

# Tackling Hate Crimes and Incidents: Framework for Action

## 2016-17 Progress Report



Llywodraeth Cymru  
Welsh Government



Mae'r ddogfen yma hefyd ar gael yn Gymraeg.  
This document is also available in Welsh.

## Tackling Hate Crimes and Incidents - Framework for Action

### Delivery Plan 2016-17 – PROGRESS UPDATE

|     | Action   | Update  |
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| 1.1 | We will continue to fund the <i>All Wales Schools Liaison Core Programme</i> and work with the police to implement a new programme of delivery that allows increased flexibility to educate children and young people about the issues affecting local communities.                            | The <i>All Wales Schools Liaison Core Programme</i> delivers lessons in 100% of Primary and Secondary schools across Wales. Officials continue to work closely with the Co-ordinator for the Programme and the Police to review the educational content, ensuring it remains fit for purpose and reflects current trends and issues.  |
| 1.2 | During 2016-17 we will continue to fund an additional 500 Community Support Officers in Wales. These additional officers carry out many duties in their communities including working with their local schools to provide educational and diversionary programmes.                             | The Welsh Government has protected the investment in 500 Welsh Government funded Community Support Officers in 2017-18. £16.8 million is earmarked in the budget for next year for the continued delivery of this commitment.   |
| 1.3 | In collaboration with schools, local authorities, the Children's Commissioner, we will develop a new, revised <i>Travel Behaviour Code</i> which will be linked to the protected characteristics (as defined by the Equality Act 2010), including the Welsh Government's anti-bullying agenda. | Working with the Children's Commissioner, including learners and local authorities, we have developed new <i>Travel Behaviour Code</i> statutory guidance and a new travel code, to be published in Spring 2017. The new Code is linked to the protected characteristics (as defined by the Equality Act 2010) and the Welsh Government's Respecting Others anti-bullying agenda. |

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| 1.4 | <p>We will continue to explore whether there is a need to provide further support to schools on identifying and tackling racist incidents and to promote equality in the classroom.</p>  | <p>During Autumn term 2016 in response to feedback received and research undertaken with education practitioners by Show Racism the Red Card (SRtRC), we ran four workshop events for practitioners in Wales.</p> <p>The half day events provided training for around 150 on identifying and tackling racist incidents in school, terminology, and Equalities legislation. The purpose was to build confidence in talking about potentially difficult issues and to provide practical ways to challenge racism and promote equality in school.</p> <p>It is not possible to reach all practitioners through training away from the classroom, but feedback tells us that practitioners are still not confident. In response to this, we have commissioned SRtRC to design and develop four factsheets as simple aids to use in schools to identify and tackle racist incidents. They will cover:</p> <ul style="list-style-type: none"> <li>• Terminology</li> <li>• Equality Act 2010</li> <li>• Recognising and responding to racism in school</li> <li>• Reporting suspected racist incidents in school</li> </ul> |
| 1.5 | <p>We published an updated version of our publication "<i>Respect and Resilience – developing community cohesion</i>" (<a href="http://gov.wales/topics/educationandskills/publications/guidance/respectresilience/?lang=en">http://gov.wales/topics/educationandskills/publications/guidance/respectresilience/?lang=en</a>). The guidance sets out the role that schools have in developing and supporting strategic approaches to promoting and maintaining community cohesion and preventing violent extremism. Following on</p> | <p>We remain committed to a close working relationship with the UK Government to protect the public from the threat of terrorism and in support of the principles of the Counter Terrorism and Security Act 2015.</p> <p>We have refreshed our CONTEST arrangements in Wales to provide a line of sight between Regional, Welsh and UK structures.</p> <p>Cardiff has been successful in acquiring three-year funding to develop materials and training for primary schools to promote</p>  |

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|     | <p>from this revised publication we will continue to explore whether there is a need to provide further support to the schools sector in taking forward their role in community cohesion and the prevention of extremism of all forms.</p> <p>Estyn have also incorporated the wider Prevent duty into their inspection framework for schools and Local Authorities (since Sept 2015) so are able to report on this.</p> | <p>challenge and debate around extremism, with specific reference to years 5 and 6 pupils.</p> <p>The funding commenced in September 2016 and involves primary schools from Cardiff, Germany and Slovakia. Participating teachers and managers from all countries came together in Cardiff in November for a series of workshops to develop an outline programme to satisfy local needs and purposes.</p> <p>Show Racism the Red Card has made a successful bid for Big Lottery funding of around £250K over 3 years to deliver a programme of training in schools in Wales on Islamophobia and Immigration.</p> |
| 1.6 | <p>Following the delivery of the education resource – <i>Hidden</i> - to safeguard children and young people from the risks of sexual exploitation, we will continue to work with education services and other agencies with key safeguarding responsibilities to consider what additional support might be required to strengthen the education response to sexual exploitation.</p>                                    | <p>A second round of training on the <i>Hidden</i> resource has now been delivered to practitioners. An evaluation of this training (to be completed by Barnardo's Cymru) will help determine our next steps in this policy area.</p> <p>We are also currently working with police colleagues on developing a new resource for a younger age bracket (age 10-13) as Hidden is aimed at age 14-18.</p>  |
| 1.7 | <p>We will develop a communications plan for delivery of a strong, consistent message for Anti-Bullying Week 2016 working with external partners for maximum impact.</p>   | <p>We have commissioned Working Word to deliver a 12 month PR and marketing campaign (beginning with Anti Bullying week 2016) to raise awareness of the anti-bullying agenda "bullying is everyone's business".</p> <p>The campaign has so far included the publication of press notices and articles outlining best practice, case studies and signposting towards where help and support to address anti-bullying can be</p>   |

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|      |   | <p>found.</p> <p>Work is ongoing</p>   |
| 1.8  | We will continue to encourage schools to work towards developing positive and respectful relationships amongst children and young people. To support this we will work with local authorities and third sector organisations to identify and disseminate anti-bullying good practice in schools.  | We have been working closely with a wide range of stakeholders including schools, children and young people, children's Commissioners office, Estyn, local authorities and third sector organisations (such as Children In Wales and Stand Against Bullying) to promote anti-bullying best practice and gain feedback on how WG can develop anti-bullying policy to better support children and young people develop positive and respectful relationships.  |
| 1.9  | We will produce leaflets on what is a hate crime aimed at children and young people to support work across children advocacy and advice services and to aid information during Anti-Bully Week 2016.  | This work will be rolled over to the 2017-18 Delivery Plan and collaborative work will take place between colleagues in Health, Education and Equality and Prosperity Division.  |
| 1.10 | <p>Through the <i>Sport Wales Strategic Equality Plan for 2016-2020</i>: we will embed equality and safeguarding within the infrastructure of sport in Wales through the provision of support and challenge to our partner organisations.</p> <p>Sport Wales will continue to support all funded sports governing bodies in Wales to achieve Safeguarding Standards.(eight sports to level 3 and two more sports to level 2).</p> | <p><b>Safeguarding</b> (25 high impact sports)</p> <ul style="list-style-type: none"> <li>• Level 3: 14 out of 25 (56%)</li> <li>• Level 2: 9 out of 25 (36%)</li> <li>• No Level: 2 out of 25 (8%)</li> </ul> <p>Therefore a total of 23 out of 25 (92%) have or are working towards Level 3 (this is the highest level) of the Safeguarding Standards</p> <p><b>Equality</b> (25 high impact sports)</p> <ul style="list-style-type: none"> <li>• Intermediate: 10 out of 25 (40%)</li> <li>• Preliminary: 9 out of 25 (36%)</li> <li>• Foundation: 5 out of 25 (20%)</li> <li>• No Level: 1 out of 25 (4%)</li> </ul> |

