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| **Greater Manchester**  **Hate Crime Reporting Centres** |  |

**Introduction**

In December 2016, the Office of the Police and Crime Commissioner held a workshop for reporting centres, local authority and police champions, which focused on how reporting centres could be supported to deliver an effective service for victims of hate crime. This report incorporates the feedback from the workshop and outlines proposals for:

A: Core commitments (formerly known as minimum standards)

B: Staff training package

C: Reporting centre support package

Please read these proposals, complete the feedback questions, and return your comments to Claire Millett (Engagement Strategy Officer, Office of the Police and Crime Commissioner) by email: [claire.millett@gmpcc.org.uk](mailto:claire.millett@gmpcc.org.uk) or phone: 0161 793 3409. **All feedback is required by** **Wednesday 18th January 2017**.

**General feedback**

* Clarity on the name was requested; we are proposing **Hate Crime Reporting Centres**.
* A recognisable brand will be developed, and suite of materials provided to each reporting centre (e.g. logo, certificate, window stickers, etc).

**A: Core commitments (formerly minimum standards)**

**Core commitments general feedback**

* Generally it was agreed these are the right ones.
* Some concern about the capacity of smaller reporting centres to be able to deliver an annual event, so this has been removed and replaced with a commitment to proactively ensure that the local community and service users are aware the building/ organisation is a reporting centre (see number 5).

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| **Proposed core commitments**  Hate Crime Reporting Centres are there for victims of hate crime who do not wish to report directly to the police, and who may want further support and assistance. Reporting centres work with victims in different ways, however, all agree to operate in line with these core commitments in order to ensure that victims receive a similar service across Greater Manchester. Staff training and support is available to all reporting centres to help them meet these core commitments.  **All Hate Crime Reporting Centres across Greater Manchester agree to:**   1. ***Promoting your status as a Reporting Centre*** 2. Advertise Hate Crime Reporting Centre status in place of work/ building(s), as well as on the organisation’s website, including a link to the True Vision website, or other locally commissioned hate crime reporting service, such as Stop Hate UK. 3. Ensure the contact details for the centre are up-to-date on your website, and inform your local authority and GMP hate crime partnership lead of any changes. 4. Sign and display the ‘Statement’ certificate and other Greater Manchester publicity material. 5. Use the agreed Greater Manchester hate crime branding and definitions, or branding and definitions from commissioned hate crime services, such as Stop Hate UK. 6. Actively raise awareness of hate crime amongst the local community and service users, and ensure they are aware the organisation takes hate crime reports. 7. ***Staff training and development*** 8. Actively raise awareness of hate crime amongst staff, and ensure they are aware of how the organisation takes hate crime reports. 9. Develop a learning culture within the place of work, and ensure relevant staff are trained in identifying hate crime, taking reports and providing support to victims. 10. Identify a Hate Crime Champion in the workplace, who is responsible for:     * being a link between the centre and the local authority and police;     * ensuring information is cascaded to relevant people throughout the organisation. 11. Inform your local authority and GMP hate crime partnership lead of any changes to the Hate Crime Champion. 12. Develop good working relationships with other Hate Crime Reporting Centres in the area. 13. Identify and share good practice and areas for improvement. 14. ***Taking reports*** 15. Ensure that the six strands of hate crime are part of core business (i.e. disability, race, religion/ belief, sexual orientation, transgender and alterative sub cultures). 16. Provide a safe and confidential environment for people to report hate crime. 17. Use the True Vision reporting form to take reports (or Stop Hate UK where relevant), and complete the reporting form within 48 hours of receiving the report. 18. Provide support and advice to victims of hate crime and signpost to other services, where appropriate. |

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| **Feedback questions: Core commitments**   1. Would your centre sign up to these core commitments as they are proposed above? 2. If there are any changes you would like to see before your centre signs up to this please list these below: |

**B: Staff training package**

**Staff training package general feedback**

* Generally it was felt the e-learning package developed by Bolton was useful and included the right modules. For more information see <http://www.boltoncommunitysafetytraining.org.uk/>
* Reporting centres want a choice of both face-to-face training and e-learning.

