

Performance, Finance and Customer Focus Overview and Scrutiny Committee



Date of meeting:	22 February 2023
Title of Report:	Safer Plymouth – Hate Crime Briefing
Lead Member:	Councillor Pat Patel (Cabinet Member for Customer Services, Culture, Leisure & Sport)
Lead Strategic Director:	Anna Coles (Interim Strategic Director for People)
Author:	Siobhan Logue
Contact Email:	Siobhan.logue@plymouth.gov.uk
Your Reference:	SL 03/02/23
Key Decision:	No
Confidentiality:	Part I - Official

Purpose of Report

Safer Plymouth has been asked to present at the Performance, Finance and Customer Focus Overview and Scrutiny Committee around the topic area of hate crime and how this area is responded to by the partnership in the City.

Recommendations and Reasons

The committee to note the report.

Alternative options considered and rejected

N/A

Relevance to the Corporate Plan and/or the Plymouth Plan

Contribution to: -

- a friendly welcoming city

Implications for the Medium Term Financial Plan and Resource Implications:

NA

Financial Risks

NA

Carbon Footprint (Environmental) Implications:

No direct carbon /environmental impacts arising

Sign off:

Fin	DJN. 22.2 3.37 0	Leg	EJ/1 114/ 9.2.2 3(1)	Mon Off		HR		Asset s		Strat Proc	
-----	---------------------------	-----	-------------------------------	------------	--	----	--	------------	--	---------------	--

Originating Senior Leadership Team member: Matt Garrett

Please confirm the Strategic Director(s) has agreed the report? Yes

Date agreed: 06/02/2023

Cabinet Member approval: *Verbally approved on the phone.*

Date approved: 13/02/2023

Safer Plymouth

Safer Plymouth is the community safety partnership for the city of Plymouth. It is made up of five statutory organisations, working alongside a wide range of other agencies to protect the local community from crime and to help people feel safer. The statutory organisations are Plymouth City Council, Devon and Cornwall Police, Devon and Somerset Fire and Rescue Service, the Probation Service and Devon ICB. We also have representation from the Office of the Police and Crime Commissioner and Voluntary, Community and Social Enterprise (VCSE) partners.

Safer Plymouth drives partnership activity around delivery priorities through three thematic groups, Safer Families, Safer Communities and Serious Violence Prevention

Safer Plymouth also holds governance for the following groups: Domestic Abuse and Sexual Violence partnership board, Youth Justice Management Board and Violence against Women and Girls.

Safer Plymouth has developed a “plan on a page” community safety plan (*appendix 1*) within this plan, priority areas are listed, one of these being the area of hate crime.

Governance of hate crime as a topic area

The area of Hate Crime is managed by the thematic group “Safer Communities”.

Safer communities has 2 co-chairs - Tracey Naismith, Operational Manager within the Community Connections team at Plymouth City Council and Denise Alexander, Partnership Inspector at Devon and Cornwall Police.

Safer communities contains multiple theme topics including modern slavery, anti-social behaviour, hate crime and emerging themes and trends.

Safer communities invites multiple partners, including representatives from diverse communities and those working within them (e.g. Community Builders), who share information as a collective both in their bi-monthly meetings and via their teams page.

If concerns are identified, this forum is used to assist with creating problem solving plans. Pertinent updates or emerging issues are then shared at the Safer Plymouth executive meeting for strategic oversight.

The Strategic Crime Assessment

The latest annual Strategic Crime Assessment to support community safety priority setting was completed by Safer Plymouth in November 2022. (Appendix 2)

This process was informed by a series of MoRiLE (Management of Risk in Law Enforcement) workshops held during September 2022.

Workshops included crime data, community intelligence and data, and insights from partners. All partners contributed to assessment scoring to identify threat, risk and harm across broad themes.

The overall MoRiLE scoring was moderated by a Plymouth City Council Technical Lead for Community Safety, a Public Health analyst and the Chairs of the workshop.

Please note the data being analysed for both the MoRiLE and Strategic crime assessment is from April 2021 to April 2022.

