

FACING *ALL THE* FACTS

Connecting on hate crime data in England & Wales

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Lead Partner



Partners



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Background

Facing all the Facts is generating more effective responses to hate crimes at national level and beyond so that bias motivated incidents will no longer be denied and victims' rights protected.

The project has four main objectives:

1. To discover what works and identify gaps and opportunities to improve cooperation and data sharing between criminal justice systems and CSOs;
2. To develop high quality and targeted online training which will advance the implementation of hate crime strategies, and can be tailored to a variety of national contexts and integrated into existing learning programmes;
3. To build the capacity of law enforcement and public authorities to take a victim-centered approach to monitoring and recording hate crime; and
4. To inform EU policy through evidenced and practice-based recommendations on improving hate crime recording, reporting and training methods in these areas.

Online training courses can be accessed by registering on:

www.facingfactsonline.eu

- Hate crime training for police
- Hate crime monitoring for civil society organisations
- Hate crime recording policy-making
- 7 Bias Indicators modules that address the specificities linked to hate crimes targeting the following communities:
 - Disabled
 - Jewish
 - LGBT
 - Migrants and Refugees
 - Muslim
 - People of African Descent
 - Roma
- Hate speech monitoring and counteraction
- Hate speech advocacy
- Online content moderation

For interest in online courses that are not available to the public, such as those customised to specific national or organisational training strategies, please contact the project coordinator:

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Introduction

In 2016, the referendum on the United Kingdom's membership of the European Union was followed by a disturbing spike in hate crimes and a sharp increase in public awareness about the existence and impact of the problem. Alongside the many examples of public action and solidarity against hate crime there is also evidence of skepticism and confusion about its impact as a social problem and its worth as a policy priority. 'Austerity' continues to threaten irreparable damage to the policy and practice that has been painstakingly established over the years.

The legal, policy, practice and research landscape of hate crime in England and Wales is rich, complex, well documented and under constant review and scrutiny. This report doesn't attempt to deal with every aspect of hate crime in England and Wales, or to replicate high quality previous or ongoing research.¹ The Facing all the Facts project took a participatory approach to explore the actual and potential hate crime recording and data collection 'system' and to co-design ways to make it visible to its diverse stakeholders. Interviews with key people at the centre of efforts to understand and address hate crime helped identify key challenges and possible actions for improvement in hate crime reporting and recording at the national level.² Our starting point has been that if essential – and sometimes basic - questions about the prevalence and impact of hate crime are to be answered, then effective frameworks, systems and principles for cooperation across diverse actors must be implemented and used. No single agency or organisation has the full picture. The less understood, yet vital, interface between public authorities and civil society organisations, and what supports, and what undermines effective cooperation, was a particular focus of this research.

More specifically, the research in England and Wales evolved to explore two areas:

1. to get under the skin of impressive practice in the area of public authority-civil society cooperation (CSO) on hate crime reporting and recording, and to identify the key success factors from the perspective of those at the centre of this work with the aim of sharing the lessons learned with a broader European audience;
2. to critically examine the current strengths and weaknesses of 'Third-Party Reporting' processes with the aim of making constructive recommendations at the national level.

¹ See <https://internationalhatestudies.com/publications/> for a comprehensive and regularly updated library of research and publications relating to 'hate studies'.

² The other countries taking part in this research are: Greece, Hungary, Ireland, Italy and Spain. See the Methodology section of the [European Report](#) for a detailed account of how this research was designed and carried out.

The outputs of the first area are included as case studies in [online learning for decision makers](#) and as themes in the [European Report](#). The second area of examination is presented in Part III of this report, and its potential international application is discussed in the [European Report](#).

Recommendations relating to third-party reporting focus on:

1. defining and securing a strategic focus on the purpose and function of ‘Third-Party Reporting’ processes and structures;
2. using the breadth of data that is already available to public authorities to make more informed decisions on addressing hate crime, and racist crime in particular;
3. building on successful practice;
4. doing better at addressing under-served communities.

Guide to this report

Part I gives an overview, or timeline, of the key events that shaped national understanding of hate crime and the technical decisions and actions that improved hate crime recording and data collection.

Part II shares two graphics developed during workshops in 6 countries to depict the victim perspective as a crime progresses through the criminal justice system and to describe the institutions and organisations that record and collect hate crime data as a ‘system’ requiring a victim focus and strong relationships to build a comprehensive picture of hate crime and effective responses to it. The strengths and weaknesses of the England and Wales’ hate crime recording and data collection ‘system’ are presented and analysed.

Part III focuses on current issues relating to third party reporting, drawing on interviews with experts, research findings and the recent report [Understanding the Difference](#), by Her Majesty’s Inspection of Constabulary and Fire and Rescue Services (HMICFRS) to propose recommendations in Part V.

Part IV looks at the data that is already available and how it might be better used to improve responses, with a particular focus on racist hate crime.

Part V presents the report’s recommendations.

How did we carry out this research?

The research stream of the Facing all the Facts project had three research questions:³

1. What methods work to bring together public authorities (police, prosecutors, government ministries, the judiciary, etc.) and NGOs that work across all victim groups to:
 - co-describe the current situation (what data do we have right now? where is hate crime happening? to whom?)
 - co-diagnose gaps and issues (where are the gaps? who is least protected? what needs to be done?), and;
 - co-prioritise actions for improvement (what are the most important things that need to be done now and in the future?).
2. What actions, mechanisms and principles particularly support or undermines public authority and NGO cooperation in hate crime recording and data collection?
3. What motivates and supports those at the centre of efforts to improve national systems?

The project combined traditional research methods, such as interviews and desk research, with an innovative combination of methods drawn from participatory research and design research.⁴

The following activities were conducted by the research team:

1. Collaborated with relevant colleagues to complete an overview of current hate crime reporting, recording and data collection processes and actions at the national level, based on a pre-prepared template⁵;
2. Identified key people from key agencies, ministries and organisations at the national level to take part in a workshop to map gaps and opportunities for improving hate crime reporting, recording and data collection.⁶ This took place in Leeds on 28 November 2017.
3. Conducted in-depth interviews with seven people who have been at the heart of efforts to improve reporting, recording and data collection at the national level to gain their insights into our research questions.

³ In terms of its conceptual scope, the research focused on hate crime recording and data collection, and excluded a consideration of hate speech and discrimination. This was because there was a need to focus time and resources on developing the experimental aspects of the methodology such as the workshops and graphics. International and national norms, standards and practice on recording and collecting data on hate speech and discrimination are as detailed and complex as those relating to hate crime. Including these areas within the methodology risked an over-broad research focus that would have been unachievable in the available time.

⁴ See the Methodology section of the [European Report](#) for a detailed description of the research theory and approach of the project.

⁵ See Methodology section of the [European Report](#) for a full description of the research methodology

⁶ See Methodology section of the [European Report](#) for agenda and description of activities

Following the first phase of the research, the lead researcher synthesised existing norms and standards on hate crime to create a self-assessment framework (insert link), which was used to develop national systems maps describing how hate crimes are registered, how data is collected and used and an assessment of the strength of individual relationships across the system. A graphic designer worked with researchers to create visual representations of the *Journey of a Hate Crime Case* [see section x] and national *Systems Maps* [see section X]. Instead of using resources to launch the national report, it was decided that more connection and momentum would be generated at the national level, and a more accurate and meaningful final report would be produced, by directly consulting on the findings and recommendations during a second interactive workshop which was held in London on 7 November 2018.

During the final phase, the lead researcher continued to seek further input and clarification with individual stakeholders, as needed, when preparing the final report. Overlapping themes from this and other national reports were brought together and critically examined in the final, [European Report](#).

Part I: the National Context

This section presents a timeline of key events that: shaped national understandings of hate crime; or introduced important tools and frameworks to improve the monitoring and recording of hate crime.⁷

⁷ Given the complexity and longevity of hate crime awareness and activity in England and Wales, there is an inevitable risk that key events are missed from the timeline. The point was also made during the December 2018 consultation workshop that international events and incidents, such as those relating to the Israel -Palestinian conflict for example, can lead to incidents - antisemitic and anti-Muslim in particular - in the UK and could also be included here. The project tried to mitigate these risks in two main ways. First, the timeline can be amended following publication should an incident meet the criteria. Second, it could be useful to create community-specific timelines so that further detail on incidents and responses can be included. The aim of the project is to support stakeholders at the national level to work together and revise and amend tools such as the timeline, systems map to reflect national contexts. The Methodology section of the [European Report](#) suggests exercises and techniques to do this. The [European Report](#) identifies emerging themes across the six timelines presented in the national reports.

November 1981 The Scarman report into the Brixton riots is published. It recommends efforts to recruit more people from ethnic minority communities into the police, and proposes changes in training and law enforcement.

1984 The Police and Criminal Evidence Act 1984 is passed, which specifies the powers of the police in England and Wales and set out codes of practice for police. (see [Runnymede Trust](#))

1986 [Public Order Act 1986](#) is passed prohibiting certain expressions of racial hatred.

1986 Police begin recording racist incidents according to the following definition, 'Any incident in which it appears to the reporting or investigating officer that the complaint involves an element of racial motivation; or any incident which includes an allegation of racial motivation made by any person (ACPO 1985)'. Source: [Section 95 Report from 1998](#)

1988 Additional samples from Black and minority ethnic communities added to the British Crime Survey to explore their experiences of crime. Source: [British Crime Survey, Measuring Crime for 25 Years](#)

1991 [Section 95 of the Criminal Justice Act 1991](#) requires the Home Secretary to publish annual statistics on Race and the Criminal Justice system. Information on racist incidents and crimes are included from 1994.

22 April 1993 18-year old Stephen Lawrence is murdered by a group of white youths in a racist attack while waiting at a bus stop in London.

1994 Section 95 report on Race and the Criminal Justice System includes figures on police-recorded racist incidents and crimes.

July 1994 Balfour House, occupied by the Jewish Philanthropic Institution for Israel, and the Israeli Embassy in London are bombed. Six people are injured in Balfour house. [The Community Security Trust](#) is fully established as the national charity protecting Jewish Communities.

1996 Section 95 reports begin to include data from the Crown Prosecution Service from its Racist Incident Monitoring Scheme.

1998 The [Crime and Disorder Act 1998](#) is passed by Parliament, including specific racially aggravated offences.

February 1999 The publication of the [Stephen Lawrence Inquiry](#) by Lord Macpherson uncovers the catastrophic response to Steven Lawrence's murder, making 70 recommendations. In relation to hate crime recording, recommendations 12-14 are:

12: For the police to adopt the following definition of a racist incident, "A racist incident is any incident which is perceived to be racist by the victim or any other person".

13: That the term "racist incident" must be understood to include crimes and non crimes in policing terms. Both must be reported, recorded and investigated with equal commitment.

14: That this definition should be universally adopted by the Police, local Government and other relevant agencies.

April 1999 David Copeland carries out a series of nail bomb explosions in Brixton, Brick Lane and in The Admiral Duncan pub in Soho in racist, anti-Muslim and homophobic attacks. Three people are killed and 140 people are injured.

2000 The Association of Chief Police Officers produces its first Hate Crime Manual to offer guidance on hate crime investigation and recording to police officers in England and Wales.

2001 The Crown Prosecution Service publishes its first [Racist Incident Monitoring Annual Report](#), which also includes information about religiously aggravated offences.⁸

2001 The [Anti-terrorism, Crime and Security Act 2001](#) amends the CDA 1998 to include religiously aggravated offences.

2003 [The Criminal Justice Act 2003](#) is passed including provisions that aggravate the sentence of any crime that is motivated or aggravated by hostility on the grounds of sexual orientation, disability, race and religion (the Act came into force in 2005).

29 July 2005 Anthony Walker, a young black man [is attacked with a pick axe](#) while walking his white girlfriend to the bus stop. He died of his injuries on 30 July.

15 October 2005 Jody Dubrowski is murdered on Clapham Common in a homophobic attack.

2006 The [Racial and Religious Hatred Act](#) amends the [Public Order Act 1986](#) to prohibit incitement stirring up hatred against persons on religious grounds.

⁸ Please note that the hyperlink is to the 2003 report, which includes information about the 2000-2001 report.

June 2006 The [report of the Race for Justice Taskforce](#) is published, recommending a comprehensive approach to hate crime across government, including that all public authorities adopt a shared definition of hate crime and ensure that they are able to 'share, access and update all relevant data' (recommendation 63).

April 2007 In response to the Race for Justice Report. Government establishes a Cross-Government Hate Crime Programme as a single group to oversee hate crime across Government and criminal justice agencies. It establishes a Hate Crime Independent Advisory Group to bring victims, academics and CSOs together to ensure that victims views inform all policy decisions.

August 2007 Brent Martin, a man with learning disabilities, is kicked to death by a gang of three in an incident widely perceived by disability rights campaigners as a disability hate-murder.

23 October 2007 Fiona Pilkington kills herself and her disabled daughter, Francecca Hardwick, after years of harassment by people in her neighbourhood. Fiona contacted the police over 30 times to report the incidents against her and her family.

2007/8 A [Joint definition of hate crime](#) for monitoring purposes is agreed and adopted by the police in England and Wales and the CPS.

April 2008 [The police in England, Wales and Northern Ireland commence national recording on the five 'monitored' strands of hate](#) crime including race, religion, disability, sexual orientation and gender identity.

2008 [The Criminal Justice and Immigration Act 2008](#) amends the Public Order Act 1986 to prohibit stirring up hatred against persons on the grounds of sexual orientation.

August 2008 Publication of [Getting Away with Murder, the first](#) national report to detail serious offences against disabled people, including murder, and to highlight evidence of disability hate crime.

October 2008 The Crown Prosecution Service [publishes its first annual hate crime report](#) detailing its performance on prosecuting racist and religious hate crime, disability hate crime and homophobic and transphobic crime.

October 2009 UK Government publishes its [first cross-Government Hate Crime Action Plan](#) including specific actions to improve hate crime recording and data collection.

August 2011 Publication of [EHRC Inquiry into Disability-Related Harassment](#), which evidences the lack of awareness of disability hate crime, details violence against and murders of disabled people and recommends specific improvements in recording and responses.

2012 [Legal Aid, Sentencing and Punishment of Offenders Act 2012](#) amends the Criminal Justice Act 2003 to include hostility on the grounds of transgender identity as an aggravating factor at sentencing.

March 2012 The [British Crime Survey](#) publishes hate crime data for the first time.

May 2012 Government publishes [a new Hate Crime Action Plan](#).

14 July 2013 [Bijan Ebrahimi](#) is punched and kicked to death and his body set on fire by his neighbour in a racist attack. He had been in contact with the police 85 times between 2007 and 2013. Bijan was also disabled.

March 2015 National information-sharing agreement on hate crimes and incidents signed between ACPO (now National Police Chiefs' Council - NPCC) and the [Community Security Trust, Tell MAMA and Galop](#).

16 June 2016 Jo Cox MP is assassinated in a premeditated knife and firearm attack by Thomas Mair, who was heard to shout "Britain First" during the attack. Evidence was presented at his trial demonstrating his links to far-right ideologies and groups.

June 2016 A [significant spike](#) in recorded hate crime follows the referendum on The United Kingdom leaving the European Union.

22 March 2017 Khalid Masood drives into pedestrians killing five people and injuring many more. He then fatally stabbed an unarmed police officer before being shot dead by armed police. The incident is followed by an increase in hate crimes against [Muslims in Britain](#)⁹

22 May 2017 23 people are killed and 139 injured by Salman Ramadan Abedi in a suicide bomb attack at Manchester arena. The attack is followed by an [increase in hate crimes against Muslims in Britain](#)¹⁰.

9 Details on page 14 (figure 2.2) of link

10 Details on page 14 (figure 2.2) of link

3 June 2017 Eight people are killed and 48 injured by three men who drove into pedestrians on London Bridge and stabbed people in the vicinity. They are killed by armed police. The attack is followed by an increase in hate [crimes against Muslims in Britain¹¹](#).

19 June 2017 Darren Osborne drives a van into pedestrians near the Finsbury Park Mosque, killing one man.

March 2018 [National information sharing agreement on hate crime recording](#) agreed between NPCC and Stop Hate UK.

July 2018 Her Majesty's Inspectorate of Constabulary, Fire and Rescue Service publishes its report '[Understanding the difference: the police's initial response to hate crime](#)'. It found a lack of consistency across England and Wales in responses, including on hate crime recording.

October 2018 The government refreshes its [hate crime action](#) plan including actions to improve hate crime recording and data collection.

December 2018 The Parliamentary Home Affairs Select Committee launches '[The Macpherson Report, Twenty Years on Inquiry](#)', which is hearing evidence of progress on achieving the report's 70 recommendations, including on encouraging the reporting of racist incidents.

2019 [The Law Commission commence a wide-ranging review of hate crime legislation](#) to assess its effectiveness and to consider whether it should include any other strands beyond the five 'Monitored Strands'. The Review is likely to report in 2020.

¹¹ Details on page 14 (figure 2.2) of link

In uncovering the disastrous response to Stephen Lawrence's murder, the Macpherson Inquiry ignited what turned out to be a sustained commitment to address hate crime across successive governments, and an institutional shift in the police and the Crown Prosecution Service (CPS) approach towards victims and communities.¹² A suite of legislation was passed; a shared definition of hate crime was agreed across the police, CPS and other criminal justice agencies; hate crime questions were added to the Crime Survey for England and Wales; a system of recording and data collection guidelines and regular reporting on hate crime across the police and criminal justice agencies was established; and information sharing protocols were agreed with the key national Civil Society Organisations (CSOs) that record hate crime and support victims.

