

Understanding Hate Crime and Vulnerability in North Wales

Summary of Online Event from 3.30pm – 5.30pm
Monday 16th October 2023 hosted by:

ONLINE EVENT
Summary



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Introduction by Andy Dunbobbin, North Wales Police and Crime Commissioner

The PCC's role continues to be the voice of the people within policing, setting the policing priorities for North Wales, engaging with people who live/work in North Wales and holding the Chief Constable to account for policing services delivered. Tackling and Preventing Hate Crime has been set as a priority within the Police and Crime Plan.

This year's Hate Crime Awareness event aims to explore vulnerability and hate crime within the communities of North Wales, consider how to reduce victimisation, and looks at how to support people who experience hate crime.

Following the success of last year's event and the importance of the subject, this year's session was increased to 2 hours. In a packed and thought-provoking agenda, insights were given from services working in North Wales. There was particular focus on

- The issues that arise around **young people** as both victims and potential offenders and the help, support and guidance needed.
- The work taking place in **schools** around this. PC Erin Hulley of the School Beat team presented on the work of the school police officer team when it comes to hate crime in schools.
- **Show Racism the Red Card** covered their schools input.
- Tensions in communities and crime reported to the **Wales Hate Support Centre**
- The Work of the **Community Cohesion teams** in North Wales particularly with regard to hate crime against people with cognitive impairment / learning disability.



Andy Dunbobbin

Understanding Hate Crime and Vulnerability in North Wales

The PCC works to support and scrutinise North Wales Police on the delivery of policing services. This year saw the launch of the Victim's Panel. A bespoke panel designed to give victims the opportunity to give feedback to the police and wider criminal justice partners about the service they have been given as victims of crime. The aim of the Panel is to gain a service users insight of the problems and difficulties so they can be mitigated, amended and importantly, improved in future. The PCC works with North Wales Police to ensure the system is effective in gaining feedback from victims of hate crime about their experiences. Involving victims of hate crime in the Victim's Panel will become an effective tool for scrutiny and service improvement.

The PCC is involved in campaigns to support reporting of hate crime. 2023 was the first year that there has been a drop in reported hate crime for 7 years. Although this may seem a positive, as hate crime is under-reported the PCC has continued with campaigns and awareness raising to highlight what hate crime is, target those most likely to be affected and share information on how to report.

As part of the governance and scrutiny role, the PCC monitors Force data to understand the type and changing nature of hate crime. Victim satisfaction with policing services is also monitored. Where one member of a community is unhappy with the policing service they have received, this can lead to dissatisfaction from the wider community. North Wales Police have undertaken measures in 2023 to improve satisfaction. They have introduced 20 PCSO hate crime champions to improve specialist knowledge in local policing. An additional police diversity officer has been recruited in the Western Division and plans are underway to establish community advisory groups in local areas. In addition, crime management guidance and extra hate crime information has been made available to officers in local policing.

Monitoring data and satisfaction levels ensures that service provision is always under review and measures can be taken where things have gone wrong to put them right and restore confidence.

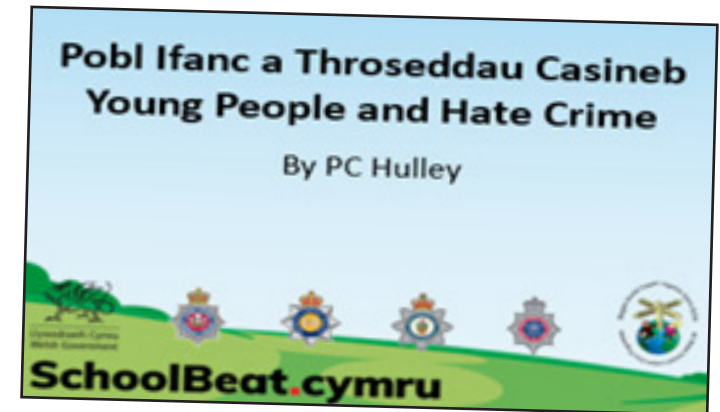
Partnership working remains enormously important. A single group or organisation cannot tackle hate crime alone. Organisations and communities; the public sector and private individuals working together are vital to effectively tackling hate crime in North Wales.

