

# Barnsley Community Safety Partnership

# Hate and Harassment Strategy



2014 - 2017

## Hate and Harassment Report it! Together we can stop it.

<b>On-line</b>	<a href="http://www.barnsley.gov.uk/hate">www.barnsley.gov.uk/hate</a>
<b>Text</b>	61009 starting with the word HATE and a short message explaining the help you need
<b>Email</b>	safer@barnsley.gov.uk with the word HATE in the subject line.
<b>Telephone</b>	Barnsley Council on 77 5656 or South Yorkshire Police on 101
<b>Emergency</b>	Telephone the Police - 999

### Contact a Hate and Harassment reporting point to help you complete the on-line form:

- Any Police Station, Council Office or Library.
- Berneslai Homes  
*Email:* [customerservices@berneslaihomes.co.uk](mailto:customerservices@berneslaihomes.co.uk)  
*Tel:* 01226 775555
- LGBT Forum  
*Email:* [barnsleylgbtsecretary@hotmail.co.uk](mailto:barnsleylgbtsecretary@hotmail.co.uk)  
*Tel:* 07757 352267
- 360 Engagement  
*Email:* [info@360engagement.co.uk](mailto:info@360engagement.co.uk)  
*Tel:* 07714 208 928

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## 1. Foreword

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Barnsley is a town with a strong and rich culture where people from many different backgrounds live, work and socialise. The composition of Barnsley's communities has and continues to evolve over recent decades reflecting a more diverse and vibrant society. We must all endeavour to work successfully together to continue to make our town a safe and welcoming place, where everyone feels included and can make a positive contribution to community life.

As such Barnsley Council, South Yorkshire Police and their partners have worked together to develop this strategy to tackle hate and harassment incidents and crimes. To inform the development of this strategy, a number of community engagement conferences and workshops have been held. Feedback from these has been crucial in order to identify local priorities and learn about the experiences of Barnsley residents and how we can work together to make this strategy a reality.

At present, reporting levels in Barnsley have remained relatively stable whilst other areas in South Yorkshire have seen a steady rise. National research suggests that this is a significant area which is traditionally under-reported. It is important that we look further into the reasons for this and understand the story behind the figures, as the health and wellbeing impact on victims and their families cannot be underestimated.

Hate and harassment incidents and crimes should not be tolerated and victims should be supported to report such incidents and expect positive action against perpetrators. Working in partnership, this strategy will harness resources and expertise in difficult and challenging financial times to ensure victims have the support they require and perpetrators are brought to justice.

We are therefore pleased to announce Barnsley's first multi-agency Hate and Harassment Strategy and look forward to working with you to ensure Barnsley continues to be a safe and vibrant community for years to come.



Diana Terris  
Chief Executive  
Barnsley Metropolitan Borough Council



Andy Brooke  
District Commander, SY Police  
South Yorkshire Police

## 2. Executive Summary

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The Hate and Harassment Strategy sets out a new multi-agency commitment for the period April 2014 to March 2017. It is the product of wide ranging consultation and collaboration involving local people and communities throughout Barnsley and the statutory and voluntary partners who form part of the newly established Hate and Harassment Partnership.

The strategy sets out the following purpose:

- To outline the current situation in Barnsley with regards to hate and harassment;
- To listen to views of victims and the local community and make sure priorities are based on local need and experience;
- To agree an approach to effectively challenge hate and harassment in Barnsley; and,
- To work in partnership to ensure the best possible outcomes for local people and communities affected by hate and harassment through the delivery of local, accessible and integrated services.

[Hate and harassment](#) incidents and crimes can have a significant detrimental effect on a person's quality of life. Reporting levels in Barnsley have remained relatively stable over recent years, whilst other comparative areas in the sub-region have seen increases. It is not fully understood why Barnsley's rates remain relatively static, however national trends and evidence would suggest such incidents and crimes are under-reported.

This strategy will endeavour to explore this further, facilitating a better understanding from victims and witnesses as to whether incidents are under-reported and consequently what needs to be put in place to ensure local people feel confident that once reported; a positive response and outcome will be achieved.

The ultimate goal of the strategy is to put in place practical measures towards the elimination of hatred and prejudice in all its forms. This strategy sets out the commitment of all the partner agencies to adopting a consistent and long-term approach to the prevention of harassment, abuse, and all other forms of hatred, and to deliver an effective response where it occurs.

To ensure progress can be monitored, the strategy is supplemented by a performance framework and action plan. This details key partnership priorities, activity, outcomes to be achieved and performance measures to enable the Hate and Harassment Partnership to track and where required, challenge performance and delivery and report progress into the Community Safety Partnership.

The strategy will remain a live document and will be reviewed on an annual basis by the Hate and Harassment Partnership to ensure it remains consistent and reflective of local needs and circumstances ensuring resources are effectively pooled and deployed to address the priorities outlined in the strategy.