The perception-based definition of a 'racist incident', recommended by the Inquiry and adopted and expanded by government, generated the backbone of the UK's current hate crime recording policy. Power to name hate incidents and crimes was shifted towards victims and communities and public authorities were now required to take their perception into account at the investigation and prosecution stages.¹³ A space was created for meaningful institutional connection between public authorities tasked with protecting communities targeted by hate crime and CSOs that are committed to supporting victims and making visible the violence that their communities live with every day.

Developments in the area of law, policy, research¹⁴, activism¹⁵ and practice continue. The Law Commission's review of the current legal framework for hate crime sets out its strengths and weaknesses alongside recommendations for consideration by the government.^{16, 17} The Government published its updated Hate Crime Action plan, including commitments on victim support, prevention and hate crime recording and data collection.

The UK has one of the most comprehensive hate crime reporting, recording and data collection systems in the world. As we will see in the systems map below, the quality and quantity of hate crime data it produces, including by public authority-CSO partnerships has also steadily improved over the years.

12 See full references in the timeline above

13 See Perry, J. (2009)

14 [The International Network for Hate Studies](#) compiles and disseminates the latest research into all aspects of hate crime, much of it originating in the United Kingdom.

15 Regular conferences, [Hate Crime Awareness Week](#) and the 'No to Hate Crime Awards' showcase best practice across public authorities and community organisations.

16 See also Walters et al (2017), which researched responses to hate crime from investigation to sentencing and beyond and proposes a revised legal framework with the aim of redressing current inequalities and barriers to prosecution.

17 The government has asked the Law Commission to review the current legal framework and review, ['the adequacy and parity of protection offered by the law relating to hate crime and to make recommendations for its reform.'](#)

However, there are still questions about how existing data is actually used to understand and meet community needs for hate crime to stop, for support, for protection and for justice. There are particular gaps and weaknesses in the country's hate crime reporting and recording 'system' in the areas of racist crime and disability hate crime. The next section analyses the current system of relationships that produce and respond to data in relation to the prevalence and impact of hate crime, followed by further analysis and recommendations.

Part II: The 'journey' of a hate crime and the 'system' of hate crime recording and data collection in England and Wales

Using a workshop methodology, around 100 people across the 6 countries taking part in this research contributed to creating a victim-focused, multi-agency picture about what information is and should be captured as a hate crime case journeys through the criminal justice system from reporting to investigation, prosecution and sentencing, and the key stakeholders involved.¹⁸

The *Journey* graphic conveys the shared knowledge and experience generated from this exercise. From the legal perspective, it confirms the core problem articulated by Schweppe, Haynes and Walters where, 'rather than the hate element being communicated forward and impacting the investigation, prosecution and sentencing of the case, it is often "disappeared" or "filtered out" from the process.'¹⁹ It also conveys the complex set of experiences, duties, factors and stakeholders that come into play in efforts to evidence and map the victim experience through key points of reporting, recording and data collection. The police officer, prosecutor, judge and CSO support worker are shown as each being essential to capturing and acting on key information about the victim experience of hate, hostility and bias crime, and their safety and support needs. International norms and standards²⁰ are the basis for key questions about what information and data is and should be captured.

¹⁸ See Methodology section of the [European Report](#) for further detail

¹⁹ Schweppe, J. Haynes, A. and Walters M (2018), p. 67.

²⁰ See Standards section of [European Report](#).

The reasons why victims do not engage with the police and the criminal justice process are conveyed along with the potential loneliness and confusion of those who do. The professional perspective and attitude of criminal justice professionals that are necessary for a successful journey are presented.²¹ NGOs are shown as an essential, if fragile, 'safety net', which is a source of information and support to victims across the system, and plays a role in bringing evidence of bias motivation to the attention of the police and the prosecution service.

The *Journey* communicates the *normative idea* - that hate crime recording and data collection starts with a victim reporting an incident, and should be followed by a case progressing through the set stages of investigation, prosecution and sentencing, determined by a national criminal justice *process*, during which crucial data about bias, safety and security should be captured, used and published by key stakeholders. The graphic also illustrates the *reality* that many victims do not want to report, key information about bias indicators and evidence and victims' safety and support needs is missed or falls through the cracks created by technical limitations, and institutional boundaries and incompatibilities. It is also clear that CSOs play a central yet under-valued and under-resourced role.

²¹ Based on interviews with individual 'change agents' from across these perspectives during the research.

INVESTIGATION

'It is our duty to keep people safe and fully investigate every aspect of the incident.'



Do police record:

- Type of potential hate crime?
- Bias indicators and victim perception?
- Victim support and safety needs? Is this information passed to the prosecution?

PROSECUTION

'Where there is evidence of bias motivation, it is our duty to bring it to the court's attention.'



Do prosecutors record:

- Type of hate crime?
- Evidence of bias and victim perception?
- Victim support and safety needs at court (and beyond)? Is this information presented to the court?

SENTENCING

'Parliament has passed our hate crime laws. Where the case is proven, we must apply them.'



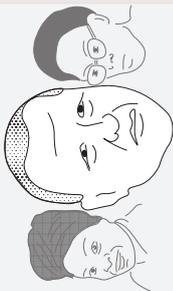
Does the court record:

- Whether hate crime law was applied?
- Victim support and safety needs at court (and beyond)? Is this information communicated to the public?

SUPPORT, SAFETY, COMMUNICATION & JUSTICE



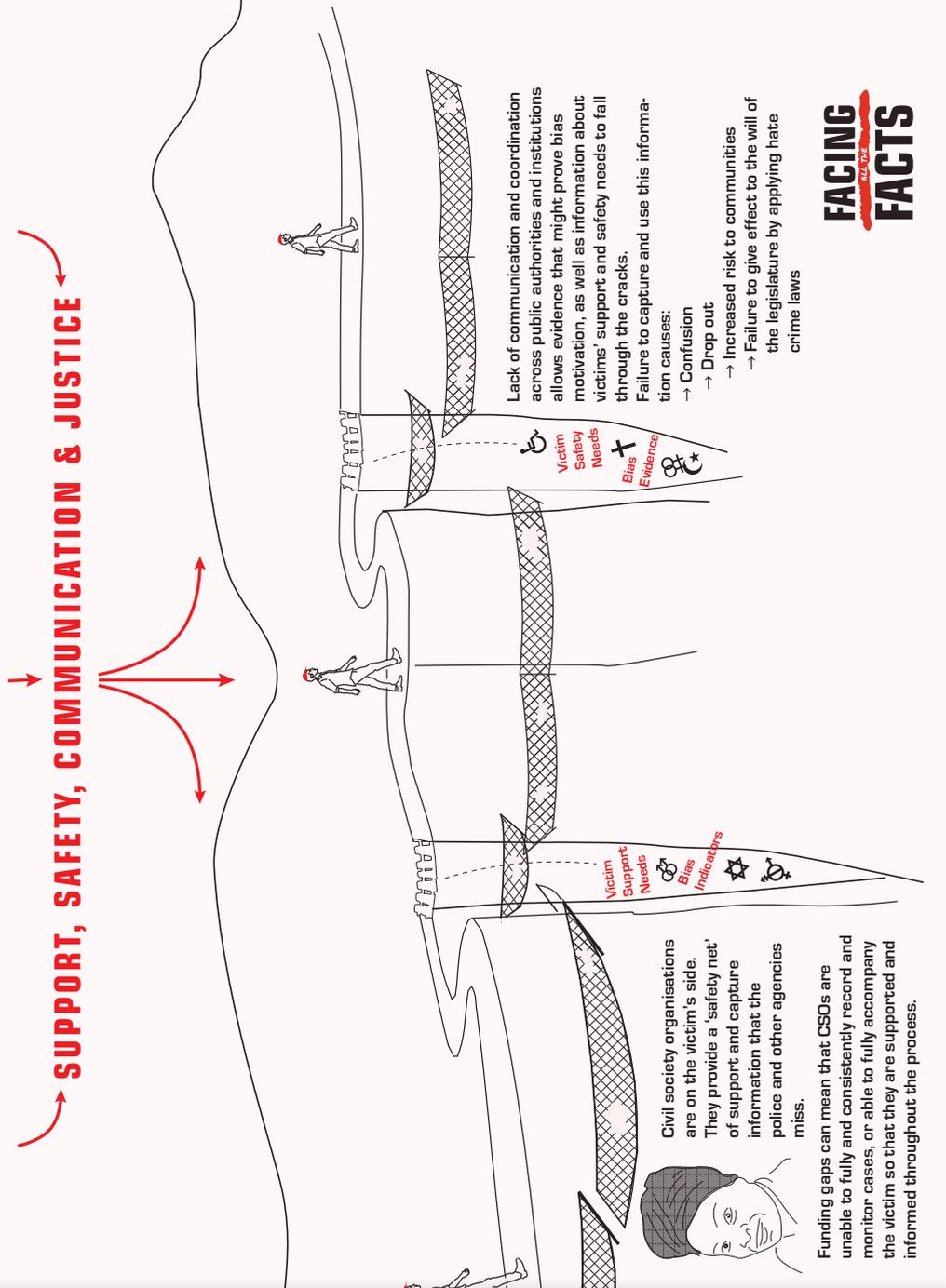
“ This is the fifth time it has happened, I must report it but... will I be believed? ”



“ They'll find out I don't have the right papers ... I can't risk being deported. ”



“ Last time the police didn't record that I was attacked because I'm gay. How do I know that I'll be kept safe and it won't happen again? ”



Lack of communication and coordination across public authorities and institutions allows evidence that might prove bias motivation, as well as information about victims' support and safety needs to fall through the cracks.

- Failure to capture and use this information causes:
- Confusion
 - Drop out
 - Increased risk to communities
 - Failure to give effect to the will of the legislature by applying hate crime laws

Civil society organisations are on the victim's side. They provide a 'safety net' of support and capture information that the police and other agencies miss.

Funding gaps can mean that CSOs are unable to fully and consistently record and monitor cases, or able to fully accompany the victim so that they are supported and informed throughout the process.

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The ‘system’ of hate crime recording and data collection in England and Wales

The ‘linear’ criminal justice *process* presented in the *Journey* graphic is shaped by a broader *system* of connections and relationships that needs to be taken into account. Extensive work and continuous consultation produced a victim-focused framework and methodology, based on an explicit list of international norms and standards that seeks to support an inclusive and victim-focused assessment of the national situation, based on a concept of *relationships*. It integrates a consideration of evidence of CSO-public authority cooperation on hate crime recording and data collection as well as evidence relating to the quality of CSO efforts to directly record and monitor hate crimes against the communities they support and represent.²² It aims to go beyond, yet complement existing approaches such as OSCE-ODIHR’s Key Observations framework and its INFACHT Programme.²³ The *systems* map also serves as a tool to support all stakeholders in a workshop or other interactive setting to co-describe current hate crime recording and data collection systems; co-diagnose its strengths and weaknesses and co-prioritise actions for improvement.²⁴

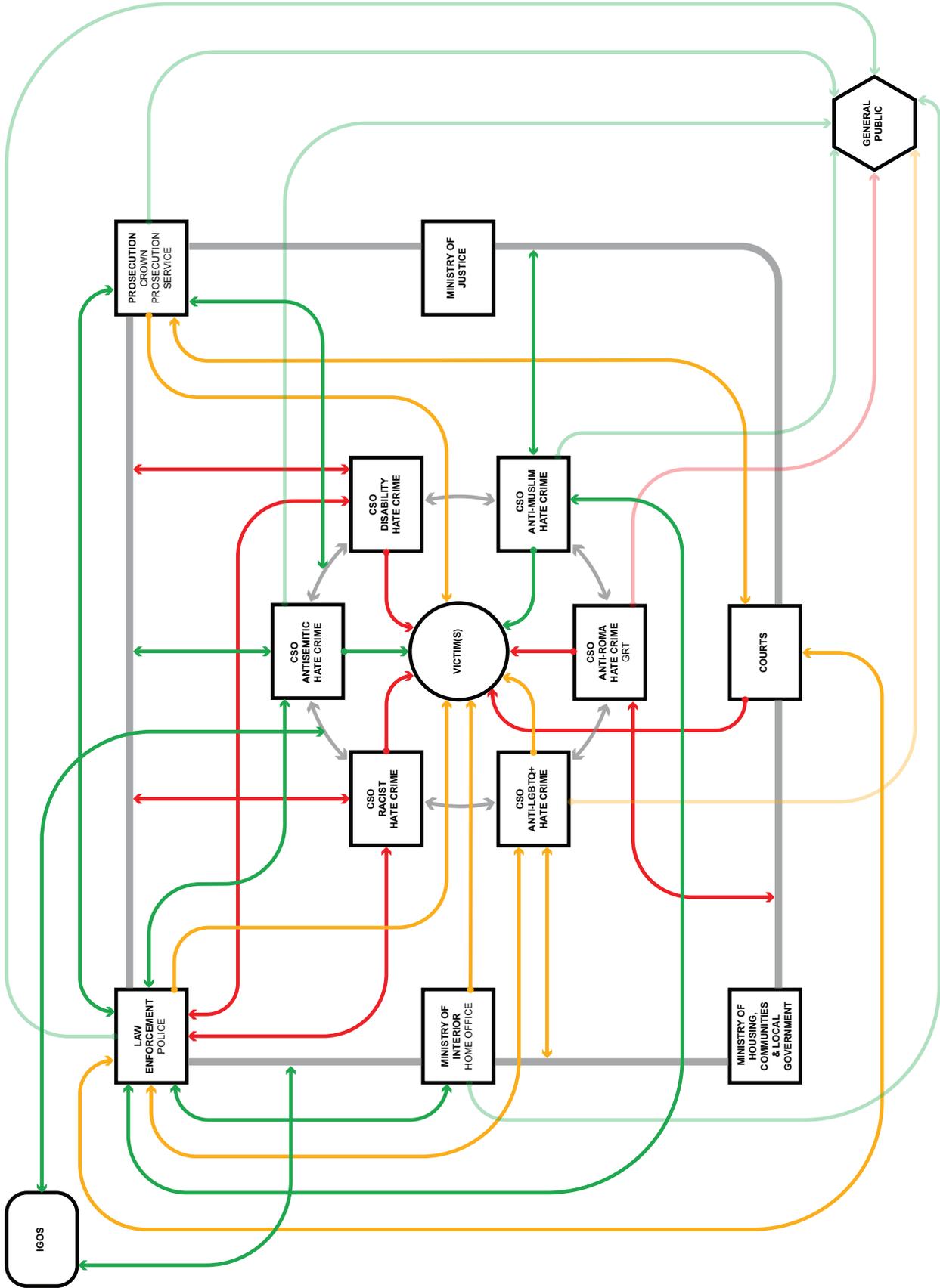
The systems maps should be studied with reference to the self-assessment framework, which provides a detailed explanation for the colour coded relationships. If the map is being viewed online, these explanatory notes can be accessed by clicking on the ‘+’ icon.

Follow the link to use the online, full-screen interactive version of [England and Wales’ systems map](#).

²² For a full description of the main stakeholders included in national assessments, and how the self-assessment framework relates to the ‘systems map’, see the Methodology section of the [European Report](#).

²³ ODIHR (2014)

²⁴ See Methodology section of the [European Report](#) for instructions.



- Evidence of relationships and overall commentary
- Good relationship: effective framework and action, with room for improvement.
- Adequate relationship: limited framework and action.
- Poor relationship: inadequate framework and action.
- CSOs (should be) networked for effective advocacy and to serve intersectionality
- Responsibility for framework and action flows from public authorities and CSOs to the victim(s) and the general public, not the other way around.
- Faded arrows to the 'general public' represent the point that while the 'public' forms the background and context of the national 'system', it should be represented as a specific stakeholder in it.

Commentary

This assessment is based on international norms and standards, which England and Wales generally exceeds. However, it is important to note that this doesn't mean that there isn't significant room for improvement.

Overall, policy frameworks are robust, allowing comprehensive and detailed data to be captured and shared across the system, however technical improvements are needed. For example, currently, hate crime flags are manually 'passed' from police to prosecution and throughout the Criminal Justice System, and the CPS alone gathers information from several, unlinked databases, allowing room for human error. There are plans to integrate the case and data management systems of criminal justice agencies, however timescales are unclear.

Information-sharing agreements between CSOs and the police at the national level are unique in Europe and beyond, allowing intelligence-sharing and risk reduction, providing an institutional basis for strong partnerships. However, there are no national CSO counter parts for disability hate crime and racist crime. This is a major gap. There also isn't full national coverage for anti-LGBT+ hate crime reporting, recording and support.

While Stop Hate UK has a national presence in terms of relationships with government agencies, information sharing agreements, and other charities/NGOs, the organisation can only provide telephone support services in the areas where funding has been secured. There is scope for better coordination and partnerships working between Stop Hate UK and specialist organisations as they provide services such as a 24 hour helpline that smaller organisations cannot sustain with limited resources.

There is a lack of data and information on how victims are using CSO services, suggesting the need for evaluation in this area.

There was a theme across the interviews that the benefit of signing common information-sharing agreements with the police identified above, such as better referrals across NGOs, has contributed to the development of what one interviewee called an 'anti-hate crime community'.