Young People and Hate Crime

PC Erin Hulley, North Wales Police School Liaison Team

PC Erin Hulley of North Wales Police School Police Officer Team gave a presentation on the SchoolBeat work in North Wales. PC Hulley is a School Police Officer who visits 29 schools located in the Wrexham Rural South area.

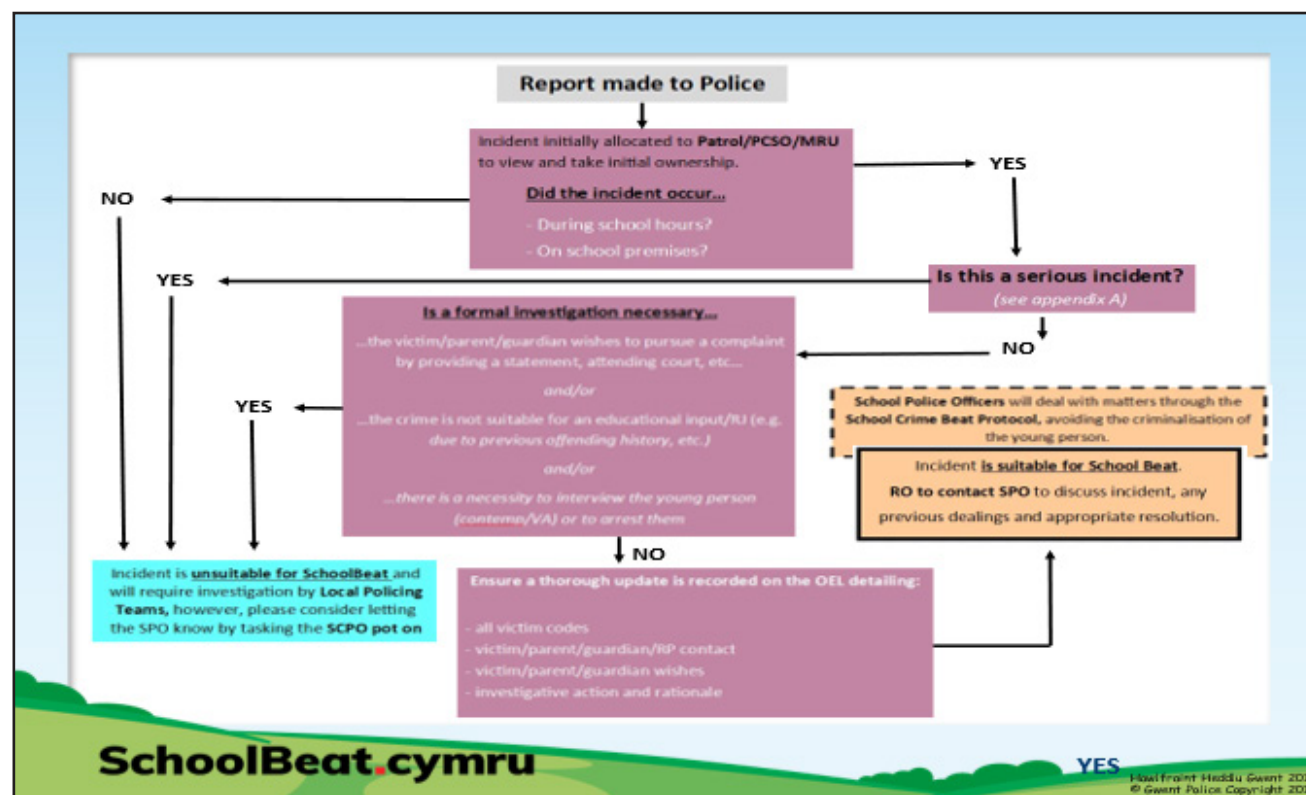
PC Hulley's full slides can be found [here](#). Below is a synopsis of her presentation.