## 3. Our Partnership

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The Hate and Harassment Partnership Strategy has been agreed and adopted by the Barnsley **Community Safety Partnership** which includes:

- Barnsley Council
- South Yorkshire Police
- South Yorkshire Fire and Rescue
- South Yorkshire Community Rehabilitation Company
- National Probation Service
- NHS Barnsley Clinical Commissioning Group
- South Yorkshire Police and Crime Commissioner
- Berneslai Homes
- Barnsley Safer Communities Forum/Neighbourhood Watch
- South Yorkshire Criminal Justice Board

These partners have a key strategic role to ensure the Strategy is effectively implemented and its outcomes achieved. These are referred to in this Strategy as the "Strategic Partners". The Strategic Partners have jointly agreed the following responsibilities:

- Hate and harassment is motivated by a hostility or prejudice towards a particular social group, and tackling it has become a key priority for our increasingly diverse local communities. In recognition of our Public Sector Equality Duty we will therefore make challenging harassment and hate crime one of our stated Equality Objectives.
- Challenging hate and harassment will require resources - both financial and people. We will therefore make sure that collectively we contribute sufficient resources to implement the Strategy and to achieve its outcomes.
- We recognise that as major public sector providers we have an important leadership role in Barnsley to deliver the Strategy's objectives. This means that we take lead responsibility for coordinating and delivering the action plan. We will make sure this work is prioritised within our own organisation.
- To contribute to the work of the Hate and Harassment Partnership Performance Group and any relevant Task and Finish groups.

### **Hate and Harassment Partnership**

Although the Strategy is a One Barnsley Strategy, with the CSP having lead responsibility for its effective implementation, it cannot possibly achieve its objectives without the engagement of a wider group of partners in the community and voluntary sectors. This wider partnership will change and evolve over time as new and interested groups and organisation develop. The Hate and Harassment Partnership will however at the least involve those involved in the preceding Hate

# Hate and Harassment Strategy

Crime Reduction Initiative (organisations such as the Youth Services, CAB, Trades Council, VAB, faith communities etc) along with representatives of the emerging network of Equality Forums.

## Performance Management and Challenge

To oversee implementation of the Strategy and to monitor its effectiveness at challenging Hate and Harassment we will establish the following Performance Management and Challenge Framework.



Looking at each element of this framework in turn:

### Performance Group

**Role:** this group will receive regular performance reports on casework management, casework intelligence and strategy implementation. It will advise the Hate and Harassment Partnership on the implications of these reports and any actions that need subsequently to be taken. It will report on a 6 monthly basis to the Community Safety Board on the progress being made with the outcomes, indicators and measures included in the Strategy, along with any recommendations for action.

**Membership:** the Performance Group will require representatives from every strategic partner agency (SY Police, Barnsley Council, Berneslai Homes, Victim Support, Community Safety and Adult and Children's Safeguarding). Representatives will need to be sufficiently senior to take decisions about actions to be taken by their agency should this be necessary however they should also be close enough to the day to day operational activity to improve the implementation of the Strategy.

### Community Challenge Board

**Role:** the Community Challenge Board will have a key role in providing public and collective accountability on the work of the Hate and Harassment Partnership. It will meet quarterly and receive the same 6 monthly update reports as the Community Safety Partnership. It will be able to assess a sample of anonymised cases to check the response and support being provided is appropriate. Its purpose is to provide challenge to the Hate and Harassment Partnership and in particular to hold it accountable for the outcomes being achieved. It will have equal status with

# Hate and Harassment Strategy

the Community Safety Partnership for ensuring the Strategy is implemented and achieving its objectives.

**Membership:** the Board will be made up of representatives from the equality forums, Youth Council and other community and voluntary organisations. Where necessary those members who are representing the equality forums will be provided with training and support to ensure these meetings are accessible and inclusive. A role description will be developed for members of the Board. A relevant elected member will also be invited to sit on the Board.

## Community Safety Partnership

**Role:** to oversee the effectiveness of the Hate and Harassment Partnership and in particular the implementation of the Strategy. It will receive 6 monthly update reports from the Performance Group and will invite the Community Challenge Board to keep it informed of any issues of concern that it may identify along with any actions it may recommend be taken.

The CSP will make any alterations to this Performance Management structure as it sees fit and appoint the Chairs of the Performance Group.

## Annual Conference

**Role:** to enable the involvement of all stakeholders in reviewing the implementation of the strategy, evaluating whether the objectives are being achieved and recommending future priorities and actions. The conference will be hosted jointly with the Hidden Crime conference and involve community representatives, reporting point organisations and officers from all strategic partners.

## Strategy Review

The Strategy has been agreed for the period April 2014 to March 2017. However it will be reviewed and updated on an annual basis by the Hate and Harassment Partnership.

The Strategy should be read in conjunction with the Strategic Action Plan which provides the detailed actions to be undertaken in pursuance of the Strategy's aims, objectives and priorities.

## 4. Our Purpose and Commitments

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### **The overall purpose of the Strategy is to:**

- Outline the current situation in Barnsley - the areas that are working well and the areas which could be improved.
- To listen to the views of victims and the local community and make sure their concerns and priorities are included.
- Agree an approach for challenging Hate and Harassment in Barnsley - how things will be done differently in the future.
- Set down how we make sure we work well together as partners and how we will know whether we are making a difference.

