

Good Practice Plus Project TOOLKIT



A toolkit to build a strong partnership between criminal justice agencies and minority ethnic communities to support victims of racial and religious hate crime and hate speech



Good Practice Plus Project Toolkit

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Introduction

The Good Practice Plus project has been able to learn from and inspire areas of good practice in different national contexts through our training, seminars and conference.

The toolkit is the tangible result of this learning and is meant to be a tool used by practitioners across the EU to set a standard of good practice in their own national contexts by having the experiences of others and gaining the knowledge of what works and what improvements could be made in the different areas.

The toolkit encompasses the work of the Good Practice Plus project as well as collating submitted examples of good practice from participants in the project. Including Northern Ireland and Finland as the project partners, there were 12 EU countries that participated in the bespoke training programme over the 18 months of the project. The other countries were: Belgium, Czech Republic, Estonia, Greece, Hungary, Ireland, Italy, Latvia, Netherlands and Poland.

The toolkit is meant to be a guide for Criminal Justice practitioners who want to implement or improve their current systems of support for victims of racially motivated hate crime and hate speech. It provides both practical information as well as examples from different national contexts of initiatives that have been put in place across the EU in response to this need.

The aim is to create a standard of good practice that can be easily translated into a wide range of national standards and contexts and will be sustainable within the requirements as set out by the EU Victim's Directive.

The information that has been included in this toolkit aims to give criminal justice practitioners a solid base to develop their own initiatives based on what has been demonstrated as viable through the work of the Good Practice Plus project and its partners.

We have also included further resources as suggested by participants as being useful tools. We would like to thank all the participants for their willingness to participate in the project and their contributions to this toolkit.

Background of Project

The Good Practice Plus project was funded by the EU Commission and ran for 24 months. The partners of the project were the Northern Ireland Council for Ethnic Minorities, Migrant Centre NI, Police Service Northern Ireland, Finland Ministry of the Interior and the UK Race and Europe Network.

The aim of the project was to develop an EU model of good practice to tackle increasing racial and religious hate crime and hate speech as well as addressing effective reporting systems on hate crime through capacity building to both the law enforcement agencies and ethnic minority communities. Additionally, we delivered a victim support programme in order to build community confidence on hate crime reporting and facilitated the exchange of good practice at an EU level to address hate crime, hate speech and effective reporting systems. This is also in the context of Article 1, 10, 21 and 47 of the EU Charter of Fundamental Rights and Council Framework Decision 2008/913/JHA.

The main objective was to build a strong partnership between the police authorities and the minority ethnic community to better support those subjected to racial and religious hate crime and hate speech. Our outcomes were:

1. Understanding of racial and religious hate crime and hate speech;
2. Greater capacity to advocate change;
3. Better capacity to support victims; and
4. Better capacity to monitor and report hate crime and hate speech.

Our methodology was as follows:

1. Strengthen and expand the capacity of law enforcement agencies to tackle racism and xenophobia through bespoke training;
2. Confidence building measures through a bilingual victim support scheme; and
3. Exchange of good practice at the EU level to address hate crime and hate speech and hate crime monitoring.

Stage 1 of the project developed a bespoke training to be delivered to law enforcement agencies. This was a three day training programme that covered the EU Charter of Fundamental Rights, the Council Framework Decision 2008/913/JHA, good practice in developing a hate crime policy, the impact on victims and best practice in victim support as well as operational procedures dealing with hate crime.

Stage 2 of the project was the delivery of the bespoke training to the law enforcement agencies in Northern Ireland and Finland. Parallel to this process a victim support scheme in both countries was set up in order to deliver confidence building measures, community events and training ethnic minority communities to support victims and increase reporting of racial and religious hate crime to the police.

Stage 3 delivered the bespoke training across ten European countries. These 10 countries were determined by the partnership based on need (hate crime statistics and government strategies) and willingness of the agencies to participate. There was also follow-up to support the 10 countries through advice and shared practice. In year 2 there was a good practice sharing seminar to bring together the partners and the ten participating countries. This allowed all participants of the training to reflect upon their own practice and learn from each other. This also gave participants the opportunity to develop their own strategies in addressing hate crime and hate speech. A final conference will showcased the success of the project and addressed the hate crime monitoring systems in practice, including this toolkit to support others to develop an action plan to tackle racial and religious hate crime and hate speech.

The EU Victim's Rights Directive¹ and relevant articles

The Good Practice Plus project aims to set the standard for Criminal Justice Practitioners in preventing and responding to hate crime and hate speech. To this end we have taken the most relevant Articles from the Victim's Directive and categorized these across five different areas: Prevention, Protection, Respect, Support and Justice.

Going beyond this to establish good practice we also want to look at areas that are not specifically covered within the victim's directive to include:

- Reporting Hate Crime and Hate Speech
- Recording and Monitoring of Hate Crime and Hate Speech
- Investigation and evidence gathering
- Prosecutor evaluation and commentary on evidence

We believe these areas will provide a holistic view that looks beyond the policing authorities and is inclusive of all criminal justice practitioners that will be modifying their activities to ensure implementation of the directive and the best response to the prevention of hate crime and the protection of victims.

PREVENTION

Article 25 Training of practitioners (police, prosecutor and judges; joint training for both police and prosecutor)

Article 26 Cooperation and coordination of services (inter-agencies structure and mechanism to deal with hate crime)

PROTECTION

Article 18 Right to protection (secondary and repeat victimization, from intimidation and from retaliation, including risks of emotional and psychological harm)

Article 23 Right to protection of victims with specific protection needs (during police or prosecutor interview, prohibition of perpetrator to contact the victims, special arrangement during court hearing to prevent the perpetrators to influence the victims)

RESPECT

Article 3 Right to understand and be understood (provision of professional interpreters at all stages of criminal proceedings, translated letters, leaflets, information etc. to promote Article 3 rights)

Article 4 Right to receive information from the first contact with a competent authority (translated letters and information on the key areas)

SUPPORT

Article 8 Right to access victim support services (explain to victims the existing professional support services for victims, referral protocol to victim support services,

¹ <http://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32012L0029&from=EN>

identify their needs and make necessary referral)

Article 9 Support from victim support services (information, advice and support to the rights of victim, access to specialist services, interim accommodation, prevention of secondary and repeat victimization)

JUSTICE

Article 6 Right to receive information about their case (decision not to prosecute, date of the trial, final judgment, summary of the decision, etc.)

Concepts and issues of legal protection against racism & xenophobia in EU

Framework Decision:

1. Who is the victim?: a community concept
“a group of persons or a member of such a group defined by.....”;
2. Who is the perpetrator?: a natural and a legal person;
3. Distinction between Article 1 offences and Article 4 racial motivation;

Article 4 of the Framework Decision does not oblige EU Member States to incriminate or punish any particular behaviour. Only if Member States decide to criminalise certain conduct, does this decision come with the requirement, and corresponding right of victims, that state authorities be ready to distinguish between offences it self and offences committed with a discriminatory motive.

A crime committed with a discriminatory motive if it is based on the contempt, disdain or rejection of individuals to whom a certain label, like those listed in Article 21 of the Charter of Fundamental Rights on non-discrimination, is thought to apply.

TRANSPOSITION BY MEMBER STATES

The Commission published their first Report on the Framework Decision in January 2014² which highlighted a serious issues and gaps in terms of uniformity policy and practice within the European Union

Art. 1: Racist and xenophobic hate speech

(a)Public incitement to violence or hatred:

² http://ec.europa.eu/justice/fundamental-rights/files/com_2014_27_en.pdf

-
1. Majority Member States make specific reference to both violence and hatred.
 2. Finland, Denmark and Sweden do not have specific provisions for the conduct of incitement and use provisions which incriminate threatening, insulting, abusive, defamatory or contemptuous language on the basis of race, colour, religion or belief, national or ethnic origin.
 3. UK and Ireland expressly mention only hatred based on the assumption that hatred covers violence.
 4. Twelve Member States expressly mention victims of incitement comprise a group of persons or a member of such group;
 5. Eight Member States (including FI, SE, DK) only make express reference to a group of people;
 6. Seven Member States make no express reference to groups or individuals;
 7. UK has provided no information;
 8. In NL incitement to hatred is directed against persons while incitement to violence is directed against a person.
 9. All Member States did not transpose on the list of grounds under the victims of incitement but the objective appears to be generally met. These are race, colour, religion or belief, descent or national or ethnic origin;
 10. BE, HR, CY and SK make express mention of all the grounds and LU appears to have done so with family status corresponding to the term descent;
 11. DK, IE, AT, PT, SE and UK mention all the grounds apart from descent;
 12. BG, DE, ES, FR, IT, LV and HU omit references to both colour and descent;
 13. MT and SI omit references to descent and national origin;
 14. LT makes no mention of colour and ethnic origin;
 15. CZ, EL, NL, PL and RO omit references to colour, descent and national origin;
 16. The term origin (EE, FR, SI and FT) and ethnic origin (RO) can be considered to be of equal meaning to the term descent;
 17. The term nationality (BG and LT) appears not to reflect the broader meaning of the term national origin.

(b) Public dissemination or distribution of tracts, pictures :

1. MT and SI omit references to descent and national origin;
2. LT makes no mention of colour and ethnic origin;
3. CZ, EL, NL, PL and RO omit references to colour, descent and national origin;
4. The term origin (EE, FR, SI and FT) and ethnic origin (RO) can be considered to be of equal meaning to the term descent;
5. The term nationality (BG and LT) appears not to reflect the broader meaning of the term national origin.

ISSUES AND GAPS

- Transposition of the Framework Decision by Member States;
- The impact of bias-motivated crime can easily be underestimated;
- The discrepancy of protection between the Framework Decision and the Victim Directive;
- The Framework Decision does not extend to other characteristics;
- Discriminatory motives: use clear language unmasks bias;
- The extent to which the enhancement of penalties can be applied ensuring the bias motives are taken into consideration in a timely fashion and throughout criminal proceedings;
- Lack of a mechanism, regarding discriminatory motives, to review decision not to prosecute or to discontinue proceedings in accordance with their role in the relevant criminal justice system; (Art. 11, Victims' Directive)
- To which extent victims are entitled to ask for the review of a court decision in cases where claim that the court has not paid due attention to the discriminatory motives behind the offence;
- To what extent the training of practitioners is effective; (Art. 25(1), Victims' Directive)

The Good Practice Model for Supporting Victims of Hate Crime and Hate Speech - The Northern Ireland Experience

Supporting Victims of racist hate crime and harassment: Building Effective Partnerships between Police and NGOs

Northern Ireland has a unique context due to its history of conflict between the two majority communities and this cannot be ignored when addressing issues of support to victims of hate crime.

In Northern Ireland the categories of hate crime that are monitored are: Sectarian, Race, Disability, Homophobic (Lesbian, Gay, Bisexual), Transgender and Faith/Religion.

The PSNI have adopted the definition for racially motivated incidents recommended by the Stephen Lawrence enquiry, namely 'Any incident, which is perceived to be racist by the victim or any other person.' Additionally the PSNI also use the principles of this definition to record all types of hate incidents.

¹ Prior to April 2013 outcome rates were mainly presented in the form of sanction detections and sanction detection rates. Sanction detections included the outcome methods of charge/summons, cautions (adult and juvenile), penalty notices for disorder and offences taken into consideration. The sanction detections and sanction detection rates did not include discretionary disposals or indictable only offences where no action was taken against the offender. For this reason figures in this bulletin are shown dating back to 2007/08 in order to provide a data series that is as comparable as possible, bearing in mind that discretionary disposals were first introduced as an outcome method during 2011/12 and penalty notices for disorder were introduced in June 2012.

A racist incident is defined as any incident, which is perceived to be racist by the victim, or any other person. A racial group can be defined as a group of persons defined by reference to race, colour, nationality or ethnic or national origins (this includes UK National origins i.e. Scottish, English, Welsh and Irish) and references to a person's racial group refer to any racial group into which he/she falls. Racial group includes the Irish Traveller community.

The PSNI also publish quarterly reports on incidents and crimes that are racially motivated. Statistics have been officially gathered since 1995, but have changed the format for recording data so it is not comparable to the data that has been gathered since 2004 as reflected in the table below. The current format has provided a way to measure trends across 10 different categories including types of crime/incidents, areas, ethnicity/nationality and offender profile.

The following table shows the trend of racist crimes and incidents up to 2014/2015. The table shows a relatively steady rise in both crimes and incidents, with the exception of 2011/2012. The recording gives NGOs the ability to monitor the progress of the police response as well as build a case for the need of support services to victims of racially motivated crimes and incidents.

Table 2.1 Racist motivations: incidents, crimes and outcome rates¹, 2004/05 to 2014/15
Numbers and percentages

	04/05	05/06	06/07	07/08	08/09	09/10	10/11	11/12	12/13	13/14	14/15
Racist incidents	813	936	1,047	976	990	1,038	842	696	750	982	1,356
Racist crimes	634	746	861	757	771	712	531	458	470	691	921
Outcome rates racist motivation ¹	-	-	-	11.4	12.5	16.2	13.4	19.2	18.9	17.2	14.1

In 2000, the Northern Ireland Council for Ethnic Minorities (NICEM) recognised the need to have an advocate working on behalf of those who had been subjected to racially motivated crimes and incidents, as current services were not catering to their specific needs. Following the same model as services designed for those who had been subject to Domestic Violence. In 2001, NICEM received funding from Comic Relief to employ an advisor to provide region wide support to any victims of racially motivated crimes or incidents. The project mainly received self-referrals or referrals from Health Trusts (i.e. Social Services, GPs etc) as there was no formal partnership established with the PSNI at this time. The project, though small in scope, was able to build the foundation of evidence that would eventually lead to the establishment of the Bilingual Advocacy services in partnership with the PSNI. NICEM's Racial Harassment Advisor project lasted from 2003 - 2007 and provided the following areas of support:

- Provide a safe place to enable victims to share their experiences (listening through support) and encourage them to report the case to the local police station and to increase reporting to the police
- Risk assessments and exploration of options in order to respond to the needs of the victims and her/his family;
- Draw up action plans that are agreed with the victims;
- Assist victims to prepare police statements and accompany victims to attend police interviews;
- Liaise regularly with PSNI in providing follow-up support;
- Assist victims to make applications to the NIHE under homelessness legislation or to reassess points under the Common Selection Scheme and also liaise with local Housing Association to identify suitable accommodation arrangements;
- Liaise with NIHE housing officers and officials regarding any rehousing needs.
- Provide outreach clinics for victims of racist hate and other support organisations one evening per month
- Make referrals to local and/or regional organisations if necessary, in particular specialist assistance such as criminal injuries compensation, trauma centre, social workers and special needs for children;
- Assist victims to make complaints to the concerned agencies (i.e., Police Ombudsman, Housing, Consumer Council);

In 2006, NICEM published 'The Next Stephen Lawrence? Racist Violence and Criminal Justice in Northern Ireland'³. The report was a reflection of the experiences of those who had experienced racially motivated crimes and incidents and most importantly the impact this had on them in aftermath. The report was also able to highlight the issues that arose when victims had engaged with the Northern Ireland Criminal Justice system. The overall sense was victims of hate crime feeling disconnected from the Criminal Justice system as well as a lack of confidence that the system was effective in addressing their situation. These findings were reinforced by a report published in January 2007 by the Criminal Justice Inspection Northern Ireland⁴. These findings

³ Author Dr. Robbie McVeigh An Duchan

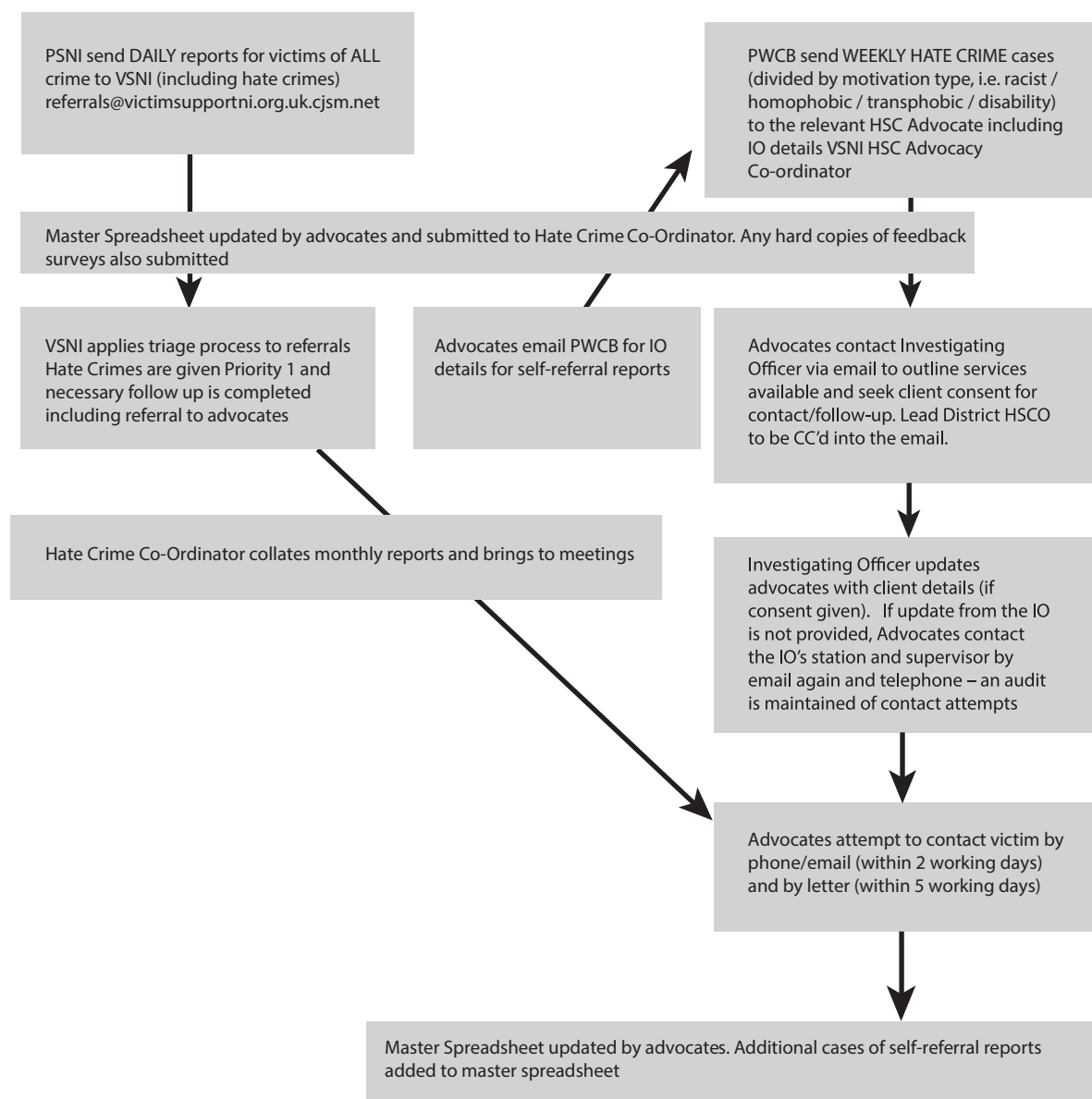
⁴ 'Hate Crime in Northern Ireland, A thematic inspection of the management of hate crime by the criminal justice system in Northern Ireland'

combined with the new format implemented by the PSNI in gathering statistics prompted action within the organisation to establish an advocacy scheme. In 2009, the PSNI along with the Northern Ireland Housing Executive funded two posts to provide support to victims of hate crime and incidents in the Belfast area. This was the beginning of a formalised relationship between NGOs and the PSNI to ensure victim's needs were fully met. The partnership evolved to include an advocate for Disability and Homophobic/Transgender hate crime as well. In 2012, Victim Support NI was brought on with funding from the Department of Justice, to provide a coordination role between the NGOs and statutory organisations involved in the partnership.

The Bi-lingual Support Workers provide a one-stop shop model of services to victims of racist hate crime, whether they are settled ethnic minorities, migrant workers or asylum seekers and refugees. Providing a comprehensive support service to victims based on a client centred approach and working in partnership with those individuals and/or organisations dedicated to principles of equality. This was a unique partnership approach that involved the PSNI, DOJ, Victim Support NI, NICEM and the Migrant Centre NI. The work of the advocates retains the original areas of support, however to ensure that the advocacy is in line with the overall strategic aims for hate crime in Northern Ireland the following objectives and outcomes were agreed by the partners.

Objective	Activities	Outcome
To encourage and support members of the community to report hate and signal crime/s as a victim or witness and support them in accessing relevant support agencies.	The hate and signal crime advocate will provide one to one support for victims of hate crime/ incidents across Northern Ireland as agreed with PSNI.	Complete and submit electronic spreadsheet on a monthly basis with follow up action for all cases forwarded by PSNI and dealt with by hate and signal crime advocate.
	The hate and signal crime advocate/hosting agency will identify areas where hate and signal crime reports are low/non-existent and proactively engage to encourage reporting of hate and signal crime.	Needs assessment to be included on each case/ advocacy request and record retained.
	Where appropriate act as a third party to report hate and signal crimes on behalf of the victim to PSNI.	Record areas identified as well as reasons for non-engagement to date.
	Attend quarterly review meetings with PSNI.	Reports to be included on the monthly spreadsheet.
		4 meetings to be held every 3 months throughout the financial year with PSNI.
	The hate and signal crime advocate will develop awareness within PSNI regarding hate and signal crime and its impact.	60-second briefings to be provided to PSNI personnel as required and details of engagement to be retained on electronic record and produced when required but at least monthly and bi annually and full year evaluation report.
	The hate and signal crime advocate will promote the Advocacy Service through relating websites, leaflets and events/talks/seminars which occur at a strategic and regional level.	Increase the number of users accessing the information on relating websites and report on numbers accessing the sites, attending seminars, events etc on electronic reports at above required intervals and provide statistical information of usage on electronic monthly reports.
	The hate and signal crime advocate will promote the Hate Incident Practical Action Scheme (HIPA).	Increase awareness of HIPA scheme to victims and provide electronic report on same including information given and uptake at above required intervals.
	The hate and signal crime advocate will survey the experiences and satisfaction of clients and will include the completion of Victim Satisfaction Surveys regarding police engagement and advocacy services.	Surveys regarding police engagement to be completed for every case dealt with and forwarded to PSNI as agreed. Surveys regarding advocacy services to be analysed and included in 6 month and end of year evaluation report.
	To inform future PSNI policies and practices to ensure they reflect the needs of those with vulnerabilities.	To forward updates as and when they arise or when requested.
	Identify any information and service "gaps" which need to be addressed by PSNI.	To forward updates as and when they arise or when requested.

The following chart shows how the referrals work:



This is the current model that the advocacy scheme has adopted and is currently the best practice we have identified to ensure the needs of the victims are met.

In addition to the direct client work the advocates also report on good practice and areas of development as well as carrying out surveys with the victims to gauge the advocates but also their confidence within the police. This has been helpful as a barometer of what is working and what is not working as well as measuring the impact of the project. The following is the survey results for the 2015/2016 year. This includes returns for racist, homophobic/transgender and disability hate crime.

