement strengthen their cooperation to encourage victims to report including a strategy to reach those who are most isolated. We need to find a way so that a representative and competent police force can connect with minority groups, and we need CSO support of police contact persons. Appropriate information sharing is necessary in order to complement recording and reporting, and to increase cooperation between CSOs/NGOs (non-governmental organisations). IOs (international organisations) guidelines for recordings (a manual on collecting data) are important. Cross-national cooperation and sharing of practices would strengthen the cooperation to encourage victims to report.

# REPORT OF THE MEETING

Following recommendations were drawn from this workshop:

- 1) Invest in joint training/methods for CSOs and law enforcement (hate crime training and general diversity training)
- 2) Agree on minimum standards to report
- 3) Encourage common statements for reports
- 4) CSOs and police need to develop joint strategies in order to protect isolated victim groups
- 5) Agreed strategies on CSOs and police responsibilities

## Workshop 3 : How can CSOs improve their capacities to encourage reporting of victims?

The questions raised in this workshop for building the capacity of CSOs were: the ones of 1) the definition of hate crime and 2) the definition of the victim groups 3) the credibility of data. Do we need academic oversight for credibility? Indeed there is divergence in transparency of data, in the methodologies and in the different definitions of crimes. In that regard we need:

- 1) To establish standards of data for the above three
- 2) Common standard training in recording for police
- 3) Common guidelines on police reporting

## Workshop 4 : Holistic view on country case study : Poland

In Poland, the law recognizes hate crime on race and religion but not on homophobia or disability. Another

issue is that hate speech does not always fit the concept of hate crime. From ODIHR's conceptual approach, hate crime is determined through criminal offence and bias

motivation, but hate speech relates to none because it is not criminal in all OSCE member states. In small cities, there are no hate crime cases because small cities don't report.

Proving the bias motivation is challenging. There is no access to overview and trends. The areas to be explored further from the Poland country case study are the following:

- Potential for a single platform for multilevel information and data sharing
- Cross government working group including NGOs
- Trainings on disability
- Record incidents against LGBT and disability
- Address barriers to reporting
- Training for various stakeholders



## **“In the case of hate crime, the whole community becomes a victim”**

**Stephanos Stavros**, Executive Secretary at the Council of Europe European Commission against Racism and Intolerance (ECRI)



### ***Why do you care?***

It is my job to care, since I am the secretary of the Commission Against Racism and Intolerance. We do monitoring reports on all the 47 members of the Council of Europe on racism and intolerance. Hate crime is the worst form of racism. This is one of the core issues we deal with.

### ***What would be needed for the implementation of a victim centred approach in a European context?***

When we deal with hate crime, the victims are what we have to think about. We have to understand the impact that hate crimes have on the victims, not only on the individual victims, but also on the whole community. In the case of hate crime, the whole community becomes a victim. Our job at ECRI is to find how different European countries deal with hate crimes and try to promote good practices among the members of the Council of Europe. The ECRI also makes general policy recommendations addressed to all member states. One of them has to do with criminal law in order to combat racism. I think that in these general policy recommendations one should think more about the role given to the victim.

### ***What do you think is the added value of the Facing Facts initiative?***

It is a great initiative. What Facing Facts has achieved here is to bring together all relevant actors: civil society organisations, independent organisations, national authorities dealing with victim questions and also international organisations. I liked very much the format of the conference, the fact that it was very much interactive, involving all the participants in intelligent ways. I congratulate you (CEJI) for this initiative.



**“Make sure to know what the victims want. Make sure we care about the victims”**

**Clara Grosset**, Open Society Foundations  
Facing Facts! is a project supported by the Open Society Foundations.



***Why do you care?***

Because first of all hate crime is a crime, it is discriminatory on various grounds and I care because it affects some people more than others. I care about the idea of recording and reporting because I think it is important to document the crime that actually happened if you want to find ways to address this issue.

***What would be needed for the implementation of a victim centred approach in a pan-European context?***

Make sure to know what the victims want. Make sure we care about the victims. A greater cooperation between the various stakeholders and in particular cooperation between the various international governmental organisations that tend to have different guidelines and working parties. The idea would be to bring them together to make sure that their efforts are not duplicated. CSOs should establish common practices and methodology so that their efforts are not duplicated either. Have systematic reporting of hate crimes.

***What do you think is the added value of the Facing Facts initiative?***

It brings various communities together. It is not only about racist crimes, it is also about crimes targeting disabled people or crimes related to sexual orientation. CEJI has become a bridge between CSOs and international governmental organisations. Facing Facts Forward is an important networking event that allows people to know who they can reach out to and to know what is being done in other organisations and in other countries. CSOs can share their different approaches and projects and ask themselves how they can move forward together.