### **The Hate and Harassment Partnership makes the following commitments:**

#### **To Help Victims to Feel Safer**

Victims affected by hatred, prejudice, harassment and abuse will be given access to timely and good quality support.

#### **To Give Victims A Voice**

Victims will be consulted about their experiences and play a key role in the decision making process for future work.

#### **To Hold Perpetrators To Account**

Perpetrators of hatred and prejudice harassment and abuse will be held accountable for their actions, and those perpetrators who have not entered the criminal justice arena will be encouraged and supported to get help with their behaviour.

#### **To Act Quickly**

We recognise the importance of early intervention to avoid incidents escalating. We will act on reports of harassment and not wait until crimes have been committed.

#### **To Be Open and Transparent**

We will publish information about how well we are doing, about how we respond to reports of hate and harassment, and how many reports we are dealing with. We will be honest about where we can improve and share our success when we are doing well.

#### **To Treat People With Respect and Confidentiality**

We will always treat people who report incidents to us with respect and dignity. We will keep their personal information confidential and safe according to the requirements of the Data Protection Act.

## **To Listen To and Involve the Community**

We will listen to the community and help them to challenge how well we are doing and to promote awareness and understanding in the wider community.

## **To Work in Partnership**

We will coordinate our efforts and resources so we are as effective and efficient as we can be. We will hold each other to account, challenge each other to improve, and make sure we are delivering on our promises.

## **To Be Responsible Employers**

The partners, as employers of paid and voluntary workers, we will have clear procedures for reporting, recording and dealing with incidents of harassment in the workplace. We will enable victims to receive support at work without fear of prejudice or feeling they are not being believed.

## **To Provide Quality Services**

We will work hard with limited resources to keep getting better. We will provide quality support for victims at all times, meeting their individual needs.

## **To Help Create A Safer Future**

We will play our part in creating a safer Barnsley that is free from prejudice and discrimination. We will educate children and young people and the wider general public that all forms of hate and harassment is wrong and is unacceptable.

## 5. What Needs to Improve

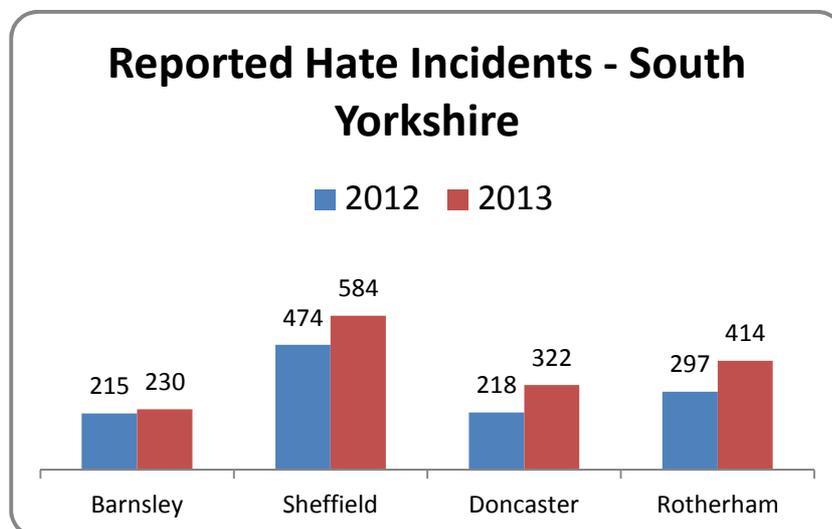
After many years working jointly to challenge and prevent hate crime the Barnsley multi-agency partnership recognised that the time had come for a fundamental review of how effectively it was working and achieving its objectives. In particular in recent years a number of local and national issues had developed which meant that we needed to reflect on how we approached the issue of hate and harassment and whether it was necessary to make any changes:

### 1. Under-reporting locally and nationally

Hate and harassment is widely understood to be under-reported, since many perpetrators target victims at a low level. Some victims probably do not even realise that they have been a victim and will not report the incident as they either do not know how to, or feel it will not be taken seriously. Nationally, we think that only 40% of hate crimes are currently reported.

There is a low and reducing number of reported hate incidents despite an increase in prejudice related incidents. Over the last few years the number of reported hate incidents has stayed fairly steady at between 200 and 230 per year. This is in sharp contrast to other Boroughs in South Yorkshire where the number of reported incidents has been rising steadily (25% increase from 989 in 2012 to 1230 in 2013). This would suggest that people in Barnsley do not know how to report incidents, do not know why it is important to report incidents or do not trust that if they do report incidents that it will make a difference.

Because of this under reporting situation, it is difficult to understand the true extent of hate and harassment and develop suitable responses.



### 2. Increasing number of hate incidents nationally

Consultation with the Equality Forums and other community groups has suggested that the incidence of hate and harassment is increasing and this is as a result of:

- a climate of increasing Islamophobia (particularly following the murder of a soldier in Woolwich) and general rise in racism (due to anti-immigration campaigns).