- The roles and responsibilities of a School Police Officer.
- NWP has a total of 16 School Officers, covering the North Wales area.
- School Police Officers carry out assembly presentations on Hate Crime to educate pupils in Primary and Secondary schools.
- Young people are encouraged to THINK before they speak and also think of examples of what makes us all similar and different.
- Pupils are encouraged to identify and discuss what makes us similar and different, and that 'banter' cannot be an excuse for using racist language.
- The presentation explains Hate Crime definitions, examples of Hate Crime and the law.
- Hate Crime assembly presentations also cover Extremism and Radicalisation for Secondary School pupils. There is a focus on discrimination, how beliefs can turn into actions and how to report any concerns.
- School Officers also carry out a Hate Crime lesson which focusses on Extremism and Radicalisation, for Secondary School pupils. There is a focus on Hate Crime definitions and identifying Extremist behaviours amongst peers.
- Hate Crime lessons are also provided for Primary school pupils. This lesson focuses on real life scenarios, allowing the pupils to understand the effects that Hate Crime has on victims.

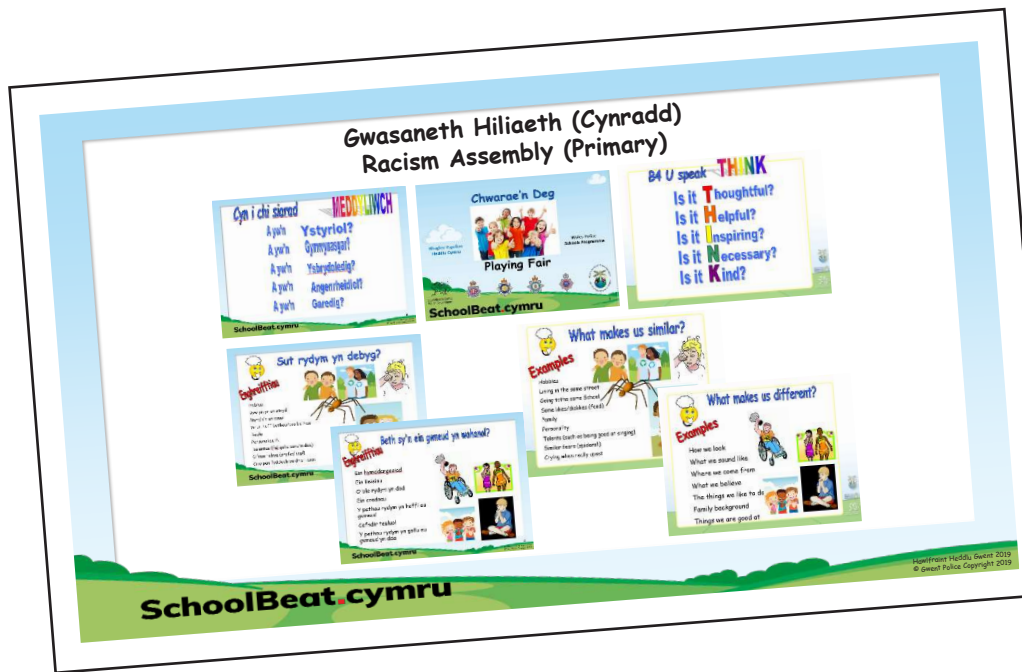
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- From September 2022 to July 2023 a total of 60 Hate Crime related sessions were delivered by the School Police Officer Team in North Wales, reaching a total of 4569 pupils.
- Not all incidents involving children are assigned to School Police Officers to investigate.
- A School Officer will only assist with an investigation if it meets the criteria in the flowchart below.



- If an incident is deemed as 'serious' then a School Police Officer is not able to investigate.
- A list of 'serious incidents' is provided with the [slides](#).

- School Police Officers are often requested to meet with pupils to discuss the legal consequences of their behaviour when incidents occur during school hours.
- School Officers are also trained in Restorative Justice, to assist with reports of bullying.
- A School Police Officer's role is to educate and resolve, and to prevent a young person from obtaining a criminal record. Therefore, when a pupil is spoken to by a School Officer, their personal details are not added to the Police system but their school details, year group and gender are recorded through another system for research purposes only.
- Information is gathered on the number of Hate Related incidents investigated by School Police Officers in North Wales.
- School Police Officers support awareness weeks throughout the year by delivering lessons and assemblies to pupils.
- Each year, School Police Officers support 'Show Racism the Red Card' campaign to raise awareness of Hate Crime.



Show Racism the Red Card – April Herzog

Show Racism the Red Card is the UK's biggest anti-racism education charity.

