

**Organisation**

Make Amends

**Please tell us what your organisation, is doing to prevent hate crime in Plymouth**

We 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 / conflict and ideally prevent further incidences occurring.

**Please tell us what your organisation does in response to hate crime or hate incidents reported to you**

We are referred hate crime incidences to work on currently. Practitioners will assess each individual case and, if appropriate, allocate practitioners 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.

**Please tell us what your organisation does to support victims of hate crime**

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

**Please tell us about any good work or good schemes you are aware of in Plymouth in relation to hate crime**

**Is there anything else you would like to add?**

**Organisation**

Give Back Project

**Please tell us what your organisation, is doing to prevent hate crime in Plymouth**

Participants in many organizations that work and deal with hate crime

**Please tell us what your organisation does in response to hate crime or hate incidents reported to you**

We contact police and and other agencies and make referrals

**Please tell us what your organisation does to support victims of hate crime**

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

**Please tell us about any good work or good schemes you are aware of in Plymouth in relation to hate crime**

As mentioned we partner with police, racial equality council and the community reference group, they are the main actors in preventing HC, specifically PDREC has a dedicated team which provides a great support.

**Is there anything else you would like to add?**

### **Organisation**

Plymouth Community Homes 1

#### **Please tell us what your organisation, is doing to prevent hate crime in Plymouth**

PCH is a Third Party Reporting Centre, and staff have attended training. Safeguarding training for all staff so they can spot warning signs when visiting tenants homes. Ongoing inter-service working with many interested agencies. PCH attend events and campaigns (e.g. Hate Crime Awareness week) promoting this issue and make it known we are there to help. Relevant articles published on PCH staff intranet and also in quarterly magazine to all PCH residents. PCH are now part of DAHA (Domestic Abuse Housing Alliance) and will work within agreed guidelines/standards

#### **Please tell us what your organisation does in response to hate crime or hate incidents reported to you**

All such incidents are logged on our ReACT 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 too so included in data collection. Discussions take place with any involved agencies in an attempt to gain a more accurate picture of events and what may have caused them.

#### **Please tell us what your organisation does to support victims of hate crime**

We take a victim focused approach and will be led by their wishes as to how we proceed. 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 there then HOs support the victim in a collaborative approach to help find a new home.

#### **Please tell us about any good work or good schemes you are aware of in Plymouth in relation to hate crime**

PCH staff often work with local colleagues in Race Equality Council ; PCC; Police Diversity team; Highbury Trust; Victim Support; etc, and know about other organizations such as Intercom Trust; Stonewall; Pride; Stop Hate UK; Scope; etc

#### **Is there anything else you would like to add?**

PCH will always welcome any training on this issue that will help staff understand the issues being faced and what agencies they can turn to in support of their customers

### **Organisation**

Plymouth Community Homes 2

#### **Please tell us what your organisation, is doing to prevent hate crime in Plymouth**

We have a policy and process in place and we take hate incidents and crimes seriously. This can pose a severe risk to their tenancy and home including for their visitors or household and impact their tenancy. We issue warning letters and in other cases NOSPs or injunctions as necessary. We are a 3rd party reporting centre and have 2 dedicated hate champions for the North & South of the City.

#### **Please tell us what your organisation does in response to hate crime or hate incidents reported to you**

We 3rd party report all reports that come into us, we discuss with the victims all areas. We have a process and a case is raised/investigated and dealt with asap in line with this. Senior management are advised on a report immediately. Victims are seen or contacted within 24

hours of the report and we link in with the Police Diversity and Neighbourhoods police team for swift action. We also hold 6 weekly meetings with Police and Safer communities to discuss cases and other trends across the city.

**Please tell us what your organisation does to support victims of hate crime**

Referrals as necessary, reassurance, advice, regular contact from start to finish in line with their request and from case opening until case closes.

**Please tell us about any good work or good schemes you are aware of in Plymouth in relation to hate crime**

There are many. Victim support, Stop Hate, Safer Plymouth, third party reporting centres, Police, PDREC, Crime stoppers, Highbury ....

I have taken out an injunction and exclusion for a few victims to prevent them causing more harm/nuisance/harassment in relation to hate crime/incidents and this has worked well with follow up tenancy action.

**Is there anything else you would like to add?**

I would like to see more Hate Crime dealt with more robustly by the CPS and the judiciary system.

**Organisation**

ODILS learning foundation

**Please tell us what your organisation, is doing to prevent hate crime in Plymouth**

All staff, tutors and Trustees undergo certificated prevent training,

We embed British values throughout our ESOL curriculum to all our learners.

We are a third party reporting centre, displaying posters given information and contact numbers

We have an open door policy for staff and learners to approach us over issues of hate crime.

**Please tell us what your organisation does in response to hate crime or hate incidents reported to you**

We report it as a third party reporting centre.

**Please tell us what your organisation does to support victims of hate crime**

We provide pastoral care where we can and signposting to relevant help with partner organisations

**Please tell us about any good work or good schemes you are aware of in Plymouth in relation to hate crime**

In the past the diversity police have been helpful.

**Is there anything else you would like to add?**

We have reported a hate crime and no action EVER came back to us about a Polish girl and her school and we received no response.