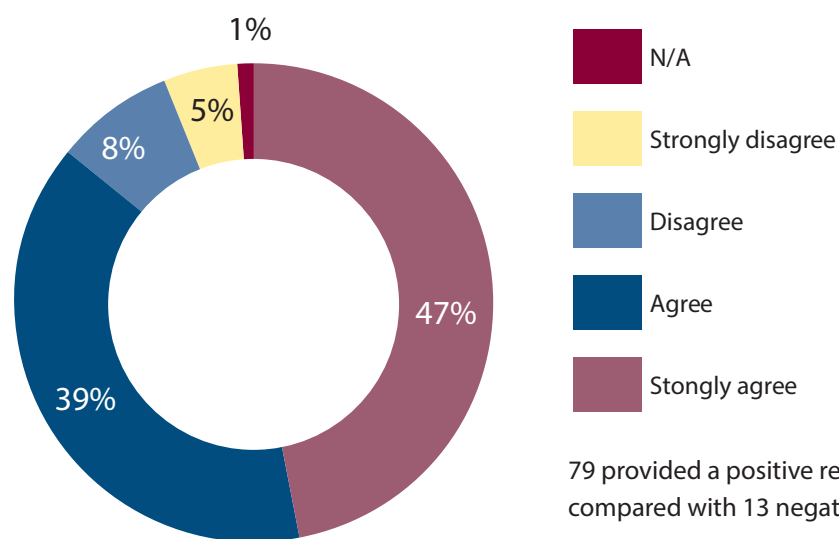
The Hate Crime victim satisfaction surveys (92 in total) completed by the advocates between April 2015 and March 2016 asked the following questions:-

1. The crime, of which you were a victim, was quickly identified as a hate crime
2. The investigating officer obtained a statement from me within a quick time period following the incident
3. I was kept fully informed of what efforts were being made to apprehend someone for the crime

All Districts Survey Response:-

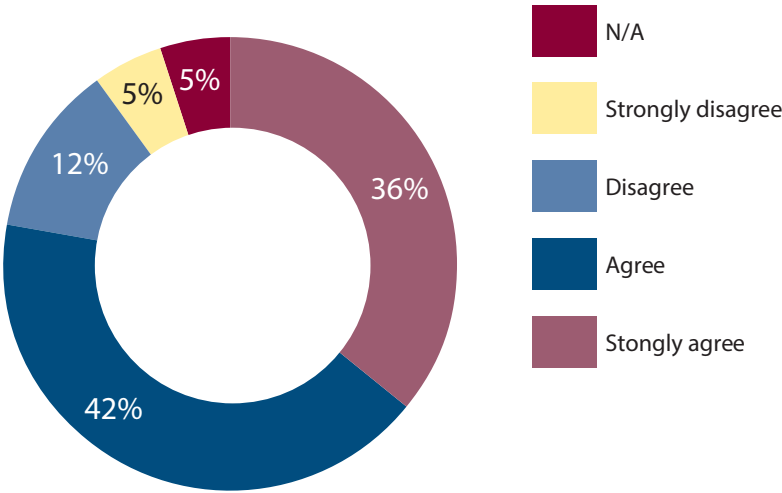
	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A	Total
Question 1	43	36	7	5	1	92
Question 2	33	39	11	5	4	92
Question 3	20	34	21	13	4	92

1. The crime of which you were a victim was quickly identified as a hate crime.



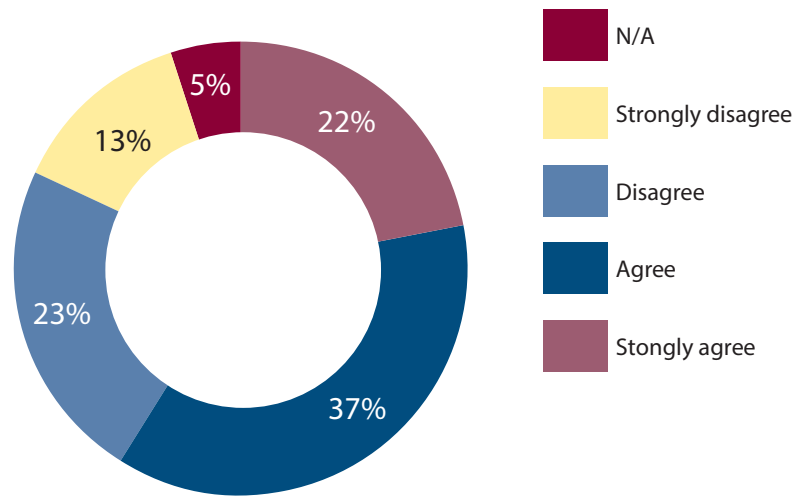
79 provided a positive response compared with 13 negative responses.

2. The investigating officer obtained a statement from me within a quick time period following the incident.



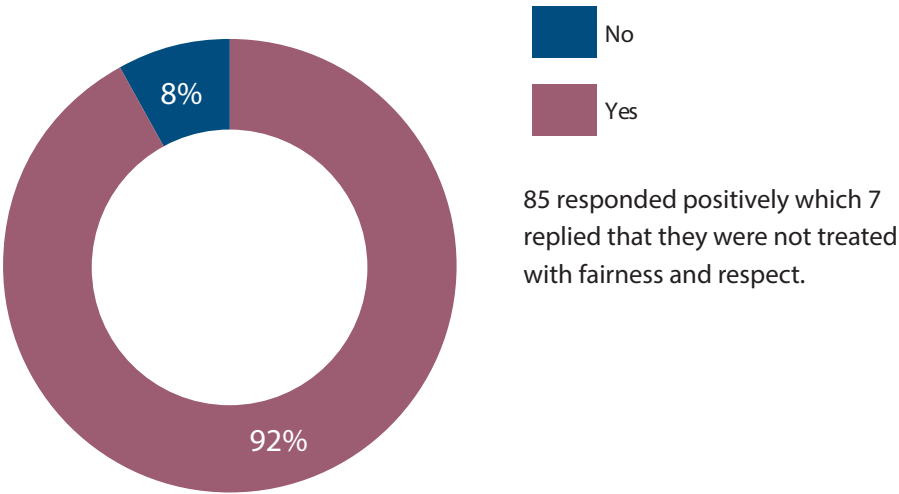
72, that statements were obtained within a quick time period following the incident compared with 17 that didn't agree.

3. I was kept fully informed of what efforts were being made to apprehend someone for the crime.

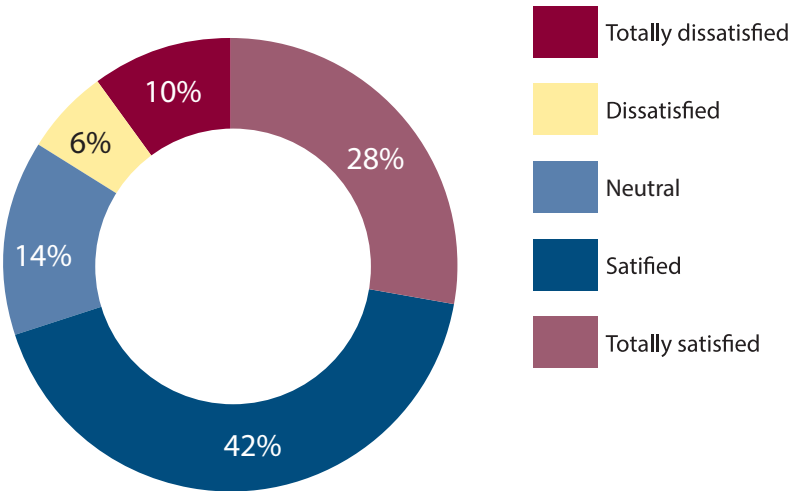


54 responses confirmed that they were kept fully informed of what efforts were being made to apprehend someone for the crime compared with 33 who confirmed that they were not kept informed.

4. Did the officers/staff who you have dealt with treat you with fairness and respect?

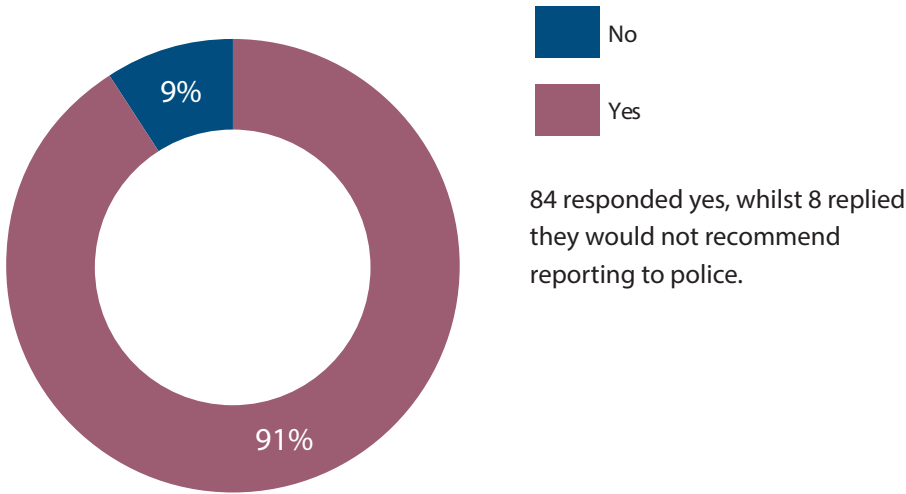


5. Taking the whole experience into account, how satisfied are you with your contact with the PSNI?

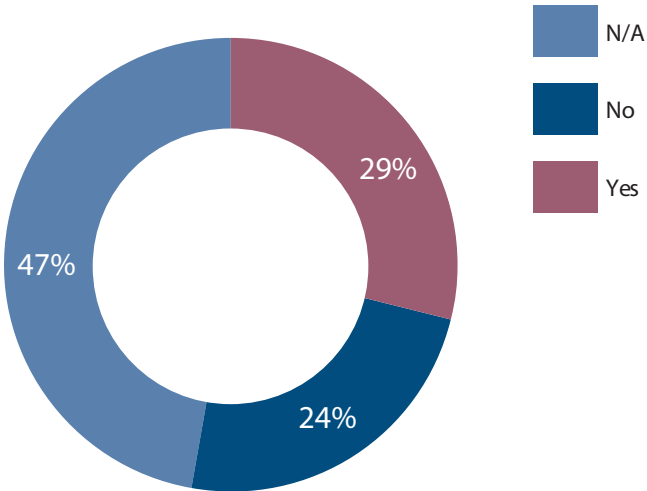


64 positive responses were confirmed compared with 13 neutral and 15 negative responses.

6. If a family member or friend were a victim of crime in the future, based on this experience would you recommend they report it to the police?



7. Did the PSNI offer a referral to the HIPA scheme/Crime Prevention Officer?



According to the responses provided, there were 27 offers of referral to the HIPA scheme/Crime Prevention Officer, there were 22 responses that did not receive an offer and it did not apply to 43.

Select comments taken from the surveys include: -

Positive Comments

As a Republican with a critical/hostile attitude to the police, I have been impressed by much of the police action since the attack. Good follow up work. Professional.

Fast response

Happy with police communication and involvement of community police officer after incident

Negative Comments

I feel the police response has been wholly inadequate and they would not deal with any similar instances in the future

I'm not sure if police will take action it will not happen again

There is no updating from the police if you report something

Police should inform victims when the perpetrators are arrested and then released on bail. Nobody from the police contacted me to update me

The police didn't do statement for over 6 weeks after victim report

The lady officer at Musgrave police station was rude towards me and she seemed not to care about what I was there for. She totally showed no sympathy at all

Attending officers were nice, but not the person at the administration (reception) desk at the police station. Not sensitive with vocals used. Although we are satisfied with the attending officers we are not happy with the officer at the desk who asked if 'the other person was black or white' and if my son was being a racist

IP did not feel they were taken seriously

HIPA scheme/Crime Prevention Officers referred but never came

Communication good at start but became a lot worse

Dissatisfied due to no crime being prosecuted and lack of results. Feeling powerless to take matters in to my own hands as repercussions aren't worth the action

I don't feel that police can protect me. I feel that I was specifically targeted as it happened twice, but police suggested that it was just a random act of vandalism and that it wasn't anybody from the neighbourhood

We are not happy with police actions because we think that the police do not have proper steps to identify the perpetrators

I am wondering why CCTV cameras are always broken when a crime happens

One of the response officers was friendly and treated us with respect, but the other one was abrupt and rude to the extent that he was asked by his colleague to leave

I would have expected more counselling support for my children who cannot sleep due to events

We had to wait more than an hour for the police to come to the scene. It is also quite difficult to get through to the police

I believe that police should do more to tackle hate crime and anti-social behaviour

We are still waiting for the police to find out who the perpetrator was

I didn't want him to be prosecuted because of my own safety

Police here deal with people from foreign communities in a different way than with local people. I waited for the police to come for 3 hours and I believe it is because of my foreign accent. If I were a local person I think they would arrive sooner

We had to wait 50 minutes until the police came. During this time the perpetrators were walking around with the offensive weapon and we were very scared

We had to wait more than an hour for the police to come to the scene. It is also quite difficult to get through to the police

I don't feel that police can protect me. I feel that I was specifically targeted as it happened twice, but Police suggested that it was just a random act of vandalism and that it wasn't anybody from the neighbourhood

I am wondering why CCTV cameras are always broken when a crime happens

Police should contact local area community workers to find out who is doing this and why it happened a second time in the year. I am sure if police will take action it will not happen again.

How a Good Model can be translated into a different national context - The Finnish Experience

Background

The Finnish Police has been monitoring crimes with a racist motivation since 1998, updated in 2009 to an annual report on crimes that have been reported to the police that have been found to have a hate motivation. Key findings in the report include that hate crime is usually committed with a racist motivation (around 80 % annually), with religion being the second most common motivation (around 10 %). The number of hate crime has previously been around 800 reported incidents per year, but the study for the year 2015 is expected to show an increase of up to 50 %. The study includes all cases that can be identified as hate crime in later analysis, with fewer than 20 % of hate crimes recognised nationally as such during the pre-trial investigation by the police or other involved parties. The rate of crimes prosecuted or tried as hate crimes is lower still. There are variations between police departments, with Eastern Finland showing consistently higher numbers than the other departments. Based on the study, the GP+ project was targeted towards the migrant and Muslim communities.

The causes for the low rate of reporting were studied by interviewing experts and members of the communities, with a separate study of immigrant youth in the Helsinki area, as well as including immigrant communities in the steering group for the project. A key finding was that while overall the immigrant communities trust the police, they do not trust the police to either take hate crime seriously, or investigate and stop hate crimes effectively. Local community police teams and their ability to mediate crimes and grievances was thought of highly, but the criminal process was seen as slow and ultimately fruitless. In a discussion forum held in Helsinki in the autumn of 2015, the audience was presented with members of the police as well as victim support personnel and a project against racism by the Finnish Red Cross. Among the audience the recognition of the possibility to obtain victim support services by victims of racism or hate crimes proved notably low.

Victim Support Finland, the national victim service, is widely recognised as a working party in helping victims of all crime. The Finnish Police has a referral system in place, referring victims of crime to the service. The one demographic that has proven hard to reach are people with immigrant background and of them men especially. Cases of hate crime to come to the service are extremely low.

In cooperation with the police, victim support and Finnish Red Cross, the project devised a training aimed at introducing members of minority communities to the criminal process and services available to victims. Basing on the established advocacy system in Northern Ireland, the goal of training members of communities was to create grassroots contact points among the communities with the abilities to ensure access to victim services and knowledge on contacting the police and following up on victims cases.

A key obstacle in contacting victim support services and the police has always been the lack of a common language between the victim and the police and other services. The goal of training members of communities in peer support is not to displace official

interpreters, but to lower the threshold in making the first contact, as well as providing an easy access to daily communications. Official interviews and proceedings will still be handled by trained interpreters.

Training

The training was structured into three meetings of three lessons each. The first meeting was about victim support services and Victim Support Finland in specific, the second was about contacting the police and the pre-trial investigation. Third meeting handled the rights of the victim as well as giving peer support.

Audience:

- Religious communities, mosques specifically
- Immigrant communities, grassroots contact between people with immigrant background
- Youth sports clubs

Relevant actors

- Local police, both community policing and criminal investigations
- Victim support services, specifically Victim Support Finland
- NGO's that work against racism / hate crimes, here Finnish Red Cross' No to Racism -project

Expected outcomes

- Raised trust in police ability to handle hate crime
- Improved rate of reporting
- Improved access to victim services
- Enabling a more permanent model or directing interest in existing services

Referral pathways

The goal being to reach victims who would not contact the authorities on their own, the trained hate crime experts follow two pathways

1. They accompany the victim to the police, or call a police from the local community policing team, and help the victim make the report
2. They encourage the victim to contact Victim Support Finland, or contact victim support for them

Ideally, regardless of the pathway chosen by the victim, the result is a report to the police as well as access to victim support services for the victim.

Outcomes of the training

Response was generally positive, with negative comments directed against how things are rather than the training. A final meeting is held for discussion between attendees and members of the police as well as victim support services. The meeting will both serve to give feedback on the training and help plan future actions.

Three attendees contacted Victim Support Finland with interest in becoming a trained volunteer. Police officers have received positive feedback on the training in the field.

Continuity

The training will be continued by voluntary excursions and lessons from the prosecutor's office, courts and other authorities with the hopes of instilling a sense of commitment to the work of providing peer support with encouragement outside case related encounters.

Positive image created of victim support work is hoped to encourage members of minority communities to apply for positions as trained volunteers of Victim Support Finland, providing an organised and enduring way to both continue the work and obtain further training.

Lastly, the well-received work against hate crime carried out by the local community policing teams is strengthened by closer working ties to the communities. With the addition of contacts in the criminal investigations the cooperation is hoped to deepen and find formal structures.

Examples of Good Practice across the EU

Belgium

Antwerp

Action 1:

Improve awareness about the topic hate crime by training local police staff (Antwerp Police department 2700 servants) + implement a local checklist "hate crime" for first responders

One hour training for first responders

Structure :

- Situating the diversity service and policy within the Antwerp Police department (5 min)
- Situating the legal base (Belgian law (COL13/2013 and 19 protected criteria)
- Situating in a wider (EU of national) frame or importance (and how Belgium is positioned international)
- Video clip (1.5 min)
- Importance of correct registration in 1st line
- Impact in victims and societies
- Role of the patrol officer + case study
- Developed tools (they receive a checklist on paper, digital, closed digital police network, intranet ...)
- Use of the tools (checklist) (theoretical use by going thru the document: one page / pdf)
- Examples , cases that were in the media.
- Tips and tricks for declarations (victim and suspects)
- Questions / dialogue

ROLE PLAY TRAINING (NEXT DAY)

Structure:

The main scenario is about a "normal" theme, but underlying there is a BIAS motive / hate crime. Police officers have to recognize this element and use the local checklist in reporting.

BRIEF SUMMARY OF HOW THE EFFECTIVENESS / EVALUATION

Good first feedback from the patrol officers

- Short training (1h + 2h role-play)
- Very operational

- Useful in the field
- Brought on their level by people from the field
- Opened up the wider discussion about racism and discrimination (and interest for additional trainings on a voluntary base)
- Gave them insights in our own local project in diversity policy

Impact on reporting of hate crimes

- Rising of the awareness within the police department
- Positive media attention will reduce the dark number
- Giving the public a professional impression if they have questions or if they are a reporting a crime
- More effective reporting by filtering non-hate crimes (according to our Belgian law)
- More effective reporting, all the mandatory elements are in the police report before it leaves the office to the court.

Lessons learnt

- Short trainings work
- Keep it within existing budgets and / or existing training
- Reduce theoretical explanations
- Address police officers with real life situations
- Make it available in as many digital platforms as possible (and legal)
- Adjust the checklist to local or national laws, but keep it simple and on one page.

The checklist used at the Antwerp Police department:

- Does the crime qualifies as a hate crime in the Belgian law ? (There are only 10 possibilities or criminal facts such as arson, violence, graffiti, stalking, harassment, rape, torture, damaging goods, ...) source COL13 / 2013
- Specify the discriminatory element as a second fact in the police report at every indication (discrimination, homophobia, gender, ...)
- Add a focus point on top of the document : "hate crime"
- Interrogate the victim, the suspect and independent witnesses (They can use our guiding questions that we suggest if there not confident with the topic)
- Is there evidence on social media? Use a screenshot
- Is there evidence on our police cameras ? Save the images on a hard disc, print screenshots, add them to the case (Dvd)
- Are there pictures available ? Take pictures
- Is there other evidence at the crime scene ? Dna, documents, ...

- Are there reports from experts ? Doctor report, psychiatric treatment, ...
- Are there urgent actions ? (Arrest, search, telephone tracking, ...)
- Specify the exact words used by all parties
- Can the victim recognize the suspect in a photo-confrontation, line-up, ...
- Is the suspect known for similar facts ?
- Make the offer for victim care
- Give the victim the victim form (proof of complaint)
- Was the victim a victim of similar crime?
- The victim wants prosecution and a compensation
- Did the victim go to other organizations / ngo's ? Redirect to the online registration for additional support (www.diversiteit.be)
- Contact the public prosecutor if necessary
- Contact the spokesperson if necessary (media)
- Contact the diversity department if necessary (internal police service)
- Ensure the follow up

Action 2 :

- Improve awareness about the topic hate crime by informing the local population and local police staff (local communication campaign)
- Internal and external communication campaign "Report it" (in Dutch : MELD HET!)

Conditions :

- The police department must be prepared for additional hate crime reporting (action 1 : training)
- The public prosecutor and justice must be prepared (and given the agreement)
- Political considerations
- Cooperation with NGO's / partners
- Limited budget

Channels:

- External
- Online (own and partner websites + social media)
- Posters
- Flyers
- Gadgets
- Events
- Adds (limited)
- ...

Internal

- Staff magazine
- E flash
- Intranet
- Posters
- Gadgets (gifts for staff)
- TV screens in our buildings
- Screensavers
- ...

External :

<https://www.politieantwerpen.be/diversiteit>



Core message:

Victim because of who you are? Report it!

- Graffiti
- Violence
- Attacked
- Arson
- Stalking, ...

The Antwerp Police department is for all resident and visitors to the city of Antwerp, regardless of their skin color, sexual orientation, disability, gender, ...

Contact : urgent 101, non urgent 0800 123 12 or make an online appointment.

“Everybody different, always at your service”

Additional messages for vulnerable groups :

Victim because of your orientation, gender, disability, skin color? Report it!

Internal :



messages:

Reports of hate crimes or discrimination? Report it!

Hate crimes have a serious impact on victims and their surroundings. Always make a correct police report. Use the checklist or manual.

- Checklist
- Manual
- Digital platform
- Justice
- Reference person
- ...

Questions about diversity? Ask them !

Our police department has several services that work on diversity. Contact them with any questions.

- Training
- Intranet
- Supervisor
- Diversity team
- ...

Diversity issues in our police department? Report it!

Our police department has different channels to discuss diversity issues. Talk to them about it.

- Procedures
- Language
- Distrust
- Discrimination
- ...

HAALERT

TOOL 1 TRAINING POLICE OFFICERS

PREVENTION

Article 25 Training of practitioners (police, prosecutor and judges; joint training for both police and prosecutor)

Article 26 Cooperation and coordination of services (inter-agencies structure and mechanism to deal with hate crime)

PROBLEM

Police officers are not familiar with hate crimes and hate crimes legal prescriptions. Hate crimes are a small number in criminal numbers, what makes it rather unusual to be in a need of acting a hate crime complains.

Like everyone, police officers have prejudice, based on their education and experiences. Police officers must be aware of the protected criteria and the legal consequences of these.

Police and prosecutors need to have the same way of treating hate crimes. The victim can be well informed of the whole prosecution.

Training police officers must be backboned by legal forms.

Training police officers must be at all levels.

SOLUTION

Training 1: National training of reference officers

Training 2: Training inside each police corps

Training 3: National training of police recruits

PROJECT

Training 1 National training of reference officers

This part of the project was meant to set an anchor in each police force and prosecution.

The legal part was based on EU laws of discrimination. Belgium translated this to the national law on it's most largest way, protecting 19 different criteria. The prosecutor's office described clearly the role of police and prosecutors in dealing with hate crime, advising a similar training for both reference persons who would be the anchor in their own service.

80% of all police forces trained a reference police officer. The training was informing but also a good way of networking. Different organisations shared their experience, making discrimination more tangible.

Training together with prosecutors made it clear how it should be done in practice.

The reference persons form a network by region to share the acquired knowledge and experiences. Practical. That way, together we discuss solutions for specific problems.

The questions remains of training judges in the same training. Judges claim their independence in law, what may not result in an independence to social issues.

Training 2: Training inside each police corps

The reference officer coaches his own police corps.