Our work includes:

- **Anti-racism work** with children and young people
- **Anti-racism training** for educators and other adults, including Teacher Training and Initial Teacher Training which is taking place in the majority of Universities in Wales.
- **Awareness raising** initiatives
- Producing **educational resources:**
 - including a World Cup-themed Anti-Racism Education Pack;
 - a Windrush themed Anti-Racism Education Pack;
 - an Olympics and Paralympics Education Pack (Coming soon!);
 - Our 'Voices' platform – short, sharp videos from people with lived experience of racism, or with experience in the field of anti-racism: <https://voices.theredcard.org/>
 - And our FREE Education Hub. (With a variety of anti-racism themed lesson plans at our website. Teachers can sign up for FREE - <https://theredcardhub.org/>)
- **Lobbying and research.**

Our workshops for schools (primary and secondary ages) raise awareness of the issue of racism in society ([see the slides for further details](#)).



Leaders of Now Project

Our Leaders of Now project consists of longer-term work with Secondary Schools over the course of an academic year. It was piloted with 5 schools across North Wales last year, and we are currently working with 4 schools in Flintshire in this academic year. The aims of this project are:

- To empower young people to be actively anti-racist in their own communities.
- To create a self-sustaining network of anti-racism activists.
- To enable ongoing longer-term conversations about racism and anti-racism.
- To enable young people to feel confident in challenging racism within their own spaces
- To gather intelligence on what young people want/need from us and be pupil-led
- To give pupils a voice that is heard by senior school leaders

The target group are young people Year 9 upwards, with a focus on sixth formers, in schools that have recorded racist incidents or in which staff/pupils have asked for support. (Or schools where the Healthy Schools Teams or Police Liaison Officers have identified a need.) The rationale is that these schools put forward enthusiastic actors who will buy in to the programme and work to make change.



Wear Red Day



This is our annual awareness raising & fundraising initiative each October, where schools, businesses and individuals sign up to commit to raising awareness about racism and anti-racism. This year, we worked with a focus group of pupils from Ysgol y Creuddyn (Conwy) to develop a virtual assembly to be shared with all schools who signed up. The assembly was presented in the main by pupils from Ysgol y Creuddyn, along with young presenters from Ysgol Uwchradd Bodedern (Ynys Mon), Ysgol Eirias (Colwyn Bay) and Ysgol Pen-y-Bryn (Colwyn Bay Primary).



This assembly is available to view here: <https://www.youtube.com/watch?v=Ab1WvR9Min4&t=4s>

Creative Competition

Show Racism the Red Card's Creative competition offers a unique opportunity for cross-curricular learning about embracing anti-racism within your school and Wales as a wider community in a fun and creative way.