The Key statistics found

- There has been an overall 5% increase on reported hate crimes since the previous year, with 623 hate crimes recorded in 2021/22
- In terms of volume, the largest number of hate crimes are associated with race, with 346 crimes in 2021/22, however this is a 9% decrease compared to the previous year
- There has been an 86% increase in sexual orientation related hate crime, with 134 crimes in 2021/22
- There has been 12% increase in disablist hate crime, with 65 crimes in 2021/22
- There has been 47% increase in religious hate crime, with 28 crimes in 2021/22
- There has been a 50% decrease in transgender hate crime, with 12 crimes in 2021/22

Knowledge gaps and further work identified within the assessment

Some attendees at the workshops raised concerns that the MoRiLE scoring process does not adequately capture complexity threat, risk and harm for hate crime – this is being looked at with peninsula colleagues from the crime analyst network to identify a better way to encapsulate the data for 2023.

It was felt there is potential for more diverse community representatives and greater attention within public services, e.g. diverse communities' team, to effectively address different forms of hate crime

There was a concern around underreporting and a deeper understanding of hate crime-related trauma. This is to be monitored within the safer communities' theme group and links with the trauma network identified.

The Diverse Communities Team within the police has been linking in and providing inputs for schools, however the strategic crime assessment highlighted that there is an identified need to support schools around discrimination and anti-racism.

Safer Plymouth Executive Partners

Each partner within Safer Plymouth gathers and utilises different information about people accessing/impacted by their services.

It has been garnered that this information is not always sought or required and gathering of it would be dependent on the reason for them accessing services.

Each agency conducts Equality Impact Assessments for a vast amount of work to which they are planning in order to establish equality across all protected characteristics as per the equality act.

Safer Plymouth as a collective will continue to have conversations around diversity data in various theme and theme lead meetings, to enable sharing of good practice however is also aware there is no obligation for partners to share information about the population accessing/impacted by each service.

The Strategic Crime assessment highlights the need to continue to understand the impact of hate crime within the city, which could have a direct read across to who is accessing services, therefore these conversations will continue to enable us to offer a fair service to all.

A good example of an equality impact assessment is from Together for Childhood who have created an Equality, Diversity, Inclusion and Trauma Informed Impact Assessment (Template) which shows good practice for monitoring this information prior to any work or actions being undertaken to ensure it meets these criteria. Together for Childhood have included the Trauma informed impact assessment to their equality Impact assessment, in line with Plymouth being a trauma informed city, this was shared with all Safer partners prior to the executive meeting in January 2023 (*appendix 3*)

Response and Prevention of Hate Crime in Plymouth

The community safety team PCC

The Safer communities' theme group has close partnerships with some organisations working within diverse communities and are working to build upon this further. The community safety team in Plymouth City Council meet with the Diverse Communities Team of Devon and Cornwall Police and Devon & Cornwall Chinese Association every 4 weeks to understand any concerns within this community and to offer relevant support and advice.

Plymouth City Council have recently appointed a new Senior Officer who will be the operational lead in hate crime (in addition to her day to day role). As part of her role, she will be making contact with more of Plymouth's diverse communities to try and build relationships between teams to help understand what can be improved upon to create more cohesive communities and prevent hate crime. The community safety team has a close working relationship with the police Diverse Communities Team and they will be creating some of these links and introductions.

The Diverse Communities Team will notify the Community Safety team and Safer Communities of any potential trends, themes or concerns in the city so they can collaborate, address and prevent hate crime recurring, for example, they did some joint community engagement with delivery drivers in the city in response to concerns raised around hate crimes being under reported by this community.

The community safety team in Plymouth City Council takes part in events such as Hate Crime Awareness Week, Pride, and ASB Awareness Week which are used as opportunities to raise awareness re: hate crime and how the team can offer support.

They utilise both internal and external comms to raise awareness about hate crime and where people can report and access support, as an example, they released a video in relation to online hate crime.

(<https://youtu.be/iedEZhRXisQ>)

The Community safety team also contributes to Plymouth City Councils policy team equality paper which has direct read across to the welcoming city paper currently in production.

