

## Daisy Inclusive UK - Hate Crime Strategy 2021 – 2024

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### Executive summary

The aim of this strategy is to provide a framework for staff at Daisy to deal with reported hate crime and provide a statement of intent to our partner agencies.

Daisy's Hate Crime Strategy is based on the Home Office Hate Crime Action Plan of July 2016 to May 2020 (reviewed in 2018).

Contact was made with the Home Office Hate Crime Policy Unit in February 2021 querying the fact that the Home Office Action Plan had elapsed in May 2020 and Daisy was advised that *“although the Hate Crime Action Plan 2016 to 2020 has elapsed, many of the actions continue to apply. The Government is considering a range of options to tackle hate crime beyond the current Action Plan, including engagement with a range of Departments, and civil society partners to explore possible approaches. Government's future plans will be communicated with partners in due course. It would be best to use the 2016-2020 document as your base for the time being.”*

Our Hate Crime Strategy covers a three year period from 2021 to 2024 and will be reviewed annually to ensure that we deliver the most effective support for victims of disability hate crime.

### About Daisy

Daisy Inclusive UK is a registered charity established in 2004 to support disabled people and their families to reach their true potential and to help disabled people and their families from point of contact to social readiness.



One of the key functions is Disability Hate Crime Support. We were the first charity in the country to have our own Hate Crime Officers and we have been at the forefront of disability hate crime since 2009 when we became a third-party reporting agency working alongside Merseyside Police, Stop Hate UK and other organisations supporting the other monitored strands of hate crime. We have gained a great recognition for our work working with the most vulnerable in our community. Our work dealing with disability hate crime has become a much needed and recognised support network for victims of disability hate crime.

### **What is a hate crime, hate incident and hate crime prosecution?**

A **hate crime** is defined as any criminal offence which is perceived, by the victim or any other person, to be motivated by hostility or prejudice based on a person's race, religion, sexual orientation, transgender identity or disability, or the perception of the person of having any of these characteristics.

A non-crime (i.e. anything that is not a criminal offence) is defined as a **hate incident**. This victim-centred definition of hate crime and hate incidents is very much part of Stephen Lawrence's legacy.

A **hate crime prosecution** is any hate crime which has been charged in the aggravated form or where the prosecutor has assessed that there is sufficient evidence of the hostility element to be put before the court when the offender is sentenced.

There are five monitored strands of hate crime:

1. Disability
2. Race
3. Religion
4. Sexual orientation
5. Transgender.

Hate incidents / crimes may include the following, although this list is not comprehensive or exhaustive:

- Threatening behaviour/ public order.



- Assault.
- Verbal abuse and threats.
- Damage to property.
- Graffiti.
- Malicious communications including Social media.

Hate crimes can cause a person to feel humiliated, embarrassed or angry; in extreme circumstances they can cause death or injury and will almost always cause stress, ill health and fear. Repeated episodes may lead to severe distress, making life intolerable. Episodes of hate crime are not only significant for an individual, family or group, they have widespread implications for the whole community. They can create a climate of fear and can stop people from taking part in everyday life and democratic processes.

### Reporting Hate Crime

In the main, the crimes are reported to the police in the first instance and the police will take the appropriate enforcement action.

All hate crimes reported to the Merseyside Police result in the Reporting Officer completing a Victim Proforma Report Form (VPRF) which is transmitted to one of the five relevant Hate Crime Co-ordinator for that police area.

The Police areas are: - North – (Old Sefton area down to Bankhall.)  
Central – The city and South End of the city. East – (the old Knowsley area) and West – (Wirral).

The Hate Crime Co-Ordinator will disseminate the report to the relevant agency as follows: -

Disability -	Daisy Inclusive UK.
Race /Religion– (AWF).	Anthony Walker Foundation
Transgender / Sexual orientation-	Citizens Advice Bureau (CAB).



Each hate crime organisation has its own process to help victims from reporting to resolution.

The VPRF from Merseyside Police is transmitted by email to Daisy. The email address is only accessible by the two Hate Crime Officers at Daisy and the Hate Crime Administrator, all three of whom are former Police Officers and who all hold a current Enhanced DBS (Disclosure and Barring Service) certificate.

Victims can also report hate crimes and hate incidents directly to Stop Hate UK (SHUK) or directly to Daisy whereupon staff at Daisy receiving the call will complete a self-referral form, which is emailed to the Hate Crime Officer's email address.

Housing Officers from the various Housing Associations can and do refer cases directly to Daisy via the Disability Hate Crime email address.