'The amount of network across groups and strands has increased ...even 5 years ago you simply did not have networks of NGOs from Muslim, Jewish, LGBT, and disability in informal networks, never mind [actual formal practical partnerships](#) . Now you really have that and it's growing. You have an anti-hate crime community that encompasses all these different NGOs, civil servants, police officers, lots of interested parties....Things like [Hate Crime](#)

[Awareness Week](#) and [No to Hate Awards](#) really bring people together and it's been fantastic....it benefits communities and victims...one on one but also the community level.”²⁵

The development of this ‘anti-hate crime community’ is very welcome, however there are signs that it isn’t as inclusive as it could be. Questions remain on its accessibility to national organisations recording and monitoring disability and anti-racist crime.

The issues highlighted here are discussed in further detail in the following sections and in the recommendations.

Spotlight on Police-CSO cooperation

The Facing all the Facts research across the partner countries found that data and information-sharing take place in a number of forms and to varying degrees across a range of public institutions including the police, prosecution services, the courts and government departments.²⁶ ²⁷ It is also commonly the case that information isn’t shared across public authorities, resulting in very limited information on the number of hate crime investigations, prosecutions and sentences. In most countries, where it takes place at all, sharing data and information between public authorities and CSOs is usually sporadic, tending to centre around specific, often high profile, or sensitive cases. In England and Wales, however, there is a different approach. As shown in the systems map, institutional connections are based on relatively effective frameworks and action, and systematic information sharing has been in place for some years for several communities.

The approach in England and Wales is perhaps the strongest example of public authority-civil society cooperation on reporting and recording hate crime in the world. While the technical elements of national information-sharing agreements are presented in the systems map, the story of how these protocols were established in England and Wales is presented as a case study in the project’s [online learning for decision-makers](#) with responsibilities for hate crime recording and data collection. Their experience can provide learning and possibly inspiration for decision-makers outside the UK.

Since the Macpherson Report, there have been clear and sustained political and institutional expectations pushing public authorities to constructively engage with community organisations. The research in England and Wales has focused on the most effective elements of specific, national CSO-public authority partnerships on hate crime recording and data collection, finding evidence of deep and constructive

²⁵ Interviewee five

²⁶ Research has been conducted in Greece, Hungary, Ireland, Italy and Spain

²⁷ See also FRA (2018), and OSCE Annual Hate Crime Reporting Website, www.hatecrime.osce.org

connection. The principles and practice of ‘critical friendships’, perception-based recording as a technical mechanism for connection and information-sharing protocols have been identified as key to developing these relationships²⁸. However, the bulk of the burden of ‘making it happen’ can often fall to NGOs, and the challenges of navigating this terrain in a context of – at times– polarising politics and sustained austerity with limited and, often short-term, resources can be overwhelming.

In addition, as shown in the systems map, there is currently an obvious and unsettling gap in the inclusion of specialist organisations on racist and disability hate crime in national inter-institutional national frameworks and action on hate crime reporting and recording, which is the focus of the next section.

Spotlight on strategic efforts to improve institutional cooperation on reporting and recording of racist crime

Many local and regional organisations supporting victims of racist crime have very good relationships with the police and regularly cooperate in ad-hoc information sharing, training and victim support referrals. However, as highlighted in the systems map, there is currently no dedicated organisation with national coverage that has an effective system to record racist offences or to support victims of racist crime.²⁹ As a result, there is no national information-sharing agreement specifically for Black and Minority Ethnic (BME) communities. This is surprising considering reports and records of racist crime are by far the most numerous in England and Wales.³⁰

In its 2016 Hate Crime Action Plan, the government reported that it, ‘heard concerns that the debate over emerging hostilities such as religion had meant that the national debate and focus on race hate had diminished.’³¹ It is of course essential to focus on securing effective frameworks and action on antisemitic and anti-Muslim hate crime. Doing so should not be offered as an explanation for why the focus on racist crime has ‘diminished’. Rather, equal focus across the ‘strands’ and an effort to highlight and address their complementarity and intersectionality should be made. In any case, barriers to building national reporting and recording partnerships on

²⁸ For a full discussion of these elements see the [European Report](#).

²⁹ Stop Hate UK has a national presence and is a signatory to an information-sharing agreement with the Police. However, its hotline doesn't have full national coverage and the organisation is not solely focused on reporting and recording racist crime or disability hate crime.

³⁰ Home Office (2018a)

³¹ Home Office (2016) p. 15

racist crime need much deeper exploration, and include a consideration of the following issues:

- The closure of Race Equality Councils and the ‘folding in’ of racist crime into the overall ‘hate crime’ policy and practice space has diluted focus and resources on evidencing and addressing racist violence in a systematic way across the country.
- Organisations working on issues affecting Black communities are likely to prioritise work on areas of most common concern for communities such as Stop and Search and other evidence of disproportionality in policing and the criminal justice system, especially in the context of extremely limited and short term funding available to community groups as a result of a sustained ‘austerity’ programme in England and Wales. CSOs have had to take difficult decisions on what to prioritise.
- Communities affected by racist crime are large, disparate and diverse. It might be unrealistic to expect that one or even a small number of organisations can effectively engage in single national partnerships on reporting and recording, while keeping the trust and confidence of all communities.

The government’s longstanding obligation to regularly report on statistics on race and the criminal justice system enshrined in Section 95 of the Criminal Justice Act 1991 evidences disproportionality in decision-making on the grounds of race, involving black and minority ethnic (BAME) people as employees, suspects, defendants, prisoners and victims, including as victims of racist crime. The recent [Lammy Review](#) drew on official evidence of disproportionality to explore its impact on BAME people, concluding,

‘...the criminal justice system (CJS) has a trust deficit with the BAME population born in England and Wales.’³²

The extent to which people’s perception and experience of disproportionality undermines their willingness and confidence to report racist crime must be better understood and addressed in visible and effective ways, a point which is addressed in the recommendations section.

Disability hate crime

As detailed in the timeline, disability hate crime has emerged as an important policy concern in recent years. Both the [police](#) and [Crown Prosecution Service](#) have invested significantly in policy, practice and engagement to describe and explain the key features of disability hate crime investigation and prosecution. However, as detailed in the systems map, reporting and recording are still very low compared to other strands. Similarly, to racist crime, while many local and

³² Lammy (2018) p. 36

regional organisations supporting victims of disability hate crime run good services, have effective relationships with the police, and regularly cooperate in ad-hoc information sharing, training and victim support referrals, there is currently no community organisation with national coverage that has an effective system to record disability hate crime offences or to cooperate with the police on information sharing and support. As a result, there is no national information-sharing agreement specifically for disabled communities.

Some reasons for this are similar to those listed above in the context of racist crime, however there are also different issues to consider.

- Campaigning organisations working on disability have had to prioritise their energy on evidencing and combating the disproportionate and sometimes devastating impact of austerity on disabled people and the support that they receive.³³ This limits their ability to dedicate time and energy to developing effective hate crime reporting, recording and support services.
- ‘Disabled people’ comprise a disparate and diverse community that might not lend itself to creating a single recording and reporting body.
- A tendency to understand violence against disabled people as a ‘safeguarding’ problem as opposed to a policing and broader criminal justice issue diverts attention and resources away from addressing the problem as one of hostility and prejudice against disabled people.³⁴

Although not explored in detail here, from the perspective of the police and other public authorities, the range of issues on which to engage across crime and criminal justice policy in the shared context of austerity can also be overwhelming.³⁵ There can be an understandable desire to secure relationships with a small number of organisations, which ‘represent’ communities. However, this approach is not always realistic or possible for large and sometimes disparate communities that might need a number of organisations to more fully represent their experiences and needs. These points are particularly pertinent when considering how to address the evidenced gaps in national relationships relating to racist and disability hate crime and to a lesser extent, anti-Muslim hate crime.

³³ For current information about the impact of cuts to support services on disabled people see <https://www.disabilitynewsservice.com/>.
³⁴ Roulstone and Mason-Bish (2013)

³⁵ For example, the NPCC has twelve coordination committees. Within this the Equality, Diversity & Human Rights (EDHR) Coordination Committee ‘works to improve and support forces in their ‘valuing of difference’ and meeting the Public Sector Equality Duty in the regions they serve across the country’ and has 8 areas of work including hate crime (plus gender, religion & faith, children and young people, sexual orientation, mental health and human rights). <http://www.npcc.police.uk/NPCCBusinessAreas/CoordinationCommittees/Equalitydiversityandhumanrights.aspx>

Assessing and reducing the recording and reporting gap: future steps in policy and practice

As set out in the self-assessment framework and systems map, there has been significant progress in reducing the gap between the number of hate crimes recorded by the police and the number of hate crimes estimated by the Crime Survey for England and Wales. In 2017-2018 police-recorded hate crime increased by 17% compared with the previous year.³⁶ This figure is consistent with the upward trend in recent years: the number of hate crimes recorded by the police has more than doubled.³⁷ As [explained by the Home Office](#), ‘This increase is thought to be largely driven by improvements in police recording although there [have] been spikes in hate crime following certain events such as the EU Referendum and the terrorist attacks in 2017.’³⁸ Police recording is increasing in the context of an overall reduction in crimes estimated by the Crime Survey for England and Wales, further suggesting that the increase in police-recorded crime is due to better recording and possibly better reporting rather than an actual increase in hate crime over time.³⁹ This development is to be welcomed and is an indicator that sustained and focused work to improve reporting and recording across the country has had a positive impact.

However, persistent problems in police recording remain. As detailed in the systems map (see police-victim relationship), the gap between hate crimes recorded by the police and the much larger number estimated by the CSEW is not only caused by under-reporting by victims, it is also due to mistakes in police recording of hate crime.⁴⁰ HMICFRS identifies police call handlers as a critical interface between potential hate crime victims and the police and concludes that steps need to be taken to improve their ability to identify hate crime. The report recommends that call handlers are directed to ask open questions to ascertain victim perception and that training is made available to this target group.⁴¹

The interface between victims and alternative forms of reporting, or ‘third party reporting’ is also crucial.⁴² Wong et al (2019) distinguish between third party reporting *services* and third party reporting *centres*. As set out in the systems map,

³⁶ In 2017/18, there were 94098 hate crime offences recorded by the police in England and Wales

³⁷ Since 2012/13 police recorded crime increased from 42,255 to 94,098 offences; an increase of 123%.

³⁸ Home Office (2018a)

³⁹ There is evidence of a recent rise in hate crimes on the grounds of sexual orientation and religion, which is discussed further below.

⁴⁰ See also Walters et al (2017) for a detailed discussion of the ‘justice gap’ as evidenced by interviews with police, prosecution and judges as well as an analysis of relevant data.

⁴¹ Facing all the Facts developed national online learning for call handlers, which was rolled out in 2019

⁴² The Macpherson report formed the policy basis for ‘Third Party Reporting’ that was later expanded to all ‘strands’ of hate crime:

‘all possible steps should be taken by police services at local level in consultation with local government and other agencies and local communities to encourage the reporting of racist incidents and crime’

Recommendation 16. See also Government’s hate crime action plan Home Office (2016a)

specialist organisations such as CST, Tell MAMA, Galop and Stop Hate UK, provide national third party-reporting services, mainly through online reporting, texting services and helplines. These services usually provide direct support and share information on hate incidents in accordance with the terms of nationally agreed information sharing protocols with the police.

Third party reporting centres tend to be hosted by non-specialist organisations in physical locations such as libraries, social clubs, mosques, and day centres. Although the [Hate Crime Action Plan](#) pledges to increase the number of third party reporting centres as a key action to improve reporting,⁴³ there is significant evidence that reporting centres are not being used.⁴⁴ Research in Scotland found that 89.3% of respondents working at a third party reporting centres reported that the centre had either been inactive or not very active the previous year.⁴⁵ A 2014 review by the national policing hate crime group, cited in a recent HMICFRS inspection report, 'Understanding the Difference' found that: "many [reporting centres] failed to deliver tangible results".⁴⁶ The HMICFRS concluded based on its own findings, 'It appears that little has changed since this review....'⁴⁷

A recent review of 35 third party reporting centres in two regions of England and Wales found that only one centre received dedicated funding and that most of the centres hadn't received reports of hate crime in the previous 12 months.⁴⁸

HMICFRS recommends a shift away from providing physical reporting locations to online methods as a way to save resources and to take advantage of the general move towards accessing services online:

'the fact that hate crime increasingly takes place online, and the use of IT by victims to report offending (for example, by way of True Vision⁴⁹), may mean that physical centres are increasingly outdated. Indeed, many forces have used these arguments to explain the closure of police front counters. It is also the case that with reduced resources, police forces and their partner organisations will find it increasingly difficult to keep up the commitment they need to maintain effective third-party reporting arrangements....This means forces and their partner organisations will need to assess their own arrangements continually in terms of value for money, and the benefits of community engagement.'⁵⁰

43 Home Office (2016a), p. 16

44 Chakraborti and Hardy (2015); Clayton, J., Donovan, C., Macdonald, J. (2016); Wong and Christmann (2008); Wong et al (2019)

45 'not very active' was defined as having received 1-2 reports the previous year. <https://www.sclcd.org.uk/wp-content/uploads/2017/04/Hate-Report-3.pdf>, p. 12

46 HMICFRS (2018), pp.48-49

47 Ibid, p. 34

48 Wong et al (2019)

49 True Vision is the national police-run online reporting and information service on hate crime. See <http://www.report-it.org.uk/home>

50 HMICFRS (2018), p.54

However, a recent review of third party reporting in Hertfordshire by Chakraborti and Hardy found mixed levels of confidence expressed by victims in using online reporting platforms.⁵¹ Some researchers have recommended that more work is done to find out why some approaches to third party reporting are more successful than others.⁵² Wong et al have developed a third party reporting centre assessment tool.⁵³ Others point out that low levels of third party reporting suggest both a lack of awareness about the existence of these alternative routes, and a need to explicitly connect reporting with support thus giving motivation and a reason for victims to take what can be an intimidating step.⁵⁴ Wong et al (2019) conclude, ‘...adopting third party reporting centres as an orthodoxy to improving hate crime reporting and recording is at best unproven and on the current (limited) evidence, seriously in doubt’.⁵⁵

The usual focus on ‘closing the reporting gap’ misses a strategic consideration of what actually motivates victims and witnesses to report and how this relates to core public authority duties to reduce and prevent crime, and increase access to justice and support for victims. The next section draws on conversations about the aims and purpose of hate crime reporting and recording with people at the centre of these efforts, and tries to identify ideas for consideration, discussion and recommendation.

Time for a re-think?

‘...what is the target, what are we trying to achieve? An increase by 10%...? But an increase of 10% isn’t a long term strategy. That isn’t getting to people...How do we deal with the volume if we are successful, and give the right response? What is [our] foundation for dealing with this and how [can we] make sure that people *have a good first conversation?*’⁵⁶

The questions posed above raise two crucial points. First, it is unclear whether police forces have the resources to cope with a doubling of reported and recorded hate crimes.⁵⁷ ⁵⁸ Second, the interviewee points to the crucial question: how to ensure that the first response or ‘conversation’ with the police or a third party, is effective and appropriate? Answering this question gets to the heart of the strategic importance of improving hate crime reporting.

51 Chakraborti and Hardy (2015) p. 12

52 Walters et al (2016)

53 Wong et al (2019)

54 Chakraborti and Hardy (2015), p. 1

55 Wong et al (2019) p. 4

56 Interviewee one

57 While about 94,000 hate crime were reported to the police, CSEW figures suggest that about the same number - 90,000 - were not reported to and/or recorded by the police in 2017-2018

58 In addition, it is police policy (College of Policing, 2014) to encourage the reporting of sub-criminal hate incidents. While there are no official national estimates, it is safe to assume that hate incidents far outweigh the number of hate crimes, adding further and possibly unrealistic expectations on the police to record and respond to this volume.

A single, reported hate crime or hate incident can be a part of a ‘process of victimization’⁵⁹, not all of which is reported. Incidents take place over time and in different forms and locations, and include criminal and noncriminal acts. Many victims may know that they have been targeted because of hostility towards their identity but not that it is called a ‘hate crime’ or that they are entitled to a particular response under the [Victim’s Code of Practice](#). Getting to ‘what happened’ needs unpicking, often through conversation with a victim or witness who might not fully understand themselves what is happening.⁶⁰ The right response might require a mix of risk assessment, referrals to support and consideration about the right remedy, whether criminal and/or civil.

At the moment, not much is known about whether those reporting hate crime are having a good interaction with the police and with third party reporting services. As set out in the systems map, the Crime Survey for England and Wales 2017-2018 reported that hate crime victims are significantly less satisfied with the police response than victims of all crime.⁶¹ Even less is known about the satisfaction of those reporting to specialist services and the need for independent evaluation of current services was expressed in the interviews.⁶²

The next sections examine the relationships between reporting and support, protection and access to justice and propose a strategic model to understand and realise these connections for the benefits of victims and communities.

Reporting into support

‘Is success getting as many reports to the police as possible or as many prosecutions as possible or is success getting as much support to victims out there as possible, depending on what they might need?’⁶³

This quote points to the problem that the aim of closing the gap between reported and unreported crime and/or increasing the criminal justice response can often be presented as competing with the aim of increasing access to support. In fact, it is vital to find strategies, policies and funding approaches that recognise the interdependence of these aims.

Although support services for victims of crime are enshrined in the Code of Practice for Victims of Crime⁶⁴ and the EU Victims Rights Directive⁶⁵, there is a lack of strategic narrative about the fundamental connection between reporting and support. Evidence suggests that reporting functions that are either set up without

59 Walters (2017).

60 Similar wording was used in the Leeds workshop in which participants recommended that in the case of criminal justice processes, systems ensure that ‘the victim is held within a good conversation from the police, to prosecution service to courts and NGOs’.