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|      |  | <p>Therefore a total of 19 out of 25 (76%) have achieved either Preliminary or Intermediate Standard</p> <p>Over the next 3 years approximately 40% of NGBs will be on the journey to Advanced level.</p>  |
| 1.11 | Sport Wales will deliver an Equality in sport communications plan that will positive promote diversity in sport. This will be aligned to major sporting events.  | <p>This work will continue, the communications plan is also aligned to festivals and awareness days. E.g. Mental health week, Pride, Black History month.</p> <p>Sport Wales ran an LGBT awareness workshop for staff, hosted y LGBT Cymru.</p>  |
| 1.12 | <p>We will continue to drive forward the implementation of the <i>Children and Young Person's (Wales) Measure 2011</i> and raise awareness of the UNCRC and children's rights with children and young people themselves, professionals and the public at large. This will be done primarily through training and children's rights specific resources. We have an external UNCRC E-learning package which is available on our childrensrights.wales website, along with all other resources. All our resources have been made available to the education sector via the Hwb website. We are providing funding for 3 years to deliver workforce sector specific UNCRC Training across Wales for professionals working with children and young people.</p> | <p>We continue to drive forward implementation of the children's rights Measure through the arrangements set out in the <i>Children's Rights Scheme 2014</i>.</p> <p>The Raising Awareness Strategy 2017-21 in Wales focuses on developing and investing in resources and materials; marketing campaigns; training and awareness; and ensuring the meaningful participation of children and young people within the workings of the national and local government and in decisions which affect them.</p> <p>There is also a duty on the Children's Commissioner to raise awareness of children's rights in Wales. We continue to work with the Children's Commissioner's office, and Children in Wales to strengthen our approach to raising awareness.</p> <p>The Welsh Government has committed £120,000 over three years to a new approach to UNCRC training for professionals who work with or for children and young people. The contracted organisations are working in partnership with stakeholders to create bespoke UNCRC training for 9 sectors who work with children and young people.</p> |

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| 1.13 | <p>Personal and Social Development, Well-being and Cultural Diversity are at the heart of the Foundation Phase and children's skills are developed across all Areas of Learning through participation in experiential learning activities indoors and outdoors. Children learn about themselves, their relationships with other children and adults both within and beyond the family. They are encouraged to develop their self-esteem, their personal beliefs and moral values. They develop an understanding that others have differing needs, abilities, beliefs and views.</p> <p>The Foundation Phase supports the cultural identity of all children, to celebrate different cultures and help children recognise and gain a positive awareness of their own and other cultures. Positive attitudes should be developed to enable children to become increasingly aware of, and appreciate the value of, the diversity of cultures and languages that exist in a multicultural Wales. They should become increasingly aware of the traditions and celebrations that are important aspects of the cultures within Wales.</p> | <p>The independent evaluation of the Foundation Phase demonstrated that it had proven effective in raising children's attainment, well-being and attitudes to learning.</p> <p>An action plan was published in November 2016 in order to raise the consistency of the delivery of the pedagogical principles of the Foundation Phase across all schools and nurseries.</p> <p>Pupil engagement within this Area of Learning (AOL) is excellent, with statistics showing that 94.5% of pupils, in 2016, achieved the expected Outcome (5 or above) at the end of the Foundation Phase. This AOL has continued to show the highest percentage of pupils reaching the expected Outcome (5 or above), across all AOLs, since their introduction in 2012.</p> |

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| 1.14 | <p>Through the <i>Equality and Inclusion Grant (2014-17)</i> funding has been awarded to Taking Flight Theatre Forum to tour across Wales to deliver the <i>Real Human Being</i> (RHB) play. This aims to tackle Disability Hate Crime both reducing incidence and increasing reporting and seeking to educate young people regarding the impact on the lives of disabled people. We will work with Taking Flight to ensure more local authority areas are included in the training. We will also work with Taking Flight to encourage Welsh medium schools to engage with the training.</p> | <p><i>Real Human Being</i> was delivered to Year 9 pupils in schools across Wales. It allowed pupils to question both the disabled and non-disabled characters about their disability or perceived disability gaining insight into the issues which affected their everyday lives.</p> <p>During 2016 the project held performances in schools in Cardiff, Penarth, Wrexham, Conway, Merthyr, Cwmbran, Anglesey, Powys and Flint. Schools visited include:</p> <ul style="list-style-type: none"> <li>○ 3 Pupil Referral unit/EBD specialist schools</li> <li>○ 2 schools including Hearing Impairment Unit</li> <li>○ 1 Saturday session with national Deaf Children's Society</li> <li>○ 1 Private school</li> <li>○ 1 Saturday session with Whizz Kids</li> <li>○ 1 Saturday session with disabled young people through Children in Wales and Young Voices</li> <li>○ 2 evening sessions through Cardiff Youth Service</li> <li>○ 2 of the schools were bilingual and 7 were schools that use the Welsh Language</li> </ul> <p>3705 children and young people participated in this project in their school (year 9 and pupils in specialist schools/ units in Wales)</p> <p>The tour feedback has been positive from both pupils and teachers. Outcomes included:</p> <p><i>Number who knew what a hate crime was:</i></p> <p>At start of day xx% of pupils knew what hate crime was<br/> At end of day xx% pupils knew what hate crime</p> <p><i>Number who thought they had witnessed a hate crime:</i></p> <p>At start of day xx% of young people thought they had witnessed a</p> |
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|  | <p>hate crime</p> <p>By end of day xx% realised they had indicated under reporting due to lack of awareness</p> <p><i>Number who have witnessed a hate crime against someone due to perceived disability:</i></p> <p>At start of day xx % thought they had witnessed a hate crime due to perceived disability</p> <p>By end of day this had risen to xx%, again indicating a lack of awareness of what constitutes a disability hate crime</p> <p><i>Number of people who knew what to do if they witnessed or experienced a hate crime</i></p> <p>At start of day xx% of pupils thought they would know what to do if witnessed or experienced a hate crime</p> <p>At close of day xx% of pupils were confident they know what to do in the case of a hate crime</p> <p>In 2016=17 the cartoon sheets have been redesigned to bring them up to date and the Teamapp has been used with mixed results.</p> <p>The play this year included a BSL interpreters presence allowing young people to learn about access for Deaf people.</p> <p>Welsh language schools have been much more willing to book the tour this year hence the increase in Welsh/bilingual schools visited this year</p> <p>The project this year has been shortened into half a day instead of a full day. This has meant an increase in performances but has meant</p> |
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|     |  | <p>that there was less time for the young people to speak with both the characters and actors and to explore issues</p> <p>This year has seen the best attendance for the Mental Health First Aid Training for teachers.</p> <p>The Teachers Pack was updated for 2016 with new case studies and actor information. This has been well received in hard copy and USB. There were requests for 10 Welsh language packs</p>   |
|     | <b>Action</b>  | <b>Update</b>   |
| 2.1 | <p>Communities First (CF) Delivery Plans and Community Involvement Plans identify the needs of the local community, how they will be addressed and how local people will be involved. They also set out how the promotion of equality, diversity and human rights are embedded in delivery and reflect particular community demographics and dynamic.</p> <p>The Regional Community Cohesion Co-ordinators (RCCCs) have previously worked closely with local CF teams staff, across Wales, to strengthen both Community Involvement Plans and Delivery Plans.</p> <p>CF Cluster teams will continue to work with Community Cohesion Co-ordinators to</p> | <p>Communities First staff and the Regional Community Cohesions Co-ordinators continue to work to strengthen community engagement.</p> <p>In October 2016 the Cabinet Secretary for Communities and Children announced that he was minded to phase out the Communities First Programme. This announcement was immediately followed by a period of broad engagement, including delivery partners, those with experience of Communities First, groups across the protected characteristics, as well as the wider public and third sector organisations.</p> <p>On 14 February, in an Oral Statement, the Cabinet Secretary announced the phasing out of Communities First, by March 2018, and a new approach to building resilient communities. The new approach will involve work across Welsh Government with a focus on employment, early years and empowerment.</p> <p>There will be further engagement activity, over the coming months,</p> |