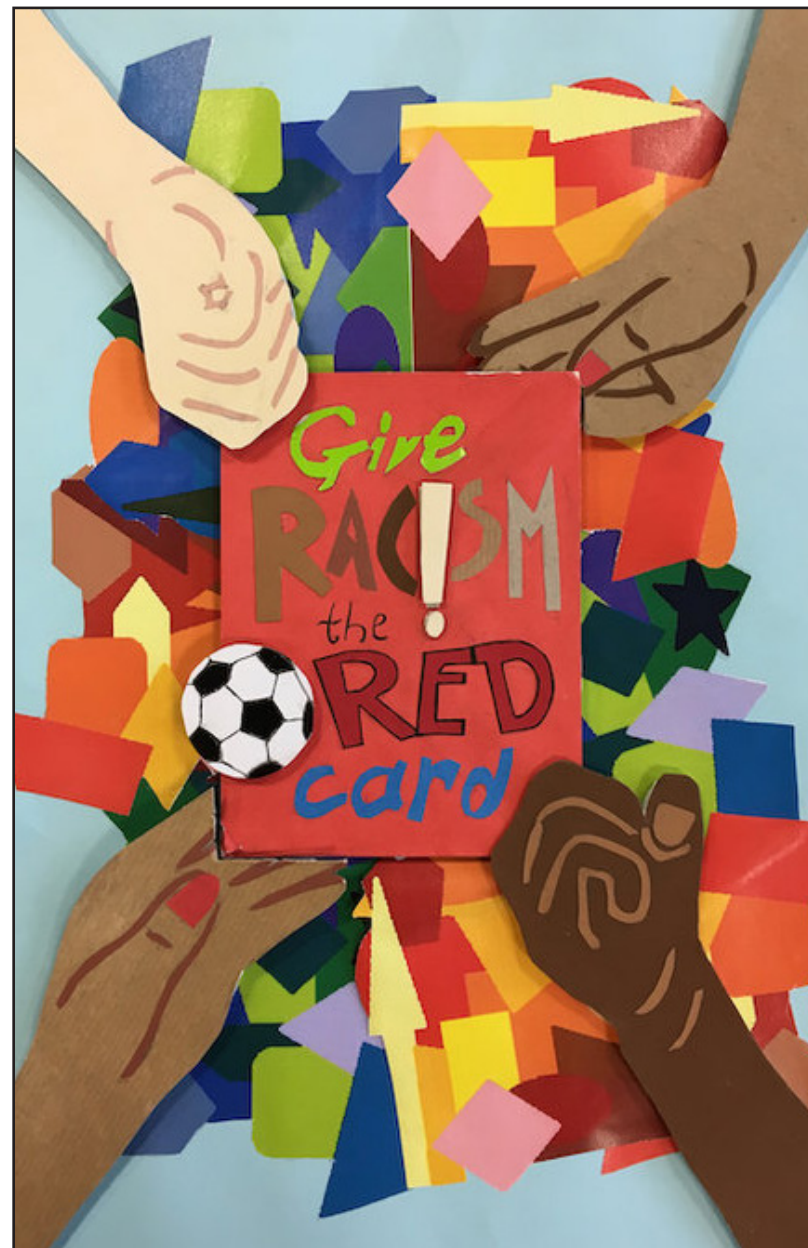
The competition is divided into six categories aligned with the 6 Areas of Learning in the new Curriculum for Wales. Each category has both Primary and Secondary competitions pupils of all ages and abilities will be able to take part in at least one of the challenges

Entries should be through pupils' schools. The deadline for entries is Monday 4th March with the awards ceremony being held on Thursday 25th April. More info can be found here: <https://www.theredcard.org/training-and-workshops/school-competitions/>

For any queries, contact April Herzog (North Wales Education Worker for Show Racism the Red Card):



april@theredcardwales.org



Community Cohesion in North Wales

Both the North-East and North-West Wales Community Cohesion Teams are funded by Welsh Government to support diverse and seldom heard communities across the six counties of North Wales.

As part of Hate Crime Awareness Week for 2023, both Community Cohesion Teams focused on the value of collaborative projects that built more community capacity (examples give below), and provided an overview of the intended outcomes, legislative and policy frameworks, local delivery structures, activities including thematic headings of the Welsh Government Cohesion Plan. Presentations included explanations on how each team were pro-active in helping to raise awareness of key themes outlined in the Public Sector Equality Duty. The session provided a good opportunity to share information on annual regional and county events, how small grants were administered with examples of typically funded projects, but also an overview of tension monitoring, hate crime reporting processes and specialised training opportunities.

North East Wales Multi-Cultural Hub - North East Wales Community Cohesion Team secured £250,000 over 2.5 years through the Anti-Racist Wales – Heritage, Culture and Sports Funds, to support the development of the North East Multi-Cultural Hub in partnership with Race Council Cymru and Ty Pawb. The project continues to go from strength to strength with over 22 Black, Asian and Ethnic Minority community groups supported to date, all of whom are able to work with the Community Cohesion Team and wider partners to raise concerns in relation to hate crime.

Safer Streets Fund 4 & 5 - Community Cohesion is supporting the implementation of the Safer Streets 4 &5 projects in partnership with NWP, WCBC, FCC and wider key stakeholders, delivery has focussed on implementing a preventative approach to the noted rise in youth ASB and hate crime. Delivery includes ongoing school and community youth lead community conversation projects, with EYST and Groundwork North Wales being key delivery partner.

Anglesey Mencap Hate Crime Awareness - Collaboration between North-West Wales Community Cohesion Team and MENCAP Llangefni, NW Police (diversity team) and Victim Support to organise an awareness raising session to highlight different types of hate crime (particularly disability related) and how best to report incidents – relaying anonymised case studies. The event was organised close to hate crime awareness week at a local venue, and information about the types of Hate Crimes incidents happening in the area and what MENCAP members had experienced in the last three years were discussed.