61 See victim-law enforcement relationship

62 Also see Wong et al (2019)

63 Interviewee two

64 Ministry of Justice (2005)

65 European Union (2012)

integral support services or seamless referral to support and outreach are less likely to be effective.

Disconnecting reporting from supporting

Research undertaken in Northumbria illustrates that as the support element of a third party reporting network, Arch, was reduced and then stopped, the number of reports it recorded drastically reduced.⁶⁶ In 2011 the Arch network was comprised of 140 organisations and three members of council staff whose jobs included community outreach and conflict resolution. In 2012 the network recorded its highest number of over 800 incidents. However, by 2015, this figure declined to 64. During this period, a large number of organisations closed and membership of the network declined by 50%. Arch's staff team was cut and their functions moved to local authority staff with 'other existing and often unrelated roles', leaving Arch as, 'only a monitoring tool and a database'.

The first and ongoing 'conversations' with people undergoing a 'process of victimisation' require an assessment of their support needs alongside encouragement to report directly to the police or an agreement to have the anonymised details of the incident passed onto the police on their behalf. More research should be undertaken to evaluate the effectiveness of connecting support to reporting by both the police and third parties.

Reporting into protection and prevention

Accurate and real-time data about hate incidents are essential for the police to fulfil their core function: to prevent and reduce the risk of crime and victimisation.⁶⁷ This function has two core aspects to it. The first relates to using information to plan for critical incidents. For example, the recent '[punish a Muslim day](#)' incident involved letters being sent to Muslim communities outlining 'punishments' to be given to Muslims on a specific day. As information about the letters were shared throughout the UK - and internationally - the specific threat that individuals would be inspired to act on the letter grew. Relying on their established information-sharing agreement, Tell MAMA and the police worked very closely, with daily cooperation, sharing information about reports and other information, to address risk and agree methods of communication with communities to provide reassurance. In this instance, communication strategies were also shared because of the competing objectives to reassure communities whilst reducing the risk of motivating potential perpetrators.

The second aspect of the police core function to reduce crime and prevent victimisation relates to assessing the risks of revictimisation or escalation that

⁶⁶ Clayton, J.; Donovan, C.; Macdonald, B. (2016)

⁶⁷ See information sharing agreements, for example, http://www.report-it.org.uk/files/galop_signed_data_sharing.pdf, page 1

individual victims face and ensuring the effective deployment of police resources and support services. There is evidence that there is not a consistent approach to risk assessment in this area. As set out in the systems map (see victim-police relationship), [Operational Guidance](#) sets out recording obligations and directs police to conduct needs assessments, however the HMICFRS Inspection found that the framework was insufficiently detailed, concluding that, ‘The lack of national direction means that the type and level of service victims receive depend on where they live.’⁶⁸ The Inspection found that 12 forces have a bespoke hate crime risk assessment, 18 use a generic risk assessment that applies to all victims, five use a risk assessment for hate crime which relates to anti-social behaviour and eight have no secondary risk assessment process. The inspection states, ‘...in our case assessments, we found that only 56 out of 180 had an enhanced risk assessment completed. This is deeply unsatisfactory.’^{69 70}

Guidance to third party reporting services on identifying and addressing risk is also patchy. The [Third Party Reporting Protocol](#) asks if an individual is at risk, and if so it is recommended that the police are notified. However, there is no guidance on how to carry out a risk assessment or how to capture information in a way that is most useful for the police. The RADAR guide to setting up third party reporting centres includes detailed guidance on what to do if a victim faces a high risk, however, there is no specific risk assessment tool included.⁷¹ CST guidance does not include guidance on the topic.⁷² GALOP’s hate crime quality standards also emphasise the importance of risk assessment.⁷³ However, none of the guidance identified in this research includes specific risk assessment tools for hate crime cases.

Identifying the improved assessment of risk as a strategic aim of hate crime reporting policy prioritises the crucial need to both improve the intelligence picture relating to specific incidents and trends and to reduce risks faced by victims and communities.

Reporting into justice and the right remedy

Very often, if not most of the time, whether a case can progress to a prosecution relies on the evidence of the victim. As such, hate crime reporting is fundamentally connected to securing equal access to justice and, ultimately, ensuring that the court has the chance to apply hate crime laws where the offence is proven.

68 HMICFRS (2018) p. 63

69 HMICFRS (2018) p. 63

70 Work by Dr Trickett suggests that forces should use hate crime-specific risks assessments as opposed to additional questions in existing risk assessment tools. This is discussed further in the recommendations section. <http://www.empac.org.uk/research-on-hate-crime-risk-assessing/>

71 RADAR (undated)

72 CST (undated)

73 Antjoulé (2016)

Access to justice is also about finding the right remedy for the situation and to consider what victims actually want as a result of taking action to report. As one interviewee pointed out, ‘a criminal justice response is one way of addressing the issue of hate crime but there are all sorts of other issues - housing, health, etc.’⁷⁴ Another interviewee explained, ‘many people don’t want a criminal justice outcome.’⁷⁵

Meeting these needs requires a high level of skill, knowledge and relationships across the system, which are not currently in place, as can be seen on the systems map. In particular, connections across criminal justice, police and housing authorities are essential, yet, in the context of austerity, the path to progress is unclear.

Connecting the dots: Towards a strategic framework on hate crime reporting and recording

Early consultation with stakeholders was positive about re-thinking approaches to third party reporting, introducing minimum standards for CSOs and undertaking evaluation. However, as one respondent put it, the ‘devil is in the detail’.⁷⁶ Any future work would also take place in the context of years of ‘austerity’. This section brings together research findings and the outcome of discussions at the national consultation meeting held in London in November 2018 to present a strategic framework on hate crime reporting and recording.

Closing the gap between reported and unreported crime has been the government’s focus to date, yet evidence is suggesting that what is needed is an approach that spans all actors with responsibility and better integrates hate crime reporting and recording with these other connected strategic aims:

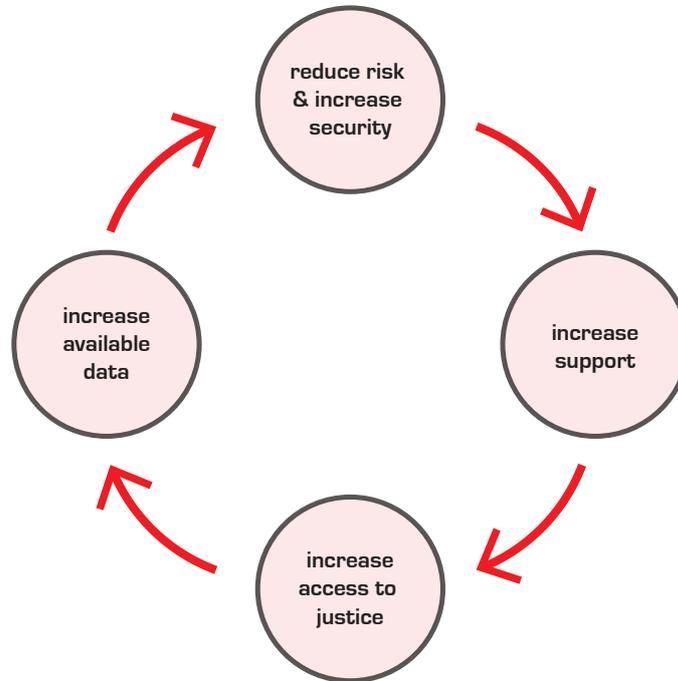
- risk is identified and reduced;
- the right first response and support is secured; and
- positive outcomes for victims and communities are achieved, including access to justice.

74 Interviewee three

75 Interviewee two

76 Interviewee three

The graphic below presents a victim and outcome focused strategic framework on increasing reporting and improving recording.⁷⁷ The final recommendations section presents issues to consider for implementation in England and Wales.



Using the data that we have

Policy makers, practitioners and NGOs have a tremendous amount of data and evidence available to them from official sources, NGO reports and research, which sets out the context of hate crime, describes the impact on victims and communities and points to effective practice. However, it is unclear to what extent national and local data is used to assess performance and identify ways forward. In the context of the hate incident recording by the police, HMICFRS concluded,

‘... while forces and the government encourage members of the public to report hate incidents and crimes, apparently some forces, or the government, do little with some of the resulting information. This is a missed opportunity to identify emerging trends and compare differences and possible gaps in recording practices between forces. From the information forces gave us, we have given a general analysis [that] illustrates that far more could be made of this information than is now the case. We accept that there are sometimes differences between forces in the way that incidents are recorded, but we think the benefits of this approach outweigh these considerations⁷⁸

⁷⁷ This framework is a key output of the overall Facing all the Facts research. It is presented in the [European Report](#) as a model that can be applied across diverse European contexts.

⁷⁸ HMICFRS, (2018) p. 54

The impact of austerity as a barrier to securing routes to reporting and support

England and Wales' precious progress in establishing the most comprehensive national picture of hate crime in Europe is under threat. Many local specialist organisations have closed or are at risk of closing down, leaving victims and communities without support. Those that survive are chasing ever decreasing resources, risking destructive competition with important allies and draining precious staff time that would be better spent supporting victims and building partnerships.

The impact on relationships with public authorities can be damaging. One public authority representative explained, 'Some of the issues that we have had of late is that some orgs don't have funding, some groups that we used to work with don't have capacity. That has created a vacuum for us...we have had to work across regions to pool resources...there are some challenges...but with the increase of extreme-right activity we have to find ways of forging ahead and working in ways that are supportive and mutually respecting.'⁷⁹

NGO interviewees pointed to the problem that public sector partners and funders do not always grasp the current challenges faced by NGOs. For example, limiting funding to 6-12 months, or to a set of training sessions as opposed to commissioning a comprehensive service. These issues pervade this report's findings and have implications for the delivery of its recommendations.

Ways need to be found to reverse this trend and target funding to the most skilled existing services as well as to support the development of effective services for under-served groups.

Shifting the narrative

In efforts to get hate crime on the agenda, there can be a tendency to focus on evidence that suggests that hate crime is 'on the rise'. As shown in the timeline, spikes in hate crime followed the 2016 Referendum, and domestic and international terrorist attacks, and civil society organisations have been reporting significant increases in reports to their services.⁸⁰ In addition, there have been recent increases in hate crimes on the grounds of sexual orientation and religion in 2017-2018 (see table below)⁸¹, as presented in the table below, evidence from the Crime Survey for England and Wales suggests a longer term and overall decrease in the incidence of hate crime.

⁷⁹ Interviewee 4

⁸⁰ See CST (2018), and Tell MAMA (2018). Both organisations recorded significant increases in reports of antisemitic incidents and anti-Muslim incidents (respectively) in 2017-2018 to their services.

⁸¹ See also Walters et al (2017) for further analysis.

Comparative table of hate crime estimates from the Crime Survey for England and Wales from 2011- 2018⁸²

	2011/ 12- 2012/13 ⁸³	2012/13 – 2014/15 ⁸⁴	2015/16-2017/18 ⁸⁵
Race	154,000	106,000	105,459
Religious	70,000	38,000	39,000
Sexual orientation	39,000	29,000	30,000
Disability	62,000	70,000	52,000
Gender identity	Unreliable	Unreliable	Unreliable

While there is evidence that the downward trend is reversing for hate crimes based on hostility towards religious identity and on the grounds of sexual orientation, police-recorded figures show that reporting by the public and recording by the police has risen significantly.⁸⁶ These are positive developments and suggest an increased public awareness of the problem and improvements in public authorities' and civil society organisation practice after many years of hard work and focus.⁸⁷

Much work remains to be done. Evidence presented in this report and gleaned from victimisation surveys, police-recorded crime figures, research, inspection reports and civil society data points to the most important and urgent problems that need to be addressed. For example:

- Reporting is on the rise, however, the problem of under-reporting, particularly for some groups, stubbornly persists.
- Police-recorded hate crime is on the rise, however there remains an unacceptable gap between reporting and recording, suggesting that the police are not following their own perception-based recording policy.
- Specialist organisations have established ground-breaking practice yet insufficiently thought-through third party reporting policy has redirected precious resources away from specialists, without demonstrable positive effect.

⁸² The next crime survey figures are due to be published in 2021, see https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/839172/hate-crime-1819-hosb2419.pdf

⁸³ Home Office (2012) <https://www.gov.uk/government/statistics/hate-crimes-england-and-wales-2011-to-2012-2>; Home Office (2013) https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/266358/hate-crime-2013.pdf

⁸⁴ Home Office (2014) <https://www.gov.uk/government/statistics/hate-crimes-england-and-wales-2013-to-2014>; Home Office (2015) <https://www.gov.uk/government/statistics/hate-crime-england-and-wales-2014-to-2015>

⁸⁵ Home Office (2018b) <https://www.gov.uk/government/statistics/hate-crime-england-and-wales-2017-to-2018>; Home Office (2016b) <https://www.gov.uk/government/statistics/hate-crime-england-and-wales-2015-to-2016>

⁸⁶ See systems map. The number of hate crimes recorded by the police has more than doubled since 2012/2013.

⁸⁷ For further discussion on this point, see also Policy Exchange (2018)

- The HMICFRS Inspection found an inconsistent and therefore dangerous approach to risk assessment, and patchy access and referral to support services, leaving victims without any help.
- Twenty years after the Macpherson Inquiry, which directed public authorities to focus their efforts on strategic relationships with BAME communities, low levels of trust are probably a factor in the lack of national information sharing agreements and strategic partnerships between BAME organisations and the police.
- Civil society organisations are struggling after years of ‘austerity’ have cut access to funds, engendering unhealthy competition across the sector.

Hate crime should not need to be on the rise to attract the serious attention as a public policy priority it deserves. More work is needed to understand differences across community experiences and across data sources. For example, figures from the Community Security Trust suggest a steady increase in antisemitic incidents. This evidence is difficult to check against crime survey data, which does not provide separate data on antisemitic and anti-Muslim hate crime. Further, data on hate crime prevalence and impact should be understood in the context of data on discrimination in the criminal justice system and beyond. For example, existing data from ‘Section 95 reports’, which point to discrimination on the grounds of race should be brought into an analysis of why victims might not report or remain engaged in the criminal justice process. Similar obligations to measure these outcomes for other groups should be considered and commissioned.

Recommendations and conclusions

Recommendation 1: Continue to move forward on existing plans to create a cross-CJS electronic recording and data sharing system.

Some elements of this delivery through the single ‘common’ platform were expected to be delivered in 2016 and delays have prevented progress to this objective. It is recommended that officials assess current progress and agree a ‘roadmap’ and timeline for completion of the IT systems that will allow complete and comparable hate crime data.

Recommendation 2: Prioritise a particular focus on BAME and disabled communities.

There are gaps affecting all communities at the regional and local levels, which need to be understood. However, the focus of this report has been on the national level, and the gap in recording and reporting relationships for BAME and disabled communities is most glaring.

Working groups with relevant representation should be established to:

- Constructively assess and problem-solve the impact of perceptions of institutional racism on both the willingness of individuals to report experiences of hate crime as well as the willingness of civil society organisations to engage in national hate crime reporting and recording policy and action.
- Invest in building networks of BAME and disabled communities that can effectively engage in hate crime reporting and recording efforts at the national level.

In particular, it would be important to look at racist crime and responses in more detail, for example:

- Can crime surveys indicate the most targeted groups within BAME communities?⁸⁸
- What are the most common barriers facing community organisations and public authorities at the local and national levels when it comes to cooperation in this area?
- Are there examples of positive cooperation? For example, it is recommended that the work of Stand Against Racism and Inequality, [SARI](#) is looked at in close detail as an organisation with a well-defined recording methodology and a track record of community confidence and public authority engagement.
- What might a networked information-sharing agreement look like? The current model of information-sharing agreements shared with single organisations might not be realistic for BAME communities. One proposed solution to diverse, large community reporting could be to have an ‘umbrella group that would provide a “funnel” for reporting into the police and others.

On disability hate crime:

- invest in the development of effective third party hate crime recording and reporting mechanisms for disability, working towards a national MoU, drawing on the expertise of CST, Tell MAMA, Galop and Stop Hate UK.

Recommendation 3: Adopt a strategic approach to increasing reporting and improving recording

The current government policy of ‘closing the reporting gap’ and ‘increasing the number of third party reporting structures’ needs a re-think. The Home Office and relevant partners should clarify the strategic objective of third party reporting policy, using our proposed framework as a starting point. Based on the agreed strategic framework, a review of third party reporting should be commissioned and delivered by a partnership that works closely with public authority and civil society experts. The review should take account of evidence cited in this report and define

⁸⁸ This could also lead to a better understanding of under-represented groups including Gypsy-Traveller communities and migrant communities.

the functions that need to be delivered to achieve full coverage across all types of hate crime in all geographical regions.