### **Strategy Focus**

The five themes of the Home Office Action Plan 2016 – 2020 are:-

1. Preventing hate crime by challenging beliefs and attitudes;
2. Responding to hate crime within our communities;
3. Increasing the reporting of hate crime;
4. Improving support for victims of hate crime; and
5. Building our understanding of hate crime.

### **Strategy Delivery**

#### **Preventing hate crime by challenging beliefs and attitudes.**

Ongoing training delivered within the community at local schools under the Daisy 'Window of Opportunity' program helps educate young people and can assist in preventing hate crime by making that audience aware of the consequence of their actions, something they are often not aware of. Schools can be where future perpetrators might be.

Ongoing training carried out aimed at the wider audience such as with Bus Company Transport Drivers, Train Drivers and other public utilities can educate those workers regarding the best way of assisting disabled people and avoiding unconscious bias.



Daisy also holds regular Disability Hate Crime training workshops on demand for new Police recruits.

### **Responding to hate crime within our communities.**

The process at Daisy for dealing with a referral or direct report of hate crime is as follows: -

We will acknowledge receipt of the referral by email within one working day.

We will contact the victim by telephone within one working day.

If we are unable to gain a reply from the victim, we will keep recalling, utilising email where we have an email address or if there is any doubt about the accuracy of the contact information, email or telephone the Referrer to double check the contact details.

If there is no response within three working days, then we will post a letter to the victim.

If contact is made with the victim, then we will discuss the incident and establish what the victim would like as a resolution, whether that is feasible or not and suggest other outcomes or solutions.

We will agree an action plan, such as the victim recording hate crime behaviour in an evidential log form, recording evidence by video or audio recording where they can do so safely, suggesting methods for recording such evidence such as the Noise App, Ring Doorbell or CCTV. We will establish a method of getting that evidence to the relevant authority whether that be the police or a Housing Association. If the victim is able to email video footage to Daisy Inclusive UK, we will review that footage to identify offences, any evidential weaknesses and suggest actions. We are able to forward these reviews to the relevant Hate Crime Co-ordinator.

Hate Crime Officers at Daisy maintain a comprehensive hate crime log in a Word document form held on the Daisy hate crime folder accessible by all three hate crime officers, (except for Wirral cases where a hate crime log is created automatically on the IMF system which is updated by the Hate Crime Officer and others directly.



We record all contact and all related enquiries or matters concerning that victim and provide feedback to the originator of the referral in a timely manner.

We will establish a written agreed victim exit strategy with each victim.

### **Increasing the reporting of hate crime.**

We encourage victims to report further incidents directly to the police so that an indisputable log is made of continuing offences and while this might increase the workload on the police in the short term, in the long term, proper reporting of hate crimes and hate incidents allows the police to direct their resources appropriately and curtail a problem in a shorter period.

### **Improving support for victims of hate crime.**

Daisy provides extra support from point of contact to resolution such as with cases going to court, family support and also with the Daisy nucleus Academy which has a safe place in the form of a Day Centre for victims to attend during the day. At the centre there are constant structured activities together with fresh food and drinks prepared by our Catering Staff. This safe haven will build up confidence and self-esteem amongst victims.

We have Well Being Officers trained in providing meditation and Yoga, which can be carried out remotely by Zoom conferring calls and Apple Facetime video calls. We can also offer counselling at our Day Centre.

### **Building our understanding of hate crime.**

Where cases are deemed to be more serious or it is anticipated that they may escalate we can refer cases to the Joint Agency Group where cases are raised and discussed at monthly meetings. Often a multi-agency approach can resolve a situation in a more effective manner.

Our Hate Crime Officers will sit on these monthly meetings so that they are aware of current trends and similar problems in that or other areas to assist in identifying hotspots.



The Hate Crime Officers will maintain a spreadsheet to record details of victims and to assist in returning statistics for the Office of the Police and Crime Commissioner and the Home Office.

We will maintain an electronic password protected folder system to record all cases, contact made and actions taken.

We will create a more detailed plan for persistent victims, using intervention with Doctors, counselling, other medical intervention where mental health or their impairment is an issue.

At each significant stage, we will provide feedback to the Referrer to ensure that they are fully aware of developments should the victim contact them after referral.

We will close the case where appropriate and inform the victim in writing.

### **Conclusion**

Daisy Inclusive UK will continue to support victims of disability hate crime by the methods outlined in this document. We will review our strategy annually with the next annual review due in March 2022 or prior to that date, if circumstances dictate.