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|     | strengthen Community Involvement Plans and Delivery Plans to increase and improve engagement across minority groups, in particular, across protected characteristics.   | as the new approach to building resilient communities is developed and refined. This will include engagement on community cohesion and its important role within resilient communities.  |
| 2.2 | As part of the delivery of the <i>Autistic Spectrum Disorder Strategic Action Plan</i> , to improve awareness and understanding of autism we have developed a range of resources for professionals, this includes the <i>Learning with Autism Programme</i> for primary schools, which is being rolled out across Wales. The resources, available on the website <a href="http://www.asdinfowales.co.uk">www.asdinfowales.co.uk</a> includes a training programme for teachers and support staff and resources for pupils including the <i>ASD Super Hero</i> scheme and certificate. As part of the refresh of the action plan we will be extending the programme to secondary schools and developing new awareness resources including training for leisure services. | <p>We published the new ASD Strategy in November 2016, with a delivery plan.</p> <p>We continue to support the ASDinfowales website and develop resources to support people with autism and their parent and carers.</p> <p>We have rolled out the Learning with Autism Programme to at least 16 local authorities and at least 5,000 pupils are Autism Super Heroes</p> |
| 2.3 | <p>Sport Wales will continue to support sports and Local Authority partners in achieving and progressing in INsport standards. The INsport programme is managed and coordinated by Disability Sport Wales, a funded partner of Sport Wales.</p> <p>In addition Sport Wales will be working with Disability Sport Wales to develop a plan to</p>   | On-going work with Disability Sport Wales  |

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|     | <p>recruit and train more coaches and leaders who are disabled.</p> <p>Work with Non Governmental Bodies to develop Boards that are balanced, inclusive and skilled</p>  | <p>Sport Wales has developed a Governance and Leadership framework for Wales, NGBs are supported in achieving this. Principle 4 refers to Diverse Boards.</p>  |
|     | <b>Action</b>  | <b>Update</b>  |
| 3.1 | <p>We will implement <i>Travelling to Better Health</i> – Guidance for healthcare practitioners on working effectively with Gypsies and Travellers to include health boards working with partner agencies to assess the health needs of Gypsy and Travellers within their areas.</p> | <p>Work is underway and it is expected that a health needs assessment will be undertaken by each health board during 2017.</p>   |
| 3.2 | <p>We will raise awareness of the needs of Gypsies and Travellers in the Criminal Justice System with service providers.</p>   | <p>Work is underway to try to better understand issues experienced by Gypsy and Traveller communities in criminal justice settings and with the police.</p> <p>Through our Travelling to a Better Future Delivery Plan, we will engage with these communities to identify the difficulties they encounter in criminal justice settings and with the police. We will also work with stakeholders whose work impacts upon the criminal justice system (police engagement leads/prison equality leads) to identify suitable interventions and resolutions that will alleviate problems.</p> |
| 3.3 | <p>Sport Wales will continue to provide support for Sports to progress their work in achieve Equality Standards in Sport. 10 sports to</p>   | <p><b>Equality</b> (25 high impact sports)</p> <ul style="list-style-type: none"> <li>• Intermediate: 10 out of 25 (40%)</li> <li>• Preliminary: 9 out of 25 (36%)</li> </ul>  |

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|     | <p>achieve intermediate level and 5 sports to achieve prelim level.</p>   | <ul style="list-style-type: none"> <li>• Foundation: 5 out of 25 (20%)</li> <li>• No Level: 1 out of 25 (4%)</li> </ul> <p>Therefore a total of 19 out of 25 (76%) have achieved either Preliminary or Intermediate Standard<br/>Over the next 3 years approximately 40% of NGBs will be on the journey to Advanced level</p>  |
| 3.4 | <p><b>BME Project</b></p> <p><b>Sport Equality Cymru</b></p> <p>In March 2016, WCVA were awarded £538,000, by Sport Wales, to deliver a BME and sport project in Wales. The project will focus on three outcomes over two years 2016-2018 :</p> <p><b>Outcome 1: Increased Participation:</b> More individuals from BME communities will take part in sustainable sporting and physical activities resulting in improved health and wellbeing.</p> <p><b>Outcome 2: Building Capacity:</b> Individuals and groups from BME communities will be supported and capacity built in the areas of volunteering, training, governance and funding to improve sustainability.</p> <p><b>Outcome 3: Tackling Inequality:</b> Mainstream community-based sporting</p> | <p>Headline impact 2016-17:<br/>Significant engagement with 'new' BME communities, where existing sports development teams either were not successful or were unaware of the groups.<br/>Local projects have proactively generated new activities/clubs through Community Chest funding.<br/>BME awareness training has been provided for NGBs which has positively impacted on those NGBs wanting to plan/engage with BME communities, via NGB Development Managers Forum and NGB Equalities Leads Workshop.</p> <ul style="list-style-type: none"> <li>• 4 local BME Sport Forums have been rejuvenated, leading to a wider engagement with BME communities allowing for a greater focus on development work and prioritising community needs.</li> <li>• Specific activity development – Filipino basketball, female only swimming sessions, female self-defence classes,</li> <li>• Developing volunteers - achieving level 1 and level 2 sports leaders awards, safeguarding and first aid courses</li> </ul> |

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|     | <p>organisations and NGBs will develop stronger links with and understanding of BME communities improving equality of access to sustainable sporting activities.</p> <p>The project focuses on 4 areas: Newport (SEWREC), Cardiff (Race Equality First), Swansea (EYST) and North Wales (NWREC), all working with local partners. Four project officers have been recruited along with a Project Manager, employed by WCVA. The project will be officially launched in mid-July.</p> | <ul style="list-style-type: none"> <li>Supporting existing groups in becoming more sustainable.</li> </ul>   |
| 3.5 | Sport Wales will work with Sports Councils Equality Group to extend its transgender guidance.  | Complete, ongoing amendments are required to keep this current and relevant.   |
| 3.6 | <p>We will continue to raise awareness of the <i>Housing Hate Crime Toolkit</i> through the Code of Guidance for Local Authorities on the Allocation of Accommodation and Homelessness 2016-17 and through the work programme of Tai Pawb which is core-funded by the Welsh Government.</p> <p>The Toolkit will help Housing Providers establish effective action where harassment and bullying take place and is available on the Welsh Government and the Tai Pawb websites.</p>   | <p>We have continued to raise awareness of the <i>Housing Hate Crime Toolkit</i> through the Code of Guidance for Local Authorities on the Allocation of Accommodation and Homelessness (updated in March 2016).</p> <p>Tai Pawb has been funded and delivered the following:</p> <ul style="list-style-type: none"> <li>Delivered two high quality Hate Crime workshops to ca. 40 individuals as part of All Wales ASB Conference. The workshops raised awareness of key issues related to increased incidents of hate crime post referendum vote and suggested practical solutions for dealing with hate crime by social landlords focusing on whole organisational responses</li> </ul> |