The first part is introducing hate crime as a priority in the policy of the police corps. This is a difficult one because policies are mostly a result of raising numbers; which makes it quite difficult with the small number of hate crimes.

To have a better registration, hate crimes obtained a single button, what makes it easier to group them in analyses.

The training of police officers will cost capacity, relayed to other topics that also need training. A larger training is useful and needed for police corps with a higher discrimination potentiality. As a police force of 85 members, we trained one hour in a community police training day.

The training consisted of three parts:

- Detection: police officers are sensitized for the hate part in different criminal acts. Ex. homophobic violence it is important as police officer to clearly distinguish the motif of the offender. All 19 criteria must be discussed in the training
- Report: by adapting police the IT systems, reporting can be done in a uniform manner. A specific button helps to group all hate crimes in a later analyze. Police must be reminded to record every detail and motif of the offender.
- Advise: victim service need to be informed of the different specialized association who can help victim's of hate crime.

Training 3: National training of police recruits

The population of a police force is continuously evolving. The efforts made to their corps must also be done in police academies. New members will in this way even though aware of the approach of hate crime.

Police academies treat hate crimes in different courses:

- Criminal law and hate crimes

- Specific law on racism
- Ethics
- Radicalization
- Ethics and discrimination
- Lectures on different topics like transgender, homosexuality, holocaust, migration,

TOOL 2 HATE CRIME, HATE SPEECH AND YOUNG PEOPLE

PREVENTION

Article 25 Training of practitioners (police, prosecutor and judges; joint training for both police and prosecutor)

Article 26 Cooperation and coordination of services (inter-agencies structure and mechanism to deal with hate crime)

Problem

At the congress of the good practice project in Helsinki, Eva Biaudet talked about the early morning signs of society. Where can you more clearly see early morning signs than in a school. This gave me the idea to discuss hate crime with a secondary school. People who will be soon the new adults of our society. If we want people to accept each other, we better start with the future.

Like every problem situation, it's more efficient to tackle the problem at his early signs. Finish parliamentary Eva Biaudet mentioned at the good practice project congress in Helsinki, the impotency of treating with early morning signs of hate crime and hate speech. Tolerating this among young people creates a large burden on our future.

A daily experience with a test case on hate crimes, soon revealed some opportunities. It's clear that we must make young people aware of their own prejudice and unconscious discrimination.

The most complex discrimination is the one based on religion, because religion itself doesn't bring a clear answer, leaving interpretation in various ways. Discussions on this topics must help them build up a humanity vision in respect of everyone, despite any religion or origin. Schools seem to be the ideal place for group discussions and students are more able to question their opinion.

Setting

The national setting is different for every country. To understand the experiment, I give you some related topics to have an image of the Belgium society and influences on hate crimes.

- A law with a maximum number of protected 19 criteria

- The College of Attorney General with a clear division of responsibilities in dealing with hate crimes COL13
- An evolution of right-wing parties 33%
- Labour migration in the 60s Italians - Turks – Moroccans
- A Congolese colony until the 60s
- A recent sense of diversity
- An important catholic based society - schools
- Inclusion failure - Sharia for Belgium – Salafism - a large number of Syria fighters – Brussels and Paris bombing

The hate crime experiment

It all started with a discussion, including school staff and a diversity program that was running in the school called “Beaver project”, introducing young people with different kind of diversity.

I went to two classes of 20 students of 3°-4° degree among 16 years old. It was a group with a large diversity on black people.

I taught in a police uniform, making it clear that modern police subscribes the diversity of our society and protects anyone who is being discriminated.

The course of one hour questioned them on “What is a hate crime?”. I used short movies on transgender – local homophobe hatecrime – love has no labels. Young people or very familiar with youtube when searching for information.

The training hour consisted in short explanations, short movies and short work groups of 5 on a hate crime situation. It made them tell me what they considered as a hate crime, making the integration of the subject very practice in their own language for each other.

Results of the experiment

Using movies is quite suitable for this age group. The work groups activated them and asked for their opinion.

Homosexuality is fiercely rejected on the basis of religion.

Teachers are not familiar with LGBT, don't know protected criteria or how to react on hate speech.

Discrimination and racism normalizes in the dialogues –teachers are victim of their own prejudice.

Preventing youth hate crimes

School populations reflect a very diverse community in the future.

Schools provide the opportunity for discussion and criticism.

Discrimination and racism are not natural qualities of man, but a learned behavior.
Schools have an important influence on further behavior.

Schools are an important crossroad for people and organizations. These gives different opportunities in bring them in a class.

Whole school approach is the most effective strategy. Involving teachers, students, school staff, parents and organizations offers the best chance to success.

Provide hate crime prevention training for all staff

Age appropriate prevention training of students

Involve partners like parents and organizations

Develop a hate prevention policy

Develop a range of corrective actions

Collect data of school based patterns for a more effective program

Provide opportunities of integration

PREVENTING YOUTH HATE CRIME A Manual For Schools And Communities. U.S. Department of Education Office of Elementary and Secondary Education Safe and Drug-Free Schools Program <https://www.justice.gov/archive/crs/pubs/prevyouhatecrim.pdf>

1. Provide hate prevention training to all staff, including teachers, administrators, school security personnel, and support staff. All school employees, including teachers, administrators, support staff, bus drivers, and security staff, should be aware of the various manifestations of hate and be competent to address hate incidents. Training should include anti-bias and conflict resolution methods; procedures for identifying and reporting incidents of racial, religious, and sexual harassment, discrimination, and hate crime; strategies for preventing such incidents from occurring; and resources available to assist in dealing with these incidents.
2. Ensure that all students receive hate prevention training through age-appropriate classroom activities, assemblies, and other school-related activities. Prejudice and discrimination are learned attitudes and behaviors. Neither is uncontrollable or inevitable. Teaching children that even subtle forms of hate-such as ethnic slurs or epithets, negative or offensive name-calling, stereotyping, and exclusion-are hurtful and inherently wrong can help to prevent more extreme, violent manifestations of hate. Through structured classroom activities and programs, children can begin to develop empathy, while practicing the critical thinking and conflict resolution skills needed to recognize and respond to various manifestations of hate behavior.
3. Develop partnerships with families, community organizations, and law enforcement agencies. Hate crime prevention cannot be accomplished by schools alone. School districts are encouraged to develop partnerships with parent

groups, youth serving organizations, criminal justice agencies, victim assistance organizations, businesses, advocacy groups, and religious organizations. These partnerships can help identify resources available to school personnel to address hate incidents, raise community awareness of the issue

4. Develop a hate prevention policy to distribute to every student, every student's family, and every employee of the school district. An effective hate prevention policy will promote a school climate in which racial, religious, ethnic, gender and other differences, as well as freedom of thought and expression, are respected and appreciated. The policy should be developed with the input of parents, students, teachers, community members, and school administrators. It should include a description of the types of behavior prohibited under the policy; the roles and responsibilities of students and staff in preventing and reporting hate incidents or crimes; the range of possible consequences for engaging in this type of behavior; and locations of resources in the school and community where students can go for help. It should respect diverse viewpoints, freedom of thought, and freedom of expression. Every student should be informed of the contents of the school district's policy on hate crime on an annual basis. School districts are advised to consult with an attorney in the course of developing such a policy.
5. Develop a range of corrective actions for those who violate school hate-prevention policies. School districts are encouraged to take a firm position against all injurious manifestations of hate, from ethnic slurs, racial epithets, and taunts, to graffiti, vandalism, discrimination, harassment, intimidation, and violence. School districts can develop a wide range of non-disciplinary corrective actions to respond to incidents, including counseling, parent conferences, community service, awareness training, or completion of a research paper on an issue related to hate, as well as disciplinary actions such as in-school suspension or expulsion. School officials should be prepared to contact local, state or federal civil rights officials to respond to more serious incidents and, in cases involving criminal activity or threat of criminal activity, should call the police.
6. Collect and use data to focus district-wide hate prevention efforts. Collection of data on the occurrence of school-based hate incidents or crimes will assist administrators and teachers to identify patterns and to more effectively implement hate prevention policies and programs. To obtain such data, school districts may include questions regarding hate crime on surveys they conduct related to school crime and discipline, as well as collect and analyze incident-based data on specific hate incidents and crimes. In the latter case, school districts are encouraged to work closely with local law enforcement personnel to collect uniform and consistent data on hate crime.
7. Provide structured opportunities for integration. Young people can begin to interact across racial and ethnic lines through school supported organizations and activities. Multi-ethnic teams of students can work together on community service projects, to organize extracurricular events, or to complete class projects.

High school students can participate in service-learning projects in which they tutor, coach, or otherwise assist younger students from diverse backgrounds.

Hate crime and cyberbullying

Cyberbullying is disruptive to a school environment.

It affects the wellbeing of children 24/7.

Hate speech is often used in cyberbullying.

Cyberbullying requires an appropriate prevention project in a whole school approach.

Students, teachers and parents should be trained how to react on cyberbullying.

Hate crime by prejudice

Hate crimes are based on a prejudice.

Children are free of prejudice, but absorb daily the bias they encounter.

The first hurdle is our own prejudice as a parent or a teacher. How do we really look to black, LGBT or other people?

We must help children recognizing discrimination and talking about it, so we better prepare them to live and work in an even more diverse society

Multi—cultural at its best celebrates different forms of culture; it has nothing to do with “races” of people, nor with “diversity” of people. It just offers the opportunity to add the best of all worlds.

Hate crimes by a catholic belief

And if a man lie with mankind, as with womankind, both of them have committed abomination: they shall surely be put to death; their blood shall be upon them. Leviticus 20:13

As homosexual acts are legal in Western countries, violent hate crimes may be committed on a conservative religious bias.

While the Catholic Church teaches that same-sex attraction itself is not sinful, homosexual acts are “acts of grave depravity”.

In today’s society, many Christian denominations welcome people attracted to the same sex, but teach that same sex relationships and homosexual sex are sinful.

Hate crime by a Islamic belief

Bible and quaran cites the people of Sodom and Gommorah, destroyed by god/Allah for their sodomy.

Quaran is vague on the condemnation for homosexuality.

The hadith (says of Muhammad) and Sunnah (rules of life), are perfectly clear recommending the death penalty.

There is no prescribed punishment for homosexuality reported from the Prophet in Quran.

Homosexual tendencies themselves were not haram [prohibited] but had to be suppressed for the public good.

CONCLUSION

Diversity is growing in our society. It brings out a lot of prejudice. By better understanding the differences, prejudice can be cleared out leaving space for a acceptance. We are all different, what makes us very strong and rich as a society.

Young people will engage an even more diverted society. It will be an important competence being able to live and work it such a society.

Discrimination is not a natural born competence, but a result of education. Schools are a great opportunity to make young people discuss their differences.

A whole school approach is the most succesfull way of achieving this result and a great opportunity to make it a nice living in our society.

Being understand is the beginning of all wellbeing. Not being understand leads to sub cultures and radicalization.

Czech Republic

The right to professional help and legal assistance

Relevant provisions of the Act on the Victims of Crimes and the Criminal Code. The legal basis of the practice is not a specific hate crime legal framework.

The practice was adopted consequently to when the legal basis of the practice came into effect; that occurred on the 1st of August 2013. Thus duration of the practice is around 30 months.

The practice was designed by the Ministry of Justice of the Czech Republic in cooperation with some of the most significant representatives of the Czech jurisprudence and entities providing assistance to crime victims.

The body responsible for implementation of the practice is the Ministry of Justice of the Czech Republic.

According to the Act on Victims of Crimes every victim has right to be provided with professional assistance such as psychological counseling, social counseling, legal assistance, providing legal information or restorative programs; the professional assistance is to be provided by entities filed in the register of providers of assistance to crime victims in the registered scope before commencement of criminal proceedings, during its course and after completion as long as its purpose is required. The entities are obliged to provide professional assistance without delay free of charge based on request of an especially vulnerable victim needing this assistance (within the scope that is defined in the above mentioned register). Of course the professional assistance

provided according to this Act does not prevent providing any other support for the Victims according to other acts.

The scope of this practice is national.

Most of the accredited providers have a larger target group than hate crime victims. Only one of the accredited providers declares that it specializes on the field of hate crime. This provider has received financial support from the Czech Republic for its services for both the years 2014 and 2015.

A new Act on the Victims of Crimes was enacted to implement the Directive 2012/29/EU. Subsequently a new system of education and training of law enforcement authorities was created with regard to the specific needs of crime victims.

The body responsible for the impact assessment is the Ministry of Justice of the Czech Republic. In the impact assessment regular consultation with the entities providing assistance to crime victims is of great importance. The practice is then continuously evaluated on the basis of the piece of knowledge provided by those bodies.

The reporting of hate crimes has been improved due to the greater possibilities to provide any crime victim with a protection from the perpetrator and provide him or her with efficient psychological and physical support and help, professional help and legal assistance.

Every crime victim is indeed in a great need of sensitive approach by the law enforcement authorities before commencement of criminal proceedings, during its course and after completion. Certain rights, support and assistance should be provided to every crime victims to minimize the risk of occurrence of the secondary injury. It is essential to provide the victims with professional help and legal assistance. Legal assistance helps to make the victims aware of their rights.

We believe that the whole practice is transferable to other EU MSs

Trainings of police officers responsible for investigation of extremist criminality (to respond sensitively to victims; to identify bias motivation)

Title: Law and Extremism – training for police officers specialized in the fight against extremism

Also are organized trainings for prosecutors and judges – extremism and hate crime.

Trainings are held since 2012. Each course is aimed for small group of police officers. Courses take place few times per year, depends on the demands of Police.

- training for police officers specialized in the investigation of the extremist crimes
- guidelines should help police officers to recognize and investigate hate crime
- analysis of current jurisprudence

- experts opinion in criminal procedure
- defining extremism and hate crime
- neo-Nazi groups in the Czech republic
- during trainings work in small groups, discussing real cases
- focus on investigation hate speech on the Internet
- best practice in investigation of the extremism crimes
- trainers are best police officers working in this field
- During discussion among stakeholders involved in combating extremism it came out that it is necessary to improve knowledge of the police officers specialized in investigation extremism and hate crime. Therefore it was decided that this specialized courses should be compulsory for each police officers who are responsible for investigating extremism. Responsibility for this course is up to Police school in Brno. Trainers are teachers from the police school, senior police officers, officials from Ministry of Interior and experts in extremism.
- The obligation to organize this course was included in Strategy for combating extremism. This strategy is issued on annual basis.
- At the beginning one week pilot project was held. After evaluation of this pilot some changes has been made in the program of the course. Participants at this pilot course were senior police officers.
- The aim is that every police officer working at crime unit specialized at extremism has to participate at this course.
- The body responsible for the impact assessment is the Ministry of Interior of the Czech Republic.
- Ministry of Justice is responsible for the trainings organized for judges and prosecutors.

Creating an atmosphere of trust and confidence for the victims of hate crime

The practice was adopted consequently to when the legal basis of the practice came into effect; that occurred on the 1st of August 2013. Thus duration of the practice is around 30 months

The practice was designed by the Ministry of Justice of the Czech Republic in cooperation with some of the most significant representatives of the Czech jurisprudence and entities providing assistance to crime victims.

The body responsible for implementation of the practice is the Ministry of Justice of the Czech Republic.

Victims of hate crimes are considered as victims in terms of section 2 of the Act on Victims of Crimes and are provided among others with some crucial rights to protection from secondary injury. It's worth mentioning it won't be rare that the

victims of hate crimes will at the same time fall into the category of especially vulnerable victims. That will be the case of victims of a hate crime involving violence or threats of violence. Currently there is an amendment to the Act on Victims of Crimes in the legislative process which should result in all victims of hate crimes to be considered as especially vulnerable victims regardless of whether the hate crime involved violence or threats of violence. Especially vulnerable victims are then given some special rights compared to the other victims.

Every victim has the right to request in whatever state of criminal proceedings, or even prior to their commencement, that during actions in which he takes part, necessary measures would be in place to prevent contact of the victim with a person the victim has indicated as the offender, with a crime suspect or against whom criminal proceedings are being conducted. Relevant authorities are obliged to satisfy this request, if it concerns an especially vulnerable victim, and the nature of the performed action does not preclude it [if it is not possible to satisfy this request because the nature of the performed action precludes it, the relevant authorities are obliged to take appropriate measures so that the victim would not come in contact with a person the victim has indicated as the offender, with a crime suspect or against whom criminal proceedings are being conducted, (at least) prior to the start and after completion of the given action].

Moreover if an especially vulnerable victim does not wish to have immediate visual contact with a person suspected of committing a crime or with a person against whom criminal proceedings are being conducted, if not prevented by serious reasons, necessary measures are applied in order to prevent such visual contact, especially audiovisual technology is applied if technically possible.

Questions leading to an intimate area of the interviewed victim can only be asked if it is essential for clarification of facts vital to criminal proceedings. These questions must be asked with abundant caution, and in terms of content in an exhaustive manner, so that it would not be necessary to repeat the interview; it is necessary to adjust their formulation, while maintaining necessary consideration to the age, personal experience and mental state of the victim.

The victim can request to be interviewed in pre-trial proceedings by a person of the same or opposite gender. A request from an especially vulnerable victim must always be granted if important reasons do not prevent this. An especially vulnerable victim can also request, if it is necessary to interpret his testimony, selection of an interpreter of the same or opposite gender.

It is necessary to interview an especially vulnerable victim in criminal proceedings in an especially sensitive manner, and with regard to the specific circumstances making the person especially vulnerable. If possible, a person with the relevant training should conduct the interview of especially vulnerable victims in pre-trial proceedings. The interview of an especially vulnerable victim is performed so that it need not be repeated later. In the case of another interview before the same authority, the one performing the interview is generally the same person, if important reasons do not prevent this.

Every victim has as well the right for a fiduciary to accompany him to actions of criminal proceedings and to submittal of an explanation. The fiduciary can be a natural person qualified to perform legal acts whom the victim himself chooses. The fiduciary provides the victim with necessary, mainly psychological, help. The fiduciary can also be the victim's proxy.

The victim is also entitled access to information within a legally determined scope, which concerns the matter in which he became a crime victim.

This practice has a national scope.

A new Act on the Victims of Crimes was enacted to implement the Directive 2012/29/EU. Subsequently a new system of education and training of law enforcement authorities was created with regard to the specific needs of crime victims.

The body responsible for the impact assessment is the Ministry of Justice of the Czech Republic. In the impact assessment regular consultation with the entities providing assistance to crime victims is of great importance. The practice is then continuously evaluated on the basis of the piece of knowledge provided by those bodies.

The reporting of hate crimes has been improved due to the greater possibilities to provide any crime victim with a protection from the perpetrator and provide him or her with efficient psychological and physical support and help.

Every crime victim is indeed in a great need of sensitive approach by the law enforcement authorities before commencement of criminal proceedings, during its course and after completion. Certain rights, support and assistance should be provided to every crime victims to minimize the risk of occurrence of the secondary injury.

We believe that the whole practice is transferable to other EU Member States.

Hungary

There are some recent developments in the Hungarian police system. According to the instruction given by the Chief of the National Police on 30th December 2011 particular attention should be paid to the communities with distinctive cultures, and in performing this task police officers can rely on the assistance of "*minority liaisons*". This instruction largely reinforces the role of the pre-existing minority liaison regarding preventive activities. The liaison's role is to establish contacts with different cultural communities, youth service organisations, immigration and refugee organisations, and the leaders of social organisations dealing with the realignment of the minorities concerned. Additionally, the minority liaison has to organise seminars regarding the experiences gained at least once a year, so that the collected information can be shared with the National Bureau of Investigation, the Alert Police, the Airport Police Directorate and the workers at the border police offices.

In a further development since 2012, members of a special police unit, the so-called

"Professional Line", address hate crimes in Hungary. To set up Professional Line, police headquarters in each county designated a detective who was active in the field of hate crime investigations. Central coordination work is brought together and routed by a police officer based in Budapest but we do not have any detailed information about the operations of Professional Line due to its confidential nature.

Victim Support Service, a government agency which has been operating since 2006. The Hungarian system consists of two main forms of help for victims of crimes: legal aid as well as instant monetary aid and state compensation.

Independent Police Complaint Board. The Independent Police Complaint Board (IPCB) started operation in 2008. The idea of establishing an independent body that would monitor the work of the police came up earlier, inter alia in the proposals and recommendations of various NGOs.

- Further research is needed in the field of
- Community policing
- Police error culture
- Empowerment of minorities to engage in democracy
- Human rights awareness of ethnic minorities

Northern Ireland

DEPARTMENT OF JUSTICE

Strategic approach

The Department of Justice (DOJ) has policy responsibility for tackling hate crime. The Community Safety Strategy 2012-2017, 'Building Safer, Shared and Confident Communities' contains a commitment to tackling all forms of hate crime and the harm it causes through prevention, awareness, education and support for victims and communities. The Strategy contains a range of commitments for both Government Departments and other statutory agencies to deliver on this commitment through partnership working.

Delivery

DOJ chair a multi-agency Hate Crime Delivery Group to bring together these partners. The Group takes forward the delivery of an agreed Action Plan to combat hate crime from the criminal justice perspective, and reports on progress annually to the Justice Committee. Membership of this Group includes: the PSNI, the Public Prosecution Service for Northern Ireland, the Northern Ireland Courts and Tribunals Service, the Northern Ireland Prison Service, the Probation Board for Northern Ireland, Victim Support Northern Ireland, the Youth Justice Agency, the Health and Social Care Board, the Executive Office, the Northern Ireland Housing Executive, the Northern Ireland Policing Board and Policing and Community Safety Partnerships.

The Group facilitates effective partnership working between members to ensure

a common voice and consistent messages across justice, as well as better use of resources. Some of the work detailed in the PSNI and PPS input came about as a result of connections made at the Delivery Group.

Work taken forward to date by the Group has included:

- The delivery of the regional Hate Crime Advocacy Scheme by the PSNI and DoJ, which provides practical and emotional support to victims of hate crime;
- the commencement of a thematic review on policing race hate crime by the Human Rights Advisor to the Northern Ireland Policing Board;
- The delivery of cultural competency training to staff within the Probation Board, which aims to increase awareness of diversity and the impact of hate crime; and
- The development of a Hate Harassment Toolkit by the Northern Ireland Housing Executive, which was developed to help those who are experiencing, or know someone who is experiencing, harassment, persecution and/or intimidation.
- At a local level, Policing and Community Safety Partnerships (PCSPs), statutory bodies which are funded by DOJ and the Northern Ireland Policing Board, and which are run by local Councils, take forward a range of actions to address issues within their areas. Examples of these include:
 - The delivery of the North Belfast Community Response Plan by North Belfast District Policing and Community Safety Partnership, which aims to ensure repeat victims, offenders and hotspots can be addressed through information sharing and co-ordination between agencies;
 - Mid and East Antrim PCSP has taken forward two projects (Addressing Hate Crime Through Art and Our Community, Our Future, Our Life) which target attitudes amongst young people with a view to increasing awareness of diversity and difference; and
 - The delivery of a BME Crime Prevention Seminar by Newry, Mourne and Down PCSP.

The Department of Justice recognises that to effectively address hate crime, we must start with the root cause and underlying societal issues. We are committed to working across Government to tackle these issues. The Department recently convened a “policy hack”, led by the Northern Ireland Council for Voluntary Action, to take stock of the work being done across Northern Ireland to tackle hate crime and to determine priorities for the future. The Department believes that co-designing the next phase of the Community Safety Strategy Action Plan with all those across Government and the community and voluntary sector who can help tackle hate crime and the conditions that allow it to flourish, will provide for more successful outcomes.

POLICE SERVICE NORTHERN IRELAND (PSNI)

Hate Crime is a strategic priority for the Police Service of Northern Ireland. In 2014 ownership of hate crime moved to the Assistant Chief Constable for District Policing (operational policing) and a Gold/Silver/Bronze Command Structure was introduced

as a governance structure for hate crime. This top down approach has ensured that the issue of hate crime is a priority across all 11 Policing Districts in PSNI and that there is a strong connect and governance across policing to work together to effectively tackle hate crime - in terms of prevention, and where hate crimes have happened to support victims and carry out a high standard of investigation.