Plymouth City council have recently put into place a team of Community Builders who work with particular targeted communities, to support communities to work together to collaborate around things that are important to them. Using asset based approaches community builders asset map communities and work with connectors (people in communities who are already connecting to others) to build resilience.

All of the community safety team's frontline officers are third party reporting trained and Plymouth city council is a third party reporting centre. If a member of the public wishes to report to the police but via third party reporting, community safety team officers will take this report and pass it onto the police on their behalf.

The council's community safety team do not record and investigate hate crime reports as this is the responsibility of the police. However, the team are involved in ongoing ASB cases or ASB Case Reviews where there may be elements of hate crime and will support with action in relation to this (e.g. using civil tools and powers). The ASB

Case Review process has a lower threshold where ASB includes an element of hate, in recognition of the higher impact hate has on victims.

The team are also aware of national and local support agencies and will signpost victims of hate crime where relevant, this includes Diverse Communities Team and Victim Support but also specialist local organisations.

Devon and Cornwall Police – Diverse Communities Team

The Diverse Communities team are a proactive arm of policing and deliver engagement work with organisations, businesses and charities around promoting the reporting of hate incidents and hate crimes. They build relationships with communities and try to break down barriers of the distrust of the police, building trust and confidence for people to approach the police. By building positive relationships and community cohesion (which does take time) they are then able to have two way conversations about how events locally, nationally and even internationally are affecting the communities within Plymouth and this can only be achieved through conversation.

In Plymouth police work with the local authority and partnership services to have a 'one city approach' to how best to respond and deal with hate crime and the consequences of it on the victim, family, friends & even perpetrators. Whilst everyone has their area of responsibility and expertise they can reach out and support each other to support those affected by hate incident/crimes.

The Diverse Communities Team also provide hate crime talks (at various appropriate levels) to educate students on what is a hate crime or hate incident and how to support people or report incidents relating to hate (primary/secondary/further education/ university students/international students) as well as third party reporting to staff.

Plymouth has various third party reporting centres for hate crime (*appendix 4*), third party reporting allows for people to report hate crime without having to come to the police directly and also allows for the report to be anonymous.

Referrals to the victim care unit are also coming from many agencies through third party reporting. In Plymouth most referrals are coming from Victim Support, Plymouth and Devon Racial Equality Council, with also some referrals coming directly from the Zone and Intercom Trust. Police have agreed to support partners and will be carrying out some work with the Zone to consider whether referrals could be increased with further staff training.

Police data (*appendix 5*) shows Hate Incidents Oct 2021 to Oct 2022 have decreased, however in the same period Hate Crimes have increased. Indicating that potentially more incidents are now meeting threshold and are being recorded as crime.

The Diverse Communities Team have explained the difference between a hate incident and a hate crime as the following –

A hate incident is any incident which the victim, or anyone else, thinks is based on someone's prejudice towards them because of their race, religion, sexual orientation, disability or because they are transgender.

A hate crime is defined as 'Any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice based on a person's race or perceived race; religion or perceived religion; sexual orientation or perceived sexual orientation; disability or perceived disability and any crime motivated by hostility or prejudice against a person who is transgender or perceived to be transgender.'

Not all hate incidents will amount to criminal offences, but it is equally important that these are reported.

Sex and gender is also a monitored strand for Devon and Cornwall Police, but is not recorded nationally and does not attract any sentence uplift in law, but is seen as an aggravating factor. This type of offence is likely to be recorded in the 'hate other' banding within the data.

The Plymouth hate crime heat map within the police data provided shows

- Racial hate crimes (1.40) are the highest type of hate crime per 1000 population across Plymouth LPA.
- Plymouth City Centre (14.61) has the overall highest rate of hate crime per 1000 population, with racial (9.04) and sexual orientation (2.78) the highest contributors.
- East End (4.16), Stonehouse (3.84) and Mutley (2.99) are the three highest neighbourhoods with racial related high crimes after the City Centre.
- Sexual orientation related hate crime has a wider spread across Plymouth with only 8 neighbourhoods recording zero crimes. East End (1.33) and Stonehouse (1.14) are the highest with exception of Plymouth City Centre.