Hate Crime Awareness Podcast - A pre-recorded question and answer session with input from different parts of Wales e.g. Community Cohesion, Police, Victim Support was broadcasted on local community radio station (MônFM) to explain what the definition of Hate Crime was, how best to report incidents and what were the follow-up support processes. The podcast was also circulated to all Welsh Community Radio Stations and placed on strategic web-sites.

Wales Hate Support Centre – Victim Support

The Wales Hate Support Centre is delivered by Victim Support and is funded by Welsh Government. The service

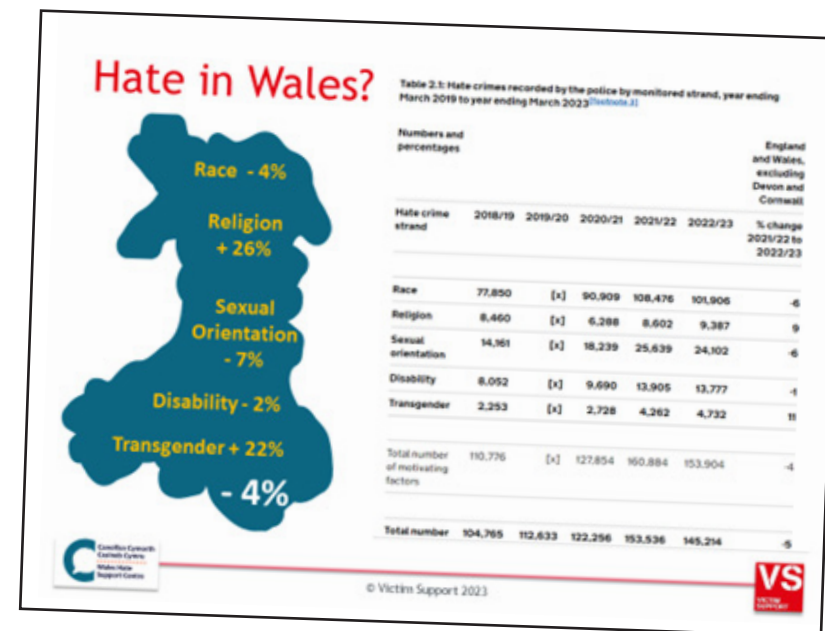
- Is a National service, covering the whole of Wales; a unique, national service in the UK
- Is able to offer independent and confidential support
- Delivered by a team of Case workers, Early Intervention & Triage Officers and Training & Engagement Officers – all working to support victims of hate crimes and incidences. Be they adults, children, whole families, witnesses, or communities impacted by hate in Wales. The service is able to support children and young people independently from the age 13+, or through a parent/ carer at any age.
- Offers free training in communities, including for schools, School Governors and the Police
- There is a dedicated Case Worker and Training & Engagement Officer based in North Wales.

It's not always clear why the hate crime statistics change in the way they do, but Wales has it's own rates, and North Wales itself also bucks the trend; North Wales has seen a drop of around 11% in the whole of Wales.

Reasons for changes in statistics could be improved recording by Police forces, decreases in incidences, or an increase in under-reporting. We have our own unique challenges in Wales.

In 2021, Victim Support undertook research with young people across Wales to explore their experiences of hate. The insights from the research are useful for anyone working with children & young people;

- Most of the young people spoken to had been victimised in school rather than in their communities.
- Religious children and those from ethnic minority communities and those who identified as LGBT reported a higher percentage of victimisation.



Understanding Hate Crime and Vulnerability in North Wales

- Victimization due to hate crime and incidences had a profound and detrimental effect on the lives of CYP (Children and Young People).
- CYP had largely heard of HC, but where it had come from was mixed. Some had learned about hate in school, OR had never had a conversation with an adult about it.
- CYP are most likely to reach out to an adult they already have a relationship with.
- A worrying level of CYP had not disclose the hate they had experienced to anyone.
- Low trust in the Police from CYP.
- Some CYP had a preference for self-reliance in recovery. Some CYP reported fear of retaliation or fear the harassment would get worse. Normalising – getting used to hate, or a belief that nothing would change impacted young people’s ability to access appropriate help and support.