# Hate and Harassment Strategy

- the stigmatisation of disabled people (as a result of media interest coverage of welfare reform and welfare recipients)
- open campaigns of misogyny (such as those threatening violence to well known women on Twitter)
- a backlash to LGBT equality (such as the reaction by some organisations to the plan for equal marriage legislation) and persistent transphobic harassment.

## 3. Hidden in Plain Sight

In response to a series of high profile cases where disabled people and their families had become the victims of hate crime leading to tragic loss of life the Equality and Human Rights Commission undertook a major investigation into the issue of disability harassment and hate crime. Its landmark report "Hidden in Plain Sight" published in 2012 was a challenge to all public sector providers to think again about the priority they gave to the issue and to review how they approached preventing and dealing with incidents.

In response in February 2013 the Council hosted Barnsley's first multi-agency conference on disability harassment and hate crime - "Out in the Open". This conference attended by disabled people, professionals and community organisations from across Barnsley provided us with a number of key messages and recommendations. This Strategy is a direct response to that Conference.

## 4. Equality Forum Consultation

Members of a number of Equality Forums in Barnsley have raised concerns with service providers. These concerns could be summarised as:

- Communication about how and why to report hate incidents needs to be more accessible and to be more relevant. It should be clearer what constitutes an incident of hate or harassment.
- The reporting process should be simpler and more accessible.
- Staff in reporting centres need to be better trained.
- Community groups should be more involved in getting the messages out to local residents.
- Perpetrators should be held to account for their actions and the outcomes of any resolution to be fed back to victims.
- People need to be more aware of the support that is available to victims.

## 5. Change in allocation of resources

Since April 2013 there has been a significant change to the allocation of resources to prevent, challenge and deal with incidents of hate and harassment. We have a responsibility to ensure that public resources are spent in the most effective way and hence this strategy must respond to those changes:

- South Yorkshire Police, Barnsley District, have established a dedicated hate crime co-ordinator role to work more closely with partners and follow up on investigations. The co-ordinator will be responsible for ensuring that cases have a satisfactory conclusion and feed into operational casework. Responsibility will include examining the data to identify trends and themes. In addition to this they have identified a need to work more closely with people in communities

to raise awareness of and encourage hate crime reporting, and to explore reasons why people are not reporting hate crime.

- Much has been achieved by Barnsley Council in supporting the Hate and Harassment Strategy but a range of factors such as financial pressures and restructuring will make the coming years a challenge for all agencies.

## 6. Young People

We met on several occasions with the Barnsley Youth Council who gave very useful advice and feedback. They helped us to understand why young people do not report hate incidents and advised on the type of steps we could take to improve awareness, understanding and consequently reporting rates in the future. The key messages included:

- Young people don't report incidents because they often don't know what a hate incident is or how to report it.
- Schools have anti-bullying policies but students don't always trust that their complaint will be dealt with properly.
- Young people would want a quick and easy way to report incidents - via the internet and via text messages.
- Most young people don't know who their school's safeguarding lead officer is.
- The web pages with information on hate and harassment should be developed with the help of young people.
- Posters and leaflets are still important ways of getting information to young people and can be better than on-line methods (eg facebook) which often get ignored.
- Often harassment takes place at home when on-line or when travelling to and from school. Students don't know if this can be reported to the school or not.
- The term harassment is well understood by young people but they don't necessarily link it to a prejudice associated with a particular protected characteristic. Nonetheless the Youth Council liked the idea of using this word and thought it helps understanding.

## 7. Safeguarding

The safeguarding teams are often the first agency to receive a referral regarding the safety and wellbeing of a vulnerable adult, child or young person.

Our records show that during the year 2012/2013 more than 400 referrals (on a wide variety of issues) were received by the Adult Safeguarding Team. However, during the same period, fewer than 10 reports of disability hate and harassment incidents were made.

Whilst we recognise that not all of the safeguarding referrals could also be described as hate and harassment incidents, it's likely that some will be.

Our intention, therefore, is to work more closely with the Safeguarding Boards to make the hate and harassment processes and the safeguarding processes better building on the work already begun to increase the awareness, and number, of reported hate and harassment incidents.

## 6. Strategic Aims and Objectives

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This Strategy has the following Objectives. These will be regularly monitored and reported.

