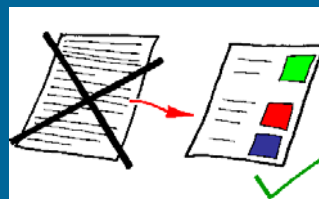




Multi- Agency Protocol Guidelines for Different Organisations Tackling Hate Crime Together

Norfolk Ambition

People working together to make
the quality of life better for everyone
in Norfolk



Easy Read version

2009



**Easy Read produced by People
First of Norfolk Tel: 01603 789889
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1. What is a hate crime and a hate incident?

A hate incident is

- something unpleasant or bad that someone does to someone else because of hatred or an unreasonable dislike.

If the incident is serious it might also be a crime, where the law has been broken.



A hate crime is

- a hate incident that is serious, where the law has been broken.

- called a criminal offence and the Police should be involved so that the person who has done the bad thing can be stopped from doing it again.



What is a hate crime and a hate incident? /continued

People can experience hate crime or hate incidents because of their:

<p>Age</p> 	<p>Disability</p> 
<p>Gender or gender identity</p> 	<p>Religion</p> 
<p>Sexual orientation</p> 	<p>Another reason - can be anything</p> 
<p>Culture, race, where they come from (another country)</p> 	

2. What is the Multi Agency Protocol?

The Multi Agency Protocol is a set of guidelines which different organisations use to help them reduce hate crime and hate incidents.



It has been put together:

- so that there will be one way of dealing with hate crime and hate incidents across Norfolk
- so that people who have been the victims of hate crime and hate incidents have a way of reporting that suits them and makes them feel comfortable and safe
- to send out a clear message that hate crime won't be allowed in Norfolk.



We want victims of hate crime to feel safe to talk about what has happened to them and know what will happen.



We also want to make staff who work with the public feel safe and supported to report hate crimes and incidents they see when the victim is worried about reporting it by themselves/on their own.



3. Why are people following the guidelines (MAP)?

Hate crimes and hate incidents are very serious. They can make victims feel unhappy and lonely. They can also make people angry with each other.



It is worrying that people don't always tell someone when this happens to them. We know that victims don't tell because:

- They are afraid that the person who hurt them will do something else unpleasant or bad to them
- They believe they will not be listened to
- They do not want to talk about themselves and their lives because they are worried they will be judged by someone (??)



They do not know they can report incidents.

In Norfolk we **do** want people to tell what happens to them

4. How can hate crime and hate incidents be reported?

Reporting direct to the Police

Anyone can report a hate crime or hate incident to the Police - always tell someone if this happens to you.



There are a number of ways to do this:



If it's an emergency - always ring **999**

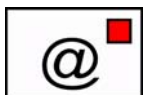
If it's not an emergency ring **0845 456 4567**



Minicom **0845 3453 458**



You can report on the police website by filling in a (secure) form (go to **www.norfolk.police.uk** and click on "Report a crime")


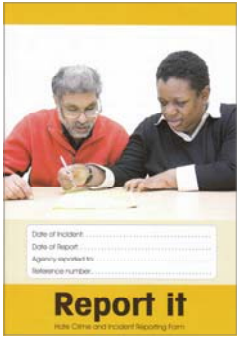
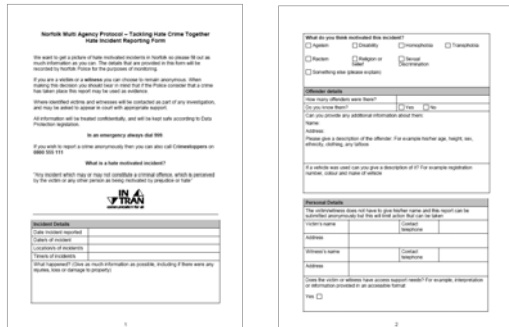



Email hate crime/incidents to **report. hate@norfolk.pnn.police.uk**

Reporting hate crime and hate incidents to Reporting Centres

Some organisations have become Reporting Centres. This means that anyone can talk to someone there who will support them to make a report to the Police using one of the following:



<p>An Easy Read reporting form</p>	 
<p>A standard reporting form</p>	
<p>The Norfolk Constabulary website</p>	

Reporting hate crime and hate incidents to Reporting Centres/continued

Reports can be made anonymously if someone wants to tell information about what happened to them but does not want to talk to the Police or anyone else afterwards. They don't have to tell what their name or address is.



Anyone who wants to report any crime anonymously can phone



Crimestoppers 0800 555 111



All personal information (names, addresses, dates of birth) is kept safe in line with Data Protection law (this means only some people will look at the information) **unless** that person is unsafe and in danger of being hurt...then the person they tell may decide they have to tell the Police anyway to keep them from being hurt.



Reporting Centres

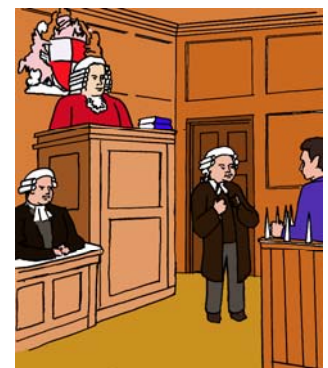
To find out where your nearest Reporting Centre is you can?????????

5. What happens after a report has been made?

The Police will keep all the information you give about the hate crime or hate incident. They will decide if a crime has taken place or not.



The Police will try to find out what happened and if there are enough reasons the Crown Prosecution Service may be asked to go to court where a judge will decide what happens next.



All reports of crimes and incidents are also used to help us find out what's happening to people in Norfolk. The information will be used to help us come up with ideas to prevent bad things happening in the future.



6. Victim Support

If the victim says it is ok...