To access the full report:

English: [Its-soul-destroying_Final-English.pdf \(victimsupport.org.uk\)](#)

Welsh: [Mae’n torri calon \(victimsupport.org.uk\)](#)



To reach out to the Wales Hate Support Centre: www.reporthate.victimsupport.org.uk



Question, Answers and Relevant Commentary

Questions and commentary received on the day along with comments /answers from the presenting organisations.

Where questions raised were of the same nature/theme a single response is given.



Will there also be further training for officers on what hate crime is and how they know how to investigate it properly and thoroughly? There seems to be a strong emphasis on the victims / survivors and what they need to do, but often there are problems with officers too.

There are bespoke hate crime training packages delivered to members of staff. The Force also relies on the expertise of the Diversity Officers to support local policing teams with the management of hate crimes. Hate crime champions have also been introduced within the Force to add an extra layer of expertise and knowledge in the investigation of hate crime and the support of victims.

The Wales Hate Support Centre works closely with North Wales Police to share victims' experiences of hate crime and incidences, and to support officers to support victims in a trauma informed way that upholds their rights within the Victims Code of Practice.

Why do police officers need to go into schools to deliver material that should already be familiar to all teachers? Does your presence in school represent a failure of teacher training and / or teacher awareness of equality issues?

It is important that school liaison officers are able to deliver hate crime awareness sessions within schools to ensure pupil understanding of what constitutes a hate crime and how it will be dealt with within the criminal justice process. This complements and adds to existing pastoral education within schools that tackles various social issues including bullying, drugs, relationships etc.

Teacher Training

I have a daughter who goes to school and gets bullied for being different. But the main issue as I've pointed out in previous meetings is that teachers aren't aware of how to spot hate...or they're too afraid to step in or report. Teachers should attend training on hate.

My daughter gets bullied in her high school and so do her friends for being different. I've pointed out in previous meetings with North Wales Police that teachers aren't aware of spotting or reporting hate or bullying on being different. I would like for teachers to attend hate crime training.

It would be a good idea to use a staff training day for training teachers about hate crime.

It would be good for a teacher training day to be held at end of October half term on the following Monday. Teacher training - no school children.

Teachers should be fully up to speed on 2010 Act and safeguarding issues. It worries me that they might (sort of) subcontract hate crime issues to the police. They now have the ARWAP* to deal with, which should cover all the issues you have to address. If they leave it you, they (or some of them) may never progress.

*Anti-Racist Wales Action Plan

The Wales Hate Support Centre is able to deliver hate crime awareness training within school settings to staff, Governors and older children. This is available on an opt-in basis, and schools are encouraged to contact the service on hate.crimewales@victimsupport.org.uk to discuss the service available. Schools that wish to develop their understanding and commitment to tackling hate crime further are also able to sign up to the Hate Crime Charter and work towards the Hate Crime Charter.

The desire for teaching staff to be more educated on hate crime and bullying around the protected characteristics will be shared with partners in Education.

Trans Hate Crime continues to increase. I'm very concerned about the lack of focus on Researching and Finding out "Why people commit Hate Crime"? Is it Ignorance? Lack of social contact with minority communities? Community and family bias and pressure, The Press & Media attacks on the community, and the Westminster Government continually being disparaging about LGB and particularly Trans people? Political / Terrorist events? We should be trying to find out why a hate Crime is committed and how to prevent it starting. Education is good start, but what about outside the school environment?

Why Hate Crimes and incidences are committed is a complex area. As a specialist service, the Wales Hate Support Centre often runs virtual events that seek to explore this topic, to share knowledge and insight on how hate happens, causes and influences, interrupting the cycle of harm and how to create better outcomes for victims. Please e-mail hate.crimewales@victimsupport and ask to be added to the mailing list to receive information about our upcoming events.

Are there any Disability Hate Crime lessons particularly?

Looking at Elin's school lessons - is there any different lessons material for Specialist Schools?

The lessons are not separated by protected characteristic, however the schools programme involves a general hate crime input which can be tailored to the individual needs of the school and its pupils. This could be based on age, location, protected characteristics etc.

Inputs are also tailored to problems that may have occurred or are prevalent in a particular school.

How come the school incidents were so high for 2020 when children were at home for majority of the year due to Covid restrictions?

Overall there was an increase in reporting of hate crime in 2020 by 20%. Reports included complaints of online hate which were far higher than in previous years.