Hate crime by Neighbourhood	Disability	Racial	Religion	Sex or Gender	Sexual Orientation	Transgender	Other	Grand Total
Plymouth LPA	0.22	1.40	0.04	0.08	0.44	0.08	0.08	2.39
Barne Barton	0.19	1.35	0.00	0.00	0.39	0.00	0.00	1.93
Beacon Park	0.18	0.74	0.00	0.00	0.00	0.00	0.37	1.29
Chaddlewood	0.22	0.22	0.00	0.00	0.11	0.11	0.11	0.77
Colebrook & Newnham	0.50	0.67	0.00	0.00	0.17	0.00	0.00	1.34
Derriford West & Crownhill	0.24	0.61	0.00	0.00	0.37	0.00	0.12	1.34
Devonport	0.27	2.28	0.00	0.13	0.67	0.27	0.13	3.75
East End	0.17	4.16	0.00	0.17	1.33	0.17	0.00	5.99
Efford	0.29	1.03	0.00	0.15	0.15	0.00	0.15	1.77
Eggbuckland	0.00	0.47	0.00	0.00	0.00	0.00	0.00	0.47
Elburton & Dunstone	0.15	0.31	0.00	0.15	0.00	0.00	0.00	0.61
Ernesettle	0.00	0.23	0.00	0.00	0.47	0.23	0.00	0.94
Estover, Glenholt & Derriford East	0.33	2.29	0.22	0.11	0.66	0.00	0.11	3.82
Ford	0.00	0.00	0.00	0.00	0.24	0.00	0.00	0.24
Goosewell	0.20	0.00	0.00	0.00	0.00	0.20	0.00	0.40
Greenbank & University	0.09	2.60	0.09	0.00	0.35	0.09	0.00	3.29
Ham, Weston Mill & Pennycross	0.43	0.33	0.00	0.00	0.22	0.00	0.33	1.30
Higher Compton & Mannamead	0.00	0.11	0.00	0.00	0.33	0.00	0.00	0.44
Honicknowle	0.30	0.69	0.00	0.00	0.30	0.00	0.30	1.58
Keyham	0.00	0.92	0.18	0.00	0.18	0.00	0.00	1.29
Leigham & Mainstone	0.00	1.09	0.00	0.00	0.22	0.00	0.00	1.30
Lipson & Laira	0.00	0.33	0.16	0.33	0.33	0.00	0.33	1.48
Manadon	0.40	0.40	0.00	0.20	0.00	0.00	0.00	0.99
Morice Town	0.54	0.81	0.00	0.81	0.81	0.00	0.00	2.98
Mount Gould	0.13	1.75	0.13	0.00	0.88	0.00	0.00	2.88
Mutley	0.31	2.99	0.00	0.00	1.10	0.00	0.00	4.56
North Prospect	0.32	1.13	0.00	0.00	0.32	0.00	0.00	1.77
Peverell & Hartley	0.11	0.69	0.00	0.00	0.11	0.00	0.00	0.92
Plymouth City Centre	1.04	9.04	0.12	0.58	2.78	0.70	0.12	14.61
Plympton St Maurice & Yealmpstone	0.44	0.79	0.00	0.09	0.26	0.09	0.00	1.67
Plymstock	0.00	0.91	0.00	0.11	0.23	0.00	0.00	1.25
Southway	0.27	1.07	0.00	0.00	0.40	0.13	0.00	1.87
St Budeaux & Kings Tamerton	0.11	0.55	0.11	0.11	0.44	0.11	0.11	1.54
Stoke	0.11	1.89	0.32	0.11	0.32	0.11	0.11	3.05
Stonehouse	0.42	3.84	0.00	0.10	1.14	0.42	0.00	6.13
Tamerton Foliot	0.00	0.41	0.00	0.00	0.00	0.00	0.00	0.83
Turnchapel, Hooe & Oreston	0.00	0.60	0.00	0.15	0.00	0.00	0.15	0.90
Whitleigh	0.13	1.55	0.00	0.00	0.52	0.00	0.26	2.71
Widewell	0.00	0.25	0.25	0.00	0.00	0.00	0.00	0.51
Woodford	0.00	0.22	0.00	0.22	0.22	0.00	0.00	0.67