The Gold Commander (Assistant Chief Constable) defines the strategy and strategic objectives that the police services are to achieve.

The Silver Commander (Superintendent) has responsibility for developing and delivering the tactical plan that will deliver the strategic objectives. The Silver Commander coordinates and leads on the work of the seven Bronzes who have responsibility for the following key areas:

1. Analytical information

An analyst provides information and advice to the Silver Commander - this assists in understanding hate crime trends and ensuring resources are being used most effectively.

2. Communications

A member of Corporate Communications Department works with the Silver Commander to develop a strategy for both internal and external communication - including social media campaigns.

PSNI recently launched a campaign called #VOICES to encourage reporting from both victims and members of the public who may have information which could assist officers with hate crime investigations. PSNI very much recognise that hate crime is still significantly under reported and want to ensure victims have the confidence to report these incidents.

The campaign consists of four recordings narrated by victims of homophobic, disability, racist and transgender hate crimes.

PSNI have worked closely with the victims and our hate crime advocates from partner agencies to design a campaign which shares the actual voices of the victim describing their very personal experience of how they were emotionally affected by hatred and discrimination. We hope that this campaign will encourage people to think about the impact hate crime incidents have on the victim and the long lasting physiological and emotional damage they can cause.

The first of the series of short videos explains the emotions and fear felt by a young victim of a homophobic hate crime. Working with our partner agencies we chose to launch this initial recording during the Belfast Pride Festival.

3. Engagement

This supports partnership working as outlined below.

4. Intelligence

To ensure maximise use of community information to both prevent hate crime and where hate crime has happened to assist in the investigation.

5. Investigative Standards

A Detective Chief Inspector has created a “Minimum Investigative Standards” strategy for the investigation of hate crimes. This officer only has responsibility for dip sampling and quality assuring hate crimes and liaison with the Public Prosecution Service.

6. Policy

It is vital that policy is closely aligned to operational delivery. This officer has responsibility to work within any parameters set by the Gold or Silver Commander and to work with operational colleagues to develop policy that meets the needs of victims, provides for high standards and meets the operating environment of the police service. Policy is subject to ongoing continuous review and also takes account of audit/inspection findings and is bench marked against National Police Chiefs Council (NPCC) standards

7. Training

All police officers are provided with cultural awareness training during their initial training at the police training college. During Probationer police training use is made of a hydra suite to deliver scenario based training that is supported by members of our external partnerships in relation to hate crime. A ‘Practical Peeler’ has been developed for all operational police officers that clearly outlines the actions to be carried out on the report of a hate crime.

To support this in terms of operational delivery each of the 11 Policing Districts have appointed an officer of Chief Inspector rank who meets regularly with the Silver and Gold Commander and has responsibility for championing hate crime in their District. This officer has responsibility for developing and implementing an Operational Engagement Plan in their District to maximise partnership working. The Silver and Gold Commander are responsible for engaging at a strategic level, including working closely with the Department of Justice for Northern Ireland and other Criminal Justice partners. Each District has also appointed “Hate and Signal Crime Officers” whose role it is to support victims of hate crime and to link in with other specialist organisations and the local community groups to provide more wide ranging support and assistance.

Partnership Working

The police service very much recognise that the long term solution to hate crime will only be achieved by partnership working and is fully committed to working with other criminal justice partners, with voluntary and statutory organisations and the community to keep people safe and contribute to a safer, more confident and peaceful society.

Below are examples of some of the ongoing partnership activity that the police service is involved in.

(i) Strategic Consultation Forum

The Strategic Consultation Forum is a partnership with the Northern Ireland Policing Board to assist the Policing Board and the Police in achieving a better policing experience for all by improving service delivery and increasing confidence in policing. The Forum identifies and provides advice and expertise at a strategic level on cross cutting issues of interest to the diverse communities they represent; contributes to help inform and influence the Policing Board and Police policies, strategies and plans; identifies key issues to help inform the Policing Plan and assist in developing a mechanism to monitor progress; assists in identifying key communities to work with the Policing Board and the police and identifies work streams that will positively influence improvement in the policing experience for communities in Northern Ireland.

(ii) Interpretation/Translation Services

Interpretation and translation/transcription contracts for telephone interpretation and face to face interpretation services have been in place since 2004 to ensure that the Police Service can effectively communicate with those who are deaf or hard of hearing or who cannot read or understand English.

(iii) Victim Witness Care Unit

The PSNI and PPS launched the pilot Belfast Victim and Witness Care Unit (VWCU) in November 2012. The unit is jointly staffed by police and PPS staff, providing support to victims and witnesses across Magistrates', County and Crown Courts. VWCU manages the care of victims and witnesses from the point of charge or report of the suspect(s) through to the end of a case by providing:- a single point of contact for victims and witnesses, communicating by their preferred means where possible; full needs assessments to identify specific support requirements for all case witnesses where defendants have pleaded not guilty; dedicated case officers to guide and support individuals through the criminal justice process and to co-ordinate support and services; continuous review of victim and witness needs throughout the case; greater communication and contact with witnesses about cases including informing them of the case outcome or trial result, thanking them for their contribution to the case and with consent offering post case support from a relevant support agency; arrange travel and accommodation for case witnesses who reside outside Northern Ireland. Registered intermediaries will be used in appropriate cases to assist a victim or witness with communication needs. Interpreters will also be provided if required.

(iii) Hate Incident Practical Action Scheme

The Police Service of Northern Ireland, Community Safety Division-Department of Justice, Northern Ireland Housing Executive and the Department for Communities fund the Hate Incident Practical Action (HIPA) Scheme, which provides personal and home protection measures for those who have been victims of hate crimes or incidents at or near their homes. DFC has engaged with the Northern Ireland Federation of Housing Associations to raise awareness of the Scheme with their members.

(iv) Hate and Signal Crime Advocacy Services (full details already in the toolkit)

The Police Service of Northern Ireland has provided financial support and

management of five Hate Crime Advocates to assist with reporting and providing personalised emotional and practical support to victims of hate crime. Community Safety Division(DOJ) has provided financial support for a Hate Crime Advocacy Co-ordinator within Victim Support Northern Ireland, who also provides advocacy support for hate crime victims post the PSNI investigative stage. Both the Advocacy Co-ordinator and the Hate Crime Advocates engage with various groups, both statutory and voluntary, to raise awareness of the issue of hate crime and the services that they can provide.

(v) Citizenship and Safety Education

Every local policing team has a number of Citizenship and Safety Education (CASE) trained officers – these officers deliver educational talks in primary and secondary schools. Hate crime is an issue that the officers address, in order to increase understanding amongst young people about behaviour that is unacceptable/criminal.

PROBATION BOARD NORTHERN IRELAND

The Accepting Differences Intervention

This intervention is designed to help the Probation Board for Northern Ireland (PBNI) and those in their care to identify and address 'hate' motivations for crime e.g. where victims of crimes are targeted due to their ethnic or cultural background. It can be used with those clients who have been convicted of a hate crime or whose offences are suspected to have been motivated or aggravated by prejudiced thinking. The participant may or may not recognize the role their thinking has had on their offences; this intervention aims to help them identify how these thoughts contribute to behaviour which can be harmful for themselves, their social circle, their victims and the wider community. The intervention is designed to take place over the course of approximately 14 hours over 14 weeks however this time will vary depending on the individual participant.

It is an adapted programme based on the DAPP (Diversity Awareness and Prejudice Pack- London Probation) however it has been adjusted to ensure relevance within the Northern Ireland context where Sectarian crime is more prevalent than racially motivated crime, which is what is focussed on within the DAPP. In Northern Ireland we are coming into more contact with people from different countries, cultures and religions, than ever before as a result of greater migration through globalisation. The necessity to work towards greater acceptance of different cultures, religions and attitudes cannot be ignored. Our aim is to promote primary desistance (keeping out of trouble) and begin to encourage secondary desistance (seeing ourselves differently, as people who would not commit hate crimes). Personal values do not always have to be changed, most can be worked with, for example a man can be masculine without showing violence or a man can be loyal to his country without attacking others who he believes are not.

While using this toolkit it is crucial to:

- Listen to the participant's views of themselves, their lives and their offending history, with minimal interruption.

- Avoid passing judgement as this may inhibit the participant from opening up.
- Explain the purpose of each section before you begin it.
- You need to confirm that you have listened to and understood their viewpoint throughout e.g. by rephrasing and confirming what they have told you.
- Although there are worksheets the participant should never be left to complete these alone; the facilitator should be an active participant in the completion of each exercise.

Seek to answer these core questions as you progress through the intervention:

What and who have influenced the individual?

What are they struggling with? E.g. Anger management, unemployment, low self esteem. Why?

Does their prejudice and offending serve as strong parts of their identity?

Do they have motivation to change?

Do they recognize their victim as such?

What are their personal inhibitors and dis-inhibitors to offend?

Use professional judgement to ask the right questions at the right times.

PUBLIC PROSECUTION SERVICE NORTHERN IRELAND

Almost 95% of the most serious hate crime prosecutions during 2014/15 resulted in a conviction in the Crown Court, according to a new statistical bulletin on hate crime, published by the Public Prosecution Service (PPS) today. This compared with a conviction rate of 86.4% last year.

Overall the PPS received 570 files from police involving hate crime, a figure similar to that in 2013/14 (572).

The bulletin reveals a drop in the number of cases motivated by sectarianism, which fell to 213 cases from 253 in 2013-14. Sectarian hate crimes still represent almost two-fifths of all cases relating to hate crimes received from the PSNI.

The Director of Public Prosecutions, Barra McGrory QC, said: "We are listening to the victims of hate crime, and those who work with them, about the impact that such offences have on the lives of individuals.

"These statistics show that the work being carried out by the PPS and our partners across the Criminal Justice system in tackling hate crime is producing results.

"The conviction rates being recorded are very reassuring. They show that the information we receive from the police, and the files we prepare, build a strong case for prosecution and that helps send out a message that hate crime will be dealt with in the strongest possible terms.

"Of course, there is still work to be done and we will continue to work closely with a range of agencies to ensure the robust and effective prosecution of all such cases."

The bulletin is set out in two parts, reflecting the two distinct definitions applied in cases involving hate crime, as recorded by the Police Service of Northern Ireland (PSNI) and the PPS. In Part One key statistics are presented in relation to cases involving hate crime submitted to the PPS by the PSNI, while in Part Two key statistics are presented in relation to cases considered by a Prosecutor to have involved hate crime which was 'aggravated by hostility'.

The bulletin also includes, for the first time, enhanced sentencing statistics using data recorded by the Northern Ireland Courts and Tribunals service. These refer to cases where a person convicted of an offence has their sentence increased if the judge is satisfied beyond reasonable doubt that it was aggravated by hostility.

Part One: Cases Involving Hate Crime Submitted by the PSNI – Key Findings

During the financial year:

The PPS received a total of 570 files from the PSNI involving hate crime. This was similar to 2013/14 (572).

Almost two-fifths (37%) of files received related to sectarian crimes. This compared with 44% during 2013/14.

Prosecutorial decisions were issued by the PPS in respect of 807 persons in cases involving hate crime. Almost three-fifths (59%) of the decisions issued were for prosecution (403) or for diversion from the courts (71).

A total of 36 defendants were dealt with in the Crown Court. The conviction rate in the Crown Court was 94.4%, an increase on 2013/14 (86.4%).

Of the 383 defendants dealt with in the Magistrates' and Youth Courts, 67.4% were convicted. This was a similar outcome to 2013/14 (67.8%).

Part Two: Cases Considered by a PPS Prosecutor to have Involved Hate Crime which was 'Aggravated by Hostility' – Key Findings

During the financial year:

Prosecutorial decisions were issued by the PPS in respect of 549 persons in cases considered by a prosecutor to have involved hate crime which was 'aggravated by hostility'. Over three-fifths (62%) of the decisions issued were for prosecution (298) or for diversion from the courts (41).

A total of 53 defendants were dealt with in the Crown Court. The majority of these defendants (43; 81%) were prosecuted in court on the basis that the alleged offences were aggravated by hostility.

The conviction rate in the Crown Court was 86.8%, a decrease on 2013/14 (94.1%). Of the 46 defendants convicted, 13 were recorded as having received an enhanced sentence (that is, where the Judge accepted that the aggravating feature of the offence(s) had been proven beyond reasonable doubt).

A total of 284 defendants were dealt with in the Magistrates' and Youth Courts. Of these, 204 (72%) were prosecuted in court on the basis that the alleged offences were

aggravated by hostility.

The conviction rate in the Magistrates' and Youth Courts was 68.7%, an increase on 2013/14 (63.7%). Of the 195 defendants convicted, 40 were recorded as having received an enhanced sentence.

Here are a few general descriptions of the areas of good practice that we have sought to use, and have seen benefit from regarding the investigation, prosecution, recording of hate crime, and liaison with victims' services in this area (these are largely inter-related):

1. Liaison between Prosecution Service and Police Service

To ensure common understanding of the relevant concepts (eg 'hate crime', 'legislative requirements', 'standard of evidence required'). This has been done by joint training and input into each agencies policy documents, training, and internal instructions, and by the use of real case examples during face to face training.

Appointment of 'Hate Crime points of contact' within Prosecution Service – bespoke training

2. Quality Assurance/Dip-sampling of cases

Internal inspection of files from beginning to end of prosecution process, to ensure evidence is collated and provided on to prosecutor to prove the 'hate' element, and to ensure proper recording has taken place.

Sharing of findings internally and with police.

Examples from the files then used in training with police and prosecutors to highlight 'tricky' issues, and 'common' errors – this thereby feeds into 1 and 3.

3. Continual update of internal instructions, for both police and prosecutors

To ensure understanding of concepts and issues is kept up to date. Ensuring for example, that any IT changes to record data are clearly communicated to staff.

4. Recording – to ensure that the available IT systems are capable of recording relevant data. And to ensure staff are trained on how to enter the data correctly (across all agencies – police, prosecution and court).

5. Publication of statistical information on recording of hate crime and offences aggravated by hostility, with explanatory commentary.

Annual publication of statistics to ensure factual information is available from the prosecution service. With aim of raising public confidence, encourage reporting, and informing discussion.

6. Joint agency working at policy level

Continue strategic development of interagency policy through the Hate Crime Delivery Group with input from the relevant voluntary sector groups representing victims' interests.

7. Work with voluntary sector to ensure common understanding of issues and concepts around the investigation and prosecution of hate crime, to promote confidence in the system and encourage reporting.

Continual stakeholder engagement events such as round table discussions and presentations, and involvement in voluntary sector initiatives (eg Leonard Cheshire be safe stay safe), hate crime advocates.

8. Enhanced victim and witness services

- Compliance with EU Victims Directive
- VWCU – single point of contact, joint police-prosecution staffing, needs assessments
- Closer working with voluntary partners – VSNI, NSPCC, and reciprocal training.
- Contact with hate crime advocates

9. Engagement with the Judiciary

This is at an early stage, but steps have been initiated to discuss issues relating to the prosecution and recording of hate crime, with emphasis on the statutory provisions and enhanced sentencing.

Republic of Ireland

Support for Victims of Hate Motivated Incidents

What is a Hate Motivated Incident?

In the Republic of Ireland there is no specific hate crime legislation. In its absence, An Garda Síochána defines hate motivated incidents (HMIIs) as incidents that are perceived by the victim, or any other person, to be motivated by prejudice, hate, hostility or discrimination towards a particular or multiple aspects of a person's identity such as age, race or ethnic origin, religious belief (or none), disability, sexual orientation or gender identity. Hate motivated incidents include such criminal acts as property damage, threats, theft, verbal abuse, assault, harassment and online abuse.

Victim Services

Victims of crime receive a 'Victim Information Leaflet' which provides some basic information about reporting to the Gardaí, the criminal justice system and other criminal justice agencies. The investigating Garda or local Garda Victim Service Office may also provide the victim with further information about reported incidents.

Garda Victim Service Office (GVSOs) were established in each Garda division with the intent to ensure professional, consistent and responsive support services to victims of crime.

These are, in turn, supported by the Garda Victim Liaison Office (GVLO) which is responsible for formulating Garda strategy and developing policy regarding victims of crime whilst supporting the implementation of An Garda Síochána's Victims Charter.

Diversity Support

The Garda Racial, Intercultural & Diversity Office (GRIDO) is a national office

established by An Garda Síochána that advises, coordinates and monitors all external aspects of policing in the area of diversity, human rights and equality.

It supports and trains a network of Ethnic Liaison Officers (ELOs) and LGBT Officers available within every Garda division throughout the state. These ELO/LGBT officers are specially trained to provide additional support to victims of hate motivated crime. A list of ELO/LGBT officers are published publicly on the Garda website www.garda.ie

An Garda Síochána also works with civil society partners such as NGOs, victim support organisations and other statutory agencies in a collective effort to ensure victims of HMLs are supported.

Poland

In the 1990s the Polish Police was criticized for breaching standards of human rights. There was an obvious need for raising these standards, especially that Police Act stated:

Police officers, while executing their duties, are required to respect human dignity and respect and protect the human rights.

There was an understanding between Police management, governmental institutions including Ministry of Internal Affairs and Ministry of Justice, representatives of various NGOs that respecting and protecting human rights lie at the core of policing. To meet these needs and problems the Chief Commander of the Polish Police decided to set a unique structure which became a great success of the law enforcement in Poland.

The milestones:

A. 4th December 1998 – the Chief Commander of the Polish Police appointed Major Jacek Węgrzyn as the Human Rights Adviser. His main duty was to coordinate the activities in the programme of the Council of Europe called „Police and Human Rights 1997-2000”, cooperate with NGOs, elaborate the plan of implementation of human rights standards in Polish Police.

B. The aforementioned programme set up objectives for police institutions in all European countries. The next Human Rights Adviser, Colonel Piotr Bogdalski PhD, was responsible for implementation of these objectives in Polish Police.

C. 27th October 2004, Geneva – The examination of the fifth periodic report of Poland on the measures taken to implement the International Covenant on Civil and Political Rights. This examination by the UN Human Rights Committee was a direct impact on appointing the human rights advisers in all regional HQ of the Polish Police.

D. 8th December 2004 – by the decision of the Chief Commander of the Polish Police – the human rights advisers were appointed in regional HQ and in police academies. Their tasks included:

- Implementing standards of principled policing, especially concerning respect for human dignity and fundamental rights and freedoms

- Inspecting police units, including detention centers and behavior of staff
- Handling of complaints concerning ill treatment and discrimination
- Disseminating the European Court of Human Rights judgments and recommendations of bodies such as the Council of Europe, the CAT, or the CERD
- Carrying out research on policing and human rights issues and writing reports about findings
- Cooperating with NGO's and public institutions

What was done:

- 2005 - Law Enforcement Officer Programme (LEOP) that was launched, coordinated by Ministry of Internal Affairs in cooperation with the Organization for Security and Co-operation in Europe. The objective of the programme is to improve police skills in recognizing, understanding and investigating hate crimes.
- 2011 - introduction of new selection criteria for police officers (with psychological tests to assess the risk of violent behaviour in stress situations) and a new curriculum in police schools (comprising the element of training concerning respect of human dignity in high-risk situations such as apprehension).
- 2011 – elaboration of educational kit titled “Victim in criminal trial”;
- 2011 – educational sets titled “To Protect And To Serve” was introduced in police schools
- 2011 – “Policing and Human Rights” - courses for managers of police units in “ensuring respect for human rights in police management”;
- 2011 - initiation of an “early intervention system” with the aim of ensuring respect for professional and ethical standards in daily police work (including workshops for police managers and the production of an electronic newsletter.
- 2012 – elaboration of ‘Police Strategy In Human Rights Standards Development for 2013-2015”
- 2013 – innovative manual “Human First. Antidiscriminatory Measures in Police. Practical Guide” was published
- Implementation of “Anti-discriminatory procedures” in Polish Police
- The Chief Commander of the Polish Police appointed the Committee for implementation of the European Court of Human Rights judgments

What next?

- more education, especially in the field of the human rights, also with cooperation with universities
- Serving as liaison officers to ethnic and national minorities to promote social cohesion
- eliminating the cases of torture and inhuman or degrading treatment or punishment

- breaking the “blue wall of silence”
- focusing on the equal treatment in service

Latvia

Combating hate crimes in Latvia: experience, challenges and opportunities

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It has been recognized that the Internet offers unprecedented means of facilitating the cross-border communication and exchange of information. It plays essential role in a broad spectrum of society's activities including the ones proposed by legal authorities. Educational and awareness-raising networks in the field of combating hate and intolerance show a good practice and should be supported and further developed. From the other hand, the Internet is also used for disseminating various materials by individuals and groups aiming to incite to intolerance or racial and ethnic hatred.

It is worth noting, that hate crimes appearing in the Internet acquire cross-border features, and these conditions rise up certain difficulties for legal authorities involved. Members of Organization for Security and Co-operation in Europe are asked to co-operate with other Member States making eventual practical steps combating hate crimes increasingly appearing in the Internet and further promoting and strengthening bias based violation.

Activities undertaken by non-governmental organization – the Latvian Centre for Human Rights (LCHR) in a frame of the first stage of hate speech monitoring at online news portals, online versions of newspapers and magazines, and social networks aimed identification of hateful content on the Internet, reporting about such content and checking the effectiveness of reporting tools and methods. Attention was paid to content, which contained public calls for violence, hate, discrimination; public defamation or slander; threats towards a person or a group of persons related to their race, skin color, language, religion, nationality, ethnic origin, gender, sexual orientation, disability, etc.; racist intent and expression of ideology which proclaims superiority or derogates or slanders a group of persons related to their race, skin color, language, religion, nationality, or ethnic origin. Hateful content identified during the monitoring is reported using reporting tools available at the web sites and, in particular cases, emails are sent to the editors of websites.

Summarizing the results of the first monitoring stage made by LCHR the following conclusions have been made:

- The project team reported 126 hateful content materials, including comments.

- 63% of reported materials and comments have been deleted. In specific cases, site administrators blocked those users who systematically published hateful content as well as their IP addresses.
- The main target groups of hate speech are persons with dark skin color, ethnic Latvians, Russians, Jews, and sexual minorities.
- It was found that some online news portals and internet versions of newspapers providing information about topical events in Latvia and in the world have not introduced clear and comprehensive terms use, or rules for publishing comments, such as stating what kind of content is prohibited, and defining the right of the web site administration to delete the material if its content violates the terms. Development and publication of such terms, which would also refer to the liability for incitement to hatred defined in the Criminal Law, would be a preventive mechanism helping internet users to be aware of own rights and responsibility.
- It was found that a number of internet portals do not have relevant online tools to report about comments, which violate the terms of use. Therefore, the only way to remove such comments is to communicate to the editors by email. However, the LCHR practice shows that in certain cases only the editors respond and remove the content. The absence of reporting tools makes reporting more difficult because it requires far more time and requires saving the hateful comments separately and sending to the site editors. Therefore, comments remain unreported and published online.
- The monitoring confirmed that the response and reaction time of the site administration to reported hate speech comments is affected by factors such as specific content of the article, number of comments and time of the day. Therefore, in some cases, portals ban function of commenting or make it available to registered users only.⁵

Gradually, real changes in the regulatory framework for combating hate crime were implemented into Latvian legal norms. Since October 29, 2014 Latvian Criminal Law has been amended with a Section 1491 specifying criminal liability for violation of the prohibition of discrimination and a Section 150 specifying criminal liability for incitement to social hatred and enmity. It is worth noting that in Latvia the legal norm provides criminal liability for nonviolent act aimed towards inciting hatred or enmity because of the gender, age, disability of a person or any other characteristics (including sexual orientation of a person), if substantial harm has been caused thereby. Moreover, racist, national, ethnic or religious motives of the committed criminal offence may be considered to be criminal liability aggravating circumstances in accordance with the Criminal Law regulations. Implementing in Latvia Directive 2012/29/EU the Criminal Procedure Law was amended accentuating a new procedural status of the particularly protected victims including persons affected by criminal offence aimed towards inciting hatred or enmity because of the race, national, ethnical or religious grounds.