# INTERVIEWS

## **“It is important for us to work closely with CSOs”**

Asif Sadiq, National Association of the Muslim Police



### ***Why do you care?***

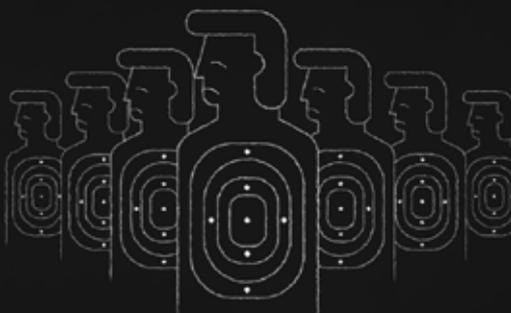
I myself represent a minority group, so I understand how it is for that group to go through some of the hate they suffer from. I care through my job, because I witness all the different forms of hate and how they can result in tensions between communities.

### ***What would be needed for the implementation of a victim centred approach in your national context?***

It is important for us to work closely with CSOs, have a good understanding of what role the Police service and the CSOs play and to help victims have confidence in reporting things to us.

### ***What do you think is the added value of the Facing Facts initiative?***

It really addresses all of the issues and concerns that people have. It looks at tackling them and finding solutions and recommendations with the competence of people from so many countries, so many different experiences and knowledge. It's great to share that and to bring that back to our countries and learn something of it.



## **“It is about rights and human dignity”**

Paul Iganski, criminologist from Lancaster University focusing on hate crimes



### ***Why do you care?***

It is about rights and human dignity. I am a criminologist, but I primarily work on hate crime and for me this is a political enterprise with a small “p”. I think that hate crime is a human rights problem, we have got lots of violations of human rights going on here and around the world and on a persistent basis. This is wrong and that is why I care.

### ***What would be needed for the implementation of a victim centred approach in your national context?***

I could go around about that for hours but I won’t. For me the straightest and shortest answer would be: we should involve victims at all levels of criminal justice processes through victim support and involvement in policy processes. The voices of the victims are important and they should not be marginalized in the process at all official levels.

### ***What do you think is the added value of the Facing Facts initiative?***

I think Facing Facts occupies an important role of bringing various agencies together, not only official state agencies and cross-national agencies, but also NGOs. It is very well placed to do that kind of work. It also cuts across different hate crime strands. It does not only focus on racism and antisemitism and I think this is very needed in Europe. In the UK, there are umbrella organisations that focus on racism, homophobic, and transphobic hate crime and from what I see, Facing Facts works across those strands and brings people together and I think it is a very important role.



**“... even people from majority communities suffer because of hate crime”**

Shane O'Curry, ENAR Ireland



***Why do you care?***

I care because I care about society. I want a good life for everybody. I think that hate crimes tear society apart. It does not only damage lives, it also damages communities and society and it has impacts way beyond those that we can measure in terms of everybody's lives, even people from majority communities suffer because of hate crime. Inequality and bias beget inequality and bias. We have to create a positive, an inclusive and a conducive society and then we need to address hate crime once and for all.

***What would be needed for the implementation of a victim centred approach in your national context?***

More resources need to be put into giving a voice to people who are victims of a hate crime so that their perspectives and experiences can be heard and acknowledged by broader society. Their needs should be put in the centre of finding solutions to hate crime in general.

***What do you think is the added value of the Facing Facts initiative?***

The synergies that you find by bringing people from different perspectives together and by the desire to establish commonalities in reporting practices and standards and the holistic inclusivity of the whole project. It is like a microcosm of the type of society that we are imagining.

**REPORTING  
IS CRUCIAL**

# INTERVIEWS

**“A safe environment for people to report and to know that the protest is going to be carried through the whole way to getting justice”**

Frank Larkin, Disability Awareness & Equality Trainer



***Why do you care?***

I care because there is no legislation in Ireland dealing with hate crime and I have a huge interest in particular in disability hate crime. I don't want to see these things happening again.

***What would be needed for the implementation of a victim centred approach in your national context?***

A safe environment for people to report and to know that the protest is going to be carried through the whole way to getting justice.

***What do you think is the added value of the Facing Facts initiative?***

Shared learning and experiences is a big thing. Being able to see what is working for people and see what is not working. It is very important because you can make things better by seeing what went wrong for people and see good practices and what went well for people.