The review should consider the following:

- Adopt a comprehensive and aligned approach on risk assessment for victim support and deployment purposes. In line with the recent HMICFRS Inspection, the police should be required to establish risk assessment and risk management processes to consistently plan and prioritise police deployment decisions and support referrals. Involve key CSOs and other agencies and draw on relevant research findings to integrate third party and police risk-assessment approaches and tools. Review and revise current third party reporting protocol – in light of findings http://www.report-it.org.uk/files/third_party_reporting_flowchart_1.pdf
- Victims of hate crime do not consistently receive an adequate first response when reporting to the police. Partners should come together to specifically identify what needs to be put in place across CSOs and the police to ensure that victims have the right ‘conversation’ when reporting what’s happened to them.⁸⁹
- Within this, an effective conversation needs to be had about achieving a balance between highly specialist and more generalist services. If the aim is to improve reporting and support routes to and through the existing skilled organisations as well as to increase recorded figures, then perhaps the aim should be to extend and develop the reach of existing organisations that already create safe, skilled and knowledgeable spaces (in person, on the phone, online) for victims to report to. Ideally, these organisations deal with the immediate issues (what happened? emergency report to police? other non-crime immediate need?), provide support and pass high quality data for police intelligence, risk assessment and statistics. Local, established structures need to be built upon, not reinvented, and feed into the national pool of information and relationships.
- Consider whether there should be a minimum obligation on third party reporting structures that receive public money to report anonymised information to the police for risk assessment?⁹⁰
- Integrate research findings on why victims don’t report into service design and commit to independent evaluation. Review where specific needs of victims are not met by current services.
- Clarify the role of CSOs in preparing Community Impact Statements.⁹¹
- Consider how to meet the needs of underserved groups and those that are victims of targeted violence outside the monitored strands including people working in the night time economy and homeless people.

89 For example, people who had experienced hate crime suggested through a survey undertaken in Hertfordshire that having an advocate with specialised knowledge and skills would not only provide valuable support to victims but would also encourage more victims to come forward (see Chakraborti and Hardy, 2016 p. 14-15, <https://le.ac.uk/hate-studies/research/identifying-barriers-and-solutions-to-under-reporting>).

90 This is recommended by Third party reporting guides, e.g. RADAR (undated) http://www.report-it.org.uk/files/lrdhc_a_guide_for_setting_up_third_party_reporting_centres_final_200212.pdf and CST

91 <https://www.cps.gov.uk/legal-guidance/community-impact-statements-adult#AnnexA>

- Support this work by establishing a national subgroup on improving reporting, recording and support with representation across public authorities and relevant CSOs. Explicitly connect this to a government-led strategy group.

Recommendation 4: Use the data that we have.

- Consider ways to bring together available data to understand the prevalence and impact of hate crime and how well responsible organisations are responding to the problem. More specifically, consider requiring police and other public authorities to regularly report on how information is used to reduce risk, increase support and increase access to the right remedies.
- Add Section 95, *Race and the Criminal Justice System* reports to the True Vision site and integrate the findings into broader strategies and narratives that counter and respond to hate crime, recognise the importance of a representative workforce, and the negative impact on reporting of disproportionality in Stop and Search, arrests, prosecutions, convictions and prison sentences on Black and minority-ethnic communities.
- Consider commissioning a report similar to Section 95 for all monitored strands of hate crime.

Recommendation 5: A focus on the role of education and housing authorities – deliver on Recommendation 17 of the Macpherson Report.

Recommendation 17 of the Macpherson Report called for the involvement of schools and housing authorities in recording and sharing data on hate crime and hate incidents, however there has been limited progress to date. Stakeholders should review and address barriers to involving these authorities and seek to involve them in the review and implementation of future hate crime reporting and recording strategy.

Government should consider whether it is still supportive of the principles of Recommendation 17 and if so actions to address the contribution of other state actors should be included in the next Government Hate Crime Action Plan.

Conclusions

Connecting on hate crime data in England and Wales has aimed to make a specific contribution to the already sophisticated framework of practice and research that has developed over the 20 years since the publication of the Macpherson Report. The learning and experience developed by leading practitioners across the police, CSOs, CPS and policy makers has been drawn on to develop case studies for inspiration and thematic insights across Europe. At the national level, this report suggests that progress is challenged by sustained austerity and a somewhat limited focus on reducing the reporting gap. The next stage in England and Wales' journey should aim to make real what it means to ensure that victims and communities are reporting into a system that leads them to support, increased safety and access to justice. The roles and responsibilities of all relevant public authorities, including those responsible for housing, education and health, should be as clear as they currently are for the police and CPS. The innovative cooperation developed over the years across highly skilled NGOs that have the trust and confidence of their communities should be deepened and invested in. It is hoped that the findings and recommendations reported here help in achieving these aims.

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Facing all the Facts: Self-assessment grid on hate crime recording and data collection, framed by international norms and standards – England & Wales

This document sets out the evidence that can be used to understand and describe current strengths and weaknesses across the relationships that form national hate crime recording and data collection systems.¹ It aims to build on and complement existing approaches such as OSCE-ODIHR's Key Observations framework and its INFAHCT Programme.² Guidance that relates to what evidence can be captured, used and published by public authorities is based on a list of standards which is provided as a separate document. This framework seeks to support an inclusive and victim-focused assessment of the national situation, based on a concept of *relationships*. It integrates a consideration of evidence of CSO-public authority cooperation on hate crime recording and data collection as well as evidence relating to the quality of CSO efforts to directly record and monitor hate crimes against the communities they support and represent.³

Table one sets out the general approach to self-assessment and the main relationships in the 'system'. Table two provides the country-based description. It is important to note that there can be many different agencies playing some kind of role in recording and data collection within one country, especially in federalised and devolved systems. Where possible, it is important to capture this complexity. For the purposes of this project, the focus is at the national level. Where there is information about significant regional differences within a country, this is highlighted. There can also be significant variations in the legal procedure that governs how cases progress from the investigation to prosecution stages across different jurisdictions. For example, cases can be directly reported to prosecutors as opposed to law enforcement; some cases are prosecuted by law enforcement, not prosecutors. Again, this methodology aims to reflect this complexity, however it remains a 'work in progress', amendable at the national level post-publication. For a full consideration of the limitations of this framework, see the Methodology Report.

¹ See methodology report for more on the concept of 'systems'.

² ODIHR Key Observations, <http://hatecrime.osce.org/sites/default/files/documents/Website/Key%20Observations/KeyObservations-20140417.pdf>; this methodology could also be incorporated in the framework of INFAHCT self-assessment, as described on pp. 22-23 here: <https://www.osce.org/odihr/INFAHCT?download=true>

³ For a full description of the main stakeholders included in national assessments, and how the self-assessment framework relates to the 'systems map', see the Methodology Report, Part II.

Table one: Self-assessments: general approach

Relationship	Evidence used to describe relationships Two main categories of evidence are applied based on referenced international norms and standards.		Score
	Framework	Action	
<p>The main relationships are identified across the system:</p> <p>Law-enforcement – prosecution; judiciary; Ministry of Interior</p> <p>Prosecution – Judiciary, Ministry of Justice</p> <p>Ministries - Ministries (e.g. Mol-MoJ, etc.)</p> <p>Victim - law enforcement; prosecution, ministries; CSOs</p> <p>General public – law enforcement; Ministry(ies), prosecution; CSOs</p> <p>CSOs – law enforcement; prosecution; ministries, other CSOs.</p> <p>IGO – ministry(ies); CSOs</p> <p>Other bodies and ministries are also relevant, including equality bodies and non-criminal justice agencies and ministries.</p> <p>These are included where relevant in national reports.</p>	<p>Technical frameworks allow for recording and data collection</p> <p>Policy frameworks allow information to be shared across the system.</p> <p>The most active and responsible ministries produce a policy framework that gives the police and other agencies the technical capacity to identify, record and act on hate crime data. If a government ministry hasn't developed an inter-departmental framework to allow for police to record all bias motivations or led the process to develop joint guidelines on recording and data collection, the police are limited in how they can relate to victims in this area.</p>	<p>Evidence that the frameworks are used – data is recorded, shared, collected, published and information is acted upon to develop policy and improve responses.</p> <p>The 'frontline', whether investigators, prosecutors or CSOs are the ones that 'give life' to, or are limited by, existing policy frameworks.</p>	<p>Each relationship is given a score of 0-3 for:</p> <ol style="list-style-type: none"> 1. 'framework' 2. 'action' <p>An overall score of 5-6= green; 3-4 = amber; 0-2 = red.</p> <p>Green = Good relationship. Strong ability (framework) and strong effort (action) to connect, always with room for improvement.</p> <p>Amber = Adequate relationship. Relatively limited ability and effort to connect.</p> <p>Red= Poor relationship. Very limited ability and low effort to connect.</p>

Specific relationships and criteria

<p>General analysis (see main report)</p> <p>Key points – specific lines between police and CSOs because there is specific data sharing.</p>			
Relationship	Evidence: this column sets out the evidence that is considered when describing a relationship as ‘red’, ‘amber’ or ‘green’ (See table one) (Refer to end note for relevant international norm/standard)		Score
	Framework	Action	
<p>Law enforcement police – prosecution CPS</p>	<p><i>Relevant norm/standard:</i> Law enforcement are able to comprehensively record hate crimes, including bias indicators and specifically flag bias motivations and crime types (Standards 1,2,3,4)</p> <p>Law enforcement are able to record information about victim support and safety. (Standard 5)</p> <p>The prosecution service is able to record information sent to them by the police about bias motivations and crime type (Standard 4) and relevant information about victim support and safety (Standard 5)</p>	<p><i>Relevant norm/standard:</i> Realistic data is produced by the system (very low numbers indicate an unrealistic measure of hate crime prevalence) (Standards 6 and 7).</p> <p>Data is shared systematically between the police and prosecution service to progress individual cases, including meeting victim’s safety needs, and to review issues in performance.</p> <p>Law enforcement and prosecution service meet regularly, to review progress and share information and/or take part in joint training.</p>	<p>Framework: 3 Action: 2 Colour: green</p>

	<p>The two bodies are members of a policy and technical framework to record and share data about bias indicators, crime types and victim support/safety needs (Standard 8; Standard 9)</p>		
	<p><i>Description of national situation:</i> Police in England and Wales record hate crimes based on the following definition, "any criminal offence which is perceived, by the victim or any other person, to be motivated by hostility or prejudice towards someone based on a personal characteristic." This definition is applied to five centrally monitored strands of hate crime: (i) race or ethnicity; (ii) religion or belief; (iii) sexual orientation; (iv) disability; and (v) transgender identity.</p> <p>When recording crimes, police are required to consider if an offence is a hate crime before they can progress to the next step of recording. If the definition applies, it can be flagged based on more than one monitored category.</p> <p>The police are required to undertake assessments of victims' needs and the risks they face (p. 68).</p>	<p><i>Description of national situation</i> 94,098 hate crimes were recorded in 2017-2018, an increase of 17% compared to the previous year. The increase in recorded crime is to be welcomed as a sign that the gap between unreported crime, indicated by the Crime Survey for England and Wales is reducing and that police are improving their ability to recognise and record hate crimes.</p> <p>However, in 2014 the criminal justice inspectorate, HMICFRS found that overall crime was under-recorded by 19%.⁴ A 2018 inspection by the same inspectorate found that police missed the opportunity to record an incident as a hate crime in 11 out of the 40 cases they reviewed.⁵ The Inspectorate report recommends specific steps, including training for call handlers and first responders on improving the identification and recording of hate crime. The Facing all the Facts Project has developed, piloted and launched this online learning.</p>	

⁴ Her Majesty's Inspectorate for the Constabulary, Fire and Rescue Service (2014), 'Making the Victim Count', <https://www.justiceinspectors.gov.uk/hmicfrs/publications/crime-recording-making-the-victim-count/>

⁵ HMICFRS, 'Understanding the difference' (2018), p. 51

	<p>The Crown Prosecution Service (CPS) and Police share the same monitoring definition of hate crime. The CPS must also (manually) apply a hate crime ‘flag’ on their recording system where a case is already flagged by the police and, published policy on making prosecution decisions and preparing cases must be followed (see victim-CPS relationship for further detail).</p> <p>Unlike police data, which must also be submitted to and reviewed by the Home Office (See police-Home Office relationship). CPS data is produced, reviewed and published internally. As such they are performance as opposed to statistical reports. This is explained in the methodology section of its annual reports. The data that forms the basis of CPS hate crime reporting is derived from the CPS’ Case Management System (CMS), CPS’ Witness Management System (WMS) and its associated Management Information System (MIS). The data are held within three separate databases within the MIS4, based on defendants, offences and victims or witnesses. Data cannot be correlated between the separate databases. This means that CPS data is entirely dependent on the correct manual application of the flag.</p> <p>Information about victim support and safety needs in the context of applying for measures to support them during the criminal justice process should</p>	<p>Overall, based on police-recorded and crime survey data, policy makers and practitioners have access to rich and realistic data about the prevalence and impact of hate crime in England and Wales and about where action is needed to improve the quality of official data and responses to victims.</p> <p>In 2017-2018 14,151 cases were prosecuted. All hate crime charge decisions must be made by the CPS as a matter of policy. This means that police must refer all hate crime cases to the CPS when they believe they have discovered evidence of a suspect’s guilt . There has been a recent decrease in the number of cases referred by the police. As stated in the CPS 2017-2018 report, ‘The most recent data (2017/18) indicates a continued fall in receipts of 4.4%. The most significant falls over 2017/18 were: Staffordshire 39.0%; North Yorkshire 34.6%; South Wales 25.8%; Derbyshire 22.5%; and West Mercia 22.5%’.</p> <p>There is evidence that the CPS and police are using these findings to take action. As stated in the CPS 2017-2018 hate crime report, ‘Following discussion with the NPCC, a police-led assessment exercise was undertaken in Q3 2017/18 across a sample of affected forces. The aim was to identify and explore disposals in cases recorded as hate crimes but not referred to the CPS for charging. Once the</p>	
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	<p>also be registered and used to determine if a victim or witness needs particular support to take part in the criminal justice process, in line with specific obligations under the Code of Practice for Victims of Crime. (see victim-police and victim-CPS relationships for further information)</p> <p>Senior police and CPS representatives are members of a hate crime strategy board along with representatives from other government departments and agencies to ensure implementation of the Government's Hate Crime Action Plan, which includes obligations relating to improving hate crime reporting, recording and data collection.</p> <p>The plan is ultimately overseen by the Inter-Ministerial Group (IMG) on Safe and Integrated Communities. The IMG is co-chaired by the Home Secretary and the Secretary of State for Housing, Communities and Local Government and has Ministers from key other Government Departments, including the Departments for Education, Health and Social Care, Education, Culture Media and Sport, the Foreign and Commonwealth Office and the Ministry of Justice. Alongside this sits a Directors General chaired Board of senior officials responsible for coordinating work across seven Integration and Counter Extremism programmes to deliver the ambitions in the Government's Counter-</p>	<p>results of the assessment exercise are known, joint action will be taken to address findings.' (p. 21)</p> <p>The most recent in a series of joint inspections focused on police and CPS' handling of disability hate crime found that the police failed to communicate victims needs to the CPS in 57% of disability hate crime cases referred.</p> <p>There is no established programme of joint training involving the CPS and Police. CPS training is delivered nationally, which might increase the likelihood of consistent outcomes.</p> <p>Police training is locally implemented, which might increase the chance of inconsistent outcomes and delivery. The Facing all the Facts project developed and launched online learning aimed at all police call handlers and first responders.</p> <p>Recent research found that communication between police and CPS can be problematic, recommending that, 'the CPS provide police (and independent barristers employed for the prosecution) with a direct and open line to CPS area hate crime leads in order to ensure that credible evidence of hostility is collated early on in the investigation process.'. Hate Crime and the Legal Process: Option for Law Reform, Walters et al (2017) p. 87</p>	
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	<p>Extremism (2015) and Integrated Communities Strategies (2018).</p> <p>An Independent Advisory Group on Hate Crime comprised of CSOs, academics and others provides critical input and challenge to the delivery of the action plan.</p> <p>Every regional hate crime leads group has police and CPS representation and are tasked with reviewing performance etc.</p> <p>The CPS also has its own Hate Crime Strategy, committing itself to, 'Improving the accuracy and completeness of relevant data'.</p> <p>The CPS and police are implementing a Hate Crime Evidence Checklist to improve the preparation of cases.</p>	<p>Senior police and CPS representatives meet quarterly within the framework of the national hate crime strategy board described above.</p>	
	Framework	Action	
Law enforcement police – courts	<p><i>Relevant norm/standard:</i></p> <p>Law enforcement are able to comprehensively record hate crimes, including bias indicators and specifically flag bias motivations and crime types (Standards 1,2,3,4)</p> <p>The courts have the facility to record sentencing information, including whether the hate element was considered and the outcome (Standard 7)</p>	<p><i>Relevant norm/standard:</i></p> <p>Realistic data is produced by the system (very low numbers indicate hate crime laws are not being used). (Standards 6 and 7)</p> <p>Emerging information is used – for example, meetings involving both parties discuss available data, problem-solve and identify actions.</p>	<p>Framework: 1</p> <p>Action: 2</p> <p>Colour: Amber</p>

	<p>The two bodies are members of a policy and technical framework that allows cases to be traced from investigation to sentencing stages and to record and share data about victim safety and support needs (Standards 5, 8 and 9).</p>		
	<p><i>Description of national situation:</i> See law enforcement – prosecution relationship for police recording procedure.</p> <p>The Courts system</p> <p>The police, Crown Prosecution Service and the Courts have independent IT systems. The result is that the ‘hate crime marker’ is manually transferred from one agency to the next, increasing the chance of error and omission and reducing the chance of obtaining comparable data.</p> <p>The Judiciary is independent. The courts are administered by a service within the Ministry of Justice. The Courts service in England and Wales has two different and unconnected systems for the Magistrates and Crown Courts. Both have ‘markers’ where administrators can mark that a court hearing recognized a crime as a hate crime. In practice these systems have not produced useful data as they require an administrator to proactively input the marker and many cases have</p>	<p><i>Description of national situation:</i></p> <p>A national shared platform aims to provide a consistency that will allow much more robust data of CJS interventions in hate crime cases and the current arrangements collect the most vital information because the CPS has seen the value of collecting courts data to help assess its own performance.</p> <p>CPS performance in capturing court decisions on applying hate crime sentence uplifts has significantly improved. The CPS 2017-2018 hate crime report it stated that it recorded sentence uplifts were issued in 67.1% of hate crime prosecutions which was up from 53.5% in the previous year.</p> <p>Overall, evidence suggests that challenges in IT systems outlined in the framework section above have significantly undermined the criminal justice system’s effectiveness in tracing hate crime cases across the system and recording sentencing outcomes (see also Walters et al, 2017).</p>	

