

Stop Hate in Norfolk Protocol 2017 – 2021



Every individual and community in Norfolk should feel cared for, respected, equal, and fairly treated.



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1. The Stop Hate in Norfolk Protocol

It is our absolute belief that every individual and community in Norfolk should feel cared for, respected, equal, and fairly treated. In adopting the aims of the Protocol, we will:

1. Lead by example – if we ever witness a hate incident, we will immediately report it.
2. Publish clear messages that we do not tolerate hate incidents in any form in Norfolk.
3. Make sure our staff, volunteers and service users understand what a hate incident is, how to report hate incidents and how to report on someone else's behalf if the victim does not feel confident to do so themselves (see **pages 5 and 6** for more information).
4. Encourage our staff and volunteers to undertake Norfolk's free [e-learning](#) on hate incident reporting, so that they understand how they can help. The e-learning was produced by Norfolk County Council and is hosted on Norfolk Constabulary's website.
5. Ensure that staff and volunteers have the equipment to report hate incidents (eg via the internet or a phone).

<p>If you are interested in becoming a signatory to the Protocol, see page 7.</p>

Background information and FAQ

What is the purpose of the Stop Hate in Norfolk Protocol?

1. The purpose of the Stop Hate in Norfolk Protocol is to:
 - Establish a consistent standard for tackling hate incidents across Norfolk;
 - Address under-reporting;
 - Improve the quality of information collected about hate incidents in Norfolk;
 - Increase the number of successful prosecutions and convictions, sending out a strong message to perpetrators.
2. The signatories include the county, city, district and borough councils, criminal justice agencies, statutory health organisations and voluntary and community sector organisations.

Definition of a hate incident

3. A hate incident is defined as: *"Any incident, which may or may not constitute a criminal offence, which is perceived by the victim or any other person as being motivated by prejudice or hate."*
4. All hate incident reports are investigated by Norfolk Constabulary to identify whether they constitute a crime. The Criminal Prosecution Service determines after an investigation has been carried out whether there is enough evidence to take the case through the criminal justice system.
5. Even if a hate incident is not determined by the Police to be a crime and does not go to court, specific interventions may be undertaken by the Police and local authorities to work with perpetrators and victims to prevent further incidents happening.

What forms can a hate incident take?

6. Hate incidents/crime can take many forms, some more obvious than others. Although physical violence, verbal abuse, damage to property and graffiti are common, other forms of hate incidents are on the increase. For example:
 - Instances where people are befriended to be exploited, called 'mate crime'. There may be safeguarding implications with this form of hate incident.
 - Internet hate crime is becoming increasingly common, especially with younger people, and can include anything from hate mail and texts to posting hate material on social media.

7. The five characteristics of hate recorded by the Police in Norfolk are disability, race, religion, sexual orientation and transgender status. Other forms of hate such as age are recorded under 'Hate Other' and are reviewed to identify trends.

Why is it important to report hate incidents?

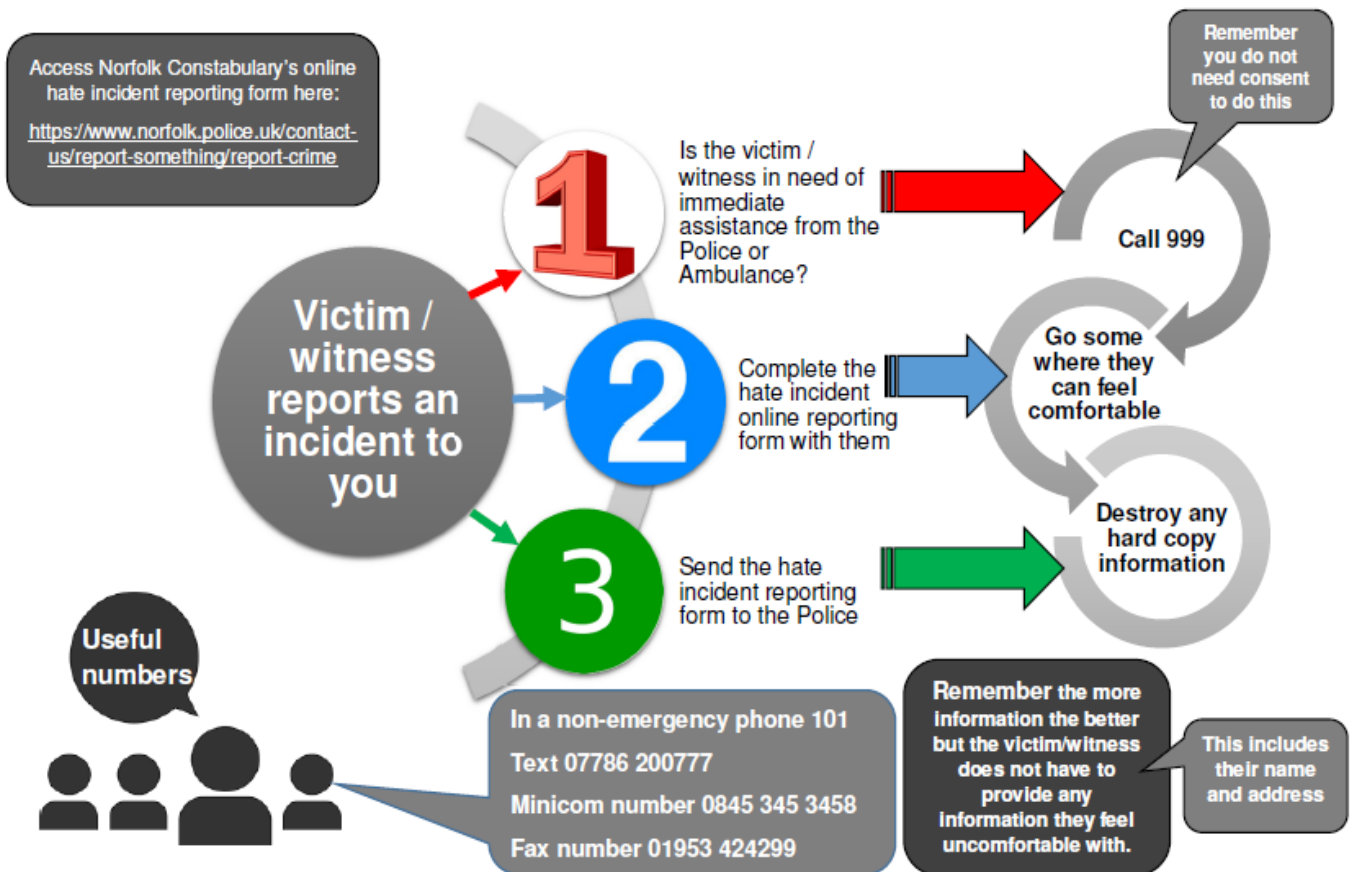
8. Most hate incidents go unreported. This is because:
 - Victims may think the incident is too trivial, a waste of time, that they won't be believed, or that they cannot 'prove' that the incident was motivated by hate.
 - People find it difficult to recognise when they have been a victim of a hate incident.
 - Victims and witnesses may be worried that if the perpetrator knows they have reported an incident then things may get worse.
 - Victims and witnesses may not know where or how to report a hate incident.