## INTERVIEWS

**“In today’s world, the best way to protect against history repeating itself is to ... protect the victims of hate crimes—to make hate crimes visible. [...] When they are visible, citizens start to watch and consequently policies start to be implemented.”**

Valentin Gonzalez, President of Movimiento Contra la Intolerancia



### *Why do you care?*

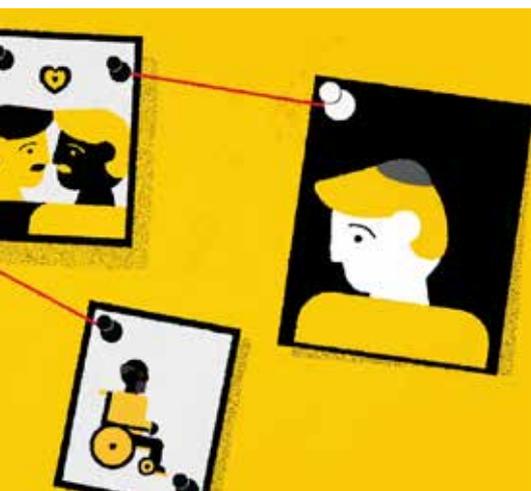
Well, it’s a long story. In the early 1990s, I got to know a survivor of the Auschwitz prison camp. I learned a lot doing activist work with her and listening to her testimony. Her experience was so eye opening that from that time I became very active in the cause against intolerance and hatred. In today’s world, the best way to protect against history repeating itself is to deal with the right and left extremes and protect the victims of hate crimes—to make hate crimes visible. This is why I am personally motivated to do this work.

### *What would be needed for the implementation of a victim-centred approach?*

At the end of the day, we are talking about victims, people who have suffered extraordinarily painful traumas because they’ve been attacked. I got to know the mother of children who had been killed by Nazis and of young people who were killed because of race. To look in the face of a mother and to understand what she’s experienced is absolutely awful. For this reason, a victim-centred approach is important. It is important to create a narrative of their experiences, to use the proper rhetoric. In the communication process, we need to get less technical—sometimes in this kind of conference we are too technical on how to cover the data, how to use the legislation, what provision you can use, etc. In order to make (hate crime awareness) effective, in the political sphere and in the communication areas, I think a powerful narrative of individual cases is needed so that we can understand the meaning behind it all.

### *What do you think is the added value of the Facing Facts Initiative?*

I think basically the most important value is, since the project started 3 or 4 years ago, hate crime has become more visible. I remember when I first learned about its goal of “Making hate crimes visible”; it was a phenomenon. I don’t think anything like that had been done before. It’s important to do that work here at the European level, to gather organisations to discuss the proper rhetoric to define hate crime and to gather experts, activists, NGOs and others in order to make hate crimes visible. When they are visible, citizens start to watch and consequently policies start to be implemented.



# RECOMMENDATIONS

**Identifying practical steps towards creating long lasting partnerships and establishing good quality national monitoring systems according to international quality standards.**

## **1 - Effective data sharing**

Effective data sharing across CSOs and government is necessary in order to make data about hate crimes credible. We should be aware of the reluctance to share data because of various data protection legislations, but these should not be a barrier to data sharing in this area. The key aspects for effective data sharing are transparency, quantitative and qualitative data gathering methods, support of academic research, along with compatibility and comparability of data.

## **2 - Sustainable funding of CSOs**

CSOs need a better recognition of their role in governmental policies so that their work can be properly funded. Sustainable funding is essential to CSOs' work.

## **3 - Common hate crime definition**

Common hate crime definition and legislation must be extended among police authorities in Europe and fully implemented. When talking about hate crimes, we should reframe the terminology – moving from 'victims' to those whose rights have been violated. First, we can all become victims, and some victims may also become perpetrators, and vice versa. Secondly, thinking about « victimhood » may also personalize the issue at the cost of highlighting the broader systemic issues that underlie hate motivated acts.

## **4 - Citizen mobilization and education**

Citizen mobilization and education are crucial to raise awareness about hate crimes. We need a larger public awareness on how to recognize a hate crime, for example through campaigning or human rights education on hate crimes targeting schools. The targets of hate crimes and the witnesses can have a key role to play as actors of change by raising awareness among all citizens.

## **5 - Solidarity and coalition building**

Cross-community solidarity is crucial. Hate crime affects us all, regardless of whether we are the direct victims (e.g. increase of social cost dealing with the aftermath of hate crimes, further deterioration of neighbourhoods, etc.). Solidarity and coalition building must be fostered amongst CSOs. We can all be victims.