The police have a policy on how a hate crime is proceeded with once reported –

- A police log is created with the circumstances of the report from either a victim or reporting person. If this is identified as hate related this is allocated to a response officer to attend and take details and gather evidence of the allegation and confirm whether or not a substantive offence has been completed.
- A crime complaint is generated, which is then allocated to an officer to investigate.
- The Diverse Communities Team review hate crimes for the city, give tactical advice, update the crime with a hate crime review and offer victim support and ongoing guidance to the officer.
- The officer in charge of the investigation will follow all reasonable lines of enquiries, whilst having regard for the victim's voice as to how they would like the investigation to be dealt with.
- Once the evidence is gathered the offence has an evidential review by a 'gatekeeper' and if the victim is supportive of a criminal prosecution then should the evidence meet the threshold for a realistic chance of prosecution, the evidence (including any hate crime information) is then sent to the CPS (Crown prosecution service) to make the final charging decision.
- If looking at out of court disposals the police have links with make amends and would only use words of advice as a last disposal following the victim's wishes, those words of advice must be recorded verbatim, these are not seen as a positive outcome for recording purposes.

Outcome data has been supplied by the Diverse Communities team, however this could not be broken down to Plymouth data specifically at this time and covers all of Devon and Cornwall (*Appendix 6*). Specific outcome rates for Plymouth will be shared in due course.

The Diverse Communities Team, where appropriate, will offer support to all victims of hate crime or can act as conduit between officers in charge of the case and the victim and signpost to the relevant organisations and charities that can offer support, social inclusion, lived experience etc. Victims of hate crime are priority victims and entitled to enhanced level of victim service and they also all get contacted by the police victim care unit who also signpost the victim to support services.

The Diverse Communities Team highlight good partnership work in this arena through engagement on Facebook and Twitter accounts. In terms of court disposals and successful prosecutions, they will if heard in public arena and allowed by the judge, make local newspapers or online articles. There are times where engagements will also be in local news highlighting the community work done in partnership with other organisations, charities and businesses.

Organisations in the city (members of Safer Communities)

During the Safer Communities Meeting in January 2023 a short questionnaire was sent to members to enable gathering of wider city responses to hate crime response, prevention, positive work and gaps (*appendix 7*).

Make Amends

Make Amends is a Victim Support commissioned service for Devon and Cornwall. A project of Shekinah, Make Amends delivers Restorative Justice across the area. The service provides support to people who have been affected by crime, conflict, anti-social behaviour or harm caused by the actions of others.

Make amends work with both those harmed by hate crime as well as those who have caused harm in an attempt to re-educate, raise awareness of the damage that can be caused by crime or conflict and prevent further incidences occurring.

Practitioners will assess each individual referral and, if appropriate, allocate to work on the harm caused with both the harmed and harmer. The aim of this is to support those harmed to recover and those who have caused the harm to understand the repercussions of their actions and help to support a change of perspective and behaviour.

Make amends is commissioned by Victim Support to help victims 'cope and recover' from crime or conflict. Practitioners work with participants on a specific piece of harm in order to help them move forwards from an incident and gain closure. They also actively signpost participants throughout their time with the service in order to ensure that they are offered as full a package of support as possible.

Give Back Project

Accompany hate crime victims and support them throughout their report process, maintain communication with police and also provide emotional support.

Partner with police, racial equality council and the community reference group.

Plymouth Community Homes

Plymouth Community Homes (PCH) is the largest social housing landlord in Plymouth. They provide homes to over 35,000 people in the city and surrounding area.

In relation to hate crime PCH is a third Party Reporting Centre and has 2 dedicated hate champions for the North and South of the City. Safeguarding training is available for all staff so they can spot warning signs when visiting tenant's homes. PCH attend events and campaigns (e.g. Hate Crime Awareness week) promoting this issue and make it known they are there to help. Relevant articles are published on PCH staff intranet and also in a quarterly magazine to all PCH residents.