There were 10 criminal offences fitting The Section 78 (Section 78. Triggering of National, Ethnic and Racial Hatred) of Criminal Law, and registered according to the statistical data published by Ministry of the Interior of Latvia in 2015, whereas, none

⁵ The LCHR concluded the first stage of online hate speech monitoring project // <http://cilvektiesibas.org.lv/en/news/the-lchr-concluded-the-first-stage-of-online-hate--325/>

⁶ Obtained from: <https://manas.tiesas.lv/eTiesas/>

of them appeared to fit a Section 1491 (Violation of the Prohibition of Discrimination), and a single case has been fixed according to the Section 150 (Incitement of Social Hatred and Enmity).

Analysis of anonymous judgments obtained from the database of the Latvian Courts⁶ confirms that in the year 2015 three persons were convicted according to the Part 2 of the Section 78 of Criminal Law. Well recognized media platforms, namely – apollo.tvnet.lv, facebook.com and delfi.ru (rus.delfi.lv) have been used for triggering of national, ethnic and racial hatred in the aforementioned cases. In turn, incitement of social hatred and enmity has been recognized in one case, and criminal investigation has been initiated based on that in the year 2015.

The punishment suggested and already practiced in some Member States for such crime using computer is imprisonment, community service or pecuniary penalty. Therefore, it is possible to prosecute persons who incite not only racial or ethnic hatred but also those who incite hatred related to gender, age, disability, and etc.

In Latvia the investigation of criminal offences under Section 1491 and 150 falls under the jurisdiction of the State Police. The Security Police investigates crimes against national security, crimes committed in national security agencies, and other crimes within its competence, as well as crimes covered by Chapter IX (Crimes against Humanity, War and Peace, Genocide) of the Criminal Law including racist crimes under Section 78.

Problematic issues have been already recognized arise from a fact that computed virtual environments identified or not identified as a public space are not clearly defined in the legal acts. Therefore, practitioners are not able to apply effectively the legal norms of Criminal Law, when triggering of national, ethnic and racial hatred has been suspected or recognized.

Still, some legal acts, for instance, a Press law, do not request from the Internet portals and site, which bears mass media features, to be registered. Moreover, definition of mass media appearing in the aforementioned Press law is not sufficient and is made based on old grounds. It does not decipher a real situation and modern developmental tendencies. It is clear that attempts to recognize the Internet portal and site as a mass media should begin with recognition of mass media describing criteria according to the provisions of Recommendation No. R(97)20 on Hate Speech and further implementation of them into national legal acts.

The State Police of Latvia suggests that to increase the effectiveness combating hate crimes along with prevention of hate crimes, obligations applicable to the owners and moderators of internet portals stated as necessity to turn attention to the wider range of comments acting as triggers of national, ethnic and racial hatred, and assessment of risk of criminal liability should seem to be written in the legal acts.

⁷ Council of Europe Recommendation No. R(97)20 of the Committee of Ministers to Member States on Hate Speech, [http://www.coe.int/t/dghl/standardsetting/media/doc/cm/rec\(1997\)020&expmem_EN.asp](http://www.coe.int/t/dghl/standardsetting/media/doc/cm/rec(1997)020&expmem_EN.asp)

Training Programme and Action Plan

The Good Practice Plus project used a bespoke training programme with the criminal justice practitioners to guide their development of a national action plan.

The training is a two and a half day process that allows the practitioners to do a thorough analysis of their own national context and be able to develop a practical and realistic action plan. Below is the training program to give an idea of the structure.

Training Programme

Hate Crime Training for Law Enforcement Agencies

DAY 1

What Does it Mean to be Strategic? (Plenary) Participants will take part in a facilitated group discussion on what strategic means both broadly in the context of changing a situation and as applied to advocacy.

What is Hate Crime? (Plenary) Participants will take part in a group brainstorming session designed to build a shared understanding of the concepts of hate crime

Quiz on EU law on hate crime and the rights for victims

Presentation on the EU Law Part 1 – relevant law on hate crime and victim (Plenary) 1. Council Framework Decision 2008/913/JHA on combating certain forms and expressions of racism and xenophobia by means of criminal law 2. Directive 2012/29/EU establishing minimum standards on the rights support and protection of victims of crime, and replacing Council Framework Decision 2001/220/JHA 3. Charter of Fundamental Rights of the European Union 2010/C 83/02

Case Study 1 - provided by participants beforehand Workshop discussion with breakout group

Presentation on the EU Law Part 2 – Key issues of current law (Plenary)

Case study 2 - Workshop discussion with breakout groups

Feedback from 2 Case study (Plenary)

Law, Policy and Practice on Hate Crime sharing from Northern Ireland and Finland: from law enforcement agencies perspective (Plenary)

DAY 2

Good Practice sharing from Northern Ireland: Cross Community Support on Hate Crime through Victim Support Scheme from NGO perspective (Plenary)

Visioning a Hate Crime Victim Support Strategy 1 'Storyboards' During the visioning sessions participants will be undertaking a series of facilitated exercises to enable them to develop a shared vision of the future, and explore what needs to be done to achieve that vision.

Telling your Story: Feedback to plenary

Visioning a Hate Crime Victim Support Strategy 2 (Workshop groups continue the exercise by using SMART tool to develop the Strategy)

Presentation of SMART analysis

Action Planning on Hate Crime Victim Support Strategy at the national level: Strategic Analysis This session will enable the national group to undertake a strategic analysis of the context in which they will develop and implement a strategy on hate crime victim support at the national level.

Action Planning on Hate Crime Victim Support Strategy at the national level: Workshop on the production of a Hate Crime Victim Support Strategy This session will focus on the concrete development of the Hate Crime Victim Support Strategy for criminal justice agencies. A framework strategy will be provided, and facilitated discussions will enable groups to start the process of producing a strategy that is appropriate for them. Each group will also be asked to prepare a summary of their strategy to report back to the plenary and a 2 minute TV advertisement 'selling your strategy'

DAY 3, (1/2 DAY)

Selling and Sharing your Strategy!: TV advert for National Strategy by the same 4 Workshop groups This session aims to enable participants to gain insights & ideas from the strategies developed by other country groups as well as to gain feedback and constructive comments on their draft strategy and action plan.

Next Steps: Sustainability (Plenary Session) This session will provide a space for reflection and to raise common issues that are relevant to all countries. It will facilitate a discussion to enable participants to consider ways to address common issues, any 'added-value' activities, any potential for links between strategies in different countries and potential follow-up activities, including uses of the Good Practice Plus website.

Action Plan

As a result of the training the participants developed two types of action plans country specific and issue specific. The following are the results of this:

COUNTRY SPECIFIC

Given the joint strategy drawn up and transferring the Greek reality in order to adapt to the Greek data should not be calculated as far as possible the possible economic factor because of the difficult financial situation in which he has been to Greece in this timing. The strategy drawn up at the meeting concerns a general framework on which can build and realize the education policy of the Greek police to be followed. In this direction, it proposes a general framework of actions that can contribute greatly to the information and training effort of the police in matters of discrimination and racism. The below listed indicative operations is an approach along the lines cradled

the meeting abroad and in the same direction with the spirit of the strategy drawn up by the participants in the program.

Strategy for training of servicemen in the House of the Greek Police.

Purpose: Improve responsiveness and tracking hate crimes.

Sub-objectives: - Organise training of police focusing on hate crimes
- Provide useful and practical tools for legislation on hate crimes.
- Networking and use of experts employed in Parliament.
- Communication and cooperation with communities of various minorities.

Action	Available manpower	Human resources required	Available financial resources	Financial Resources required	Timetable Until when
1. Report of renovation	One (1) person	-----	-----	----	08-2015
2. Update leadership	Initially one (1) person	-----	-----	-----	08-2015
3. Defining team training candidates	Police Officers	NGO's Personnel	NGO's financial resources		02-2016
4. Communication with NGO's in order to prepare the training programme	NGO's	Police Officers	NGO's financial resources		09-2015
5. Printed information material	NGO's	Policemen for distributing printed material			10-2015
6. Report of initiative for conducting webinars from CEPOL	Two (2) person from Hellenic Police's Headquarter	Everybody in police working on racism and anti-discrimination issues	-----	-----	02-2016
7. Making videoconferencing between those are engaged in racist violence troubleshoot issues	Policemen	Policemen from all the Divisions	-----	-----	11/2015
8. Educate cadets in Police academies for Human Rights	Policemen	Cadets	-----	-----	08/2016
9. Training Policemen by KEMEA in «Interculturalism and combating discrimination» issues	KEMEA	Policemen	Resources of KEMEA	-----	08-2016
10. Drafting Memoranda for handling racist violence cases, providing guidance for existing victim support structures	Three (03) Policemen	Policemen	Police resources printing and distribution of memoranda actions	-----	08/2016
11. Enrichment of the Greek Police website providing specific incidents complaint form to support the delivery instructions	12. Five (05) Policemen	-----	-----	-----	02/2016
12. Writing and publishing articles on racism in magazines distributed to policemen and web site of the Police (astynomia.gr)	Two (02) Persons	Policemen	Cost magazines E.g. Police Review	-----	02/2016
13. Promotion of social work of the Greek Police towards victim support	Policemen	Media	-----	-----	02/2016

Adjuvants for prorrithes indicative actions proposed to be made in the implementation of the strategy referred to complementary:

1. Reference renovation is to present a written report to be submitted a standard context.
2. Update of leadership which relates to information both physical and political leadership for the proposed strategy to enrich it, its amendments with a view to the secretion and the launch of the elaborated strategy.
3. Reference renovation is to present a written report to be submitted a standard context.
4. Update of leadership which relates to information both physical and political leadership for the proposed strategy to enrich it, its amendments with a view to the secretion and the launch of the elaborated strategy.
5. Determination of candidate trainees. With care specialist services of the Greek Police Headquarters to establish a related table with a proposed staff of the Greek Police should be trained in the fight against discrimination. It is proposed to train police officers dealing with cases within the jurisdiction of which lies handling cases within the scope of racist violence and police officers who are in direct contact with migrants and vulnerable social groups such as emergency services ie those serving in Addresses Instant Action Attica and Thessaloniki and the Aliens Directorate of Attica and Thessaloniki and matching those serving in AD regional prefectures. Contact NGOs for preparation training. This communication is a stimulus and motivation to implement updates and relevant lectures by organizations dedicated to specific vulnerable groups are aware of the peculiarities and problems faced, kai can, using the allocated to these funds to carry out the Updates police.
6. Printed information material. The standards of past operations undertaken at the initiative of the Greek Police think it is useful and will contribute greatly the drafting of brochures for both police personnel and citizens by providing them with useful information about the services may be addressed and rights them. This action can be done exclusively by the Greek Police in case of inability to find financial resources to provide the relevant cooperation or NGOs operating in Greece or European organizations or by other public services may contribute financially towards training and distribution them, the proposal for distribution of the documents by police suggested because it is believed that it will contribute positively to the image of the Greek Police showcasing its social work.
7. Report of initiative for conducting webinars by CEPOL. This involves either the submission of a reference for carrying out relevant webinars concerning human rights and combat discrimination and racism or the realization corresponding with the Greek Police specialized services initiative in cooperation with the European Police College. It is proposed that energy because it is considered that a minimum cost can be trained a large number of police and exchanged views on how to handle the respective cases of police colleagues serving in other European countries as the institutional framework is common.

-
8. Make teleconference those engaged in racist violence response. It has performed in the past with very good results. It is proposed to repeat the corresponding action in which if possible attend and public prosecutor in whose jurisdiction relating to racism in order to clarify problems and issues encountered in handling cases with alleged racist motive.
 9. Make relevant educative lecture those enrolled in schools of the Police for Human Rights. This action in the form of lecture will enhance awareness of the cadet on issues of discrimination and will pass on valuable knowledge of European legislation concerning fundamental human rights.
 10. Education and extension of the existing educational program for Interculturality organized by the KEMEA. The program is implemented on the initiative and responsibility of KEMEA is particularly useful and constructive and it is proposed to extend the number of learners and be applied to all satisfied the operating schools of Greek Police across the country.
 11. Drafting Memoranda for handling racist violence cases, providing guidance for existing victim support structures. During the meeting and in an exchange of views and practices to combat racism developed the practice that has been adopted and applied in Belgium and can be applied in Greece. In Belgium have established applications that appear in the web site of the Belgian Police and having parallel respective associated application on mobile devices police (android application) which introduce some criteria - data of the respective investigated the incident and as a result proposed pilots police actions They may or must implement or operators who must refer the citizen or victim. There is the opportunity to communicate with experts of the Belgian police in order to establish a corresponding application in accordance with Greek standards. It is noted that the representative of the Police of the city Antwerpen Belgium, who happens to be the head of this has paraschesei the license if requested by our side paraschesei our application available.
 12. Enrichment of the Greek Police website providing relevant form - helper questionnaire to submission of the relevant facts of a complaint accompanied by a standard reference model - the complaint and relevant supporting annex provide guidance to victims. Depending of prorithenton to enrich the website of the Greek Police with useful information for the complainants, giving them the opportunity to report incidents of racist violence with the use of a specific model - form of petition, which will be kept on site that print the form in terms of victims and in which there are mandatory fields with full details of the complainant. The quote relevant model can contribute positively to the increase of reported incidents of racist violence.
 13. Writing and publishing articles on racism in magazines distributed to policemen and the internet website of the Police (astynomia.gr). It is an action that requires budgetary cost and represents an alternative method of informing the staff.
 14. Promotion of social work of the Greek Police towards victim support. This campaign will help people cope more positively rather cautiously the Greek Police and the Police Greeks, by extension, will contribute greatly to the increase of reported incidents.

ISSUE SPECIFIC

Group: Training Police Officers

Aim:

Increase sensitivity concerning minorities and vulnerable members of society by specific training focus on hate crime and discrimination. Developing practical tools for fieldwork based on good practice.

Issue:

There is a lack of understanding and affinity concerning minorities and hate crime victims; too many unknown issues; there is a lack of legal knowledge on hate crime and the rights of victims; issue on quality of administration and low reporting of hate crime

Goal:

Improve response and follow-up on reported hate crime.

- Sub-goal:
- Organising of training for all police officers (top to the bottom) focus on hate crimes;
- Giving useful and practical tools on legal knowledge;
- Networking of experts within police forces;
- Working in partnership with all agencies, community groups and experts of hate crime

External force:

- Political engagement at different levels on hate crime;
- Senior management command acknowledge the issue;
- Low number of hate crime reporting;
- Media reporting hate crime
- Police officer on the ground will not see hate crime is a priority of crime.

Who deals with hate crime?

- Police/prosecutor
- Judges
- Politician
- NGOs
- Minority/victim
- Local community groups
- Perpetrator
- Local government

- Human Rights/Equality Body/Bodies
- Media

Opportunity

- Reaching out to the community on reporting hate crime and legal protection;
- Get everyone involved in hate crime;
- Political buy-in at EU level;
- Image and reputation of police open to everyone;
- Training is a means to bring the whole police force to work together in the same way;
- Collection of data

Barriers

- Resource being cut: manpower + money
- Not a priority
- How we involve the victim and how we empower victim to complain
- Victim feels no confidence to the police and/or the criminal justice system which creates a negative image of these institutions;
- How we involve/engage police in this difficult and sensitive issue? What is the most effective means of engagement?
- Lack of expertise due to we don't know who is doing what within the organisation: the issue of co-ordination and mapping the experts

Allies:

- Police/prosecutor
- NGOs/Media
- Human Rights/ Equality Body or Bodies
- Local Community Groups
- Local Government
- Minority/victim

Neutral

- Judges
- Politician

Action: Training those neutral into our side with the participation of the community groups

Enemies:

- Social Media

⁸ The training programme will have full participation from minority, NGOs and experts in training delivery.

-
- NGOs
 - Perpetrator

Action: honest with strategic communication in order to neutralise our enemies and therefore requires a cohesive communication strategy at all levels.

Action Plan:

1. Deliver various training programmes⁸, including awareness raising as the basic, to the following target audiences of the police forces:

- Commander and Manager (Team Leader) – might include judges and prosecutor
- Team (police officer on the ground)
- Initial Police Training Programme
- Trainers' Training

Appendices

- Bilingual Support Worker Job Description
- NICEM Bilingual Advocacy Service Aftercare Survey
- PSNI Hate Crime Service Procedure
- Czech Republic Campaign
- Useful Resources

Bilingual Support Worker Job Description

JOB DESCRIPTION

Job Title: Bilingual Support Worker part time

Salary:

Responsible to: Advice and Advocacy Manager

Probation Period: 3 months

Annual Leave: 25 days plus statutory holidays pro rata

Working hours: 20 hours per week with working at evening and at week-end (excluding lunch break)

Purpose of the Project

The purpose of the project is to provide a one-stop shop model of services to victims of racist hate crime, whether they are settled ethnic minorities, migrant workers or asylum seekers and refugees. When supporting victims of racial harassment it is crucial that certain considerations are made in order to ensure that the most efficient and beneficial service to the client is delivered. The Bilingual Support Workers will provide a comprehensive support service to victim's based on a client centred approach and working in partnership with those individuals and/or organisations dedicated to principles of equality. Migrant Centre NI recognises the need for this service based on its experience in working with the Black and Minority Ethnic communities throughout Northern Ireland. Both its work with member groups and individuals has impressed the need for a dedicated service that will cater to those who have experienced any form of racial harassment, intimidation or discrimination.

This is a partnership approach and the project will supplement the current support mechanisms available including Victim Support NI wherein the Migrant Centre NI provides specialist advice and support to victims of racist hate and skilled outreach personnel. In order to maintain communication we would envision a partnership that would meet on a regular basis to share the common issues/problems and information, as well as sharing of good practice and gaps. It will also provide a political direction and common strategies to tackle racial hate crime, including prevention, at both a regional and local level. To enhance this we will work with NICEM to coordinate a forum of individuals from other minority ethnic backgrounds to provide them an opportunity to inform the support workers of issues they are facing in their communities.

Main areas of responsibility

- Provide a safe place to enable victims to share their experiences (listening through support) and encourage them to report the case to the local police

station and to increase reporting to the police

- Risk assessments and exploration of options in order to respond to the needs of the victims and her/his family;
- Draw up action plans that are agreed with the victims;
- Assist victims to prepare police statements and accompany victims to attend police interviews;
- Liaise regularly with police in providing follow-up support;
- Assist victims to make applications to the NIHE under homelessness legislation or to reassess points under the Common Selection Scheme and also liaise with local Housing Association to identify suitable accommodation arrangements;
- Liaise with NIHE housing officers and officials regarding any rehousing needs.
- Provide outreach clinics for victims of racist hate one evening per month
- Make referrals to local and/or regional organisations if necessary, in particular specialist assistance such as criminal injuries compensation, trauma centre, social workers and special needs for children;
- Assist victims to make complaints to the concerned agencies (i.e., Police Ombudsman, Housing, Consumer Council);
- Attendance at relevant trainings, conferences and forums
- Liaison and networking with a wide range of agencies, NGOs and the BME sector, including attending meetings on behalf of the Project;
- Maintaining and updating an appropriate filing and administrative system and case recording on AdvicePro;
- Complete the monthly statistical monitoring requirement by the Project;
- Develop and maintain good working relationships with external agencies, including statutory, voluntary and community sectors, in particular with local black and minority ethnic groups;
- Compile and update the annual plan and work programme with the team;
- Provide a monthly report to Advice and Advocacy Manager for supervision;
- Sign-post Migrant Centre NI's work where appropriate to both individuals and organisations in the local boundary areas;
- General advocacy of the interests of Migrant Centre NI; and
- Any other tasks commensurate with the responsibilities deemed appropriate by the Advice and Advocacy Manager

Personnel Specifications

Essential

Experience

1. Degree level in relevant subject (social work, community development, law, etc) or 1 year working experience providing advice to victims of racist hate
2. 1 year front line working experience in voluntary or statutory sector
3. Basic understanding of hate crime victim issues

Abilities, aptitudes and skills

- Demonstrated strong planning and organisation skills in advice work
- Demonstrated ability to communicate clearly in both verbal and written English
- Demonstrated ability to work to deadlines
- Demonstrated ability to work with groups in an inclusive and participatory manner
- Demonstrated ability to work, communicate and liaise with a range of individuals, voluntary, community and statutory agencies
- Computer literate (word, access, excel)
- Ability to supervise and support sessional workers and volunteers

Personal qualities

- A commitment to black and minority ethnic people
- A commitment to anti-racist policy and practice
- Resourcefulness and enthusiasm, cultural sensitivity, and the ability to work in a team
- Ability and availability to work flexibly when required to do so
- And understanding of the need for confidentiality and the need to treat sensitive information with discretion

Desirable

- Access to personal transport
- Can fluently speak any one of A8 languages, Russian or Chinese

NICEM Bilingual Advocacy Service Aftercare Survey

The survey

For my survey I had a list of 20 questions. Except for approximately four cases, I read aloud the questions and if there were clarifications necessary I was also explaining them to the clients. In some cases, the clients wanted to read the questions by themselves and fill them out on their own.

The questions include five personal questions, as well as questions regarding the race hate incident and the level of satisfaction with the PSNI and the advocacy service.

Thirteen questions have given answers to tick the appropriate one, some with the opportunity of several answers to tick (number 2, 3 and 8). Five questions have space for the victim's own comments and personal details, as well as open-ended questions.

In 90% of the appointments, the conversation was not only about the survey. Usually, we also had a chat about their current situation, the impact on their personal life after the incident, and their experiences with the police and the advocacy service.

Evaluation

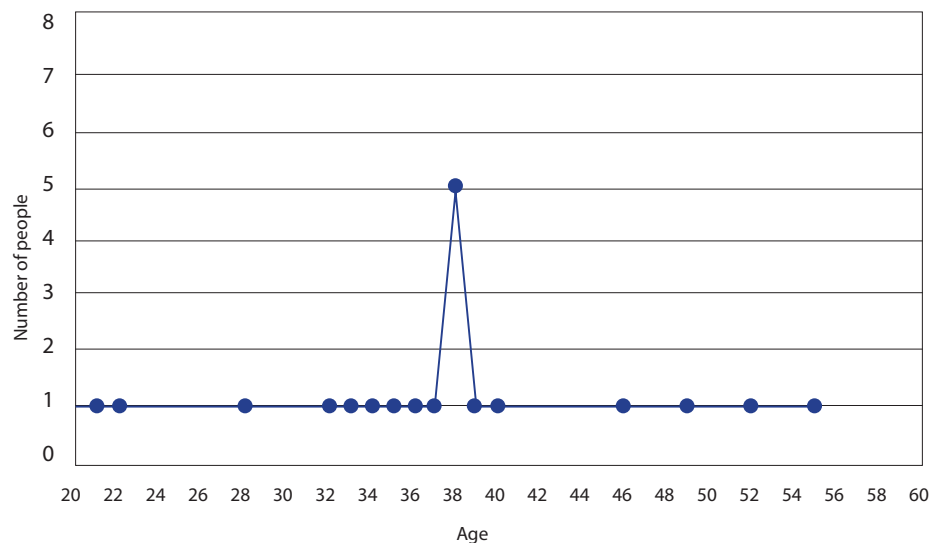
After every conversation, I not only evaluated the answered questions, but wrote down the client's responses and experiences. Seven of the clients do have ongoing issues, which I discussed on their behalf with the advocate, or if possible the client met the advocate after we had the aftercare survey. Hence, in those cases the advocate and myself tried to support the clients with current issues.

When evaluating the questions, I realized the difficulty of the questions where it was possible to tick several appropriate responses. Nevertheless, the results are still recognizable.