Why is it important to report hate incidents on behalf of victims (known as "third party reporting")?

9. Often, victims of hate incidents are not confident to report hate incidents themselves, or they may not think it is important. Some people – particularly people with care and support needs – may not recognise that they have been the victim of a hate incident.
10. If staff and volunteers in different organisations are trained to report hate incidents on behalf of others, this helps to safeguard vulnerable people and assists local agencies to build intelligence profiles about persistent perpetrators and hate incident hotspots.
11. Victims should always be encouraged to report a hate incident regardless of if they believe it is serious or not, or if they have no information about the perpetrator.
12. Every reported incident helps the Police to build intelligence profiles in an area, and to intervene in situations where a perpetrator is committing seemingly 'minor' offences.
13. Even if an incident is not a crime, there are measures the Police and public agencies can take to deal with incidents that are not reliant on evidence, physical injury, damage to property or having personal information from the victim.

The diagram on the next page sets out helpful guidelines for taking third party reports.

Third Party Reporting process



Legal context

14. The Crime and Disorder Act 1998 requires local authorities to implement strategies to help with the reduction of crime and public disorder within the local community. The Act includes additional offences for crimes which were aggravated by the race, or presumed race, of the victim, which carry additional fines or extended prison terms if the crime can be proven to have been racially aggravated.
15. The Act was amended by the Anti-terrorism Crime and Security Act 2001. It extended the scope of the Crime and Disorder Act by creating new religiously aggravated offences and applying the same sentencing duty to all other offences where there is evidence of religious aggravation.
16. The Equality Act 2010, which applies to public sector organisations and those carrying out public functions, imposes a 'general duty' to have due regard to the need to:
 - Eliminate discrimination, harassment and victimisation and any other conduct prohibited by or under the Act;
 - Advance equality of opportunity between persons who share a relevant protected characteristic¹ and persons who do not share it;
 - Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
17. Schools do not have a statutory responsibility to record or report identity-based incidents. However, many Norfolk schools do record prejudice-related information for their own monitoring purposes.

18. Under the Care Act 2014 (10 forms of abuse under safeguarding), local authorities have to consider additional factors such as hate incidents/crimes being a contributory factor to a referral. Within the Care Act on adult safeguarding, hate crime is referenced at 14.83 regarding protection of the law and access to justice, and at 14.140 regarding the preventative role of the Safeguarding Adults Board.

Who administers reports of hate incidents in Norfolk?

19. Norfolk Constabulary is responsible for administering hate incident and crime recording in Norfolk, managing the data base of reports, carrying out investigations, determining whether or not an incident constitutes a crime, and generating data reports on levels and types of incidents.
20. Norfolk Constabulary is responsible for providing local agencies with hate incident data to inform service planning about how to tackle hate incidents in the county.

How do I report a hate incident?

21. There are a number of ways to report a hate incident:
- In an emergency always phone 999
 - In a non-emergency phone 101
 - Text 07786 200777
 - Minicom number 0845 345 3458
 - Online: www.norfolk.police.uk/stop-hate
 - Fax number 1953 424299
 - Go to your local police station or anywhere you see the 'Hate Incident Reporting Place' logo to report it.

Who can be a signatory to the Stop Hate in Norfolk Protocol?

22. Any organisation can be a signatory to the Protocol – whether a public agency or a small local community group.

What do I need to do to be a signatory to the Protocol?

23. All you have to do is to adopt the principles set out on **page 3**. The more people who adopt these principles, the safer Norfolk will be.

What resources are available to help promote the Protocol?

24. Free posters, window stickers and other resources are available. See [here](#).

Further information

25. For further information please contact:

Norfolk County Council	Norfolk Constabulary
Neil Howard Equality and Accessibility Officer	Julie Inns Equality & Diversity Manager

Norfolk County Council Telephone: 0344 800 8020 Text relay: 18001 0344 800 8020 Email: equalities@norfolk.gov.uk	Norfolk Constabulary Telephone: 01953 424021 Email: innsj@norfolk.pnn.police.uk
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ⁱ The characteristics protected under the Act are:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex and
- sexual orientation