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|     |  | <ul style="list-style-type: none"> <li>• Developed a standards framework for the assessment of effectiveness of mechanisms in place to tackle hate incidents/hate crime in housing associations as part of Tai Pawb QED Award</li> <li>• Raised awareness of issues related to hate incidents post EU referendum vote via a statement issued to all housing Chief Executives and Chief Officers, sharing good practice and calling upon housing organisations to issue statements condemning hate and encouraging reporting.</li> </ul> <p>Delivered a seminar sharing good practice related to housing Migrants, Refugees and Race Relations. The seminar was attended by 35 delegates. The seminar enabled sharing of good practice on topics such as: the impact of referendum vote on housing migrants, Syrian Resettlement Scheme (including preventing hate crime), organising communities to welcome refugees, challenging racism and improving community cohesion.</p> |
| 3.7 | We will consider delivery through recommendations within the <i>Age of Justice Report</i> into Crimes Against Older People and develop partnership approaches. | A number of the recommendations from the <i>Age of Justice</i> report will form some of the actions in the <i>Tackling Hate Crime Framework Delivery Plan 2017-18</i> . Diverse Cymru attended the September meeting of the Hate Crime Criminal Justice to discuss the project and how the recommendations could be taken forward.   |
| 3.8 | We will ensure communication on Human Rights includes both Welsh Government and Third Sector networks, including Third Sector Partnership Council.             | The Third Sector Partnership Council Programme for Action, which contained a proposal to develop shared communication plans on Human Rights, was discussed at a working group of the Council in March 2016 and a decision was made to review the priorities of the Programme for Action with the new administration.   |

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| 4.1 | <p>We will continue to fund Victim Support Cymru to provide hate crime training across Wales (with support from Hate Crime Criminal Justice Board) to:</p> <ul style="list-style-type: none"> <li>• Create a suitable youth service version of the existing training package</li> <li>• Hold at least 40 hate crime training sessions with relevant front-line staff across the public sector and Youth Services</li> <li>• 4 Sessions available to Refugee and Asylum Seeker Dispersal / Housing Sites</li> <li>• Explore avenues to create a train-the-trainer programme.</li> </ul> | <p>This will be created as part of the new Hate Crime Report and Support Centre contract for 2017-2020</p> <p>Victim Support delivered 48 hate crime awareness sessions across Wales throughout 2016/17.</p> <p>Training has been offered by Victim Support on several occasions but with little or no take up. A joint material has been produced in collaboration with the Welsh Refugee Council which launched during HCAW aimed at Asylum Seekers and refugees.</p> <p>This will be created as part of the new Hate Crime Report and Support Centre contract for 2017-2020</p>  |
| 4.2 | <p>We will ensure that preventative work with children and young people is supported, including through the All Wales Schools Programme.</p>   | <p>Work continues as part of the All Wales Schools programme. During HCAW, Dyfed Powys Police also made a request to the 'Taking Flight' theatre company to deliver their production 'Real Human beings' to year 9 pupils within their Force. The production seeks to challenge disability hate crime and promote recognition and reporting; it also highlights issues of access and challenges young people's perceptions of disabled people. Year 9 pupils in Schools in Powys including Builth Wells High, Ysgol Bro Hyddgen in Machynlleth and Caereinion High School received the input. Specific engagement was also undertaken within schools by our HCSOs during HCAW.</p> <p>In North Wales Schools Community PCs work within schools to</p> |



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|     |   | <p>deliver key messages. They are supported in this work by the Forces Diversity Officer. Schools Community PCs are actively engaged in schools where tensions may be present and working with key partner agencies to address any issues in the school or within the local community</p> <p>South Wales Police has carried out a thorough review of the AWSCLP in conjunction with the PCC and Welsh Government to ensure it is better aligned to key priority areas. Schools Community PCs are now better able to deliver targeted inputs around prevention work and further embedding of this review is ongoing.</p> <p>In Gwent Hate Crime Support Officers continue to engage with local youth provisions, schools and colleges. During HCAW, Schools Community Police Officers (SCPOs) delivered key hate crime messages across schools in Gwent with over 3000 pupil contacts. SCPOs are actively engaged in schools where tensions may be present and working with key partner agencies to address any issues.</p> |
| 4.3 | We will promote the use of CPS North West School's Hate Crime Packs in Wales with schools and teachers.   | The CPS has been liaising with the Welsh Government to promote this resource. (CPS)  |
| 4.4 | We will develop a Communications Plan across the year to promote messages to tackle Hate Crime and to utilise the all Wales Twitter and Facebook pages. | <p>During HCAW16, Dyfed Powys Police utilised a communications plan with some joint messages and hashtags being used across Forces. 'Think for yourself' campaign materials produced for HCAW 2015 were utilised as per request from the Welsh Government.</p> <p>South Wales Police has local Basic Command Unit (BCU) communications plans utilising their Corporate Communications staff and Hate Crime officers to ensure public facing messages around</p>  |

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|     |  | <p>hate crime are routine and part of daily business. The HCAW exemplified the frequency of their outputs on social media platforms.</p> <p>All Wales twitter account has been utilised during HCAW. Dyfed Powys Police have led on the development of an all Wales Equality and Diversity calendar, identifying key dates for each month and linking to further information(for example BHM, HMD).</p>   |
| 4.5 | During Hate Crime Awareness Week 2016 we will develop a consistent and co-ordinated national Awareness Campaign during.            | <p>This was completed by Dyfed Powys Police during HCAW with the utilisation of the All Wales 'Hate Crime is Wrong. Report it' and <i>Think for yourself</i> materials and messages.</p> <p>All Wales materials were utilised again during the week and social media messages shared with local Community Cohesion Coordinators, who were also involved in discussions around the focus of this year's campaign. Coordinators supported Gwent's flagship event and encouraged involvement from local Syrian families.</p> |
| 4.6 | We will develop targeted information and resources to challenge hate speech during Hate Crime Awareness Week 2016.                 | Hate crime leaflets around the protected characteristics were updated by the Welsh Government and put on its website. Three new guides on 'online hate speech' were produced and published during HCAW16. The Cabinet Secretary also hosted a Plenary debate on Hate Crime.   |
| 4.7 | Through targeted support, initiatives and communications, we will raise awareness of hate crime services within rural communities. | Rural engagement with Police Community Support Officers (PCSO) has assisted Victim Support in delivery. Remote areas targeted during HCAW. VS also held meetings with rural community leaders looking at potential drop in clinics in progress. A drop in has been set up in Llanelli Library to target isolated areas and further rural engagement has been done in rural areas of Gwent and South   |