Results

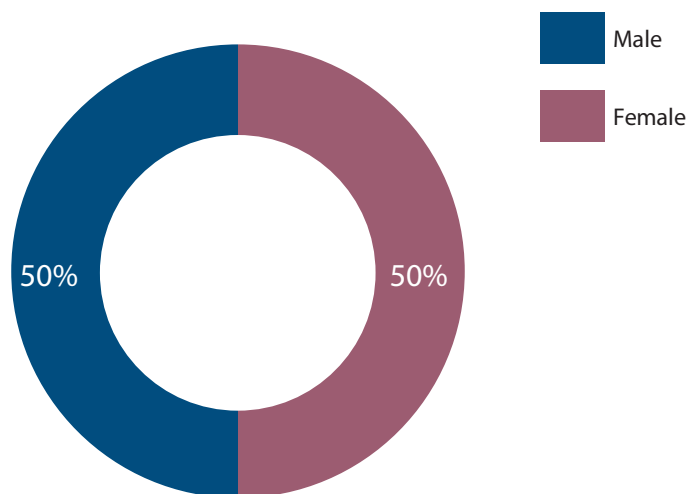
4.1. Personal Particulars – Age

This chart represents their current age. It shows clearly that race hate crimes do not happen to a specific age group, but rather to a wide range of people with different ages.



4.1. Personal Particulars – Gender

For the survey, 10 male and 10 female victims of race hate crime have been interviewed. These numbers highlight that both genders are affected.



The incidents happened in different districts, not one specific area, which emphasizes that all areas in Belfast have race hate crime occurrences. Occurrences can depend on different factors, including the behaviour and habits of the victim's neighbours.

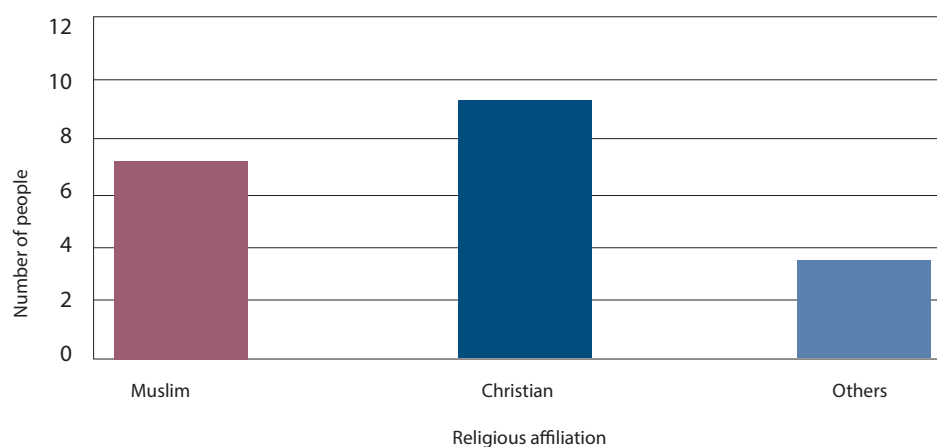
District Council

Belfast City Centre	BT2
Belfast Harbour Estate	2*BT3
East / South East Belfast	BT4, 3* BT5, BT6
South Belfast	BT7
Belfast	2* BT9
South and West Belfast	3*BT12
North Belfast	3*BT15
Portadown	2*BT62

Others:

Four people without preference

Muslims as well as Christian experienced race hate crime. It might be the case that some people are perceived to be Muslims, however, the result of the survey shows differently.



Ethnicity/nationality

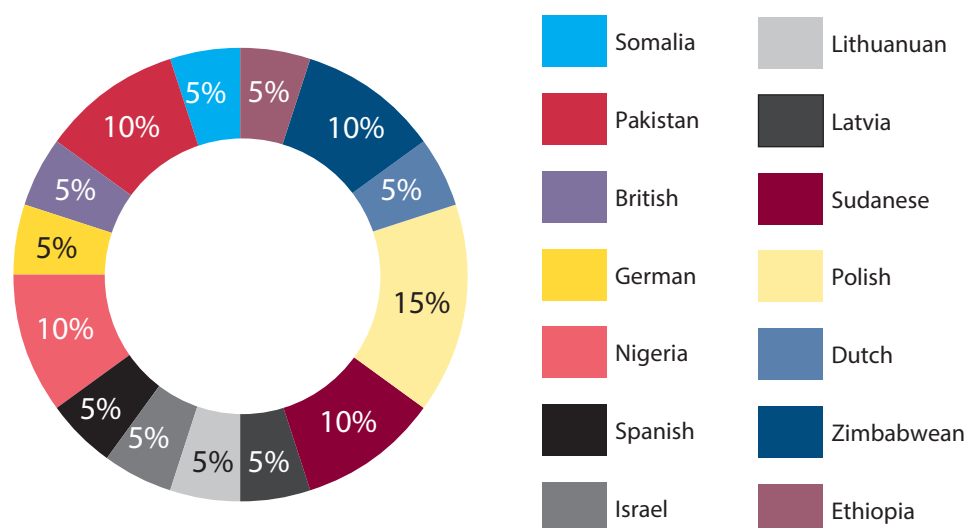


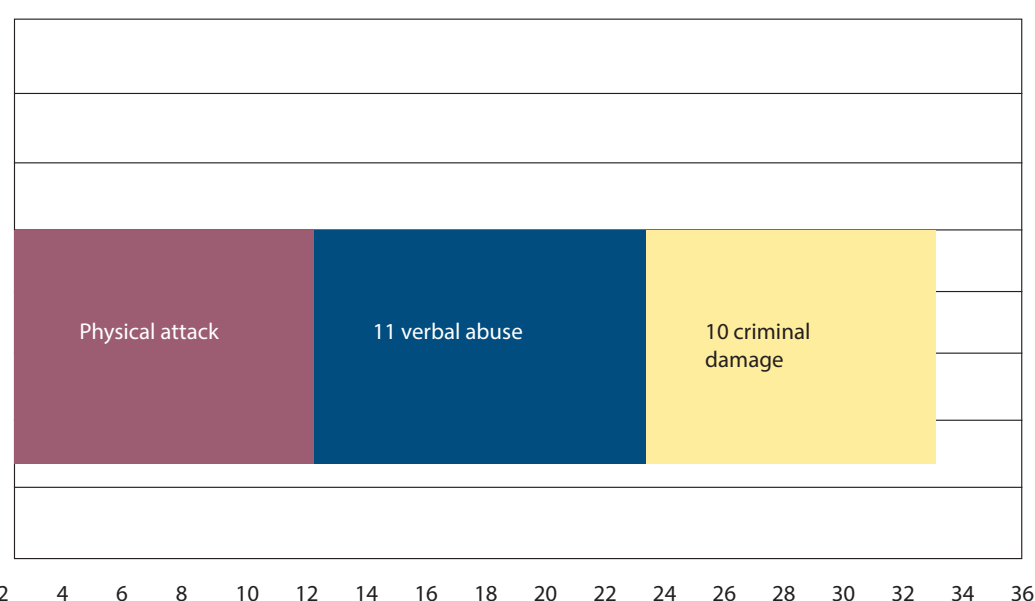
Chart key: 5% = one person, 11% = two persons, 16% = three persons

This first step is to learn the personal details about the victims to spot a target group. However, it is clear that the only feature the victims have in common is the status of being part of an Ethnic Minority Group. Even the results of the different nationalities highlight that no country of origin experiences race hate crime more often than other countries.

This question was meant to show the reason why the person first contacted the PSNI/NICEM; after talking with the person it came out that either all of the reasons have been correct or only one but others happened before or afterwards to them as well; it is obvious that all of them are relevant, physical attack, verbal abuse and criminal damage.

Either way it is obvious that all of them have their impact on the person, some more some less bad.

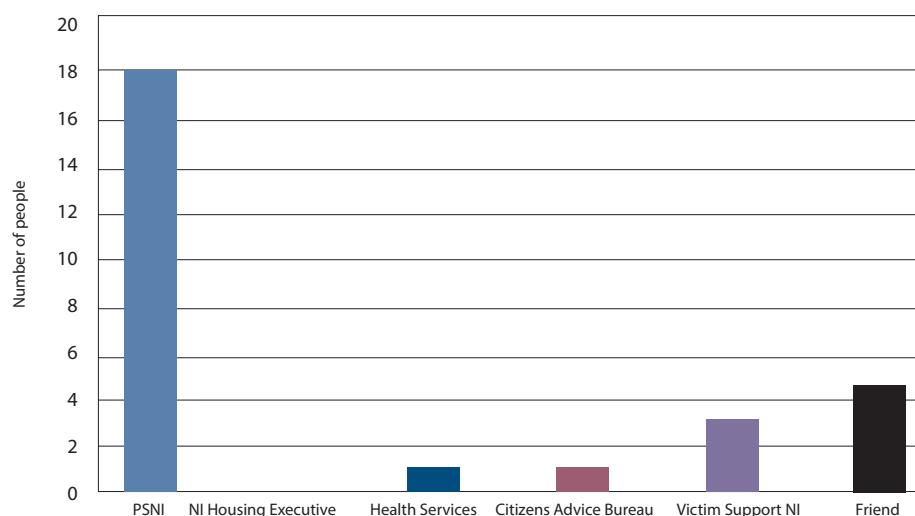
4.2 Reason(s) for contacting NICEM or the PSNI



Others:

- Landlord
- Craigavon Intercultural program
- Two people - Belfast Migrant Centre
- ACSONI

Even though some people did tick several boxes, in 2/3 of the cases, the first supporting institution was the PSNI. Still, it is not clear if there have been previous incidents, and if the person contacted the PSNI after the first few occurrences.

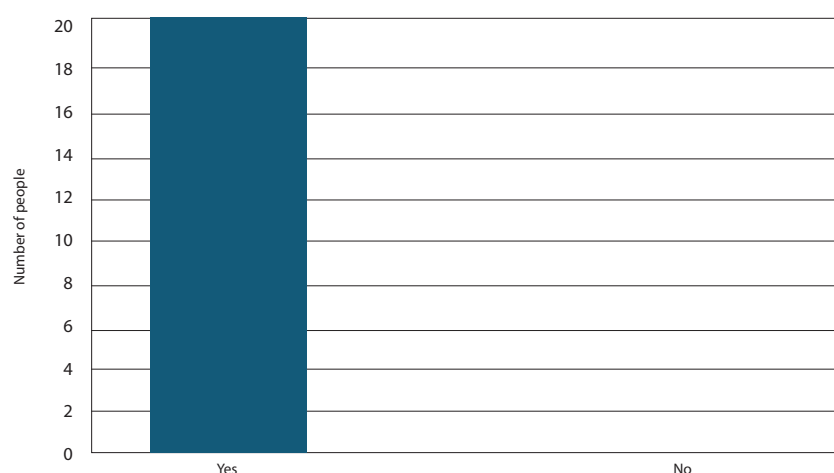


4.4. When did you receive the first time help of any of the mentioned institutions?

Number of people	Month	Year
1	November	2008
1	Summer/autumn	2012
2	February	2013
2	April	2013
2	June/July	2013
1	Autumn	2013
1	October	2013
1	January	2014
1	March	2014
3	April	2014
2	May	2014
1	June	2014
1	July	2014
1	-	2013-2014

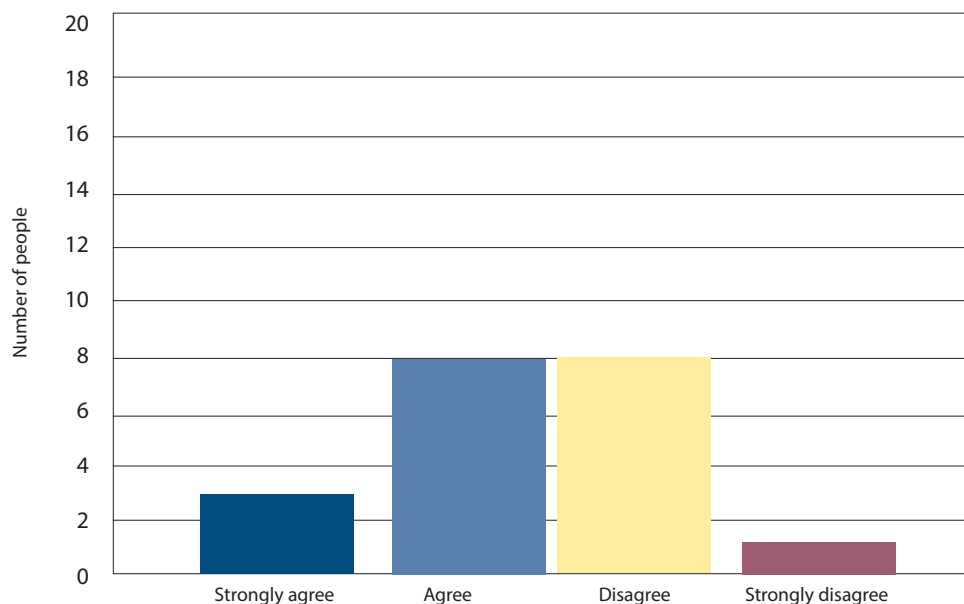
4.5 Contact with the PSNI

Even though not all of them mentioned the PSNI as first contacted institution, all of the interviewees have been in touch with the PSNI at some point. Therefore all of them did fill out the following questions.

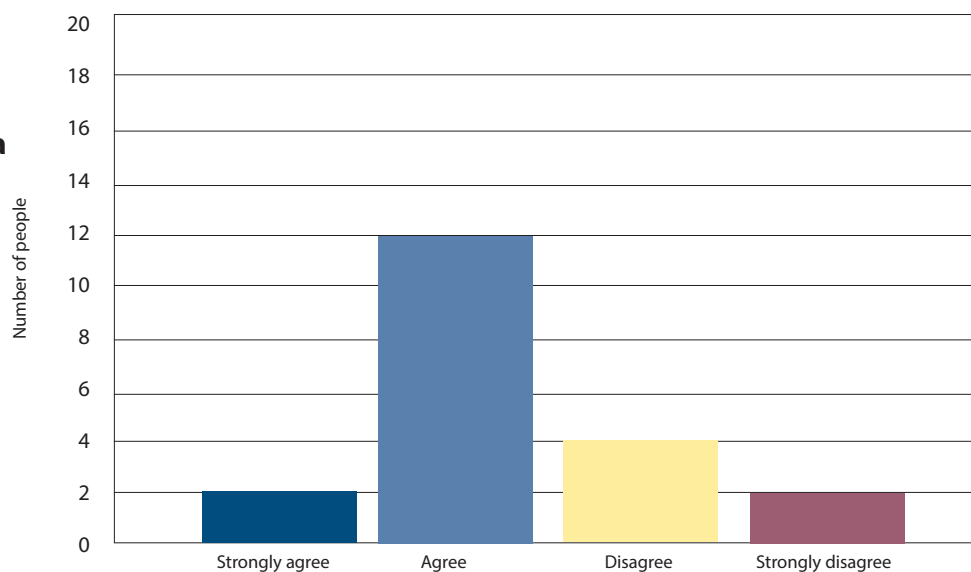


4.6. Satisfaction with the work of the PSNI

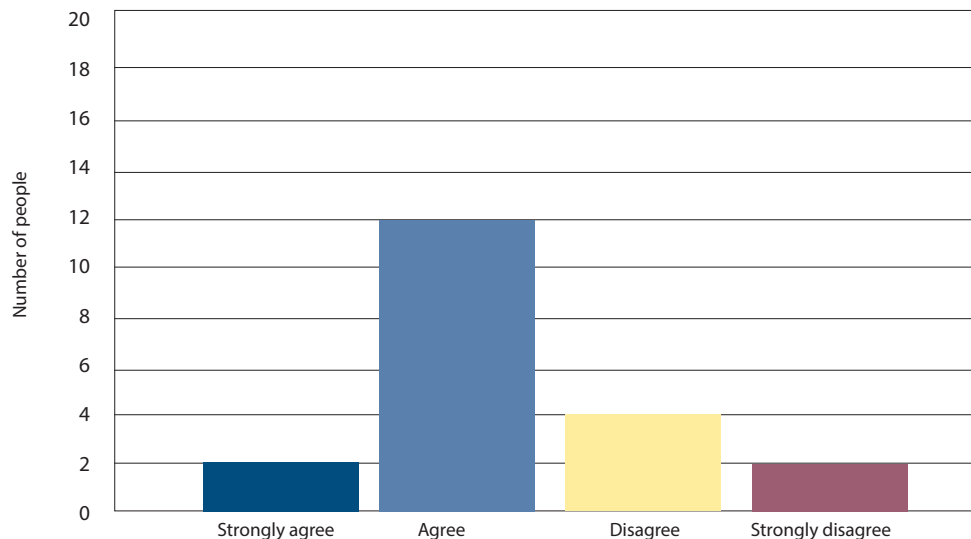
4.6.1 Do you believe you received a good service from the PSNI?



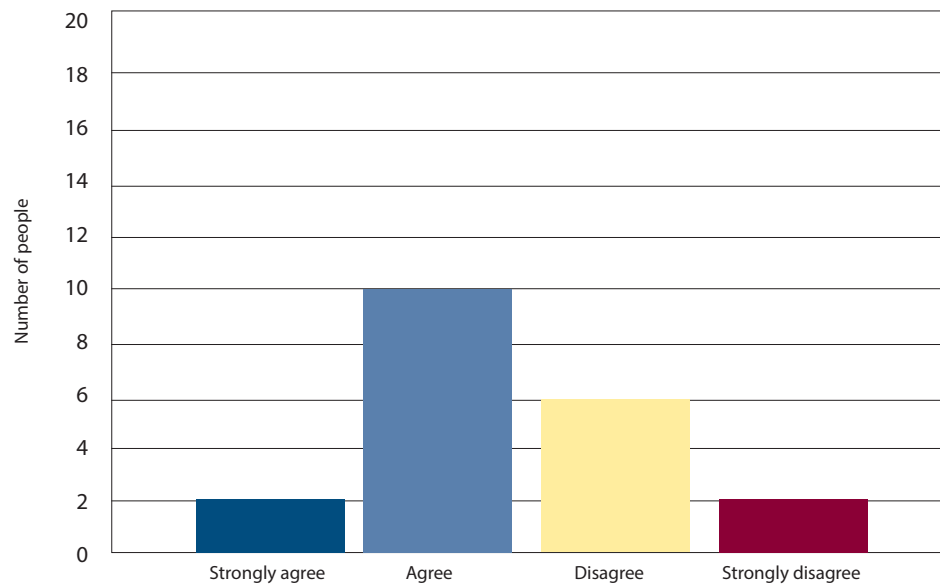
4.6.2 Did the PSNI identify the crime, of which you were a victim of, quickly as a hate crime?



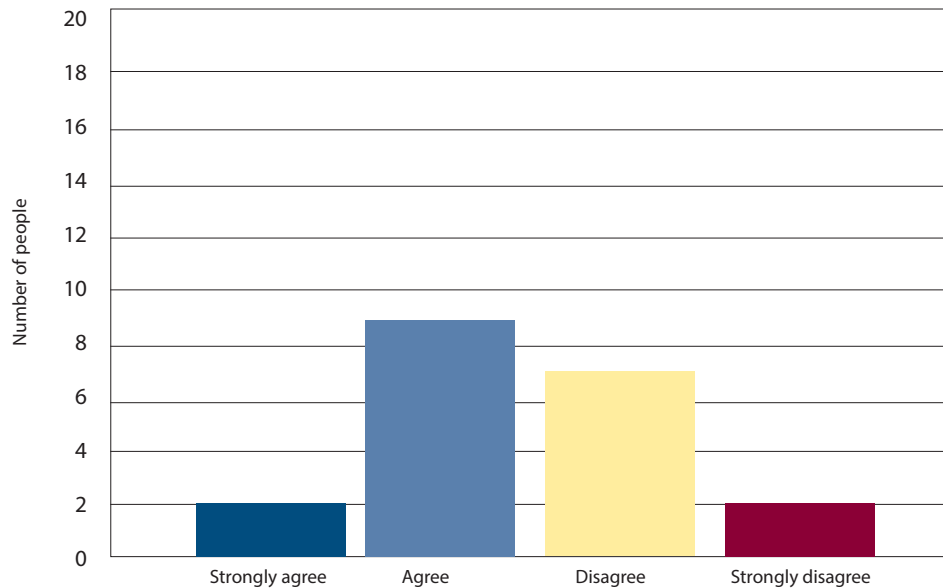
4.6.3 Did the investigating officer obtain a statement from you within a quick time period following the incident?



4.6.4 Did the PSNI keep you fully informed of what efforts were being made to apprehend someone for the crime?

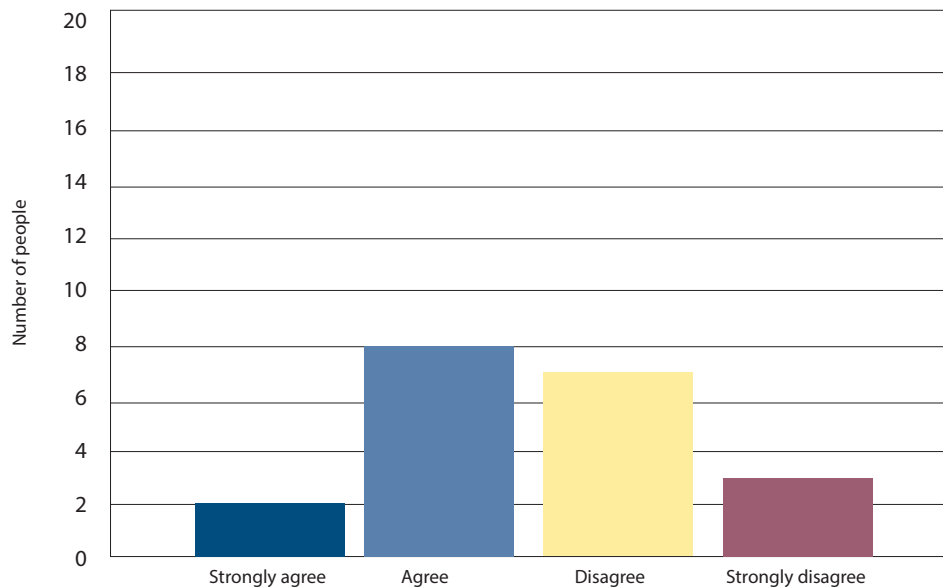


4.6.5 If you, a family member or friend were the victim of hate crime, would you be confident it would be investigated fully?



4.6.6 As a result of your experience, is your confidence in the PSNI improved?

The results of all six questions mainly differ between agree and disagree. Five out of six questions were ticked more often with agree than the disagree one. However, it is remarkable that neither strongly agree nor strongly disagree are ticked often. Even though the results highlight a more positive experience with the PSNI, the results are only a slight convincing. Compared to the single stories, the results do not presented the PSNI well.