	<p>been missed.</p> <p>In recognition of this shortfall in capability the Crown Prosecution Service has agreed to record Court activity and case results pending a new single IT system that is under development to join CPS, Courts and Probation Services to provide a continuous record of action. A benefit of this will be that once a case is identified as a hate crime then that marker will stay on the case throughout the CJS and will make data analysis significantly more robust.</p> <p>The Ministry of Justice is represented on the Hate Crime Strategy Board and the Independent Advisory Group has supported Judicial and Magistracy training for hate crime.</p>		
	Framework	Action	
<p>Law enforcement Police – Ministry of Interior (Home Office)</p>	<p><i>Relevant norm/standard:</i> Law enforcement are able to comprehensively record hate crimes, including bias indicators, and specifically flag bias motivations and crime types (Standards 1, 2, 3, 4)</p> <p>Law enforcement are able to record information about victim support and safety (Standard 5)</p> <p>This information can shared with the Home Office or relevant ministry for data collection and analysis.</p>	<p><i>Relevant norm/standard:</i> Emerging information is used – for example, meetings involving both parties discuss available data, problem-solve and identify actions.</p> <p>Realistic data is produced by the system (very low number suggest that the system isn't being used) and there is regular publication of hate crime data in national statistics.</p>	<p>Framework:3</p> <p>Action: 2</p> <p>Colour: green</p>

	<p>The two bodies are members of a policy and technical framework to record and share data about bias indicators, crime types and victim support/safety needs (Standards 8 and 9).</p>		
	<p><i>Description of national situation:</i> Police are able to comprehensively record hate crimes and victims support and safety needs (see police-CPS relationship above).</p> <p>Hate crime data are supplied to the Home Office by the 43 territorial police forces of England and Wales, plus the British Transport Police. Forces either supply the data at least monthly via the Home Office Data Hub (HODH) or on an annual basis in a manual return. For forces with data on the Data Hub, the Home Office extracts the number of offences for each force which have been flagged by forces as having been motivated by one or more of the monitored strands. Therefore, counts of hate crime via the HODH are dependent on the flag being used for each hate crime offence. It is then possible to derive the count of offences and the monitored strands covered.</p> <p>The Home Office also leads on the production of the Crime Survey for England and Wales, which provides important context for police data (see police-CPS relationship).</p>	<p><i>Description of national situation:</i> There is regular publication of hate crime data in the National Statistics . Crime Surveys suggest that citizens exposure to hate crime is reducing over time (In England and Wales) but recorded hate crime is significantly increased. This effectively indicates that the police recorded 1 in 2 actual hate crimes in 2017/18 compared to 1 in 6 in 2009.</p> <p>The combined data provided by police-recorded data and the Crime Survey for England and Wales is described in the police-CPS relationship (See also Home Office-Victim relationship for crime survey). Overall, it provides a good basis for trouble shooting and problem solving. These data have been used to develop the Government’s Hate Crime Action Plan.</p> <p>In addition to formal data publications, hate crime data is collated nationally to inform policing decisions and to assess community tensions. The regularity of these reports is dictated by prevailing threat levels but can range from daily to quarterly.</p> <p>The increased reporting of hate crime has come at</p>	

	<p>In addition to the hate crime national statistics which are collated and published by the Home Office, the police collate and analyse hate crime data on more regular timescales. This period can range from quarterly to daily as dictated by prevailing threat assessments. These reports are not rigorous enough for publication as not enough time has passed for data validation but they are collated by the National Community Tensions Team (NCTT) and used to inform operational decisions. Redacted versions of the reports are shared with officials from relevant Ministries.</p> <p>Senior police and Home Office representatives are members of a hate crime strategy board along with representatives from other government departments and agencies to oversee implementation of the Government's Hate Crime Action Plan, which includes obligations relating to improving hate crime reporting, recording and data collection</p>	<p>a time of significantly reduced funding and police staffing levels and some stakeholders believe that this has had an impact on the service levels by those victims who have come forward. Maintaining confidence in affected communities could be challenged if these extra crimes do not receive an effective response.</p>	
	Framework	Action	
Prosecution (CPS)- Judiciary	<p><i>Relevant norm/standard:</i> The prosecution service is able to record relevant information about evidence of bias and, where appropriate, systematically present this to the court (Standards 4 and 7).</p> <p>There is the facility to record sentencing</p>	<p><i>Relevant norm/standard:</i> Emerging information is used – for example, meetings involving both parties discuss available data, problem-solve and identify actions.</p> <p>Realistic data is produced by the system (very low numbers indicate hate crime laws are not being</p>	<p>Framework:2</p> <p>Action: 2</p> <p>Colour: Amber</p>

	<p>information, including whether the hate element was considered and the outcome (Standard 7)</p> <p>The two bodies are members of a policy and technical framework to record and share data about bias indicators, crime types and victim support/safety needs. (Standards 8 and 9)</p>	<p>used) (Standard 6)</p> <p>There is no evidence that the prosecution and judiciary regularly reflect on problems and gaps with the data and information that is captured.</p>	
	<p><i>Description of national situation:</i> The CPS is able to record detailed information relating to its prosecution activities on hate crime including cases referred by the police, charging decisions and victim and witness needs for support at court (see police-CPS relationship).</p> <p>CPS also records information about the court process, including whether a sentence uplift was applied.</p> <p>Data on the outcomes of specific offences of hate crime (for example, the racially and religiously aggravated offences of the Crime and Disorder Act, 1997, as amended) are more reliable than those relating to whether a sentence uplift was applied by the court. This is because the specific offences are charged and recorded fully at the earlier stages of the criminal justice process whereas the sentence enhancements are applied at the end of the process by the court. To be recorded, the judge or magistrate must state in open court that the offence has been aggravated by hostility towards disability, sexual orientation,</p>	<p><i>Description of national situation:</i> CPS performance on recording sentencing uplifts (see framework above) has greatly improved in recent years, according to its 2017-2018 Hate Crime Report</p> <p>There is no evidence that the prosecution and judiciary regularly reflect on problems and gaps with the data and information that is captured.</p>	

	transgender identify, race or religion and the outcome must be manually recorded. The CPS has committed to record sentence uplifts in its case management system and has greatly improved in this area in recent years.		
	Framework	Action	
Grey line connecting Ministry of Interior (Home Office), Ministry of Justice, Ministry of Housing, Communities and Local Government	<p><i>Relevant norm/standard:</i> The ministries receive data and information from law enforcement and local authorities, respectively (Standards 1,2,3,4).</p> <p>The ministries are members of a policy and technical framework to record and share data about bias indicators, crime types and victim support/safety needs across the criminal justice system (standards 8 and 9)</p>	<p><i>Relevant norm/standard:</i> Emerging information is used – for example, meetings involving both parties discuss available data, problem-solve and identify actions.</p> <p>Realistic data is produced by the system (very low numbers indicate hate crime laws are not being used) (Standards 6 and 7)</p>	Framework: 2 Action:3 Colour: N/A
	<p><i>National description</i> There is the facility to share the range of information gathered by the police, prosecution service and others, detailed in this map, across the relevant government ministries that are members of the Inter-Ministerial Group (IMG) on Safe and Integrated Communities (see police-Home Office relationship). The Ministry for Housing, Communities and Local Government partly fund the National Community Tensions Team (NCTT). See main report for further information on the Government’s strategic framework and action plan on understanding and addressing hate crime.</p>	<p><i>National description</i> Relationships across ministries are strong and allow information to be used as a basis for immediate and longer term action and to allow Ministries to inform decisions on the latest information as well as share data and information with local authorities for appropriate action. For example information is used as the basis of national action plans and immediate responses as a result in spikes in hate incidents and crimes.</p>	

	Framework	Action	
Victim- Law enforcement Police	<p><i>Relevant norm/standard:</i> Law enforcement are able to comprehensively record hate crimes, including bias indicators – including victim perception - and flag bias motivations and crime types (Standards 1, 2, 3, 4)</p> <p>Law enforcement are able to record information about victim support and safety (standard 5)</p> <p>There is a process to keep victims informed about the progress of the investigation (Standard 10, 11, 12, 13,14)</p> <p>Law enforcement can accept anonymous reports of hate crime.</p>	<p><i>Relevant norm/standard:</i> The system is used to record bias motivations and crime types and to ensure specific support to victims (Standards 15 and 16)</p> <p>The system is used to keep victims informed about the progress of the investigation (Standard 11)</p> <p>Action is taken to increase reporting (Standard 17)</p>	<p>Framework: 2 Action: 2</p> <p>Colour: Amber</p>
	<p><i>Description of national situation:</i> Operational Guidance sets out recording obligations and directs police to conduct needs assessment, however a recent Inspection by HMICFRS, 'Understanding the Difference' found that the framework was insufficiently detailed, concluding that, 'The lack of national direction means that the type and level of service victims receive depend on where they live.'(p. 63). The Inspection found that 12 forces have a bespoke hate crime risk</p>	<p><i>Description of national situation:</i> The police recorded over 90,000 hate crimes in 2017-2018 (see police-CPS relationship). The increase in recorded crime indicates increased victim confidence and police ability to record. However, weaknesses in police identification and recording have been identified (See police-prosecution relationship).</p> <p>The Crime Survey for England and Wales 2017-2018 (see Home Office-victim relationship)</p>	

	<p>assessment, 18 use a generic risk assessment that applies to all victims, five use a risk assessment for hate crime which relates to anti-social behaviour and eight have no secondary risk assessment process at all. Similarly, in our case assessments, we found that only 56 out of 180 had an enhanced risk assessment completed. This is deeply unsatisfactory.</p> <p>Anonymous reports can be received through a large number of third party reporting centres, on the True Vision web portal, and from established CSOs that record and monitor hate crime (see CSO-police relationships).</p> <p>The Code of Practice for Victims of Crime imposes the obligation on police to assess victims' support needs. Victims of hate crime are entitled to an enhanced service, which includes being informed about the progress of investigations within shorter timescales, being referred to a specialist service, where available. The police are also obliged to explain and offer to help victims complete a 'victim personal statement', explaining the impact of the offence on them. The VPS is considered by the court during the sentencing stage.</p>	<p>reported that only 51 per cent of hate crime victims were very or fairly satisfied with the handling of the matter, compared to 69% of victims of CSEW crime overall. Hate crime victims were also more likely to be very dissatisfied (25%) with the police handling of the matter than overall CSEW crime (15%). The survey also found that victims of hate crime were less likely to think the police had treated them fairly or with respect (67%), compared with victims of CSEW crime overall (81%).</p> <p>Police forces are required to conduct their own 'victim satisfactions surveys', which include questions on hate crime. This information is gathered at local level and can be shared during community-engagement activities and to inspectorates. It is not collated nationally.</p> <p>A recent inspection by HMICFRS on disability hate crime found that efforts to give victims information and refer them to support services, were inconsistent, and some inadequate across the country. For example, some forces did not have accessible versions of their information leaflets for people with visual impairments and for people with learning disabilities (p. 72).</p>	
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		<p>A series of joint inspections focused on police and CPS’ handling of disability hate crime. Issues identified in the most recent inspection included (also see CPS-victim relationship):</p> <p>The police failed to communicate victims needs to the CPS in 57% of disability hate crime cases referred.</p> <p>Appropriate arrangements to support victims to give their best evidence were made in 17 cases (32.7%), and overall, for victim care, 41 of the 90 (45.6%) cases were judged as inadequate or requiring improvement and only 49 (54.4%) as good or outstanding (this finding also applied to the police).</p> <p>In terms of increasing reporting, there are many examples of actions taken by local police to increase reporting at the local level, often as part of Hate Crime Awareness Week.</p> <p>For national efforts, see Home Office-victim relationship.</p>	
	Framework	Action	
Victim – Prosecution CPS	<p><i>Relevant norm/standard:</i></p> <p>There is a process to keep victims informed about the progress of the criminal justice process (Standards 10, 11, 12, 13, 14, 18,19).</p>	<p><i>Relevant norm/standard:</i></p> <p>The system is used to keep victims informed</p>	<p>Framework: 2</p> <p>Action: 2</p> <p>Colour: amber</p>

	<p><i>Description of national situation</i></p> <p>The CPS is bound by the Code for Victims of Crime. Victims of hate crime are entitled to an enhanced service, which includes being informed about the progress of prosecutions within shorter timescales, including whether a case has been dropped. The CPS has obligations to apply for support measures at court to assist victims and witnesses to give their ‘best evidence’.</p> <p>CPS also has published its commitments to victims in a range of hate crime prosecution public statements.</p> <p>The CPS has published a specific guide to support for disabled victims and witnesses.</p> <p>The CPS has recently committed to reviewing and publicly reporting on the quality of their letters to victims.</p>	<p><i>Description of national situation</i></p> <p>As reported in CPS Annual Reports, the CPS has steadily increased the percentage of successful hate crime prosecutions. In 2017-2018, there was a 84.7% conviction rate of cases flagged as hate crimes.</p> <p>There is limited information relating to the quality of CPS communication and connection with victims in general. A series of joint inspections focused on police and CPS’ handling of disability hate crime.</p> <p>Issues identified in the most recent inspection included (also see police-victim relationship):</p> <p>Appropriate arrangements to support victims to give their best evidence were made in 17 cases (32.7%); none of the victim letters that were inspected had been adjusted to accommodate the victim’s disability. Overall, for victim care, 41 of the 90 (45.6%) cases were judged as inadequate or requiring improvement and only 49 (54.4%) as good or outstanding (this finding also applied to the police).</p>	
	Framework	Action	
Victim - Judiciary	<p><i>Relevant norm/standard:</i></p> <p>There is the facility to record sentencing information, including whether the hate element was considered and the outcome (Standards 6 and 7).</p>	<p><i>Relevant norm/standard:</i></p> <p>The court informs the victim of the sentencing outcome and whether the hate element of the offence is reflected.</p>	<p>Framework: 2</p> <p>Action: 0</p> <p>Colour: red</p>

	<p><i>Description of national situation</i></p> <p>The prosecution and courts service (see victim-prosecution relationship) are able to record the sentencing outcomes, however, sentencing remarks, which refer to whether a sentence uplift has been applied and why, are only published for cases that are regarded as being ‘in the public interest’. Most hate crime case will not qualify under this narrow test. The Lammy Review recommends that, ‘in future, all sentencing remarks should be published in both audio and written form. This would provide a clear record for victims and offenders of the rationale for sentencing decisions.’ (page, 36).</p>	<p><i>Description of national situation</i></p> <p>There is no evidence that victims are routinely informed by the court about whether and why a sentencing enhancement has been applied.</p>	
	Framework	Action	
Victim - Home Office	<p><i>Relevant norm/standard:</i></p> <p>There is an established and resourced framework to gather data about unreported hate crime – for example through victimisation surveys that include questions about hate crime (standard 20, Standard 21, Standard 22)</p>	<p><i>Relevant norm/standard:</i></p> <p>Relevant policy commitments on improving reporting and support have been made and acted upon (Standard 17)</p> <p>Victimisation surveys are carried out and the results are published in an accessible format (Standard 23)</p>	<p>Framework: 2</p> <p>Action:2</p> <p>Colour: amber</p>

	<p><i>Description of national situation</i></p> <p>The Home Office conducts regular crime surveys that, since 2009, have included questions on hate crime. The findings are fed into its Hate Crime Action plan (see police- Home Office relationship).</p>	<p><i>Description of national situation</i></p> <p>The crime surveys give regular and comprehensive estimates of the prevalence of hate crime in England and Wales (see police-Home Office relationship).</p> <p>Policy commitments relating to improving support and reporting have been made in successive hate crime action plans, however, there is evidence that local civil society organisations with the skills to provide this support are struggling to remain open due to a lack of funding. The main report details the limitations of current hate crime reporting approaches and makes specific suggestions for improvement.</p> <p>A major awareness raising campaign on hate crime was carried out in 2018.</p>	
	Framework	Action	
Victim - CSO monitoring Racist hate crime	<p><i>Relevant norm/standard:</i></p> <p>The CSO is able to systematically record hate crimes and incidents using a transparent victim-focused methodology that is accessible to its target community(ies) (Standard 31)</p>	<p><i>Relevant norm/standard:</i></p> <p>The system is used by victims. The CSO regularly provides direct support to victims or referrals to support services (Standard 29)</p>	<p>Framework: 1</p> <p>Action: 1</p> <p>Colour: red</p>
	<p><i>Description of national situation</i></p> <p>While there are several dedicated local and regional services for victims of racist crime that record and monitor incidents – see for example, Stop Hate UK and Stand Against Racism and Inequality (SARI) - there is no organisation with</p>	<p><i>Description of national situation</i></p> <p>Although reports of racist crime are by far the most commonly reported and recorded, there is no hate crime recording and monitoring CSO focused on racist crime that has national reach.</p> <p>There is evidence, presented in the main report</p>	