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|     |   | <p>Wales.</p> <p>Dyfed Powys Police developed a Hate Crime Awareness and Signposting Scheme. The scheme is aimed at professionals who may come into contact with victims of hate crime which the police may not necessarily be engaging with – especially in rural communities. Over 100 people attended the inputs over the 2 week period, with additional teachers receiving the input earlier in the year. Further information with regards to this scheme is provided within our report following HCAW 2016.</p> <p>South Wales Police’s publicising of their support and approach to tackling hate crime is primarily done through their communications strategy at force and local BUC levels, including their website, the PCC’s website, Facebook and Twitter pages, and local engagement at PCSO and Neighbourhood Team levels.</p> <p>North Wales Police has an established consultation process where a number of community groups meet with the Police on a Quarterly basis. Rural Hate Crime and engagement is discussed and initiatives are designed at the meeting to encourage reporting from across North Wales</p> |
| 4.8 | We will develop training and awareness materials to increase reporting within the Night Time Economy, including with Licensing Departments and a campaign for taxi drivers. | <p>Victims Support developed a Taxi sticker and piloted with existing victims who have responded well. Local Engagement officers in South Wales eager to get scheme officially endorsed, but awaiting Cardiff Licensing Department to agree. There have also been leaflets and posters circulated around LGBT bars and nightclubs with information about the Hate Crime project and the Rainbow Bridge project.</p> <p>Hate crime Officers (HCO) and Community Safety Officers (CSO) in</p>  |

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|      |   | <p>South Wales Police have made regular engagement through Licensed taxi driver forums especially in Cardiff and Swansea to raise awareness of support schemes including one with Victim Support.</p> <p>North Wales Police Taxi Drivers Hate Crime campaign has been running for the past two years. The Force will be launching its Chinese's New Year Calendars in Feb 2017. These will be used in restaurants across North Wales.</p> <p>Targeted campaign materials have been distributed across Gwent's LNE. A recent hate crime survey has been undertaken with LNE workers and identified areas for development. This will be taken forward through the work of the new Community Safety Department which brings together crime prevention and Equality and Diversity functions.</p> |
| 4.9  | There will be engagement with Local Health Boards to promote reporting and to increase awareness of services in GPs, Hospitals and Ambulance Services.                  | Victim Support has made the Ambulance Service aware of the service and materials provided for the fleet. A drop in has been set up with North Wales Health Board at Wrexham Hospital for staff who have been victim of hate crime. There has also been a drop in established at Cardiff Royal Infirmary, the drop in runs on a rota basis and changes locations within the Hospital. The 3 main locations are the Sexual Health Department, Young Persons Clinic and the HIV Clinic.   |
| 4.10 | We will ensure links are established with Safeguarding Boards (Adult and Children) on work to tackle hate crime, including across Disability Hate Crime and Mate Crime. | Ongoing  |

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| 4.11 | We will support the Disability Hate Crime Action Group to work with communities to increase awareness of hate crime and support through a developed delivery plan.         | <p>Support will be provided by Dyfed Powys Police whenever requested.</p> <p>South Wales Police have completed through Hate crime Officers and local disability groups.</p> <p>North Wales Police attend the Group and also have a separate North Wales Community group to develop issues locally.</p> <p>Work is underway in Gwent to explore whether the appetite still exists to establish a similar group, supported by the Welsh Government.</p>  |
| 4.12 | We will produce a leaflet and resources for carers and families of disabled people to increase awareness of mate and hate crime during Carers Week.                        | The Welsh Government published a <i>What you need to know</i> information leaflet on hate crime for carers. This was published online alongside the information on Mate crime.   |
| 4.13 | We will develop materials to increase awareness of what disability hate crime is across the public using an accessible definition and case studies to encourage reporting. | <p>This form of hate crime is already covered in Dyfed Powys Police's hate crime materials/leaflets. They have also produced an additional Mate Crime leaflet which is utilised throughout the Force.</p> <p>The CPS has produced a Public Policy Statement on Crimes Against Disabled People (And all other hate crime strands). The statements are due to be finalised, following consultation, along with legal guidance in April 2017 and will be available on the CPS website</p> <p>Gwent Police are seeking clarification around whether a national definition is expected.</p> |
| 4.14 | There will be a focus on awareness raising of mate crime, including equipping Police   | Gwent Police have published mate crime guidance for all their  |

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|      | Officers and First Responders with enhanced information to enable greater skills on identification and supporting victims.   | officers. This has been distributed to all other Forces.   |
| 4.15 | A PoliceSOL Training Package to increase awareness of criminal justice for Asylum Seekers and Refugees will be developed.  | Policesol courses continue to be delivered to Syrian families across Gwent. Training packages to be made available early in 2017. Workbook now developed and all Syrian families across the region have received the input.  |
| 4.16 | A leaflet and information film for Asylum Seekers and Refugees to increase awareness of hate crime will be produced.   | WRC with support from Gwent Police and the Welsh Government developed a hate crime booklet specifically for asylum seekers and refugees. This was published during Hate Crime Awareness Week 2016.   |
| 4.17 | We will develop targeted training and awareness for staff within Initial Accommodation to enhance awareness and understanding.   | Training has been offered by Victim Support on several occasions but with little or no take up. A joint material has been produced in collaboration with the Welsh Refugee Council which launched during HCAW aimed at Asylum Seekers and refugees.  |
| 4.18 | During Refugee Week we will develop communications to increase awareness of hate crimes across communities.  | South Wales Police put in place a broad range of events and communications for Refugees week under the banner of <a href="http://refugeeweek.org.uk/events">refugeeweek.org.uk/events</a> .  |
| 4.19 | To support engagement with Gypsy and Traveller communities and to increase confidence and awareness to report hate crimes, we will ensure all Gypsy and Traveller sites are routinely visited by a local PCSO / Neighbourhood Policing team. | Instigated within NW during Q1 and Gwent in Q1, due to recent staff changes this has not been followed up in Q2. However, Victim Support have carried out mild research and engagement with 'Barge People' who are also classified under the remit of Gypsy, Roma and Travellers (GRT) which took place during HCAW. A GRT symposium was also attended by staff to raise awareness about what projects |

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|      |  | <p>are happening in Wales.</p> <p>Dyfed Powys Police have operated a GRT Single Point of Contact (SPOC) scheme for a number of years, with Neighbourhood Policing Team (NPT) officers appointed specific points of contact for our established sites across the Force. SPOCs are provided the opportunity to attend relevant training events around GRT matters as they arise. They have also received the Hate Crime training in Autumn 2015.</p> <p>South Wales Police has a Community Engagement officer who links in with Gypsy Traveller communities, and in addition there is regular engagement with Neighbourhood.</p> <p>North Wales Police has two dedicated Diversity officers who have the remit of engagement at all sites in North Wales. They work with local teams to ensure reporting of hate crime and understanding tensions.</p> <p>Gwent has 2 GRT leads in force who are in regular contact with local sites and leading projects including a mentoring scheme for young Traveller females, cultural awareness days for communities and a book written by local Travelling communities about their culture and history.</p> |
| 4.20 | We will flag hate crimes against Gypsies and Travellers as a specific category under race to monitor reported hate crimes. | <p>Ongoing. Dyfed Powys Police's Crime Audit Team have sought the relevant changes to their IS&amp;T systems, and these are currently outstanding with its IT department.</p> <p>South Wales Police continues to adapt and improve its data quality around hate crime and incident reporting using the NICHE record management system, and in conjunction with other NICHE forces.</p>  |