PCH can issue warning letters or injunctions as necessary to people perpetrating hate crime, if living in one of their properties.

All hate crime incidents are logged on their case management system and investigated by a Housing Officer. This involves a home visit within the day, or next day (where practicable). Incidents are reported to Police and contact made with Police Diversity and Neighbourhoods police teams for swift action. Discussions take place with any involved agencies in an attempt to gain a more accurate picture of events and what may have caused them.

PCH hold 6 weekly meetings with Police and Safer communities to discuss cases and other trends across the city. PCH take a victim focused approach and will be led by their wishes as to how it is proceeded with. Safety of the complainant is risk assessed and support is given to keep them safe in their homes (e.g fire proof letter boxes; extra window locks; etc). If unable to stay, their housing officers support the victim in a collaborative approach to help find a new home.

Odils learning foundation

Odils Learning Foundation is a charitable enterprise that exists to enable people who have been isolated by language and culture both in the UK and overseas. They provide English education in Plymouth within a caring family environment, to help people be equipped with the skills and knowledge to belong and contribute to their community.

All staff, tutors and Trustees undergo certificated prevent training.

Odils is a third party reporting centre, displaying posters giving information and contact numbers. They have an open door policy for staff and learners to approach over issues of hate crime. They also provide pastoral care and signposting to relevant help with partner organisations.

Plymouth and Devon Racial Equality Council (PDREC)

Plymouth and Devon Racial Equality Council aim is to build a just and fair society where everyone has an equal opportunity to live and learn free from prejudice, discrimination, and racism.

They value diversity and work in partnership with individuals and organisations who are committed to anti-racism and race equality.

PDREC is a third party reporting centre. They promote the reporting of hate crimes and incidents through events, social media and their website and currently have supported some schools in an advisory capacity to look at ways of educating and preventing hate crime and hate incidents. They are currently working closely to support Plymouth's strategy to support Ukrainian Refugees in Plymouth; this has included conversation sessions, Christmas celebrations, meeting the Lord Mayor and supporting the Ukrainian Refugees to be empowered and feedback their needs. PDREC feel it is important to listen to and empower individuals and communities they support.

PDREC detail having been asked to support individual cases in Primary and Secondary Schools and are currently building good relationships with some schools, this is important to enable them to support and challenge on an individual's behalf.

PDREC sit as representatives and independent advisors on the Local Reference group for Devon & Cornwall Police as well as other advisory boards within education, health and housing.

PDREC have attended community events as well as organised an annual festival, Respect Festival. Respect Festival is funded with support from the Community Grants, Arts Council etc and has continued to engage over 4000 people.

Once a referral comes to PDREC they link with the victims; listening to what has happened and putting forward options of support or further actions for their decisions.

They support the victims by ensuring there is a clear link between the Police Officer and the investigating process and support communication.

The clients often have other needs such as counselling, health, benefit support, housing or education and PDREC are able to make referrals to organisations or to support these needs themselves.

PDREC also support DA cases which can be intensive and they link with other organisations to support DA victims alongside other support services.

PDREC deliver Equality & Diversity training to a wide range of organisations and welcome working with others to ensure Plymouth is a city that celebrates its diversity.

Taxi Licensing team PCC

Out of the current licensed Taxi drivers in the city, approximately 300 are not born in the United Kingdom. Some nationalities include Eritrean, Iraqi, Iranian, Afghani, Bangladeshi, Romanian and Albanian.

Due to the nature of the job a good number of these drivers will be subject to hate crime as per the definition, particularly those drivers that work the ENTE hours.

Taxi licensing has implemented the following measure -

- Taxi Licensing is a third party reporter, one employee remains who had the direct training, Senior Taxi Enforcement Officer, Steve Forshaw.
- Encourage everyone to report incidents. During patrols taxi licensing officers talk direct to drivers about any issues including this.
- Every Taxi (Hackney Carriage) displays a hate crime reporting sticker.
- Taxi Licensing do not investigate, the training to become a third party reporting centre was geared towards reporting.
- Any reports received are reported as a third party through the Devon and Cornwall Police website.
- Display the generic police hate crime leaflet on the Taxi Licensing webpage:
<https://www.plymouth.gov.uk/taxi-policy-guidance-and-byelaws-2022>
- Hate Crime isn't a direct part of the mandatory safeguarding training that all drivers have to undertake but they hand out leaflets after the courses and if there is a question raised they answer it.
- Encourage drivers to install CCTV as a safety measure.
- Looking to upgrade driver's handbooks so there is guidance on how to deal with incidents.