	<p>national coverage, focusing on recording and monitoring racist crime.</p> <p>Stop Hate UK provides a service in 8 London Boroughs, 12 English counties and 2 universities. Users can connect with the service through social media, whatsapp and a telephone hotline.</p>	<p>that local and regional CSOs have had to reduce or close down their activities due to a perennial lack of funding.</p> <p>Stop hate UK received 397 reports of racist incidents in 2017-2018. Stop Hate regularly refers callers to the police and support services.</p> <p>Issues relating to reporting and recording of racist crime are discussed in the main report.</p>	
	Framework	Action	
Victim(s)- CSO disability hate crime	<p><i>Relevant norm/standard:</i></p> <p>The CSO is able to systematically record hate crimes and incidents using a transparent victim-focused methodology that is accessible to its target community(ies) (Standard 31)</p>	<p><i>Relevant norm/standard:</i></p> <p>The system is used by victims. The CSO regularly provides direct support to victims or referrals to support services (Standard 29)</p>	<p>Framework: 1</p> <p>Action: 1</p> <p>Colour: Red</p>
	<p><i>Description of national situation</i></p> <p>RADAR has produced a detailed and high quality guide to setting up third party reporting centres for disability hate crime.</p> <p>While there are several dedicated local and regional services for victims of disability hate crime that record and monitor incidents – see for example CHOICE Hackney and Stop Hate UK - there is no organisation with a national profile, focusing on recording and monitoring disability hate crime.</p>	<p><i>Description of national situation</i></p> <p>As set out above there is no hate crime recording and monitoring CSO focused on disability hate crime that has national reach. There is evidence, presented in the main report that local and regional CSOs have had to reduce or close down their activities due to a perennial lack of funding.</p> <p>Stop Hate UK recorded 300 cases of disability hate crime in 2017-2018. Stop Hate UK regularly refers callers to the police and support services.</p> <p>It is unknown how many organisations are using</p>	

	<p>Stop Hate UK provides a service in 8 London Boroughs, 12 English counties and 2 universities. Users can connect with the service through social media, whatsapp and a telephone hotline. It also provides a specific learning disability hate crime service.</p>	<p>the RADAR guidance.</p> <p>Issues relating to reporting and recording racist crime are discussed in the main report.</p>	
	Framework	Action	
Victim(s)- CSO Anti-LGBT+ hate crime	<p><i>Relevant norm/standard:</i></p> <p>The CSO is able to systematically record hate crimes and incidents using a transparent victim-focused methodology that is accessible to its target community(ies) (Standard 31)</p>	<p><i>Relevant norm/standard:</i></p> <p>The system is used by victims. The CSO regularly provides direct support to victims or referrals to support services (Standard 29)</p>	<p>Framework: 1 Action: 2</p> <p>Colour: Amber</p>
	<p><i>Description of national situation</i></p> <p>There are several local and regional services for victims of hate crime against LGBT+ people in England and Wales. Galop is the only specialist LGBT anti-violence charity in the country and runs a national recording and reporting service with telephone and online options for reporting and support. The service gives victims the option of allowing Galop to report an incident to the police on their behalf and provides a range of information about hate crime against LGBT+ people. Galop is well known in the LGBT+ community and significantly invests in raising awareness of its reporting and support services.</p> <p>Stop Hate UK provides a service in 8 London</p>	<p><i>Description of national situation</i></p> <p>Several thousand incidents are reported to Galop annually. The organisation’s London-based case work service provides in-depth support to hundreds of victims of homophobic and transphobic hate crime annually. Galop regularly refers people to relevant services, however, victims of anti-LGBT+ hate crime outside London are unlikely to receive this specialist service.</p> <p>Stop Hate UK recorded 117 homophobic incidents and 49 transphobic incidents in 2017-2018</p> <p>There are some local groups established to support victims of LGBT Hate Crime but their coverage is not universal and tends to be based in</p>	

	<p>Boroughs, 12 English counties and 2 universities. Users can connect with the service through social media, whatsapp and a telephone hotline.</p>	<p>Metropolitan areas. The reduction in funding to CSO's supporting hate crime victims has led to many areas favouring 'universal' services that support all victims of hate crime and some LGBT advocates believe that such a service is likely to less favoured by many LGBT victims.</p>	
	Framework	Action	
<p>Victim(s) -CSO Anti-GRT hate crime.</p>	<p><i>Relevant norm/standard:</i> The CSO is able to systematically record hate crimes and incidents using a transparent victim-focused methodology that is accessible to its target community(ies) (Standard 31)</p>	<p><i>Relevant norm/standard:</i> The system is used by victims. The CSO regularly provides direct support to victims or referrals to support services (Standard 29)</p>	<p>Framework: 1 Action: 1 Colour: Red</p>
	<p><i>Description of national situation</i> The CSO Herts GATE runs the online reporting portal, Report Racism GRT, which guides users to a clear and simple form. The site also links to support services in different parts of the country and the police-run reporting site, True Vision. Herts GATE was a local service that has recently been given support to begin national coverage and as such they are still developing their reach into the wider national community.</p>	<p><i>Description of national situation</i> There is no data available on how well or often the reporting Herts GATE site is used by victims or whether victims are referred to support. The report racism site shows live data, however, it isn't clear which timescales or locations the data refers to. The police facility True Vision has a dedicated section for GTR communities and this site has been viewed 22,000 times in 2 years. Whilst not all viewers will have been GTR that figure is around 8-25% of the population estimates of the National Statistics Office.</p>	

	Framework	Action	
Victim(s) – CSO Anti-Muslim hate crime.	<p><i>Relevant norm/standard:</i> The CSO is able to systematically record hate crimes and incidents using a transparent victim-focused methodology that is accessible to its target community(ies) (Standard 31)</p>	<p><i>Relevant norm/standard:</i> The system is used by victims. The CSO regularly provides direct support to victims or referrals to support services (Standard 29)</p>	<p>Framework: 2 Action: 3</p> <p>Colour: green</p>
	<p><i>Description of national situation</i> There are many civil society organisations and groups around the country that record and monitor anti-Muslim hate crimes.</p> <p>The organisation Tell MAMA runs Measuring Anti-Muslim Attacks (MAMA), which is a secure reporting service that allows people from across the UK to report any form of Anti-Muslim abuse. Incidents can also be reported through WhatsApp, twitter, Facebook, etc. A report is followed up by a phone call to confirm details and determine if a support referral is needed.</p> <p>Tell MAMA has a national Information Sharing Agreement with the National Police Chiefs’ Council and exchanges anonymised information at local and national level.</p> <p>Importantly, Tell MAMA supports all victims of anti-Muslim hostility including sectarian attacks and those based on mistaken perception.</p>	<p><i>Description of national situation</i> Tell MAMA’s annual reports (See Tell MAMA-general public) clearly illustrate that victims and witnesses regularly report hate incidents to the organisation. It isn’t clear how many victims were referred to specialist support either delivered directly by Tell MAMA or another agency.</p> <p>Stop Hate recorded 129 ‘Faith-based’ incidents, however these are not disaggregated further (https://www.stophateuk.org/wp-content/uploads/2018/10/Stop-Hate-UK-Stats-Report-2017-18-FINAL.pdf)</p>	

	<p>This infographic details the process they follow.</p> <p>Stop Hate UK provides a service in 8 London Boroughs, 12 English counties and 2 universities. Users can connect with the service through social media, whatsapp and a telephone hotline.</p>		
	Framework	Action	
Victim- CSO antisemitic hate crime	<p><i>Relevant norm/standard:</i></p> <p>The CSO is able to systematically record hate crimes and incidents using a transparent victim-focused methodology that is accessible to its target community(ies) (Standard 31)</p>	<p><i>Relevant norm/standard:</i></p> <p>The system is used by victims. The CSO regularly provides direct support to victims or referrals to support services (Standard 29)</p>	<p>Framework: 3 Action: 3 Colour: green</p>
	<p><i>Description of national situation</i></p> <p>The Community Security Trust works across England and Wales to offer support and advice to victims of antisemitic hate crime. This includes:</p> <ul style="list-style-type: none"> • Personal safety advice; • Online, telephone and email reporting of hate crime • Referrals to other agencies, Help in reporting to Police or 3rd party reporting on their behalf; • Guidance through the Criminal Justice System and accompanying victims to court; • Trained psychological support volunteers who are available to speak to victims; • 24/7 emergency number for ongoing hate crimes/incidents; • Online & hard copy 'Hate Crime: A guide for those affected' 	<p><i>Description of national situation</i></p> <p>CST receives reports of antisemitic incidents from a range of sources, including directly from victims or members of their family; from witnesses; from CST's own national volunteer structure; from security guards at Jewish buildings; and via incident data sharing programmes with Police forces around the UK (see CST-police relationship for more information about the data sharing agreement).</p> <p>It is clear from CST's regular reporting on antisemitic incidents (see CST-general public relationship) that the organisation has a strong relationship with its communities. It isn't clear how many victims were referred to specialist support either delivered directly from CST or referred to</p>	

	<ul style="list-style-type: none"> Publishes an annual Antisemitic Incidents Report with statistics, examples and case studies, shorter update reports every six months and one-page monthly incident bulletins are available. <p>CST has recorded antisemitic incidents in the United Kingdom since 1984</p> <p>Stop Hate UK provides a service in 8 London Boroughs, 12 English counties and 2 universities. Users can connect with the service through social media, whatsapp and a telephone hotline.</p>	<p>another agency.</p> <p>Stop Hate UK recorded 129 'Faith-based' incidents, however these are not disaggregated further (https://www.stophateuk.org/wp-content/uploads/2018/10/Stop-Hate-UK-Stats-Report-2017-18-FINAL.pdf)</p>	
	Framework	Action	
General public-Law enforcement	<p><i>Relevant norm/standard</i></p> <p>Law enforcement are able to comprehensively record hate crimes, including bias indicators and specifically flag bias motivations and crime types (Standards 1,2,3)</p>	<p><i>Relevant norm/standard:</i></p> <p>Hate crime data is produced, published and made accessible (Standard 6)</p> <p>Action is taken to increase reporting (Standard 17)</p>	<p>Framework: 3</p> <p>Action: 2</p> <p>Colour: green</p>
	<p><i>Description of national situation</i></p> <p>British police have a comprehensive hate crime recording system (see law enforcement-prosecutor relationship for details).</p>	<p><i>Description of national situation</i></p> <p>Police data is collected, analysed and presented alongside crime survey figures - clearly showing trends in reporting and recording (see police-Home Office relationship).</p> <p>The police carry out regular action to increase reporting at the regional and local levels. National Hate Crime Awareness Week is a very active time</p>	

		for many police forces in this regard.	
	Framework	Action	
general public – Ministry of Interior Home Office	<i>Relevant norm/standard:</i> The Home Office has access to law enforcement and other official hate crime data (see relevant relationships).	<i>Relevant norm/standard:</i> Data and information (for example on hate crime strategy and actions plans) are produced, published and made accessible (Standard 6).	Framework:3 Action: 3 Colour: Green
	<i>Description of national situation</i> The Home Office collects, reviews and published police-recorded hate crime data (See police-Home Office relationship).	<i>Description of national situation</i> The Home Office regularly publishes and reviews cross-government hate crime action plans , related actions are based on evidence collected from police-recorded hate crime, Crime Survey and other figures. A major awareness raising campaign on hate crime was carried out in 2018 .	
	Framework	Action	
General public- Prosecution CPS	<i>Relevant norm/standard:</i> Prosecution service records and captures data on the number and outcomes of hate crime prosecutions (Standards 4 and 7).	<i>Relevant norm/standard:</i> Data on prosecuting hate crime are produced, published and made accessible (Standard 6).	Framework: 3 Action: 3 Colour: Green
	<i>Description of national situation</i> The CPS captures detailed information on hate	<i>Description of national situation</i> The CPS has a dedicated webpage on hate crime. It	

	crime through its performance management system (see police-CPS relationship).	publishes detailed annual reports and regular newsletters on its activities relating to hate crime.	
	Framework	Action	
General public - CSO antisemitism	<i>Relevant norm/standard:</i> The CSO is able to systematically record hate crimes and incidents using a transparent victim-focused methodology that is accessible to its target community(ies) (Standard 31)	<i>Relevant norm/standard:</i> The CSO regularly publishes data and information describing victims' experiences of hate crime based on their own recording systems (Standard 39). The CSO uses its data to raise awareness about the problem and to advocate for improvements (Standard 40).	Framework: 3 Action: 3 Colour: Green
	<i>Description of national situation</i> See AS-victim relationship for details of CST's and Stop Hate UK's reporting and recording system.	<i>Description of national situation</i> The Community Security Trust regularly gathers and publishes data on the range of abuse experienced by Jewish people and communities in the form of full annual reports and summary quarterly reports, which are well publicised and high profile. The reports explain CST's recording methodology (see CST-police relationship), give case examples and clearly distinguish data on hate crimes and incidents. Stop Hate UK produces annual detailed statistical reports about how its services are being used.	
	Framework	Action	
General public - CSO LGBT+	<i>Relevant norm/standard:</i> The CSO is able to systematically record hate crimes and incidents using a transparent victim-	<i>Relevant norm/standard:</i> The CSO regularly publishes data and information describing victims' experiences of hate crime	Framework:3 Action: 1

	<p>focused methodology that is accessible to its target community(ies) (Standard 31)</p>	<p>based on their own recording systems (Standard 39).</p> <p>The CSO uses its data to raise awareness about the problem and to advocate for improvements (Standard 40).</p>	<p>Colour: Amber</p>
	<p><i>Description of national situation</i> Galop receives reports from across the country through its online reporting portal and its telephone hotline. See LGBTQ+-victim relationship for details of Galop and Stop Hate UK's reporting and recording system.</p>	<p><i>Description of national situation</i> Due to the need to prioritise its case work and direct support service, Galop is not able to regularly compile and publish reports based on its own recording activities. However, Galop has produced a number of factsheets based on its in-depth experience of direct support to victims of homophobic, bi-phobic and transphobic crime. Galop has also published a number of research reports that critically analyse available data on anti-LGBT+ hate crime together with recommendations.</p> <p>Stop Hate UK produces annual detailed statistical reports about how its services are being used.</p>	
	Framework	Action	
<p>General public - CSO anti-Muslim</p>	<p><i>Relevant norm/standard:</i> The CSO is able to systematically record hate crimes and incidents using a transparent victim-focused methodology that is accessible to its target community(ies) (Standard 31)</p>	<p><i>Relevant norm/standard:</i> The CSO regularly publishes data and information describing victims' experiences of hate crime based on their own recording systems (Standard 39).</p> <p>The CSO uses its data to raise awareness about the problem and to advocate for improvements (Standard 40).</p>	<p>Framework: 2 Action: 3 Colour: Green</p>

	<p><i>Description of national situation</i> MAMA, run by Tell MAMA is available to receive reports from across England through its online reporting portal and telephone hotline. See anti-Muslim-victim relationship for details of Tell MAMA and Stop Hate UK's reporting and recording system.</p>	<p><i>Description of national situation</i> Tell MAMA:</p> <ul style="list-style-type: none"> - publishes detailed, well publicised and high profile annual reports based on data received through its reporting service - highlights notable cases, often in real time - examines themes such as gendered anti-Muslim hate incidents and lessons learned from specific and high profile incidents. <p>Stop Hate UK produces annual detailed statistical reports about how its services are being used.</p>	
	Framework	Action	
General public - CSO Gypsy, Roma and Travellers	<p><i>Relevant norm/standard:</i> The CSO is able to systematically record hate crimes and incidents using a transparent victim-focused methodology that is accessible to its target community(ies) (Standard 31)</p>	<p><i>Relevant norm/standard:</i> The CSO regularly publishes data and information describing victims' experiences of hate crime based on their own recording systems (Standard 39).</p> <p>The CSO uses its data to raise awareness about the problem and to advocate for improvements (Standard 40).</p>	Framework: 1 Action: 1 Colour: Red
	<p><i>Description of national situation</i> The CSO Herts GATE runs the online reporting portal, Report Racism GRT (see GRT-victim relationship).</p>	<p><i>Description of national situation</i> While there is 'live data' available on Report Racism GRT, the timescales are not clear and there are no available resources to produce analytical reports on anti gypsy, Roma and traveller hate crime.</p>	
	Framework	Action	
CSO antisemitism -	<p><i>Relevant norm/standard:</i> The two bodies are members of an agreement to</p>	<p><i>Relevant norm/standard:</i> Structures and frameworks are used in a</p>	Framework:3 Action: 3

Law enforcement Police	<p>refer cases for support services (Standard 16 and 29)</p> <p>There is a structure for connection, that could include specialist police networks, a training agreement, information-sharing protocol, etc. (Standard 24, 25, 26)</p> <p>Both bodies are members of a cross government group that regularly considers evidence of hate crime prevalence and responses to the problem and considers actions for improvement. (Standard 8 and 9)</p>	<p>meaningful way/ the two bodies connect in meaningful ways.</p> <p>For example, The CSO uses its data to raise awareness about the problem and to advocate for improvements (Standard 40).</p>	Colour: green
	<p><i>Description of national situation</i> Under the Code of Practice for Victims of Crime, the police are under a duty to refer victims to specialist support services where ‘appropriate and available’. Specific services are not listed in the Code.</p> <p>The Community Security Trust has signed a national information-sharing agreement with the National Police Chiefs Council, that allows all police forces and the CST to share anonymised data on hate crimes and incidents with each other.</p> <p>The agreements:</p> <ul style="list-style-type: none"> • set out the specific information that will be shared by both parties including anonymised details of incident/s crimes targeting the specific community and, in the case of the police, 	<p><i>Description of national situation</i> On support: the police regularly refer victims to CST for support.</p> <p>On data sharing: CST and police regularly share data and information. According to CST’s 2018 report 643 of the 1,652 antisemitic incidents recorded by CST nationally in 2018 came to CST via information sharing agreements with the Police, representing 39 per cent of the incidents. Likewise police official data published by the Home Office includes incidents referred by CST.</p> <p>The data is regularly used for intelligence and prevention purposes.</p> <p>See also CSO monitoring racist crime-police relationship for Stop Hate UK action in this area.</p>	