### 1. Communications

Aim	<b>To give effective and consistent communications messages to help prevent incidents occurring and to increase rates of reporting when they do.</b>
Objective 1	<p>To increase reporting of incidents of hate and harassment by:</p> <ul style="list-style-type: none"><li>• Raising awareness of the reporting process</li><li>• Increasing understanding of the reporting process</li><li>• Improving confidence in the reporting process.</li></ul>
How	<p>In developing the strategy and listening to the views of the local community we have identified a number of related messages which will support the hate and harassment agenda as well as the implementation of the Public Sector Equality Duty. These "prevent messages" have two primary purposes to deter potential perpetrators from acting on prejudice and to reduce the ignorance and prejudice which motivates hate incidents.</p> <p>These messages are not the sole responsibility of the Hate and Harassment Reduction Partnership, but should be integrated into other communications work and campaigns.</p>
Objective 2	<p>To help prevent incidents happening by:</p> <ul style="list-style-type: none"><li>• Raising awareness of the consequences of hate incidents</li><li>• Promoting positive relations to help prevent incidents in the future</li><li>• Deterring potential perpetrators from acting on prejudice</li><li>• Reducing the ignorance and prejudice which motivates hate incidents.</li></ul>
How	<p>There are a number of audiences that our communications on Hate and Harassment will need to address and the messages we want to give these different audiences should vary accordingly. We will use creative messages that capture imagination, and translate these to Twitter feeds for regular social network presence.</p>
Performance Measures	<ul style="list-style-type: none"><li>• The percentage of people who report that people from different ethnic backgrounds get on well together in the local area.</li><li>• The number of reports of hate or harassment as a percentage of the national total.</li></ul>

## 2. Reporting

Aim

**To improve the means for reporting incidents by making them more accessible, easy to use and more options available.**

Objective 1

To increase the accessibility of the reporting process by:

- offering more accessible reporting channels; and
- improving the accessibility of existing reporting channels

How

Improving access to reporting will depend on:

- Making the communication process as accessible as possible without the need for any adjustments (eg using plain English, in large print) or for the person making the report able to make adjustments themselves if necessary (eg on-line forms where font size can be adjusted, voice reader used, or different languages used)
- Making sure staff know how to make further reasonable adjustments if necessary eg use of telephone interpretation, BSL video interpretation, easy read versions of information etc.

Objective 2

To simplify the reporting process by:

- providing single points of contact for each reporting channel; and
- providing a single point for reception and initial response for all reports.

How

We will offer a wider variety of reporting Access Channels (to meet the most diverse wide range of access needs and communication preferences) but for each channel to connect one of two Reporting Centres - the Police and the Council (Barnsley Connects Contact Centre).

There will also be a wide range of Reporting Points where people can receive help and support to make a report of hate or harassment incident. Publicity about Hate and Harassment will refer people to the BMBC reporting channels, whilst reports that are first and foremost crimes will be referred to the Police.

Each access channel will offer one simple and easy to use point of contact - ie one email address, one telephone number, one web address etc. There will be the facility to respond 24 hours a day, 7 days a week where necessary.

Performance Measures

- The number of reports made
- The number of reports made by each reporting centre
- Percentage of victims who were satisfied / very satisfied with the reporting process.

## 3. Case Management

### Aim

**To improve our case management process so we can be sure reported incidents are dealt with as effectively and consistently as possible, making the best possible use of the resources available.**

### Objective 1

To make sure that case management is reliable and coordinated by:

- identifying a single service to coordinate the allocation and performance reporting of all reported cases; and
- identifying relevant services to be involved in the resolution.

### Objective 2

To make sure that all cases are dealt with appropriately and promptly by:

- allocating cases to the most appropriate officers and services to manage according to their usual casework protocols; and
- reporting regularly on the progress being made to the co-ordinating service.

### How

A single third party reporting centre will be an ideal partner to the Police's Hate Crime reporting channels. The relevant customer service staff will be suitably trained and supported to provide consistent and effective responses to the victims. They will then ensure the case is passed to the case-coordinator in a timely and effective manner.

Whichever access channel a victim reports an incident through, or via whichever agency, the case will be brought to the attention of a specialist Hate Crime Coordinator who will ensure the case is allocated to a suitable officer to be managed and action taken as required.

The Hate Crime Coordinators in both the Police and CSP will liaise regularly and ensure all cases are being suitably monitored and progressed - and that each agency is fully aware of all reported cases.

### Performance Measures

- The mean number of days taken between being reported and concluded
- The median number of days taken between being reported and concluded
- The mode number of days taken between being reported and concluded
- The percentage of victims who are satisfied / unsatisfied with the outcomes of the case resolution.
- The percentage of victims who are satisfied / unsatisfied with the support they were provided with during resolution of the case.

## 4. Performance Management

Aim	To make sure reported incidents are dealt with effectively and efficiently every time.
Objective 1	To monitor the number and pattern of reported incidents across the Borough over time.
How	If we analyse and present casework intelligence reports in statistically robust and flexible ways the Partnership will be able to reach a good understanding of the nature and pattern of hate and harassment incidents in Barnsley and consequently better decisions about how to challenge. It should also help it to understand if the strategy is making a difference. The data will be shared with partner agencies to enable relevant support officers to analyse the data and produce reports and presentations as required based on the primary casework data.
Objective 2	To evaluate the available information about how cases have been managed and the outcomes that have been achieved for victims and perpetrators.
How	<p>The Partnership must be able to demonstrate that every single reported incident has been appropriately responded to and that it knows what the outcome was for the victim and perpetrator in every instance.</p> <p>There will be regular performance reports which record and monitor the outcomes achieved for every case. It will be the responsibility of the Performance Group to analyse the Case Outcome reports and identify any areas where the casework process or outcomes achieved have been unsatisfactory and make recommendations accordingly.</p>
Objective 3	To monitor the progress that has been made with the implementation of the strategy and its related action plans.
How	The Performance Management Group will develop and implement a Strategic Action Plan achieve the Strategy's Aims and Objectives. Progress will be monitored on a regular basis.
Performance Measures	<ul style="list-style-type: none"><li>• % of strategic actions completed on schedule.</li><li>• % of victims who provide feedback on satisfaction with reporting process.</li><li>• % of victims who have provided feedback on their satisfaction with the support provided.</li><li>• % of victims who provide feedback on satisfaction with outcomes.</li></ul>