### **Some feedback from the evaluations...**

The Facing Facts Forward conference proved to be a positive experience in terms of networking among like-minded CSOs, exchange of best practices and high level presenters. The participation of different stakeholders and the exchange of their ideas and views on the issue of hate crimes today were particularly appreciated. Seeing good practices from different countries helped to reflect on the way of working in one's own country. The workshops were very productive: many participants appreciated brainstorming in smaller groups before discussing with the larger group. Important suggestions for the future would be to emphasize the underreporting for each country, to gather more specific information on the types of hate crime grounds, and to focus on the similarities (especially among post-communist countries).

**“Conferences like yours make my soul hopeful and gives me joy as I watch what happens when major sectors of society come together to address a human concern”**

# RECOMMENDATIONS

## **6 - The role of minority community members**

Minority community members should be encouraged to take on an active role in helping to make hate crime central to government policy. Encouraging community members to take an active role may change the culture of reporting. It is essential to educate the wider community, and to be close to the communities on other topics than hate crime. It is crucial to facilitate a greater involvement of communities in decision making and policy setting in this area. Long-lasting relationships between the stakeholders and with victims' communities are crucial.

## **7 - Support services to the victims**

Support, follow up and a streamlined advocacy service for victims have to be established by offering different services. A more visible and explicit approach to providing support services to the victims of hate crimes should be developed. Further research into victims' needs across target groups and in a number of countries is necessary to define the most appropriate support services. Access to financial compensation for victims should be facilitated. (cf. the Victims' Directive)

## **8 - Cooperation between CSOs and law enforcement**

A collaborative approach between all agencies (police, communities, media, social workers) is crucial in a process that also establishes trust. Strengthening the cooperation between CSOs and law enforcement (for example through common trainings on hate crime and diversity in general, data sharing and shared definitions of hate crime) is essential. Establish data sharing and information sharing protocols between police and CSOs. They need to develop joint strategies in order to protect isolated victim groups.

## **9 - Guidelines for recording and reporting hate crimes**

Guidelines of international organisations are essential. Developing a consolidated, simplified system of reporting accessible to victims is important in that matter. A consolidated list with the contact details of prosecutors, police officers, but also victims associations would foster communication and cooperation. Effective and standardized reporting and recording mechanisms have to be implemented through campaigning and internal capacity building. (cf. Facing Facts Guidelines for Monitoring of Hate Crimes and Hate Motivated Incidents; ODIHR's Hate Crime Data-Collection and Monitoring Mechanisms: A Practical Guide).

## **10 - Restorative justice approaches**

Working with the perpetrators should also be considered, through for example, restorative justice programmes and approaches. Rehabilitative interventions with perpetrators of hate crime might prevent the escalation of violent behaviour in the future. This area for possible action deserves further research.

## **11 - Specific nature of hate crimes**

There is a need to de-mask the driving forces lying behind and leading to hate crimes in order to identify their specific nature. The tendency in politics to hide the nature of specific forms of hate crime by means of generalizations leads to downplaying and / or a minimization of certain types of hate crimes and their dimensions in society.

# APPENDICES

## AGENDA TUESDAY MARCH 3<sup>rd</sup> 2015

10:30 – 11:00

Registration

11:00 – 11:30

Welcome & Introduction to the conference contents and methods

Keynote Speech :

Paul Iganski, Professor of Criminology & Criminal Justice, Lancaster University

11:30 – 13:00

Plenary Session : Panel 1 – How can Civil Society and Member States join forces to improve current hate crime recording practices and strategies?

Moderator :

- Chiara Adamo, Head of the «Fundamental Rights and Rights of the Child» unit, European Commission

Speakers :

- **Aydan Iyigüngör**, Programme Manager Communication and Outreach Department European Union Agency for Fundamental Rights (FRA)
- **Valentin Gonzalez**, President, Movimiento Contra la Intolerancia, Spain
- **Joanna Perry**, Hate Crime Officer, OSCE, Office for Democratic Institutions and Human Rights (ODIHR)

13:00 – 14:00

Lunch

14:00 – 16:30

**PARALLEL WORKING SESSIONS** Improving hate crime recording  
(sessions include coffee break)

*In the context of hate incidents and crimes, recording means the police is keeping a log, or record, of all hate crimes/incidents that have been experienced and reported by people. It involves taking down key information that relates to these incidents, such as when they occurred and a description of what happened. Recording is a crucial step toward a greater visibility and understanding of the phenomenon of hate crimes at local, national and international level.*

**Group 1 – ‘Official’ and ‘Unofficial’ data :**

- This session will explore CSOs and Governments perspectives on how to get on the same page about recording data on hate crime. This session will offer an opportunity to exchange view on how to improve cooperation for effective recording systems and the role of international Organisations in facilitating this process.