	<p>anonymised details of arrests made;</p> <ul style="list-style-type: none"> • explain how they are compliant with data protection, human rights and other legislation; • specify that information will be shared every 6 months, but allow for more frequent sharing as and when agreed; • appoint a single point of contact - a named individual from both the police and the CSO is responsible for ensuring compliance with the agreement. <p>CSOs are not members of the hate crime strategy board that is responsible for the delivery of the hate crime action plan, and reports to government ministers. However, CST are represented on the national Independent Advisory Group, which provides scrutiny and challenge to the government's delivery of the National Hate Crime Action plan among other actions.</p>		
<p>CSO anti-Muslim-Law enforcement</p>	<p><i>Relevant norm/standard:</i> The two bodies are members of an agreement to refer cases for support services (Standard 16 and 29)</p> <p>There is a structure for connection, that could include specialist police networks, a training agreement, information-sharing protocol, etc. (Standard 24, 25, 26)</p> <p>Both bodies are members of a cross government</p>	<p><i>Relevant norm/standard:</i> Structures and frameworks are used in a meaningful way/ the two bodies connect in meaningful ways. For example, The CSO uses its data to raise awareness about the problem and to advocate for improvements (Standard 40).</p>	<p>Framework: 3 Action: 2</p> <p>Colour: Green</p>

	<p>group that regularly considers evidence of hate crime prevalence and responses to the problem and considers actions for improvement. (Standard 8 and 9)</p>		
	<p><i>Description of national situation</i> Under the Code of Practice for Victims of Crime, the police are under a duty to refer victims to specialist support services where ‘appropriate and available’. Specific services are not listed in the Code.</p> <p>The Tell MAMA has signed a national information-sharing agreement with the National Police Chiefs Council, that allows all police forces and the Tell MAMA to share anonymised data on hate crimes and incidents with each other</p> <p>The agreements:</p> <ul style="list-style-type: none"> • set out the specific information that will be shared by both parties including anonymised details of incident/s crimes targeting the specific community and, in the case of the police, anonymised details of arrests made; • explain how they are compliant with data protection, human rights and other legislation; • specify that information will be shared every 6 months, but allow for more frequent sharing as and when agreed; • appoint a single point of contact - a named 	<p><i>Description of national situation</i> On support: the police regularly refer victims to Tell MAMA for support.</p> <p>On data sharing: Tell MAMA and police regularly share data and information and include them in their respective records.</p> <p>As national partners of the police, Tell MAMA are able to contribute to ‘critical incident Gold Groups’ which coordinates the national response of police and partners.</p> <p>This relationship has proved itself invaluable in recent years and has allowed for coordination of public information programmes and joint deployments into communities suffering the effects of raised tensions.</p> <p>Data produced by the information- sharing agreements is regularly used for intelligence and prevention purposes.</p> <p>For example, In March of 2018, a series of letters were sent to high-profile Muslims and Islamic</p>	

	<p>individual from both the police and the CSO is responsible for ensuring compliance with the agreement.</p> <p>CSOs are not members of the hate crime strategy board that is responsible for the delivery of the hate crime action plan, and reports to government ministers. However, Tell MAMA are represented on the national Independent Advisory Group, which provides scrutiny and challenge to the government's delivery of the National Hate Crime Action plan among other actions.</p>	<p>institutions. The letters said that 3rd April that year had been declared as 'Punish a Muslim Day'. They set out why the author felt that Muslims should be harmed and allocated 'points' for each act of violence, trying to encourage people to attack Muslims. The letters were covered in the media before the police became aware and the caused significant levels of fear amongst Muslim communities.</p> <p>The police called together a 'Gold Group' to oversee community tensions and included partners, independent advisors, government departments and civil society, including Tell MAMA.</p> <p>The Gold Group took information, data and intelligence from all participants, based on the information-sharing agreement - and carried out regular combined threat assessments. These informed an action plan which was regularly monitored by the group. It developed an agreed communications plan designed to reassure communities without increasing the risk of perpetrators being motivated to commit violence.</p> <p>Throughout the period of increased risk all partners shared information and hate crime data on a daily basis and this allowed for the effective allocation of resources until the threat level decreased.</p>	
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		See also CSO monitoring racist crime-police relationship for Stop Hate UK action in this area.	
CSO Anti LGBT+ - Law enforcement	<p><i>Relevant norm/standard:</i> The two bodies are members of an agreement to refer cases for support services (Standard 16 and 29)</p> <p>There is a structure for connection, that could include specialist police networks, a training agreement, information-sharing protocol, etc. (Standard 24, 25, 26)</p> <p>Both bodies are members of a cross government group that regularly considers evidence of hate crime prevalence and responses to the problem and considers actions for improvement. (Standard 8 and 9)</p>	<p><i>Relevant norm/standard:</i> Structures and frameworks are used in a meaningful way/ the two bodies connect in meaningful ways. For example, The CSO uses its data to raise awareness about the problem and to advocate for improvements (Standard 40).</p>	<p>Framework: 2</p> <p>Action: 2</p> <p>Colour: Amber</p>
	<p><i>Description of national situation</i> Under the Code of Practice for Victims of Crime, the police are under a duty to refer victims to specialist support services where ‘appropriate and available’. Specific services are not listed in the Code.</p> <p>Galop signed a national information-sharing agreement with the National Police Chiefs Council,</p>	<p><i>Description of national situation</i> On support: the police regularly refer victims to Galop for support.</p> <p>On data sharing: Galop and police regularly share data and information and include the information in their respective records.</p> <p>The data is regularly used for intelligence and</p>	

	<p>that allows all police forces and Galop to share anonymised data on hate crimes and incidents with each other</p> <p>The agreements:</p> <ul style="list-style-type: none"> • set out the specific information that will be shared by both parties including anonymised details of incident/s crimes targeting the specific community and, in the case of the police, anonymised details of arrests made; • explain how they are compliant with data protection, human rights and other legislation; • specify that information will be shared every 6 months, but allow for more frequent sharing as and when agreed; • appoint a single point of contact - a named individual from both the police and the CSO is responsible for ensuring compliance with the agreement. <p>CSOs are not members of the hate crime strategy board that is responsible for the delivery of the hate crime action plan, and reports to government ministers. However, Galop are represented on the national Independent Advisory Group, which provides scrutiny and challenge to the government's delivery of the National Hate Crime Action plan among other actions.</p>	<p>prevention purposes.</p> <p>See also CSO monitoring racist crime-police relationship for Stop Hate UK action in this area.</p>	
CSO disability -	<i>Relevant norm/standard:</i>	<i>Relevant norm/standard:</i>	Framework: 1

<p>Law enforcement</p>	<p>The two bodies are members of an agreement to refer cases for support services (Standard 16 and 29)</p> <p>There is a structure for connection, that could include specialist police networks, a training agreement, information-sharing protocol, etc. (Standard 24, 25, 26)</p> <p>Both bodies are members of a cross government group that regularly considers evidence of hate crime prevalence and responses to the problem and considers actions for improvement. (Standard 8 and 9)</p>	<p>Structures and frameworks are used in a meaningful way/ the two bodies connect in meaningful ways. For example, The CSO uses its data to raise awareness about the problem and to advocate for improvements (Standard 40).</p>	<p>Action: 1</p> <p>Colour: Red</p>
	<p><i>Description of national situation</i></p> <p>There is no CSO with a national profile focusing on recording and monitoring disability hate crime. Stop Hate UK provides a service in 8 London Boroughs, 12 English counties and 2 universities. Users can connect with the service through social media, whatsapp and a telephone hotline. Stop Hate UK and the police are signatories to an information-sharing agreement that allows all police forces and Stop Hate UK to share anonymised data on hate crimes and incidents with each other.</p> <p>The agreements:</p>	<p><i>Description of national situation</i></p> <p>See CSO monitoring racist crime-police relationship for Stop Hate UK action in this area.</p>	

	<ul style="list-style-type: none"> • set out the specific information that will be shared by both parties including anonymised details of incident/s crimes targeting the specific community and, in the case of the police, anonymised details of arrests made; • explain how they are compliant with data protection, human rights and other legislation; • specify that information will be shared every 6 months, but allow for more frequent sharing as and when agreed; • appoint a single point of contact - a named individual from both the police and the CSO is responsible for ensuring compliance with the agreement. 		
CSO racist and Law enforcement	<p><i>Relevant norm/standard:</i> The two bodies are members of an agreement to refer cases for support services (Standard 16 and 29)</p> <p>There is a structure for connection, that could include specialist police networks, a training agreement, information-sharing protocol, etc. (Standard 24, 25, 26)</p> <p>Both bodies are members of a cross government group that regularly considers evidence of hate crime prevalence and responses to the problem and considers actions for improvement. (Standard 8 and 9)</p>	<p><i>Relevant norm/standard:</i> Structures and frameworks are used in a meaningful way/ the two bodies connect in meaningful ways. For example, The CSO uses its data to raise awareness about the problem and to advocate for improvements (Standard 40).</p>	<p>Framework: 1 Action: 1 Colour: Red</p>

	<p><i>Description of national situation</i></p> <p>There is no CSO with a national profile focusing on recording and monitoring racist hate crime. Stop Hate UK provides a service in 8 London Boroughs, 12 English counties and 2 universities. Users can connect with the service through social media, whatsapp and a telephone hotline. Stop Hate UK and the police are signatories to an information-sharing agreement that allows all police forces and Stop Hate UK to share anonymised data on hate crimes and incidents with each other.</p> <p>The agreements:</p> <ul style="list-style-type: none"> • set out the specific information that will be shared by both parties including anonymised details of incident/s crimes targeting the specific community and, in the case of the police, anonymised details of arrests made; • explain how they are compliant with data protection, human rights and other legislation; • specify that information will be shared every 6 months, but allow for more frequent sharing as and when agreed; • appoint a single point of contact - a named individual from both the police and the CSO is responsible for ensuring compliance with the agreement. 	<p><i>Description of national situation</i></p> <p>Stop Hate UK regularly provides statistical and case study (anonymised) information to police forces that commission its services. Typically each area will receive a quarterly data report on contacts to the Stop Hate UK Line services and associated monitoring information - this currently equates to 22 separate reports across hate crime types each quarter. In addition, as part of the information sharing agreement, Stop Hate UK produces 3 bespoke data requests per quarter.</p> <p>The police also use the information-sharing agreement to, for example, notify Stop Hate UK of changes in levels of hate crime reporting. Stop Hate UK is only commissioned to operate in 22 out of the 61 counties in England and Wales, and less than a third of London Boroughs. This leaves other counties without a service connected to a national information-sharing agreement on racist crime with the police or with national policy structures.</p>	
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	Framework	Action	
CSOs - Prosecution CPS	<p><i>Relevant norm/standard:</i> No expectation that there is an information-sharing agreement in place.</p> <p>Both bodies are members of a cross government group that regularly considers evidence of hate crime prevalence and responses to the problem and considers actions for improvement (Standards 8 and 9)</p>	<p><i>Relevant norm/standard:</i> Evidence of CSO input into prosecutor training; and/or joint case reviews, and/or specialist prosecutors' offices that make connections with CSOs (Standard 25)</p>	<p>Framework: 2 Action:3 Colour: green</p>
	<p><i>Description of national situation</i> CST, Galop, Tell MAMA and representatives from disabled people's organisations and Dimensions are members of the CPS' external advisory group on hate crime, which addresses data and other issues.</p> <p>CSOs are not members of the government's hate crime strategy group, however, CST, Galop and Tell MAMA are members of the independent advisory group that feeds into the cross government strategy group.</p>	<p><i>Description of national situation</i> CST, Galop, Tell MAMA and representatives from disabled people's organisations and Dimensions are consulted on all aspects of CPS hate crime policy and performance through regular meetings of the external advisory group as well as providing ad-hoc input as needed.</p> <p>The CPS runs 'hate crime scrutiny panels' across the country, which involve representatives across affected communities to scrutinised unsuccessful cases and lessons learned.</p> <p>The CPS does not disaggregate its data on hate crime prosecutions of racially and religiously aggravated offences, which undermines the granularity of information relating to prosecutions on antisemitic crime, anti-Muslim hate crime and other religiously aggravated hate crime.</p>	

	Framework	Action	
CSOs Antisemitism, anti-Muslim, anti-LGBT+ to grey line – grey line government Ministries	<p><i>Relevant norm/standard:</i> NB – not all ministries will have relationships with CSOs. Generally, the lead ministry on hate crime should have some link(s).</p> <p>Framework: CSO is a member of cross-government framework with a focus on hate crime recording and data collection (Standards 8 and 9)</p>	<p><i>Relevant norm/standard:</i> CSOs play an active role in these frameworks, CSO data is actively considered in government policy-making.</p> <p>The CSO uses its data to raise awareness about the problem and to advocate for improvements (Standard 40).</p>	<p>Antisemitism, anti-Muslim : Framework:3 Action: 2</p> <p>Colour: green</p>
	<p><i>Description of national situation</i></p> <p>The Government has a formal working relationship with the Community Security Trust, Tell MAMA, Galop and Stop Hate UK through information-sharing agreements (see police-CSO relationships). In addition, these four organisations are members of the Hate Crime Independent Advisory Group, which feeds into the Inter-Ministerial Group (IMG) on Safe and Integrated Communities (See police-prosecution relationship).</p> <p>The National Government provides some limited founding to support CSO’s where there is a specific need to develop new services to meet gaps and the targets of its Hate Crime Action Plan.</p> <p>Other funding can be provided by local authorities and Police and Crime Commissioners to meet local community needs.</p>	<p><i>Description of national situation</i></p> <p>(antisemitism, anti-Muslim, anti-LGBT+) As described in the relevant CSO relationships, the situation can vary significantly across the country and is challenged by sustained austerity.</p> <p>(racist, disablist, anti-GRT) There is no organisation recording racist, disablist or anti-GRT hate crime in with national reach or with an established relationship with government ministries.</p>	<p>Anti-LGBT Framework: 2 Action: 2</p> <p>Colour: Amber ----- Racist, anti- disability, GRT: Framework: 1 Action: 1</p> <p>Colour: Red</p>

	Framework	Action	
IGO – grey line	<p><i>Relevant norm/standard:</i> There is an agreement and framework for data and information on hate crime to be shared with an IGO and vice versa. (Standards 30, 32, 33, 34, 35, 36, 37)</p> <p>Parties are able to influence international norms and standards on hate crime reporting, recording and data collection and related activities and guidelines</p> <p>See standards document for information current platforms of exchange and cooperation.</p>	<p><i>Relevant norm/standard:</i> See standards document for ongoing action by IGOs to connect with national authorities on hate crime reporting, recording and data collection</p> <p>National assessment will look at these factors: Data is shared with IGO in line with agreed obligations/as part of regular requests.</p> <p>National representatives attend IGO networking events</p> <p>National representatives ask for and implement capacity-building activities in the area of hate crime recording and data collection.</p>	<p>Framework: 3 Action: 3 Colour: green</p>
	<p><i>Description of national situation</i></p> <p>N/A – this is a set international framework.</p>	<p><i>Description of national situation</i></p> <p>The UK Government appointed a ‘National Point of Contact’ (NPC) to IGO’s for hate crime who regularly attends the following meetings:</p> <ul style="list-style-type: none"> - the High Level Group on Racism and Xenophobia coordinated by the European Commission, DG-JUSTICE; - the sub-group on police recording practices hosted by the EU Agency for Fundamental Rights (FRA); - and the OSCE Office of Democratic 	

		<p>Institutions and Human Rights' regular National Points of Contact Meetings.</p> <p>The NPC regularly submits data and information about hate crime to the FRA, DG-JUSTICE and OSCE-ODIHR for publication in their reports on hate crime in line with their mandates.</p> <p>The NPC has arranged several country visits to the UK for EU and OSCE state representatives to learn about the UK approach to hate crime recording and data collection.</p>	
	Framework	Action	
IGOs- CSOs	<p><i>Relevant norm/standard:</i></p> <p>There is an agreement and framework for data and information on hate crime to be shared with an IGO and vice versa (Standard 37)</p> <p>Parties are able to influence international norms and standards on hate crime reporting, recording and data collection and related activities and guidelines</p> <p>See standards document for information current platforms of exchange and cooperation.</p>	<p><i>Relevant norm/standard:</i></p> <p>Data is shared between the two parties as part of regular requests.</p> <p>CSOs attend IGO networking events and ask for and implement capacity-building activities in the area of hate crime recording and data collection</p>	<p>Framework: 2</p> <p>Action:3</p> <p>Colour: green</p>
	<p><i>Description of national situation</i></p> <p>N/A – this is a set international framework.</p>	<p><i>Description of national situation</i></p> <p>CST, Galop and Tell MAMA regularly</p> <ul style="list-style-type: none"> - report data and information to 	

		<p>hatecrime.osce.org</p> <ul style="list-style-type: none">- attend international meetings convened by the European Commission, the FRA and the OSCE Office for Democratic Institutions and Human Rights (ODIHR) to share insights and good practice on hate crime in England and Wales.	
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