Positive work in the City

Safer Plymouth as a partnership take part in various events, both online and in person in line with local and national awareness campaigns, many of these are to combat hate towards people. Safer Plymouth has a calendar of these campaigns (*appendix 8*) for the year which is shared with the executive, to enable promotion of national campaigns and allow coordination of events. Safer Plymouth is in the process of designing a website and social media pages for the partnership where information such as this can be shared wider with the community, promoting engagement and community cohesion.

Hate Crime Awareness Week

Various members of the safer communities' theme group took part in Hate Crime Awareness Week from Monday 10th October 2022. Several events took place, including a full week of community engagements. Police Diverse Communities Team attended Boccia and Ambito learning disability advocacy groups, as well as Leadworks. Hate crime talks and interactive quizzes raised awareness of hate crime. Police carried out a visit to the Synagogue to celebrate the Jewish festival of Sukkot as well as officers attending local Mosques throughout the week. Work was done with 'Hope in the Heart' refugee and asylum support for female victims of domestic violence, in line with a citywide priority to tackle violence against women and girls. Time was spent in Drake Circus shopping mall, engaging with members of the public to raise awareness of our pledge to have 'Zero Tolerance to Hate Crime' within Devon & Cornwall. Engagement also took place in Plymouth's Central Library over the weekend. Finally, a focused piece of work was undertaken to visit the Safer Delivery Scheme zones to talk to delivery drivers and businesses in key areas in the city centre. This engagement and responses from drivers will lead further work in this area.

Safer Delivery Scheme

Safer communities is continuing with a focused piece of work to enhance and further develop the Safer Delivery Scheme. Agencies have come together and provided a range of useful information that will be used to support riders and drivers to be able to carry out their business in the city safely and without fear of hate related crime or abuse. Safer communities will work with this community to ensure they are aware of how and when to report incidents, but also to know their rights, and understand what is required to ensure they are both safe and legal on the roads. Working is continuing with Diversity Business Incubator to embed this.

Black History Month

As part of Black History month, police have a public engagement 'Black History' stand in the front office of Charles Cross police station.

Questionnaire responses

All responses to the questionnaire have detailed positive working relationships with a variety of partners, most of whom are within the Safer Communities theme group. The theme group maintains a good level of positive engagement to share ideas, concerns and information in order to focus on hate crime and incidents as a collective.

Gaps for improvement

Education

Educating future generations is the key to tackling hate crime. Children being more accepting of diverse cultures and seeing it as normal everyday living will help with community cohesion.

Housing providers

The police report that some housing providers, especially for the asylum seeker and refugee communities are placing people in homes where they have conflict with each other due to race, religion or nationality resulting in hate crimes that could be avoided if a person's asylum claim was better understood.

Barriers to reporting

We know hate incidents and hate crimes are under reported, this is understood to partially be because people don't trust the criminal justice system and feel they will be let down or re-victimised and in some cases there are cultural barriers, language barriers and sometimes a fear of police.

Further reasons can be not knowing of the process, a level of acceptance that being treated differently is part of living in Plymouth or is just part of their job and in some instances people may feel themselves that there is not enough evidence to report.

It has been agreed that a small working group will come together to consider the barriers to reporting in relation to Taxi drivers in Plymouth and to understand how we can work to address the issues raised by Taxi licensing as part of the safer communities survey.

Feedback to third party reporting centres

Some third party reporting centres feel when they hear nothing back from a report they make to police that nothing is done, this in turn may prevent them making reports in the future.

Hate Crime remains a priority topic within Safer Plymouth and efforts are ongoing to improve on gaps and barriers currently present with an aim to making Plymouth a Safe and Welcoming city for all.