How do the figures compare to other areas of the UK has there been a reduction?

There was a general increase in hate crime reporting during the Covid pandemic period (2020 – 2022). Hate crime reporting levels are now returning to pre-pandemic levels. The overall hate crime reporting figures for North Wales are consistent with reporting patterns across the UK.

From my experience after talking to victims, it's not that they don't trust, its more that nothing can be done as there is never enough evidence to prove they are victims and not enough evidence to convict perpetrators. I think victims are giving up!

I have talked to victims of hate, and it seems that it's not all about trust regarding Police, but more about lack of evidence to support their cause. I feel victims are giving up, especially when you need sufficient evidence for perpetrators to be convicted. Any way this can change?

The above are valid points and it is accepted that not all hate crime investigations will be successful. It is important that the police work with victims to support them through the reporting/recording process for hate crime. Cases where perpetrators have been prosecuted through the criminal justice process need to be promoted by agencies and used as a tool to encourage further reporting. Police and Victim Support work in partnership to support victims through the process even when cases are unsuccessful. Police forces can also use powers around harassment to bring perpetrators to justice.

Prosecutions for Hate Crimes are still very low, and quite rightly as the questioner points out, lack of evidence can be a real challenge in this area. Also, for victims of hate crime, 'justice' looks different to everyone. For some, it's seeing the weight of the law fully applied against those who have harmed them, some just want the abuse to stop and others want to play a part in educating the perpetrator. The concept of justice is as personal as the impact of the identity based crime itself. What is important is that victims are kept fully informed in a timely way, and that they are able to access confidential, independent support to help them to put their lives back together so that they have the best chance of overcoming what's happened to them - whether that be to see legal justice and/or other support provision.

Does a substantive offence have to occur before an investigation takes place for hate crime?

The ethos of North Wales Police is to investigate all reports to us. In some cases we can early identify whether a report is a Hate Crime or Hate Incident. The investigation of both scenarios is the same, we consider the threat, risk, and harm, together with evidential opportunities and look to take positive action where possible. We also work with victims in progressing matters in line with how they would like them to be such as community resolutions etc.

A hate crime is criminal offences such as assaults or criminal damage which are motivated by prejudice or hostility (the hate element). Hate incidents would be reports which don't constitute a criminal offence such as Anti-Social Behaviour.

Similar question to above, but does a substantive offence have to occur before an incident is recorded as hate crime?

Yes, a criminal offence has to occur for the "crime" element, however There are occasions whereby a hate incident could lead to a hate crime such as a series of hate incidents may evidence a course of conduct for Harassment which is a criminal offence.

Do School Police Officers go into schools talking to children about the use of social media? laws on this?

Yes, we do. We have assemblies for both primary and secondary schools, and we have a lesson for Year's 3/4 and Year 8's on Internet Safety.

Isn't 'alternative subculture' protected anymore?

It's never been protected under hate crime legislation (only race, religion, disability, trans and sexual orientation), but 'alternative subculture' is tracked by some police forces and can also access ALL the services of from Victim Support, as can other forms of hate outside of the 5 protected groups.

I wonder how well the average school teacher is able to handle these sort of complexities.

We encounter lots of teachers and schools that make efforts to self-educate, but some that do struggle and need support/direction. It's more important than ever to make sure that the right information is available, in the right way and at the right time and is consistent between services. Organisations like Show Racism the Red Card do incredible work, as do the School Beat officers.

Victim Support is also able to deliver hate crime awareness sessions to school staff, teachers and older children. There is also support to sign up to the Hate Crime Charter and work towards the Trustmark, if this is an area the school want to develop.

Are any of these type of projects happening in N. West Wales? Community Cohesion

There were nearly 70 projects applied for this year from the Cohesion Fund - and after shortlisting and scoring, about 9 projects were supported. However a proportion of those projects were to support tackling hate crime - other projects were mentioned in the two presentations from Emily and myself. Please get in touch if you need any further details - tonyjones@ynysmon.llyw.cymru.

Contacts

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Website - [Hate Crime | Office of the Police and Crime Commissioner North Wales \(northwales-pcc.gov.uk\)](https://www.northwales-pcc.gov.uk)

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North Wales Police

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