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|      |  | <p>North Wales have a separate Flag for the report of Hate Crime against the Gypsy/traveller community.</p> <p>Across Gwent monitoring is possible due to low numbers and weekly manual audit. From April, a move to an 18+1 recording systems across UK forces means that GRT ethnicity will start to be recorded.</p>  |
| 4.21 | During Gypsy Roma Traveller History Month we will develop communications to increase awareness on hate crime.  | Victim Support promoted Romani Arts films during GRT History Month. M Myth Busting tools were circulated to partners and briefings delivered to VS staff within Wales.   |
| 4.22 | We will develop communications during Black History Month to increase awareness of 'everyday racism' and hate crime across communities.  | <p>Messages developed through HCAW campaign and shared in bilingual format to all Forces. Gwent's support network led on all Wales public sector network event focussing on challenging racism and discrimination in the workplace, recruitment and service delivery.</p> <p>In partnership with the other Welsh Forces, Gwent Police has now developed a dedicated police page on the BHM website.</p>  |
| 4.23 | We will utilise aggregated data on Islamophobic and anti-Semitic hate crimes to engage across Mosques, synagogues and religious organisations and communities to increase confidence and awareness of reporting. | <p>Victim Support met Cardiff Imams and have a mild SLA with 'Tell Mama' for referral pathways. Regular engagement with North Wales Mosques and religious centres. Assistance given heavily to Carmarthen Mosque for an open day which focussed on breaking down barriers and challenging Islamophobia. The feedback from the mosque was extremely positive.</p> <p>Further engagement in Mosques in Cardiff have been successful.</p> <p>Ongoing. Dyfed Powys Police's Crime Audit Team have sought the relevant changes to their IS&amp;T systems, and these are currently outstanding with their IT department.</p> |



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|      |  | <p>South Wales Police has frequent engagement with various faith leaders including the Islamic faith and has various third party reporting systems to facilitate better reporting and confidence.</p> <p>North Wales Police breakdown data as requested and this is used when engaging with local communities. A separate Mosque leaders meeting is also used to relay the figures and highlight any tensions.</p> <p>Gwent Police are awaiting changes to systems to enable disaggregation.</p>   |
| 4.24 | During Interfaith Week we will develop communications to increase awareness of hate crime.                                   | An Interfaith event ' A window on World faiths' was held on the 15 <sup>th</sup> November which was aimed at celebrating the diversity of faiths across the Dyfed Powys Police Force area, as well as providing an excellent learning opportunity for their Neighbourhood Policing Teams (NPT). Rather than focusing on negative messages around hate crime, the social media around the event focused on the positives of interfaith relations and their relations with their communities. It was an extremely successful event which resulted in many new relationships being formed with their communities. |
| 4.25 | We will develop communications during Holocaust Memorial Day and Remembering Srebrenica to increase awareness of hate crime. | <p>The First Minister co-hosted the HMD with Cardiff Council on 27 January. The Cabinet Secretary for C&amp;C attended the Holocaust Memorial Foundation Exhibition at Pierhead building 4 April.</p> <p>The Cabinet Secretary for C&amp;C will attend the Remembering Srebrenica Event at Pierhead Building on `12 July.</p>  |
| 4.26 | During LGBT History Month we will develop communications to increase awareness on hate crime.                                | Completed in February  |

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| 4.27 | We will support the EHRC LGBT Consortium project to promote continued engagement with local groups and forums.   | <p>In Dyfed Powys, support will be provided whenever requested.</p> <p>In South Wales Police this is ongoing through Hate crime officers in BCUs.</p> <p>North Wales Police has an established consultation process where a number of community groups from the LGBT community meet with the Police on a Quarterly basis.</p> <p>In Gwent resources have not been made readily available</p>   |
| 4.28 | We will work with Transgender communities to increase awareness on reporting and to publicise case studies to encourage confidence in the criminal justice system. | <p>As a Force, Dyfed Powys Police take opportunities to engage with their LGB&amp;T communities at PRIDE and at the Swansea SPARKLE event. Although the focus has not specifically been on hate, the increased engagement will inevitably result in an increased confidence in policing. Dyfed Powys Police currently have a questionnaire open, seeking feedback from their Trans communities as to the service provided to them by the Police.</p> <p>It is noted that feedback from a Trans community in Pembrokeshire suggested that the work ongoing nationally to raise awareness of Hate Crime is actually having a negative impact on some Trans people. It was seen as 'scare-mongering' and had the unwanted effect of preventing people from leaving their homes through fear that they will become victim, when in reality, there was very little hate crimes and incidents against Trans people in that area. This feedback will be kept in mind when carrying out any awareness raising activities.</p> <p>The work published by the Force on the 31<sup>st</sup> March 2017 relating to Trans inclusion - <a href="https://www.dyfed-powys.police.uk/en/about-us/equality-and-diversity/trans-inclusion/">https://www.dyfed-powys.police.uk/en/about-us/equality-and-diversity/trans-inclusion/</a> - will hopefully have the positive effect of increasing confidence in the Police by ensuring that</p> |

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|      |   | <p>we are an accessible and inclusive Force in terms of service delivery, as well as their workforce.</p> <p>For South Wales Police this is ongoing through Hate crime officers in BCUs.</p> <p>North Wales Police has an established consultation process where a number of community groups from the Trans community meet with the Police on a Quarterly basis.</p> <p>In Gwent, a Gender Identity Working Group is to be established, taking forward recommendations from All Wales Peer review and lessons learned from recent cases involving trans people. All frontline officers, FCS staff and custody staff have received GI awareness sessions. During International Day of Transgender Visibility Gwent Police published positive stories around victim experiences to encourage reporting.</p> |
| 4.30 | To highlight legal protections available for social media users and case studies of convictions we will develop training. | <p>Current training delivered to officers in Dyfed Powys Police already provides examples of hate crimes and incidents committed via social media. Further information will be factored into future training in accordance with this action.</p> <p>No updates from South Wales Police.</p> <p>The CPS has published revised Guidelines on prosecuting cases involving communications sent via social media</p> <p><a href="http://www.cps.gov.uk/legal/a_to_c/communications_sent_via_social_media/(CPS)">http://www.cps.gov.uk/legal/a_to_c/communications_sent_via_social_media/ (CPS)</a></p> <p>In Gwent, HCSOs have received input from CPS around prosecuting</p>   |

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|      |  | social media cases.  |
| 4.31 | We will develop Modular training programmes and information packs on protected characteristics will continue to be made available to Clusters via the <i>Communities First Training and Support Contract</i> . | The <i>Communities First Training and Support</i> contract has continued to provide Cluster staff with the support they require to deliver the Communities First Programme at a local level. The support continues to cover a range of methods, skills and subject areas to reflect the varied nature of the Communities First Clusters. |
| 4.32 | We will provide funding for 3 years for the delivery of workforce sector specific UNCRC and Children's Rights Training across Wales for professionals working with children and young people.                  | 3year funding awarded from October 2015 to University of Wales Trinity St David's and Eliesha training to deliver sector specific training across Wales including education, police, media, sport, child care etc.   |
|      | <b>Action</b>  | <b>Update</b>  |
| 5.1  | Through the <i>National Hate Crime Report and Support Centre</i> we will collate and analyse the monthly statistics and trends of hate crime referrals.  | Published monthly.   |