## 5. Training and Development

### Aim

**To improve the awareness and understanding of employees and volunteers of all partners so that incidents are appropriately identified as hate or harassment, properly recorded and reported, and that victims are given the appropriate support.**

### Objective 1

Staff have an increased awareness of what Hate and Harassment is and the various forms it can take.

### Objective 2

Employees and volunteers are able to recognise situations where hate and harassment has taken place.

### Objective 3

Employees and volunteers are skilled and confident in supporting victims to report incidents.

### How

Having identified and redefined new responsibilities for partner agencies (reporting centres and operational partners) we will have staff and volunteers who are appropriately trained and supported.

The training and guidance will be tailored for specific agencies or types of agencies and staff roles within them. It will focus on the identification of incidents and on the new on-line reporting process.

### Performance Measures

- Training needs assessments designed.
- Training packages developed.
- Training packages piloted.
- Delivery of training programme has begun.
- Development of proposal for mystery shopping exercise.

## 6. Safeguarding

Aim	<b>To make sure that all Safeguarding referrals that have a prejudice-related component are appropriately identified as Hate or Harassment and are reported accordingly - and similarly the other way round.</b>
Objective 1	Improved Safeguarding and Hate and Harassment procedures which ensure effective cross-referrals take place.
How	The Safeguarding procedures should ensure that all incidents where prejudice has been identified as a motivating factor for any abuse or neglect is recorded and results in a referral to the Hate and Harassment process. Cases that are referred to the Hate and Harassment process will still be the responsibility of the appointed Safeguarding Lead to case manage and ensure the appropriate actions are taken. The role of Hate and Harassment Partnership is to ensure these are recorded as hate and harassment incidents (helping with the casework intelligence) and so that appropriate advice and support can be given to the Safeguarding process.
Objective 2	Staff aware and understand how safeguarding incidents can be as a result of prejudice and as such could be hate or harassment incidents.
How	To have Hate and Harassment training mainstreamed into existing Safeguarding training thereby increasing the number of referrals received through the Safeguarding process.
Objective 3	Senior Safeguarding officers regularly take part in the oversight of Hate and Harassment reporting process and the other way round.
How	The Safeguarding and Hate and Harassment functions have a good mutual understanding of the types of cases that each has to deal with and in particular of those cases which involve both safeguarding and hate / harassment. In those situations close attention will be given to cases where there has been a cross-referral from Safeguarding to Hate and Harassment (and the other way round) and where there hasn't but should have been. As a result they will both be able to learn from understanding those cases where appropriate referrals did and didn't happen and identify how this can be prevented in the future.
Performance Measures	<ul style="list-style-type: none"><li>• The number of referrals made by Safeguarding to Hate and Harassment in the previous 12 month period.</li></ul> <p><i>Plus "Case Management" performance measures for Safeguarding referrals.</i></p>

## 7. Children and Young People

### Aim

Children and Young People are confident to report incidents of prejudice-related bullying either to their school or directly to the Hate and Harassment Partnership.

### Objective 1

To make sure all children and young people know how to report incidents and the response they can expect.

### Objective 2

To make sure that children and young people have an inclusive and accessible process for reporting incidents - both through schools and colleges and through third party reporting processes.

### Objective 3

To make sure that all prejudice-related incidents of bullying are identified and recorded as incidents of hate and harassment.

### How

In the future if this Strategy is to make a difference for young people and children it will need to be implemented in schools and other related settings. The first step will be to continue to have regular dialogue with schools directly and via Children's Services and the BSCB/CYPFT to discuss the implementation of the strategy and to make sure all actions address the needs of children and young people as appropriate. Support will also be provided to young people outside of school / college in their community through the Integrated Youth Support Services.

### Performance Measures

- The number of Hate and Harassment reports made by children and young people.
- The number of schools reporting incidents of prejudice-related bullying to the Hate and Harassment Partnership.