4.7. Comments about the PSNI's work (Quotations)

Good practice

- Made good referral
- PSNI needs more empowerment from law, regarding hate crime
- PSNI is limited
- Everything was alright
- The police are doing a good job just feel the work is too much for them that's why they don't give it full attention
- Felt comfortable with PSNI

Bad practice

- Polish speaker at PSNI would be good for the first contact
- PSNI makes a difference between foreigner and locals in a negative way they should treat the people equal
- PSNI has to take reports/calls seriously
- The police were quite helpful with visits and support but they were not able to stop the abuse until we moved out of the area
- Second incident, investigation did not get well and PSNI seemed not to try their best to find perpetrator
- PSNI took too long to come to the place/home
- I've got letter from police with direct telephone number
- First passive, they didn't take it serious, after they saw the problem they became active
- Previous years, neighbourhood police did not care, did not recognize it as hate crime, it got better this year
- PSNI did not communicate, she had to call them several times
- If you go to PSNI to report sth, they do not take it serious and don't make any effort to support
- He doesn't see a reason to report, since most of the time the PSNI doesn't feel responsible and doesn't take any action
- Even though they identified it as a hate crime, they didn't tell anyone else e.g. landlord and did not intervene
- They investigated not properly
- No effort to find perpetrator, even though wife has seen them
- Leading officer never called again

- No effort, didn't take it serious and take their time for their work delaying
- After reporting, nothing happens
- PSNI did not keep me updated, they did not tell the truth
- No effort to apprehend someone
- He (victim) collected all possible evidence, pictures/address/videos/names of perpetrator BUT PSNI didn't do anything and did not catch perpetrator
- Bad experience
- PSNI misconduct the case
- Ombudsman shouldn't be continuing be conducting police – misconduct; instead court/through judicial review

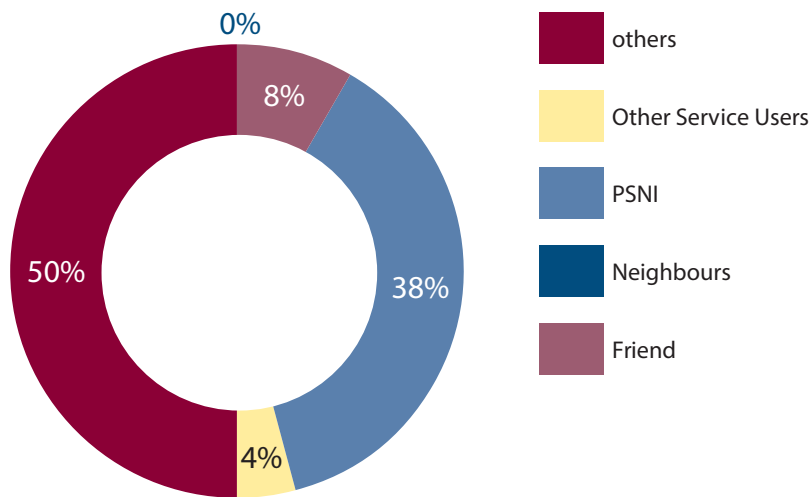
The comments are all quotations, hence, there is nothing added or removed, they are exactly what the people said. Compared to the above results of the Agree and Disagree questions, it is obvious that the bad practice comments about the PSNI's work, so the negative experiences by the clients predominate.

Chart Key:

0% Neighbours – 0 people;
4% Other Service Users – 1 person

8% Friends – 12 people;
38% PSNI – 9 people

50% others – 12 people



Others:

- GEMS Belfast
- Previous staff
- 4 people: Victim Support NI
- Bryson
- Website-Victim Support
- Citizen advice
- Colleague from work
- ASCONI
- Belfast Islamic Centre

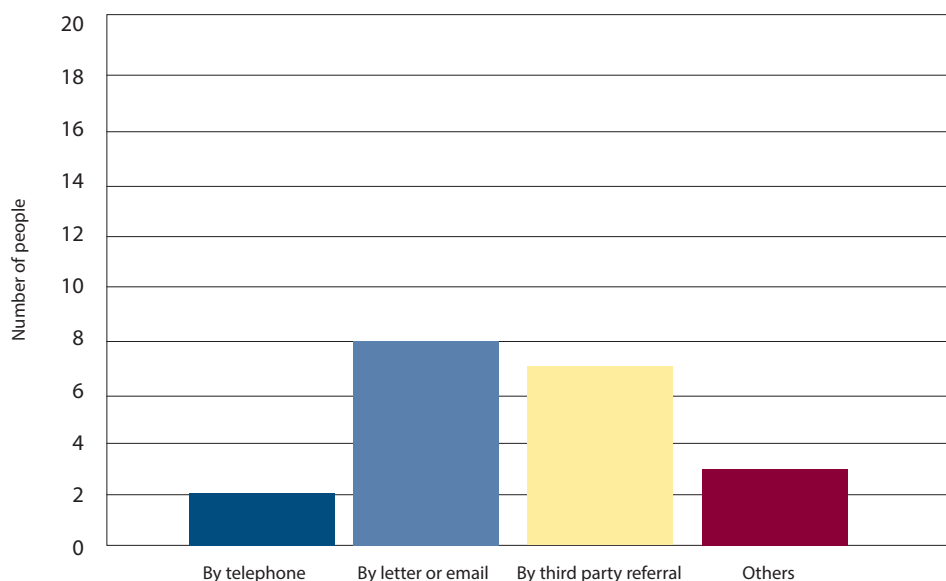
As mentioned in the third question and here as well, some people did tick several boxes because they learned about NICEM from different contact points. Still, nine out of fifteen did learn about NICEM by the PSNI. This highlights the importance of the PSNI and its cooperation with NICEM.

4.9 How did you make contact with NICEM?

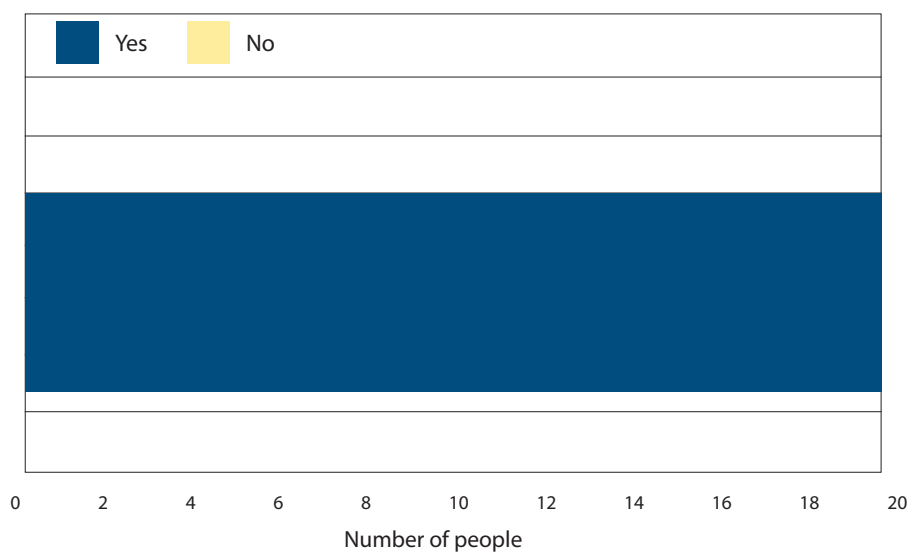
Others:

"Passing by personally"

The main way contacting the advocate was by telephone, as well as by third party referral. Some got in touch through several different ways.



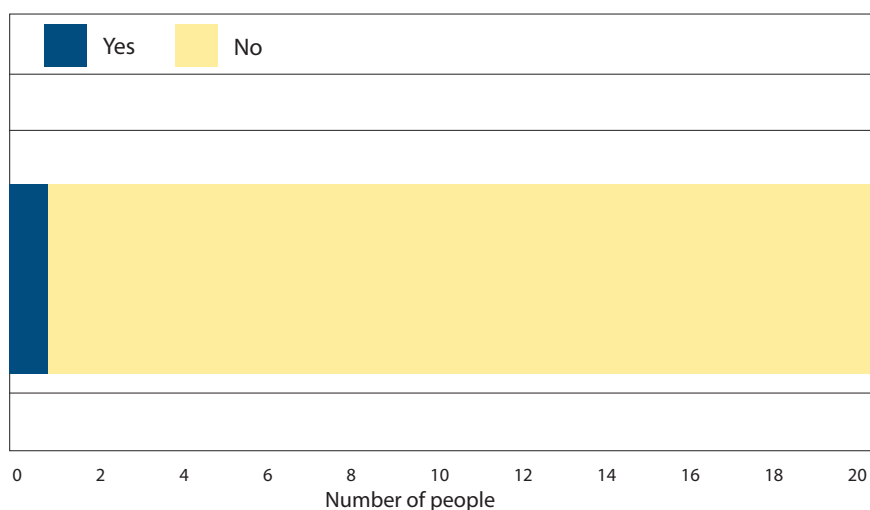
4.10 Satisfaction with time and place of appointment with advocate



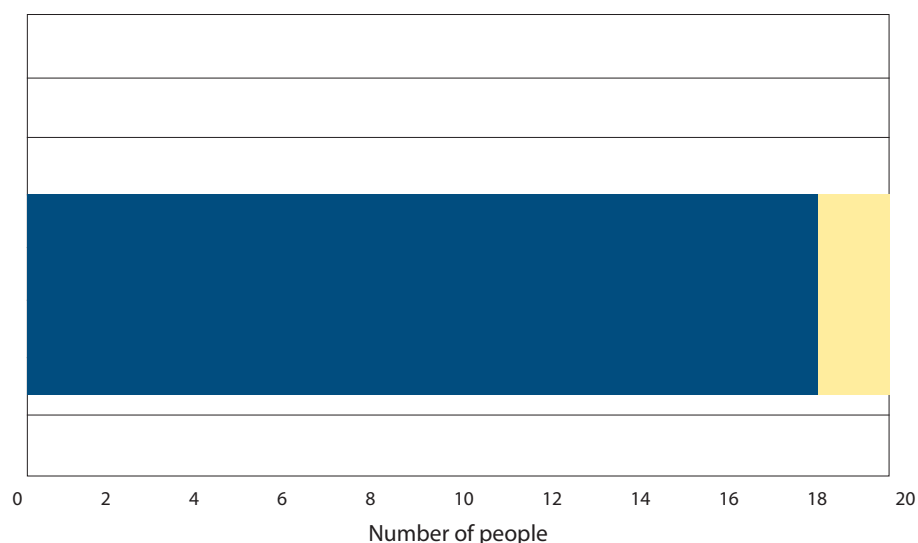
4.11 Difficulty in accessing NICEM's services?

If yes, please explain briefly what kind of difficulties you had:

Reception person took number and promised a call back but no one called back



4.12 Benefit from NICEM's services



4.13. How did you benefit from the project?

- Followed up on behalf of the client with the police
- Filling out compensation form
- Filling out papers/documents regarding car damage as well as housing
- They gave us counselling and referred us to other organisations for further help with counselling and finances
- Advice, referral to Victim Support, made follow up
- Called police
- Advocate called PSNI to get reference number, so that I could go to NIHE to get more points
- Put pressure to get points and get PSNI to act
- She was contacting NIHE, PSNI and Belfast City Council on my behalf
- She offered/recommended services for support (emotional en English classes)
- She sent a letter to city council out coming, he did not have to pay a penalty
- Housing support
- Contacted NIHE with housing points
- Dealing with landlord
- To get proper windows – delaying of repair
- Benefits for moving house
- Referral to victim support service and follow up
- She showed her what right she has, for benefits etc.

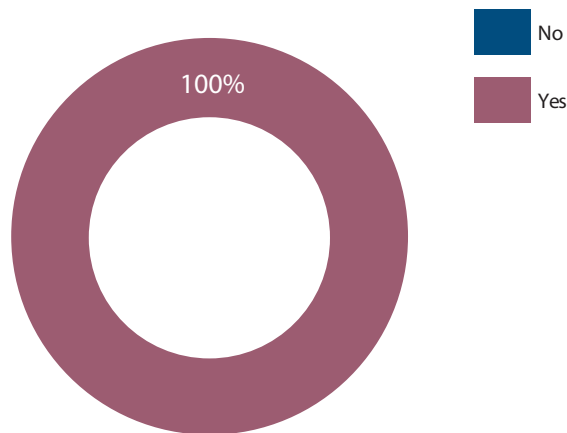
- Did make contact to PSNI
- Calls to PSNI and NIHE
- Advice for support
- Contact with PSNI and NIHE
- Inform about the rights
- Getting furniture for new place

The comments are all quotations, hence, there is nothing added or removed, it is just the way what the people said, even though sometimes the answers are the same.

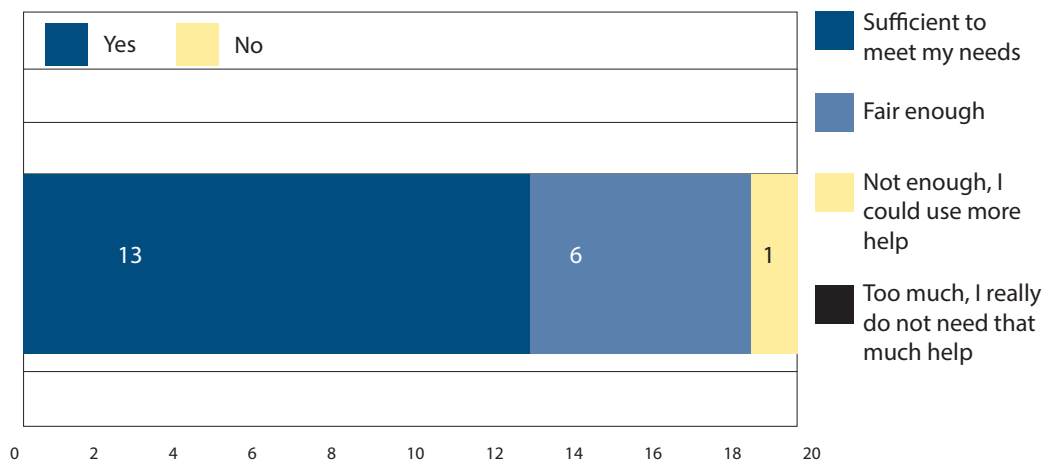
4.14. Why do you think the project was not able to assist you?

- No-one came back to him for further support
- I became to passive, I stopped contacting advocate, because I worked and got some personal problems
- Process got too long, because advocate go to holidays, after I go to holidays

4.15 Did you feel adequately treated by the advocator?



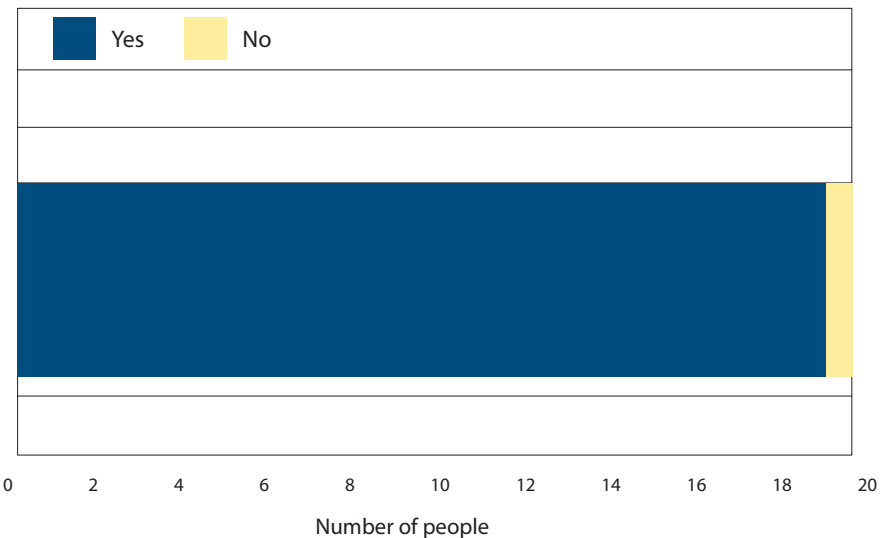
4.16 Satisfaction of service provided by NICEM



4.17. How do you think NICEM could improve this service?

- They could help even more by being in contact with other financial organisations so that victims of hate crime would be assisted by cash and kind
- Outreach so that I do not have to travel to Belfast for appointment
- Keep pressure until something changes or the issue is resolved
- NICEM should offer courses for support here
- Telephone contact system – regarding to no-English speaker
- NICEM should get involved to make a change in higher positions to intervene in a more powerful way to change the status quo
- Volunteers from Horn of Africa for cooperation to local communities
- For (old) women, awareness raising on health issues

4.18
Recommendation
of service to friend,
family or others



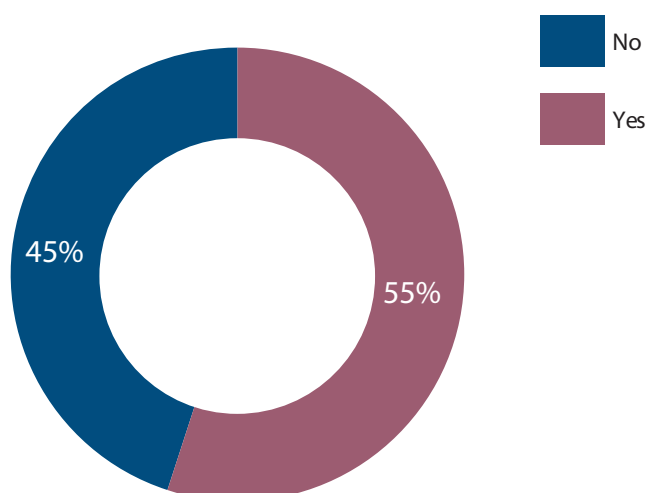
Summary – From question 10 to 18

Except for two people, the rest who have been in touch with the race hate crime advocate were satisfied enough and felt supported in an appropriate way. The advocate support was very helpful for 18 out of 20 people, since the advocate was supporting their needs in an adequate way. Hence, 19 out of 20 people would recommend the service.

It may be concluded how necessary the service is and even though it seems just to make a call on behalf on the client, the effect and support for the client means more than one might think.

All of the interviewed clients felt treated adequately, met the client at a convenient place and time, and had no difficulties accessing the service, except for one client who had difficulties concerning language barriers.

4.19 Further experience of race hate crime, after being in touch with NICEM



Obviously, more than half of the interviewed people did experience further hate crime attacks after they had been in touch with NICEM. This demonstrates that race hate crime does not happen only once, it happens repeatedly. There are several reasons why people only report one or two incidents, e.g. because of negative experiences with the PSNI. If they did not feel treated adequately by the PSNI, people might not contact them anymore. Hence, it is necessary for the PSNI to keep in touch with the clients, and to talk to them again after a couple of months. In turn, this communication needs funding to provide long-term support for the victims either by the advocate or by the PSNI.

4.20. Is there anything else you would like to share with us about your experiences with NICEM?

- After first appointment, no-one came back to client
- Recommend to friends; good and equal service for everybody
- Polish contact person is helpful
- The people are quite friendly and helpful
- Happy about getting in touch again after a long time
- More/further support to get out of the area
- Happy enough with everything
- Good supporting people, information was helpful
- We are happy that such an organisation exists and we could enjoy its help. Without NICEM's help we would probably still stay at that place with broken windows this Christmas!
- Thank you for our service!
- NICEM do excellent job
- Whenever something is coming up, I will let her know!

-
- Happy with advocate, she did her best!
 - NICEM is doing a good job – keep it up!
 - I gained a lot of knowledge from advocate and women network!

People have been glad to get in touch with the PSNI and NICEM advocate and they did appreciate the aftercare survey. It became clear that a follow-up was necessary, since more than half of the interviewees are repeated victims and seven of the participants had ongoing problems. Due to the lack of capacity, it is currently not possible to follow up with all previous victims. Nevertheless, it was good to get in touch with them again, and when there were ongoing problems, the advocate got involved and supported them.

PSNI Hate Crime Service Procedure

SERVICE PROCEDURE

Hate Crime/Incidents

SP Identification Number 01/2016

Policy Ownership District Policing Command

Author PW1752

Issue Date 01/01/2016

Review Date 5 years from issue date

Governing Policy Directive Victims and Witnesses

Cancellation of 16/2012 Police Response to Hate Incidents

ABSTRACT: This Service Procedure provides detailed operational guidance as to how the Police Service of Northern Ireland (the Police Service) should respond to, report and investigate hate crime incidents, together with overarching principles. These make clear that the new procedures will prioritise the perception of the victim as a hate crime incident, and will accept without challenge this perception throughout the investigation of the offence.

OBJECTIVE

The key priority for the police in terms of hate and signal crime (link to App A) is to ensure that the needs of the victim are paramount, these in turn will shape the nature of the police response and subsequent investigation.

- To assess and manage the risks to the victim/s and to manage those risks through appropriate interventions.
- To effectively investigate all reported hate incidents in line with investigative standards.
- To work in partnership with other agencies and organisations to collaboratively address Hate Crime.

THE PERCEPTION TEST

1. Evidence is NOT the test when reporting a hate incident; When an incident or crime has been reported to police by the victim or by any other person and they perceive it as being motivated by prejudice or hate, it will be recorded and investigated as a hate incident or crime. The perception of the victim, or any other person is the defining factor in determining whether an incident is a hate incident, or in recognising the hostility element of a hate crime. Perception-based recording refers to the perception of the victim, or any other person.

It would not be appropriate to record a crime or incident as a hate crime or hate incident if it was based on the perception of a person or group who had no knowledge of the victim, crime or the area, and who may be responding to media or internet stories or who are reporting for a political or similar motive.

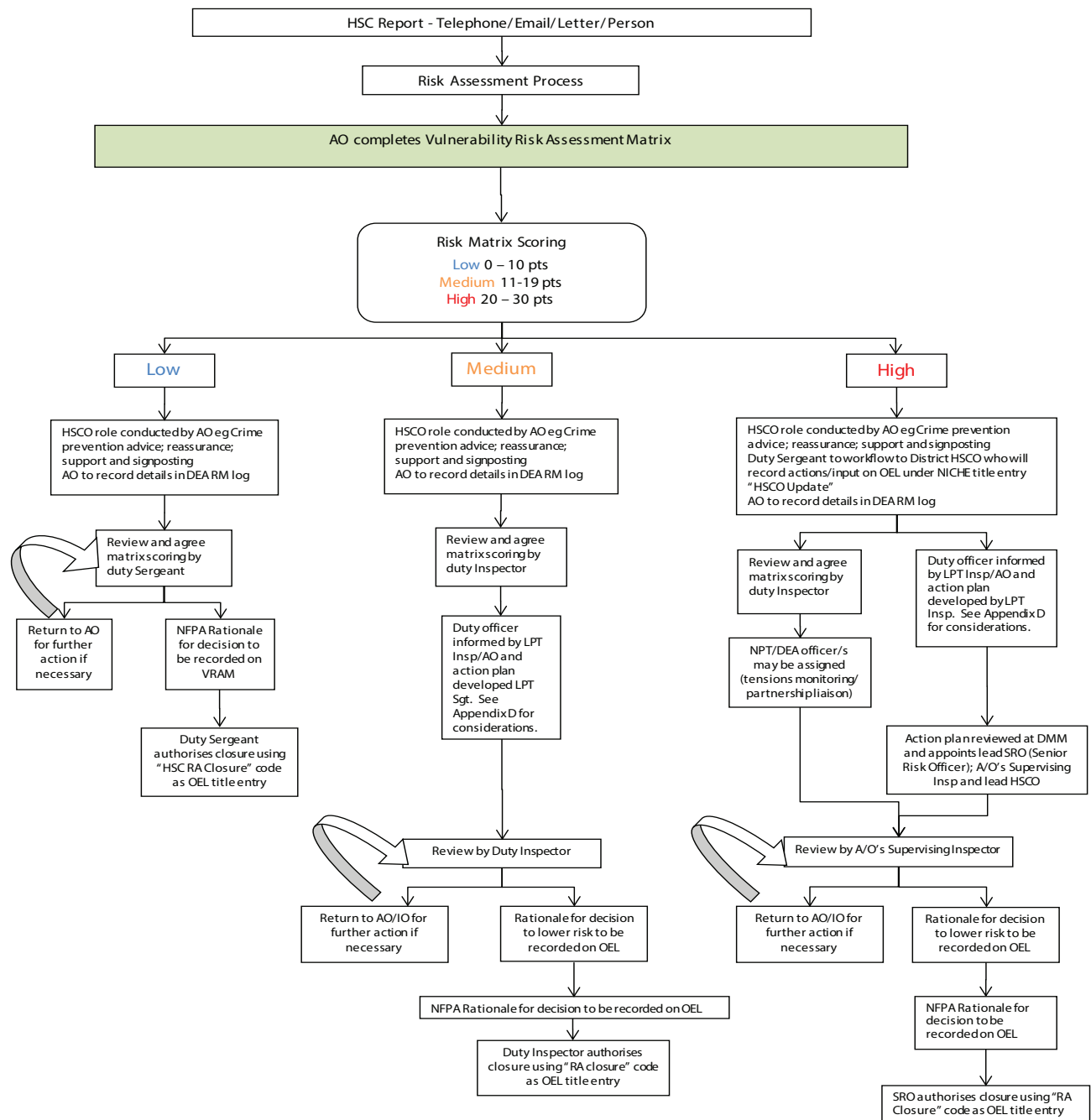
The other person could, however, be one of a number of people, including: police officers or staff; witnesses; family members; civil society organisations who know details of the victim, the crime or hate crimes in the locality, such as a third-party reporting charity; a carer or other professional who supports the victim; someone who has knowledge of hate crime in the area – this could include many professionals and experts such as the manager of an education centre used by people with learning disabilities who regularly receives reports of abuse from students; a person from within the group targeted with the hostility, eg, a Traveller who witnessed racist damage in a local park.