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| 5.2 | We will ensure disabled people have access to flexible and accessible reporting mechanisms to report hate crimes.  | <p>In Dyfed Powys PEGASUS scheme and non-emergency text messaging service already utilised. Further review of accessibility of services anticipated in 2017.</p> <p>Ongoing through South Wales Police accessibility strategy and including the <i>Keep Safe Cymru</i> scheme through our Public Service Centre.</p> <p><i>Keep Safe Cymru</i> Card to be explored by Gwent Police/North Wales Police in coming year and redevelopment of Talk About It centres</p> <p>In Gwent a Disability Access Group has been established to review current mechanisms of reporting for disabled people.</p>   |
| 5.3 | We will encourage reporting of hate crimes within HM Prisons and encourage Prisoner Representatives to promote reporting.  | No update.  |
| 5.4 | We will continue to fund Stonewall Cymru 2014-17 to work to reduce hate crime and the impact of hate crime based upon sexual orientation. This will include working towards an increased confidence in the criminal justice system and working with communities through the National Third Party Reporting Centre. | <p>Stonewall Cymru's Director represented the organisation on the independent ministerial advisory group on hate crime. They have published and distributed a range of innovative guides and posters to encourage victims to report hate crimes. They have improved the evidence base by publishing Wales specific research on Homophobic Hate Crimes.</p> <p>In 2016-17 Stonewall Cymru designed, planned and carried out fieldwork for research on LGBT people's experiences across key areas of life including discrimination and hate crime in Wales. Findings will be released in 2017.</p> <p>In order to see improved confidence and trust in the criminal justice system amongst Welsh LGB people, an increased reporting of hate crime and referrals to Victim Support, Stonewall Cymru released key</p> |

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|     |  | <p>asks for Police and Crime Commissioners on hate crime, community safety and police forces' engagement with LGBT people in advance of the elections in May.</p> <p>Stonewall Cymru invited all four Police and Crime Commissioners to their Workplace Equality Conference and Top 100 Employers awards to learn more about Stonewall Cymru's work and to learn and share best practice on LGBT-inclusion as employers and service providers.</p> <p>They also continue to advertise their hate crime reporting posters and guides in light of the recent increase in hate crimes across the UK.</p>   |
| 5.5 | <p>We will continue to fund Youth Cymru 2014-17 to tackle hate crime based upon gender identity. The trans*form Cymru project will work with organisations to increase awareness of transgender issues and address the experience of discrimination and exclusion faced by young trans people, aged 11-25, attempting to access mainstream services.</p> | <p>The Trans*form Cymru project works with professionals in youth facing organisations to enable them to deliver appropriate advice, information and advocacy to trans* young people and to challenge discriminatory attitudes, therefore reducing bullying and hate crime.</p> <p>Trans*Form Cymru developed, launched and disseminated a toolkit containing guidance, information and resources for youth-facing organisations.</p> <p>They have also produced a Charter which has been created in line with the United Nations' Convention on the Rights of the Child. It established a number of rights belonging to trans young people and their expectations of organisations to ensure these rights are met.</p> <p>The Trans*Form Steering Group has delivered awareness raising sessions and in-house training to work in depth with organisations. This has allowed them to have a meaningful impact on the policy and practice of organisations and in turn a greater impact on trans young people accessing those organisations.</p> <p>Alongside the main activities of the project, Youth Cymru has</p> |

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|     |  | provided additional support for members including hate crime reporting.  |
| 5.6 | We will continue to fund the Welsh Refugee Council to increase services' understanding of hate crime and violence against women and girls experienced by asylum seekers and refugees.  | <p>The Welsh Refugee Council was funded to undertake this work until 31 March 2017. Health and Wellbeing boards were coordinated by the Welsh Refugee Council. Any trends identified at these meetings were escalated to regional multi-agency meetings and if appropriate, to the <i>Wales Strategic Migration Partnership</i> stakeholder meetings. These meetings have been cited as models of good practice by ECPAT (a network of local civil society organisations and coalitions with a shared goal to end the sexual exploitation of children around the world).</p> <p>Continued work to support hate crime awareness and reporting will take place between 2017-2020 under the Welsh Government funded <i>Asylum Rights Programme</i>.</p> |
| 5.7 | We will continue to fund the Welsh Refugee Council to increase reporting of incidences of hate crime and all forms of violence against women and girls.  | <p>The Welsh Refugee Council was funded to undertake this work until 31 March 2017. A hate crime booklet for asylum seekers and refugees was created: <a href="https://wrc.wales/news/07102016-1554/report-hate-crime">https://wrc.wales/news/07102016-1554/report-hate-crime</a></p> <p>Continued work to support hate crime awareness and reporting will take place between 2017-2020 under the Welsh Government funded <i>Asylum Rights Programme</i>.</p>  |
| 5.8 | We will continue to fund Age Connect North-East Wales to undertake a Specialist Elder, Domestic Abuse and Hate Crime project to provide specialist advocacy, awareness raising, and to ensure older people have their voices heard. This project will assess | <p>Since the start of the project there have been 455 referrals with 154 of these in 2016-17. A referral system is in place and is being used by organisations such as Welsh Women's Aid and North Wales Police.</p> <p>Training sessions were delivered quarterly in conjunction with</p>   |

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|      | the prevalence of hate crimes and incidences as experienced by older people in North East Wales.                                   | <p>Wrexham CBC and Hafan Cymru. Monthly one-stop-shop meetings being held with Wrexham Women's Aid. Age Concern North East Wales attending Multi Agency Risk Assessment Conference meetings in Flintshire and Wrexham and receiving referrals from both areas. They also attend the Crown Prosecution Service Local Scrutiny Involvement Panel and Domestic Abuse Forum.</p> <p>During 2016-17 ACNEW offered continued support to older persons who are victims of crime or abuse whether it's through the Criminal Justice System, Local Authority Safeguarding Procedures or civil remedy. A full holistic assessment is offered, including a benefits check which raised £224, 367.78 over the life of the project with £112,252.73 of this in 2016-17.</p> <p>Glyndwr University carried out an external independent evaluation of the project and have produced a final report.</p> |
| 5.9  | We will explore the potential for all four Welsh Police Forces to monitor 'cyber' incidents on reported hate crimes and incidents. | <p>South Wales Police utilises online social media tools in relation to potential radicalisation that may manifest as cyber hate crime. Gwent Police currently monitor and report to PCC on Cyber and Mate Crimes.</p> <p>In Dyfed Powys, this will be possible, and will be done in future reports</p> <p>Gwent Police currently monitor and report to PCC on Cyber and Mate Crimes.</p>  |
| 5.10 | We will monitor levels of hate crime and to consider a pro-active approach to increase awareness across the transport network.     | No update.   |



|     | Action  | Update   |
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| 6.1 | We will continue to fund Victim Support 2014-17 to develop case workers and a national network of volunteers across the protected characteristics through the <i>National Hate Crime Report and Support Centre</i> to increase advocacy and help for victims of hate crime. | Victim Support Cymru will continue to provide specialist support through our dedicated caseworkers and hate crime volunteers. We aim to expand our volunteer base across Wales and develop a more diverse team across the protected characteristics. Additionally through partnership working, Victim Support will engage with all communities with protected characteristics, as well as new emerging themes of hate crime, to get a deeper insight to the needs of hate crime victims. Victim Support are also looking to develop stronger links with Children and Young People through Leadership programmes; focus on cyber hate and bullying; develop bespoke Train The Trainer packages across Wales and continue to raise awareness of hate crime and ways to report and receive support. |
| 6.2 | We will publish hate crime and incident statistics, victim satisfaction rates and conviction rates.   | <p>These are circulated each Quarter and included in E-bulletins from Victim Support.</p> <p>Data relating to Hate Crimes and Incidents are published annually on Dyfed Powys Police's website. The next set of information will be published next April.</p> <p><a href="#">CPS Hate Crime Report 2015-16</a></p> <p><a href="#">Adroddiad Troseddau Casineb 2015-16</a></p> <p>2016-17 CPS Cymru Wales data is regularly shared with partners and communities.</p> <p>Ongoing and through FOIs. South Wales Police is working with the University Police Science Institute to better understand the relationship between White and BAME victim satisfaction, including</p>   |