**Organisation**

Plymouth and Devon Racial Equality Council

**Please tell us what your organisation, is doing to prevent hate crime in Plymouth**

We are a Third Party reporting centre, through our events, social media and website we promote reporting hate crime and hate incidents and we at the moment have supported some schools in an advisory capacity to look at ways of educating and preventing hate crime and hate incidents. We have attended community events as well as organised our own annual festival (Respect Festival). We are 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. We feel it is important to listen to and empower those individuals and communities we support. We have been asked to support individual cases in Primary and Secondary Schools and have good relationships being built with some schools. This is important so this enables us to be able to support schools as well as where needed to challenge on an individuals behalf.

**Please tell us what your organisation does in response to hate crime or hate incidents reported to you**

We 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. We are a Third Party Reporting Centre who also take referrals from community, other organisations and through Victim Care. We work closely with our colleagues in the RAS Network as well as the Diverse Communities Team to support the victims of hate crime and hate incidents. We analyse and feedback trends in hate crimes and incidents to the relevant sources (Police, PCC etc). We can also link individuals into communities and social activities to lessen isolation etc and we provide 1:1 support (which can be intensive after the hate crimes/incidents). We can support individuals to make statements in the Police Station and supporting them to attend court as a witness. One of our longstanding celebratory events in the city has been the Respect Festival which which funding support from the Community Grants, Arts Council etc has continued to engage over 4000 people.

**Please tell us what your organisation does to support victims of hate crime**

We are a Third Party Reporting centre and in engaging with individuals we will always offer them the option of reporting and explain how they can complete this. Often individuals choose to report with our support and help. Once reported or a referral comes to PDREC we link with the victims; listening to what has happened and putting forward options of support or further actions to them for their decisions. We 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 needing counselling, health, benefit support, housing or education and we are able to make referrals to organisations or to support these needs ourselves. We support DA cases as well which can be intensive and we link with other organisations to support DA victims alongside PDAS, DCRS, Plymouth Hope and START to name a few. We can delivering Equality & Diversity training to a wide range of organisations and welcome working with others to ensure Plymouth is a city that celebrates its diversity. We support those families to rebuild trust in services too.

**Please tell us about any good work or good schemes you are aware of in Plymouth in relation to hate crime**

The Diverse Community Team in Plymouth, START, Prevent, DCRS and links to communities across Plymouth and Devon (Chinese Association, Greek Community, Romanian Community, Estrean etc). Where relevant we link with other support groups that link with the intersectionality of diversity.

**Is there anything else you would like to add?**

We often encounter the views and opinions of victims of hate crimes and hate incidents where people do not want to report what has happened to them. Some of the reasons can be not knowing of the process, not trusting the process, accepting that being treated differently is part of living in Plymouth, lack of relationship with the Police and not enough evidence to progress any case. This often puts people off reporting and therefore internalises what has happened.

**Organisation**

Taxi licensing

There are 980 drivers that hold a licence with Plymouth City Council. That breaks down as 262 hackney carriage (taxi) drivers, 613 private hire drivers, 105 restricted licence drivers.

Out of the current licensed drivers approximately 300 are not born in the United Kingdom. Nationalities include Eritrean, Iraqi, Iranian, Afghani, Bangladeshi, Romanian (the largest contingency), Albanians etc.

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

Hate crime between drivers isn't really an issue. Hate crime between driver and customer is more prevalent but difficult to deal with.

I cannot qualify the following but anecdotally and through speaking to drivers, the problem is this is alcohol fuelled and a lot of drivers see it as part of the job and just get on with it so there are relatively few incidents reported.

Because there are very few reported incidents the police cannot put any resources to this as statistically there isn't a problem.

A major problem, particularly for taxis is that any reported incidents are difficult to investigate as customers are picked up from the street and dropped off to streets so it is difficult to trace people. This should now improve in theory as every vehicle has to provide card payment facilities so a person can be traced through their card, if they have paid and not bilked!

Licensed drivers are reluctant to report as they feel they will be ignored and also due to their nationality/past experiences in their country of birth they have a fear of the police/authority.

Amongst the measures we have in place regarding this are:

- Taxi Licensing is a third party reporter. We had 2 officers trained through Graham Little who was the direct contact, due to staff leaving we now only have one the Senior Taxi Enforcement Officer Steve Forshaw.
- We 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 (attached)
- Taxi Licensing do not investigate. The training was geared towards very much geared towards reporting and not getting overly involved which makes absolute sense.

- Any reports we do receive are reported as a third party through the D & C website: <https://www.devon-cornwall.police.uk/support-and-guidance/threat-assault-abuse/hate-crime/reporting-hate-crime/> however, on looking on the website I note TL isn't listed.
- We display/have available the generic police hate crime leaflet available on our Taxi Licensing webpages: <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 we hand out leaflets after the courses and if there is a question raised we answer it.
- We encourage drivers to install CCTV as a safety measure.
- We are looking to upgrade our drivers handbooks so there are tips and ideas etc on how to deal with incidents.

I'm not sure a dedicated working party for licensed drivers is needed but certainly minority drivers need to be considered with the work being done with delivery drivers/deliveroo etc about this.

With regards to OP Langstone. The Health and Safety Executive are the enforcing authority for the sites where these incident take place. It may be worth passing the details on to them. I have passed the information to Licensing Officers under their remit for scrap metal. They can monitor scrap metal collectors and yards to see if there is an influx of cabling etc or out of area collectors, this might generate intel that can be used in identifying the culprits