## 7. Reporting an Incident

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### How to Report an Incident of Hate or Harassment

We will make it as easy as possible for people to report incidents of hate or harassment using all the following channels:

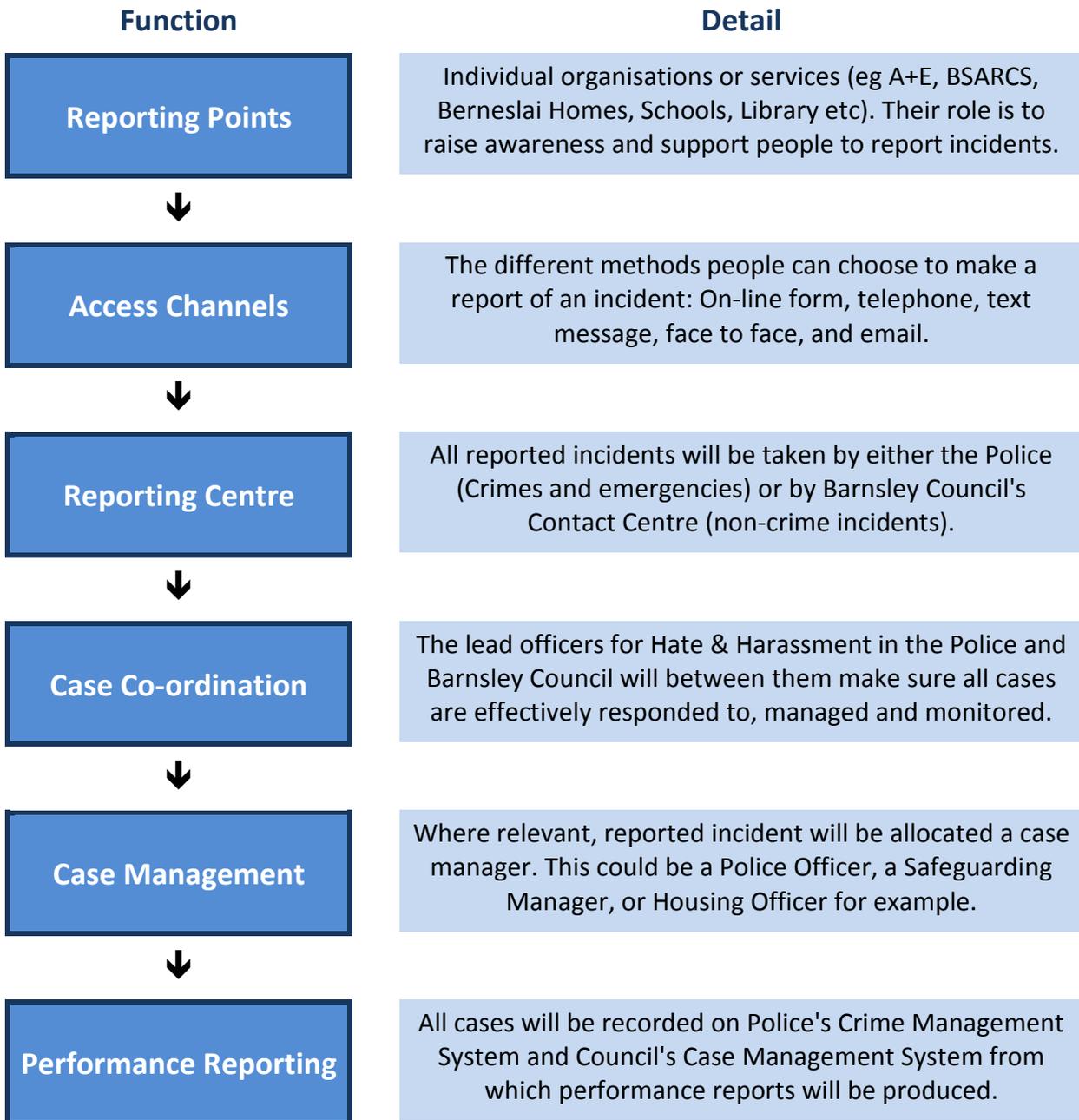
By telephone	In an emergency this will be to 999. In other cases it will be to the Police (101) or report a Hate Crime or to Barnsley Council (77 2468) to report a non-crime incident.
By Email	This will be sent to the Council and responded to by the Community Safety Partnership at <a href="mailto:communitysafety@barnsley.gov.uk">communitysafety@barnsley.gov.uk</a>
By SMS	This will be sent to the Council and responded to by the Community Safety Partnership by texting <a href="tel:61009">61009</a> , starting the message with the word <u>HATE</u> .
By On-line form	There will be a single website ( <a href="http://barnsley.gov.uk/hate">barnsley.gov.uk/hate</a> ) where on-line reports can be made. These will be recorded and responded to by the CSP
In Person	Victims can approach any one of a wide range of Reporting Points who will be able to help them file a report using any of the above channels.

- Reports can be made by victims, witnesses or agencies that are supporting the victim.
- We will make sure that people have access to an interpreter or information in accessible formats (such as Easy Read or BSL Video) where necessary.
- If people need an advocate or organisation to help them make their report we will make sure this is available.
- The member of staff responding to the report will be fully trained in taking reports of hate and harassment and be able to refer to partner agencies as appropriate.
- Reports of hate and harassment incidents made by email, text message and on-line reporting will receive an automated response to confirm that the report has been received and that the reporting person will be contacted within 1 working day of submitting their report.