2. When an incident or crime has been reported to police by the victim or by any other person and they perceive it as being motivated by prejudice or hate, it will be recorded and investigated as a hate incident or crime.
3. PSNI will accept without challenge the view of a victim or any other person that the crime was motivated by hate on one of the defined grounds.

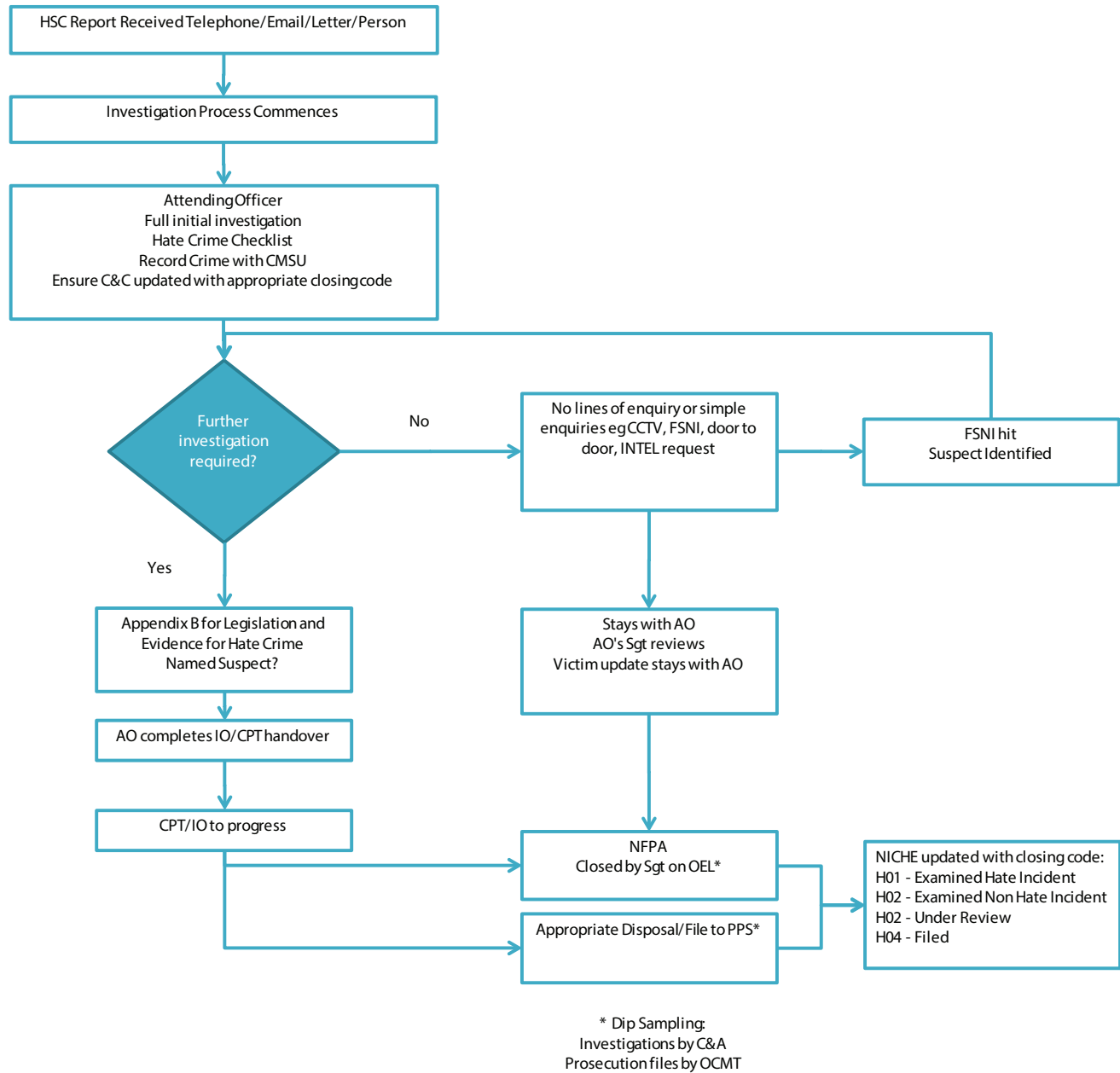
VULNERABILITY RISK ASSESSMENT MATRIX

A Vulnerability Risk Assessment Matrix (VRAM) will be used to assess the risk and impact of hate and signal crime/incident on the victim and the wider community and will provide an audit of the actions taken by PSNI personnel to mitigate further victimisation. Details of the action taken by personnel where a hate crime/incident has been scored as LOW; MEDIUM or HIGH are found in Appendix C and in the following flow chart.

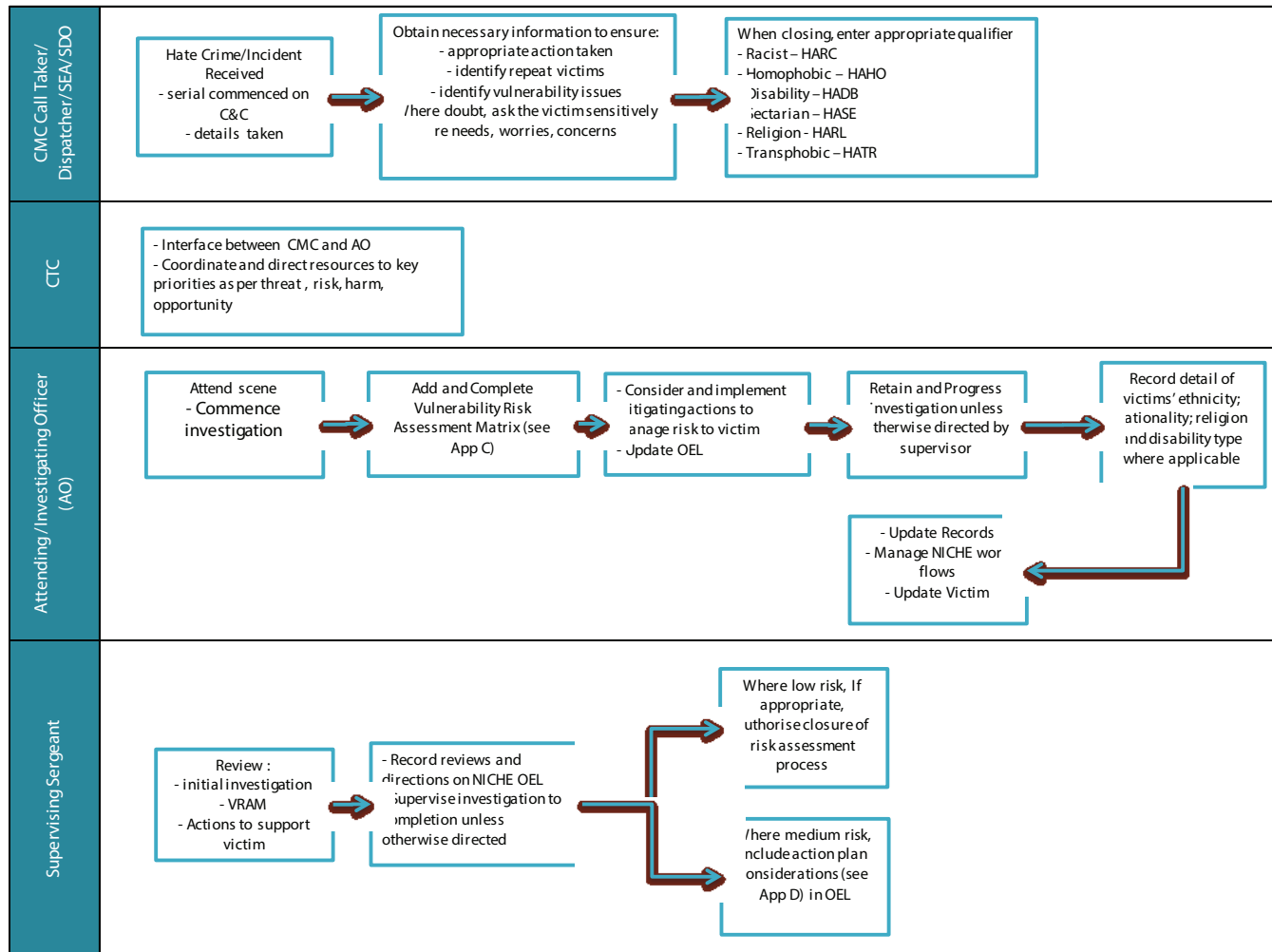
HATE AND SIGNAL CRIME RISK ASSESSMENT PROCESS



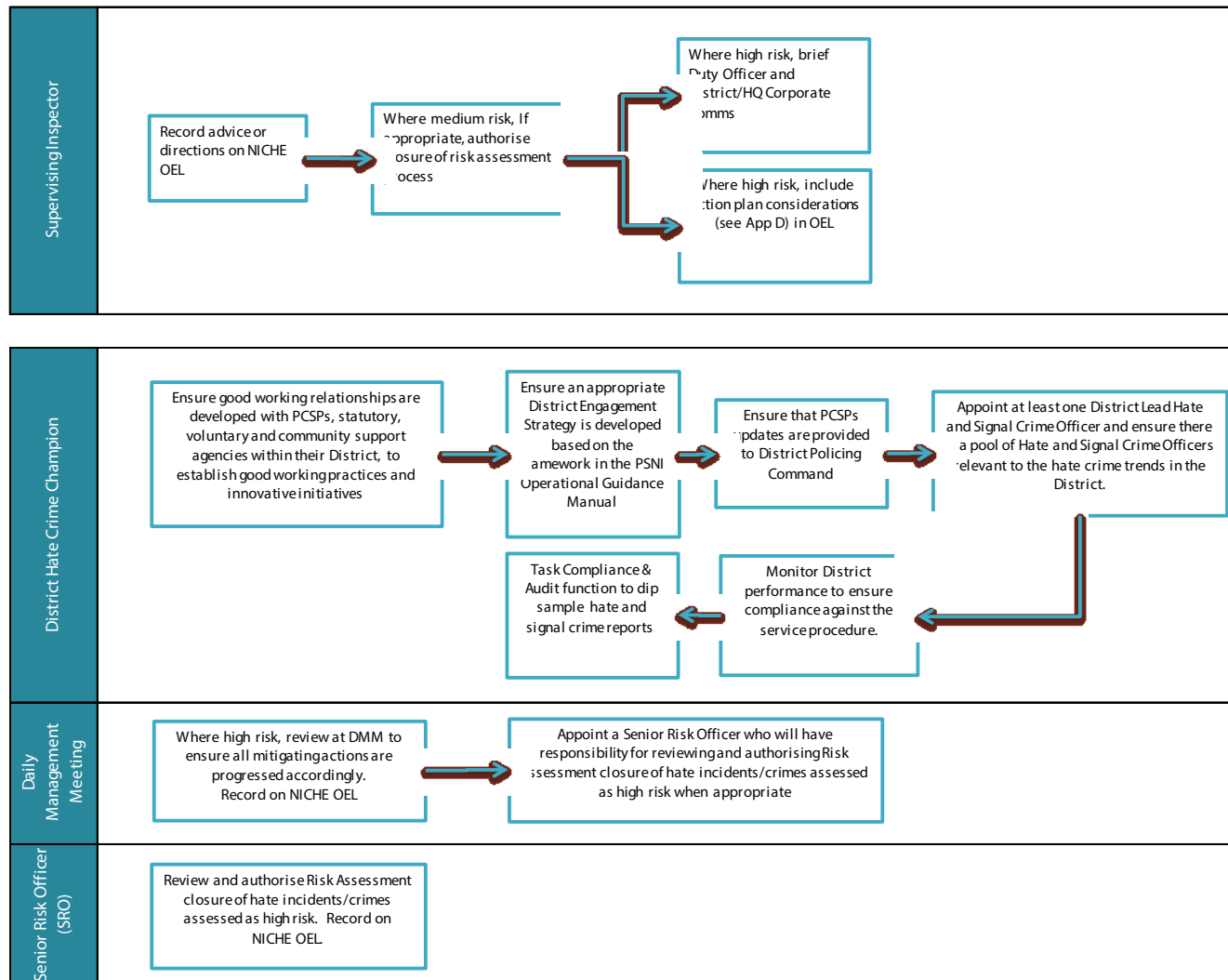
HATE AND SIGNAL CRIME INVESTIGATION PROCESS



ROLES AND RESPONSIBILITIES PROCESS FLOW



ROLES AND RESPONSIBILITIES PROCESS FLOW



Hate and Signal Crime Officers	<div> <div>HSCO will be appointed in incidents assessed as High Risk and will update OEL using the NICHE OEL title entry "HSCO update". They will complete tasks assigned to them by the SRO</div> <div>→</div> <div>Lead HSCOs will be a single point of contact (SPOC) for internal District and HQ reference, training purposes as well as being the link for the advocacy services</div> </div>
Criminal Justice Branch (SID2)	<div> <div>Dip-sample investigation files annually and forward to Hate Crime Champion for action</div> <div>→</div> <div>Where NICHE Hate Statistic Classification Tab updated notify IO via manual NICHE work-flow</div> </div>
Compliance & Audit	<div> <div>Hate crimes/Incidents dip sampled in accordance with organisational requirement and forwarded to District Hate Crime Champion for appropriate action</div> <div>→</div> <div>See Key Controls</div> </div>
Area Intelligence Hub	<div> <div>Research and link intelligence with the corresponding incidents and/or Intelligence Requests and brief the Requesting Officer accordingly.</div> <div>→</div> <div>See Appendix H for submission process of intelligence</div> </div>

KEY CONTROLS CHECKLIST

	Responsible	Compliance – Low
1	CMC	Appropriate qualifiers used on C&C when closing
2	Attending Officer	VRAM added to NICHE and completed
3	Investigating Officer	"Stats Classification Misc" tab appropriately completed on NICHE
4	Investigating Officer	Victim updated within 10 days
5	Sergeant	Supervisory updates on OEL
6	Sergeant	Risk assessment closed using "HSC RA Closure"

	Responsible	Compliance – Medium
1	CMC	Appropriate qualifiers used on C&C when closing
2	Attending Officer	VRAM added to NICHE and completed
3	Investigating Officer	"Stats Classification Misc" tab appropriately completed on NICHE
4	Investigating Officer	Victim updated within 10 days
5	Sergeant	Supervisory updates on OEL
6	Sergeant	Action plan considerations included in OEL
7	Inspector	Risk assessment closed using "HSC RA Closure"

	Responsible	Compliance – High
1	CMC	Appropriate qualifiers used on C&C when closing
2	Attending Officer	VRAM added to NICHE and completed
3	Investigating Officer	"Stats Classification Misc" tab appropriately completed on NICHE
4	Investigating Officer	Victim updated within 10 days
5	Sergeant	Supervisory updates on OEL
6	Inspector	Action plan considerations included in OEL
7	DMM	Subject to DMM
8	Lead District HSCO	Input using "HSCO Update"
9	Senior Risk Officer	Risk assessment closed using "HSC RA Closure"

	Responsible	Compliance - additional
1	C&A	Dip Sampling
2	OCMT	Annual dip sample of prosecution files

Czech Republic Campaign

HateFree Culture is three year project of Agency for social inclusion (so far duration is 2014 to 2017), one of the department of The Office of the Government of the Czech Republic (funded: 80% EEA Grants, 20% The Government of the Czech Republic). Purpose of HateFree Culture is mostly to react on hateful manifestations and pronouncements toward all kind of groups of people – both online and offline. Project tries to use all kinds of innovative approaches in means of information transfer and connecting many different groups and individuals. Since its beginning project aims to create community strong communication channel comprised of young people that will address increasingly more poignant topics and try to balance sometimes already very heated discussions about them.

It is without any doubt first and most initiative of this kind and it successfully uses modern communication assets and techniques that serve to connect a lot of social actors around controversial topic.

This initiative, which is done by the Government, was able to reach out to young target audience, create attractive content and successfully develops a community, that spreads across groups and institutions in the Czech Republic.

SOCIAL NETWORKS

Focal point of the project are social networks, especially Facebook (Facebook page of project has currently around 36 000 fans), which the project uses not only for sharing information about co-existence and positive examples but also as unique (and actually only) moderated platform for discussion of its kind in the Czech Republic. Administrators of Facebook page are present almost 24 hours a day, they moderate discussions, respond to tens or hundreds of comments daily and they search for information for the users. Project simultaneously tries to communicate with people in lighthearted, sometimes even comical approach, especially in regard to communication with young people, who are projects target audience. Facebook is a powerful tool for sharing important information, like debunking of hoaxes about certain groups of people (Roma, muslims, refugees...).

We try to create and use attractive content and through that communicate important ideas and informations. This content helps us to keep attention of young people and then be able to give more and more important information. We make a series of photo campaigns, create comics, memes or gifs. We also create a series of videos. Whether they are recording of artistic performances, flashmobs or videos about HateFree zones. Our most popular video, that got attention of all medias in country, was a social experiment. It brought positive emotions into debate about accepting refugees. It showed, that even if online discussion are very edgy and aggressive, when confronted face to face with refugees, people would behave differently. Video has over one million views.

HATEFREE ART

Besides classic advertisement campaign and communicating with Facebook community we try to implement in long run controversial topics into public discourse in a non-violent way and with opportunity for broad public to take part in this. Because topics are many times about emotions, we communicate a lot of them through art. So we announced artistic open call in a cooperation between art gallery DOX and received 600 artistic pieces. 15 of them were picked as a 2D projects, 10 performances and 7 videos. These are being shown in public spaces of regional cities – in case of 2D art as a posters. The broad public, which may not use for example social networks or goes to artistic institution, is then naturally confronted with projects topics. Artistic performances are recorded and then spreaded over internet as a viral content with emphasis on region where they were done, so the inhabitants of that region would receive information about the topic and project.



In 2015 we also announced music competition for artists in running for HateFree Song. We received almost 100 tracks. The two best will have music video made, which would be then premiered on main Czech music television (in first half of 2016). We also work with Ben Cristovao, an artist popular with teenagers. He will make a music video for the project in 2016.

We also specialise in specific art forms. We announced an open call for poets together with Festival of Poetry. Winners are going to be printed on posters and placed in regional cities.

Very popular are also so called „HateFree Stages“ - a stand-up comedy evening shows about racism, xenophobia and co-existence. We try to connect these topics to almost absurd form – or in form of regular Open Breakfast, where people of different religions, cultures and sexual orientations eat and talk together.

Large HateFree? exhibition was opened in art gallery Dox by the end of January. It shows art from more than 20 Czech and foreign artists reacting on topics of xenophobia, hate violence or co-existence. Most of Czech medias informed about it.

HATEFREE ZONE

HateFree Zone is a network of places in the Czech Republic that joined to the idea of life without violence and hate. At this moment there are more than 100 of them and they are made of cafes, clubs, theatres, galleries, gyms, stadiums, shops, churches and others. It is rather declarative brand by which owner gives everyone know that in his place/bussines is everyone welcome regardless of their origin, sexual orientation, religion or affiliation to certain group. It's also a guarantee that in case of violence, it will secure it's visitors or customers. These places are also sort of connection of HateFree with people in the regions. We try to organize more activities like exhibits, discussions, movie screenings and others.

Another brand is HateFree Fest. It is a declarative brand for festivals that guarantee to visitors the same certaintes like HateFree zones. So far there were 20 HateFree Fests around whole Czech Republic (for example Prague Pride, Khamoro, Refufest, Budějovický Majáles, Letiště, Dny Jeruzaléma and others). We also have our share in creating a program of festivals or we more and more often do HateFree photo booth, in which people photograph themselves with thematical text bubbles (which react to hateful comments on internet, stereotypes et cetera.)



DEBUNKING HOAXES

One of main activies of the project was done by a necessity. Systematical debunking of hoaxes and fact-checking about certain news, rumors and gossips concerning different groups. We managed to create cooperation with certain institutions, experts, Goverment and Police, who provide us with needed information and help to debunk myths and disinformation. At this moment we also work together with certain medias that debunked hoaxes directly share from us and inform public about them.

We ourselves also try to indulge the public and we create guides for common internet users to help them distinguish fake informatiom from the real one. Users are also more

and more frequently asking us directly about some news or inform us about them. So far we debunked about 60 hoaxes. Users are more and more interested in debunking. Since we started this activity, we record about 40 000 unique visits to our website monthly.

NATION-WIDE MEDIA CAMPAIGNS

So far we managed to do 2 large campaigns on social networks, radio and TV. First was „Hate doesn't not suit you“ and its purpose was to get attention of young people and bring them to our social networks. Because appearance is very important for most young people, we decided to make campaign with a simple idea – and that is that hate doesn't make you look nice. TV spot was filled in with viral photo campaign of more than 80 famous and not famous Czech personalities from different enterprises and places with hateful expressions. Public can then create similar photos thanks to our application on our web.

Second media campaign was called „We're in it together“. It attracted attention of most Czech medias. Its main point was TV spot with real people who have to suffer hateful comments on internet. We recorded and photographed them in real life common situations and put the hateful comments to be seen there with them. In the photo campaign we made a portrait of 40 known and not known persons in their natural habitat, in positive situation and put one of the hateful comments there with them. It was for the first time that Czech celebrities showed that even they have to deal with hate, threats and that hate on internet doesn't concern only minorities, But everyone. In a role of attackers and victims also.

Useful Resources

READING MATERIALS

Charter of Fundamental Rights

http://www.europarl.europa.eu/charter/pdf/text_en.pdf

EU Victims Rights Directive

<http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32012L0029>

Council Conclusions on Combating Hate Crime in the European Union

http://www.consilium.europa.eu/uedocs/cms_data/docs/pressdata/en/jha/139949.pdf

Framework Decision

<http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=URISERV:l33178>

USEFUL LINKS

THE FOLLOWING SITES WERE IDENTIFIED BY PARTICIPANTS AS USEFUL TOOLS WHEN DISCUSSING ISSUES OF HATE CRIME, HATE SPEECH AND XENOPHOBIA

Understanding the Harms of Hate:

<https://www.youtube.com/watch?v=MCFJd2U2BNQ>

Great video to better understand transgender:

<https://youtu.be/kVmau1cM5TU>

A surprising video about violence against women:

https://www.youtube.com/watch?v=b2OckQ_mbiQ

Love has no labels:

<https://www.youtube.com/watch?v=PnDgZuGhHs>

UKREN videos project to engage young people around migration, diversity and the impact this has:

for more information visit: <http://www.ukren.org/UKREnblog/60/Race-equality-art-and-technology.html>

I am Simon:

<https://www.youtube.com/watch?v=z3Hl80r3l4g&spfreload=10>

'Us for Us' - a collective twitter poem

<http://www.youreurope.ukren.org/#/c1wf7>

Racist Crime in Europe produced by European Network Against Racism:

<https://www.youtube.com/watch?v=IFMgyx6R0SI>

'Dear White Fella: colors of racism' poem by Zephaniah B.

<https://www.youtube.com/watch?v=EGJKlQr61yl>

REPORTING AND RECORDING

C.O.N.T.A.C.T project:

<http://rephate.eu/>

Measuring Anti-Muslim Attacks:

<http://tellmamauk.org/>

Incidents against the Jewish community:

<https://cst.org.uk/>

Leicester University Hate Crime Project:

http://www2.le.ac.uk/departments/criminology/hate/research/copy_of_project

College of Policing, United Kingdom:

http://www.report-it.org.uk/files/hate_crime_operational_guidance.pdf

Good Practice Plus Project

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