**Group 2 – National multiagency partnerships for effective recording systems :**

- This session will explore different model of cooperation among CSOs, law enforcement, prosecutors and governments and will analyse what has worked, identifying success factors and main challenges

# APPENDICES

16:30 – 16:45

**Group 3 – National Level Cooperation: CSOs and law enforcement on the same side to improve recording of hate crimes.**

- This session will focus specifically on the cooperation between CSOs and law enforcement with emphasis on how the information exchange can be increased so that to improve the recognition and recording of hate crimes.

16:45 – 17:30

**Group 4 – Holistic view on country case study: Belgium**

- This session will analyse the specific experience of Belgium to record hate crime and its model of cooperation. The session will analyse success factors and challenges in the Belgian context.

17:30

**Launch of the Facing Facts Video on Hate Crimes**

19:00

**Presentation of Recommendations**

**End of day 1**

**Dinner at “La Bottega”, Rue de l’Enseignement 35-37  
Meeting point : 18 :40 in the hall of the Motel One Hotel**

## AGENDA WEDNESDAY, MARCH 4<sup>th</sup> 2015

09:00 – 09:10

**Summary of day 1**

09:10 – 10:30

**Plenary Session: Panel 2 – Under-reporting: assessment of challenges and best practices**

**Moderator**

- **Robin Sclafani, Director, CEJI** – A Jewish Contribution to an Inclusive Europe

**Speakers**

- **Wirginia Prejs**, Human Rights Protection Team Department of Control, Complaints and Petitions, Ministry of Interior, Poland
- **Paul Giannasi**, Police Superintendent, UK Ministry of Justice,
- **Michael Whine**, Director, Government & International Affairs Community Security Trust (CST),
- **Stephanos Stavros**, Executive Secretary at European Commission against Racism and Intolerance (ECRI)

10:30 – 12:45

**PARALLEL WORKING SESSIONS on Under-reporting**  
(Sessions includes coffee break)

*Data collection and better evidence of the hate crime situation in member states requires that people actually report their incidents, even anonymously. But for this they need to know about the service, point of contact, and trust their privacy and pain will be respectfully dealt with. Building trust and motivating victims to report their experience is crucial to make hate crime more visible to society and to put forward intervention measures.*

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## **Group 1 - Mapping the Stakeholders :**

- This session will map the stakeholders who can support the development of good quality reporting systems in Member States. The session will explore different sources of support and strategies to reach out to different stakeholders.

## **Group 2 – Community Awareness: how can CSOs and law enforcement strengthen the cooperation to encourage victims to report?**

- This session will map opportunities for law enforcement and CSOs to improve cooperation and increase institutions awareness on victims need. The session will also explore strategies to get governments and international organisation to work on reducing victims' underreporting.

## **Group 3 – How can Civil Society Organisations improve their capacities to encourage reporting of victims?**

- This session will explore the main challenges for CSOs to encourage the reporting of victims. The session will identify obstacles, success factors and will map the most useful tools to support victims of hate crimes. The session will have also a focus on communities' mobilization.

## **Group 4 - Holistic view on country case study: Poland**

- This session will analyse the specific experience of Poland to combat the underreporting of hate crimes. The session will analyse success factors and challenges in the polish context, thus will identify with the inputs from the participants realistic strategies to get to a better level of cooperation.

## **Compilation of recommendation**

## **Lunch**

## **Closing Session**

## **Closing remarks and next steps**

12:45 – 13:15

13:15 - 14:15

14:15 – 16:15

16:15 – 16:30



# APPENDICES

## List of participants

Surname	Name	Organisation	Country
Adamo	Chiara	European Commission	Belgium
Assia	Oulkadi	FEMYSO	Belgium
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Blahova	Gabriela	Ministry of Justice	Czech Republic
Bohé	Esther	Ceci n'est pas une crise	Belgium
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Cerulus	Michael	ILGA-Europe	Belgium
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Denstad	Finn Yrjar	EEA and Norway Grants	Belgium/EU
Diependaele	Isabelle	Federal Police -Diversity	Belgium
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# APPENDICES

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Luczak	Agnieszka	NICEM North West	UK
Lykovardi	Kalliopi	Greek Ombudsman	Greece
Mamouna	Elli-Markella	Ministry of ForeignAffairs	Greece
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