# Hate and Harassment Strategy

## Reporting Process

The Hate and Harassment Strategy will adopt the following reporting process:



## 8. Glossary

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### Hate Incidents and Hate Crimes

Hate incidents and Hate Crimes are more tightly defined by the Association of Chief Police Officers and the Crown Prosecution Service, and have been adopted for the purposes of this Strategy:

#### Hate incident

Any non-crime incident, which is perceived by the victim or any other person to be motivated by a hostility or prejudice based on a person's actual or perceived race, religion, sexual orientation, disability or whether they are transgender.

#### Hate crime

A hate crime is a criminal offence which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a person's actual or perceived race, religion, sexual orientation, disability or whether they are transgender.

Victims of hate crimes can be targeted because of one of several possible characteristics, such as:

- Disability
- Gender reassignment
- Race
- Religion and Belief
- Sexual Orientation

### Harassment

Harassment is any unwanted behaviour, including verbal, non-verbal and physical behaviours, that has the purpose or effect of violating a person's dignity or creates a degrading, humiliating, hostile, intimidating or offensive environment.

Victims of harassment can be targeted for all the reasons listed above for hate crimes, plus the following characteristics:

- Age
- Marriage and Civil Partnership
- Pregnancy and Maternity
- Gender

### Forms of hate and harassment

Hate and harassment can take on many different forms and involve a wide variety of crime types, including:

- Physical attacks, such as assault, damage to property, graffiti, and arson.

- Harassment, such as intimidating or threatening behaviour, abusive or obscene gestures or language
- Offensive literature or material including letters, leaflets, and posters.
- Bullying at school or in the workplace, such as name calling, offensive jokes, exclusion from the group.
- Cyber bullying, including through texts and social media sites.

## Legislation and Guidance

The legislative and guidance framework underpinning the strategy is listed below. The following list is not exhaustive:

- Hidden in Plain Sight (2012)<sup>i</sup>
- Hate Crime Action Plan: Challenge it, Report it, Stop it (2012)<sup>ii</sup>
- Working Together to Safeguard Children (2013)<sup>iii</sup>
- Children Act (2004)<sup>iv</sup>
- No Secrets (2000)<sup>v</sup>
- The Coalition Government's recent statement about safeguarding adults<sup>vi</sup>
- The Association of Directors of Adult Social Services' (ADASS) standards for safeguarding adults<sup>vii</sup>
- Making Safeguarding Personal (2013)<sup>viii</sup>
- Safeguarding Adults Policy and Procedures for South Yorkshire (2007)<sup>ix</sup>
- Equality Act 2010<sup>x</sup>

## 9. Community Consultation

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The following community and voluntary sector groups and forums have been consulted in the development of and subsequently on the content of the Hate and Harassment Strategy. The CSP would like to thank them for their hard work and constructive contributions. Where relevant we have included contact details for each organisation.

### **Equality Forums Hate and Harassment Delegates:**

Davoud Moghadarry	Andrew Bogg
Liana Khachatryan	Mick Neal
Arya Deghani	Phillis Andrew
Parviz Akbaribeni	Brian Whitaker
Nell Stockton	Mostafa Hydar

### **Barnsley Together (Forum for Race Equality)**

### **Barnsley LGBT Forum**

### **My Barnsley Too (Forum for Disability Equality)**

### **Barnsley Gender Equality Forum**

### **Faith in Barnsley Forum Steering Group**

### **Barnsley Youth Council**

### **360 Engagement**

### **Barnsley Trades Council**

### **Amnesty International**

### **Victim Support & Witness Service Barnsley**

### **Free Church Chaplain/Faith Communities Rep**

### **Barnsley CAB**

### **Dial Barnsley**

### **Voluntary Action Barnsley**

## References

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- <sup>i</sup> **Hidden in Plain Sight** (2012) Inquiry into disability related harassment. Equality & Human Rights Commission
- <sup>ii</sup> **HM Government** (March 2012) Challenge it, Report it, Stop it. The Government's plan to tackle hate Crime
- <sup>iii</sup> **HM Government** (March 2013) Working Together to Safeguard Children: A guide to inter-agency working to safeguard and promote the welfare of children.
- <sup>iv</sup> **HM Government** (November 2004) Children Act 2004
- <sup>v</sup> **Department of Health** (March 2000) No Secrets: Guidance on Developing and Implementing Multi-agency Policies and Procedures to Protect Vulnerable Adults from Abuse
- <sup>vi</sup> **Department of Health** (2011) Statement of Government Policy on Safeguarding Adults: Gateway Reference: 16072
- <sup>vii</sup> **Association of Directors of Adult Social Services** (2011) Standards for Adult Safeguarding
- <sup>viii</sup> **Local Government Association** (March 2013) Making Safeguarding Personal:
- <sup>ix</sup> **South Yorkshire Safeguarding Adults Boards** (2007) Safeguarding Adults Procedures for South Yorkshire
- <sup>x</sup> **HM Government.** (April 2010) Equality Act 2010