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|     |  | <p>around hate crime.</p> <p>Crime and incident statistics currently published by Gwent Police and discussions ongoing with Welsh Government around publishing victim satisfaction rates.</p>                                      |
| 6.3 | We will analyse Referral Data for quality assurance and to produce an end of project report.   | Ongoing analysis, data is accessible each month in week 3.   |
| 6.4 | We will pilot hate crime being listed in court in West Glamorgan Magistrates' Court on a set day per week to enhance victim support offered.                     | This pilot by HMCTS was abandoned in the 2015-2016 session as the numbers were deemed to be too small and police and cps did not consider it to be viable.   |
| 6.5 | We will increase the number of Self-Referrals from baseline data through engagement mechanisms across case workers and drop in surgeries.                        | There was a drop in self-referrals in Jan-Feb, however looking at whether this is down to a data collection issue from a new reporting system being implemented. This is being looked into.  |
| 6.6 | Through case studies and research surveys we will highlight the Victim Journey and Support provision.  | SUS, Case Studies and Research all available and is collected daily.   |
| 6.7 | We will establish compliance with Victims' code with all relevant partners and supported by scrutiny panel members.  | HMCTS chairs multi agency groups dealing with compliance issues and work is underway but not complete.   |
| 6.8 | We will support Fire and Rescue Authorities to provide suitable equipment and advice to protect those at risk of domestic arson, including hate-motivated arson. | The Welsh Government provided £369,000 revenue funding in 2016/17 to the Welsh Fire and Rescue Authorities (FRAs) Fire Crime/ Arson Reduction Teams who work with those at risk of domestic arson, including hate-motivated arson. |

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|     |   | The Welsh Government also provided a further £274,000 in capital funding to the FRAs for equipment specifically to tackle domestic abuse. This was in addition to the capital funding provided at the start of the financial year for domestic fire safety equipment which includes provision of arson protection equipment for homes vulnerable to arson attacks.   |
|     | <b>Action</b>   | <b>Update</b>  |
| 7.1 | We will share outcomes and learning from Local Scrutiny and Involvement Panels                                  | CPS share relevant learning with partners. All four Welsh police forces sit on the panels and work with the CPS to review areas for collaboration and improvement.   |
| 7.2 | We will continue to progress the recommendations of the Joint Review of Disability Hate Crime follow up report. | <p>In Dyfed Powys progress continues to be made and was recently reported to the HMIC. Similar for South Wales Police.</p> <p>CPS Cymru Wales has a Disability Hate Crime (DHC) Action Plan in place. Training has been delivered to all staff. All live and finalised DHC cases are monitored by the Hate Crime Co-ordinator.</p> <p>The National Probation Service (NPS) now have comprehensive Hate Crime Practice Guidance published by NOMS in London that the NPS across England and Wales are working to.</p> <p>They also have a distinct Hate Crime process mapped out on their NPS process mapping software known as EQuIP.</p> <p>With regards to training, NPS now have NPS wide e-learning and face to face training for staff to access.</p> |
| 7.3 | Sport Wales will develop clear equality expectations for Regional Sport agencies                                | A framework for this purpose has been developed.   |

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|     | and future deliverers of community sport.  |   |
| 7.4 | Sport Wales will continue to work with the Child Protection in Sport Unit (NSPCC) to provide support to sports dealing with safeguarding incidents. Sport Wales funds a post that provides this support.   | SW contract with NSPCC CPSU has been renewed.   |
| 7.5 | Sport Wales will continue to seek scrutiny and advice from its established Equality and Diversity Critical Friends Group.  | On going work   |
| 7.6 | <p>The Families First programme promotes the development of multi-agency systems of support for families, particularly those living in poverty. The programme places an emphasis on early intervention and prevention and on bringing organisations together to work with the whole family to help stop problems from escalating towards crisis.</p> <p>We will continue to work closely with local authorities to monitor delivery of the programme across Wales. Progress is assessed against Local Authority plans which outline the commissioned services to be delivered within each Local Authority based on their assessed needs.</p> | <p>Families First continues to work with a wide range of agencies to ensure families receive the breadth of support they need through the Team Around the Family.</p> <p>Through the account management process, delivery of the programme is closely monitored to ensure services are being delivered in response to identified needs.</p> |
| 7.7 | We will ensure there is a concerted effort to continue to sustainably reduce the stigma and discrimination faced by people with  | The Welsh Government has continued to <i>fund Time to Change Wales (TTCW)</i> , the first national campaign to end the stigma and discrimination faced by people with mental health problems in   |

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|     | <p>mental health problems. The Welsh Government (Health and Social Services), with partners, will challenge mental health discrimination, and improve knowledge and understanding of the stigma and discrimination associated with mental health problems in Wales through face to face contact with key organisations, professionals, and members of the public.</p> | <p>Wales.</p> <p>Part of the work of TTCW has included working with organisations across Wales so that they can play their part in reducing stigma by making a public pledge to tackle discrimination, and implementing action plans. Over 70 organisations have signed the TTCW pledge.</p>                              |
|     | <b>Action</b>   | <b>Update</b>   |
| 8.1 | <p>We will continue to undertake hate crime assurance monitoring together with identifying cases suitable for section 146 uplifts.</p>  | <p>CPS Cymru Wales Hate Crime Co-ordinator implements a rigorous internal hate crime assurance regime. Live and finalised cases are monitored. Performance on Section 146 sentence uplifts has improved.</p>  |
| 8.2 | <p>We will pilot a data sharing protocol linked to flagged S145/146 cases across the criminal justice system to aid work with offenders.</p>  | <p>Magistrates Court results where an uplift has been made are noted accordingly on the court computer system, Libra. Agencies with access to court results can pick the information up from there.</p>   |
| 8.3 | <p>Through a pilot intervention programme we will tackle re-offending.</p>  | <p>Meetings have taken place, CRC are designing the programme with further support by VS once more defined.</p>   |
| 8.4 | <p><i>The Renting Homes (Wales) Act 2016</i> became law when it received Royal Assent in January 2016. Section 55 of the Act requires all occupation contracts to include a term addressing anti-social behaviour and other prohibited conduct. Such conduct is defined as that which is capable of causing nuisance or annoyance and can therefore be</p>            | <p>The work to implement the Act is continuing. The Act provides for explanatory information to be required to be included in written statements of contracts. This will include an explanation of the scope of the prohibited conduct term. All such explanatory information will be subject to public consultation.</p> |

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|     | <p>expected to encompass hate crime. The Act enables perpetrators of such behaviour to be targeted for eviction, thereby allowing victims and other family members to remain in their home.</p> <p>A significant programme of work is under way to implement the Act, which will involve making around 25 separate pieces of secondary legislation. These will include regulations on: the requirement for all dwellings to be fit for human habitation; the supplementary terms to be included in occupation contracts; and the model contracts for use by landlords. For further information, see <a href="http://www.wales.gov.uk/rentinghomes">www.wales.gov.uk/rentinghomes</a>.</p> |                      |
| 8.5 | We will pilot a Community Tension Detection (CAT-D) System to assess community feeling on social media during high periods of tension.  | On hold.             |
| 8.6 | <p>We will conduct research on:</p> <ul style="list-style-type: none"> <li>the possible link between online hate speech and offline hate crimes</li> <li>identifying and modelling the spread of anti-Semitic content on Twitter.</li> </ul>  | Research is ongoing. |