**Proposed staff training package**

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| **Mode of delivery** | **Target learner** | **Duration** | **Delivered by** |
| Face to face | * Hate crime champions * Front line staff who may take reports | Two hours approx. | Local authority/ GMP/ OPCC |
| E-learning package | * All staff * Members of the public * Annual refresher training for hate crime champions and front line staff | 45 minutes approx. | Reporting centre allow staff time to complete the training |

**Proposed modules could cover:**

1. Definition of hate crime
2. Examples of hate crime
3. Impact on victims and communities, and why it’s important to report
4. How to report hate crime (including True Vision/ Stop Hate UK reporting form)
5. How to support victims and signpost to support services (including how to talk victims through the experience, how to hold difficult conversations, deal with the emotions of the victim)
6. Information to record for Greater Manchester Hate Crime Partnership monitoring
7. Testing understanding, and certificate upon successful completion

* Face-to-face package can include a train-the-trainer element so Hate Crime Champions can deliver training to others in their organisation.
* Face-to-face package will be held in different locations and scheduled throughout the year. Reporting centres are welcome to attend any session, which will also provide the opportunity for sharing concerns and good practice.
* E-learning package can include the ability to “Ask a question” which is emailed through to a local authority, police or OPCC lead.

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| **Feedback questions: Staff training package**   1. Is the proposed staff training package appropriate to be able to help staff and centres meet the core commitments? 2. Are these modules the right ones? 3. Which modules should be particularly emphasised? 4. If there are any changes you would like to see to the staff training package please list these below: |

**C: Reporting centre support package**

**Reporting centre support package general feedback**

* At the start of the workshop it was acknowledged by the OPCC, local authorities and GMP that reporting centres need more support than has previously been provided.
* Some local authorities and the police lack the capacity to deliver all the training and support required by reporting centres, and an additional resource at the Greater Manchester level would help to support boroughs and ensure that a consistent approach is being taken across the city region.
* Most reporting centres want to receive support at a local level, however it was also recognised it would be beneficial for organisations supporting similar victims to develop relationships to they can share good practice and provide peer-to-peer support.

**Proposed reporting centre support package could include:**

* A Greater Manchester Hate Crime Reporting Coordinator, who would be responsible for:
  + Updating the core commitments, staff training package and reporting centre support package
  + Developing a Greater Manchester staff training programme (aiming for one a month, and at least one session per borough in a year)
  + Monitoring and evaluating reporting centres, which could include coordinating ‘mystery shopper’ visits
  + Keeping up-to-date with legislation and policy changes and sharing information with all Hate Crime Champions
  + Working with the Crown Prosecution Service and restorative justice agencies to identify successful prosecutions of hate crime, and work with local authorities, GMP and reporting centres to promote cases which will then increase public confidence to report
  + Working with borough-level Hate Crime Champions to set up new reporting centres in locations and amongst communities of interest that are vulnerable to hate crime and are not currently represented, including businesses becoming reporting centres
  + Working with victims of hate crime to further understand how they want to report hate crime
  + Developing partnerships and networks between organisations supporting similar victims
  + Supporting borough-level Hate Crime Champions to deliver staff training, and being an extra resource for any support required
* A direct link with borough-level Hate Crime Champions from each local authority and GMP division, who would be responsible for:
  + Delivering at least one face-to-face training session a year
  + Providing 1-2-1 support (could be face-to-face, by phone, online, as required), at least twice a year
  + Coordinating a borough-level hate crime forum, which meets at least twice a year to share good practice, receive peer-to-peer support, legislation and guidance updates and staff training
* A local PCSO linked to each reporting centre

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| **Feedback questions: Reporting centre support package**   1. Will the proposed package enable reporting centres to meet the core commitments and effectively support victims to hate crime? 2. Is there any support proposed that you would not take up? 3. Is there any other type of support you would benefit from? |

**Other comments**

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| **If you have any other comments about being a reporting centre, and effectively supporting victims of hate crime, please include these here:** |

**Please return your comments to Claire Millett (Engagement Strategy Officer, Office of the Police and Crime Commissioner) by email:** [**claire.millett@gmpcc.org.uk**](mailto:claire.millett@gmpcc.org.uk) **or phone: 0161 793 3409 by** **Wednesday 18th January 2017**.