- The Police will arrange a visit to the person in their home or somewhere else that person feels safe
- The victim can be offered more support from organisations, such as Victim Support, who are set up especially to help people who are victims of crime



7. What happens to people who commit hate crime and hate incidents?

The Law - these laws mean that people who commit hate crime will be punished if found guilty in a court by a judge.



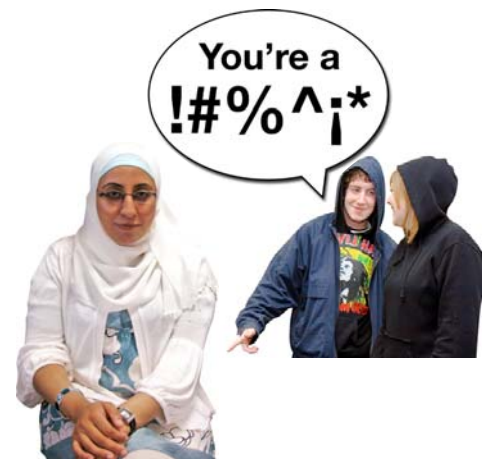
- **The Crime and Disorder Act 1998** made it against the law to hurt people because of their race or religion



- **The Criminal Justice Act 2003** introduced tougher sentences (punishments) for people who do bad things or hurt others because of their sexual orientation (relationships)



- **The Racial and Religious Hatred Act.** This law started in 2007. It made it against the law to encourage people to treat any group of people badly because of their race or religious beliefs or if they do not have any religious beliefs.



8. How the different agencies or organisations respond to hate crimes

Any member of staff working with people can take part in a special meeting (called a multi agency case conference), to help a victim. Organisations can work together to find ways of helping the victim and making their life better by stopping hate crimes.



Local Council, Housing, the Police, social workers and advocacy workers might come to the meeting to help.



A case conference is different to going to court where a judge can punish people who do bad things and hurt others.

9. Who is responsible for making all this happen?

The Norfolk County Strategic Partnership (Norfolk Ambition) is in charge of the Multi Agency Protocol. (Protocol means a set of guidelines).

Norfolk Ambition

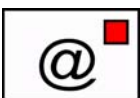
The Norfolk Hate Crime Group is in charge of making the guidelines work.

The Group has meetings to:

- Encourage people to stop hate crime
- Make sure that people can tell someone when a hate crime happens
- Understand how much hate crime is happening in Norfolk
- Help people in Norfolk get on well with each other.



To contact the person in charge of the Group please call or email the Diversity Team at Norfolk Constabulary:



diversity@norfolk.pnn.police.uk



0845 48 49 50

10. Roles and Responsibilities

Responsible Authorities - all of these use the guidelines (MAP).

Criminal Justice	
Norfolk Constabulary 	Norfolk Fire and Rescue 
Local Authorities	
Norfolk County Council 	Broadland District Council 
Breckland District Council 	Great Yarmouth Borough Council 
Kings Lynn and West Norfolk District Council 	Norwich City Council 
North Norfolk District Council 	South Norfolk District Council 
Health Providers	
NHS Norfolk 	NHS Great Yarmouth & Waveney 
Norfolk & Norwich University Hospital Trust 	Queen Elizabeth II Hospital Trust 

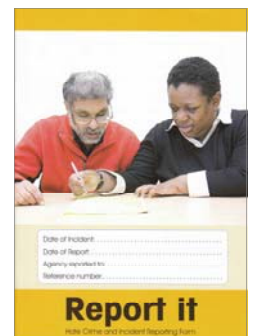
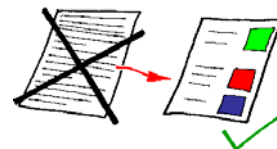
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Norfolk and Waveney
Mental Health
NHS Foundation Trust

Responsible Authorities are responsible for understanding crime in Norfolk and reducing it.

Responsible Authorities are required to do the following:

1. Work to make sure that hate crime is stopped
2. Make people feel more safe to talk about hate crime
3. Treat all people equally and fairly
4. Use forms that are easy to understand and give good advice
5. Have a policy for stopping hate crime
6. Train staff and people who use services about hate crime and reporting.



The Police

As well as all of the other things (mentioned on the previous page) Norfolk Police is also responsible for:



1. Keeping a copy of every report



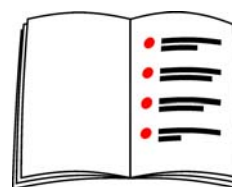
2. Meeting the victim and telling them what will happen next



3. Look at all hate crimes and if possible take them to court where a judge will decide what to do

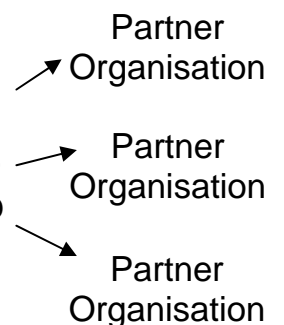


4. Help other people to understand what type of hate crime is happening in Norfolk.



Monitoring
Information

Hate
Crime
Group

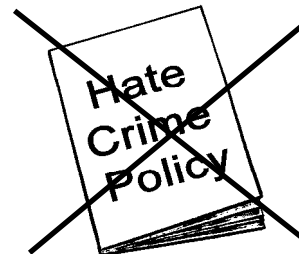


Everyone

Everyone can do something to help stop hate crime.

Some organisations may not be able to take reports from you because:

- They may not be open to all members of the public
- May not have the right training for staff if they are new or only have a small number of staff



All charities and support groups can:

1. have training so they can understand what a hate crime is and tell other people what to do
2. make sure that any information they have about hate crime is shared with Police and the Hate Crime Group.

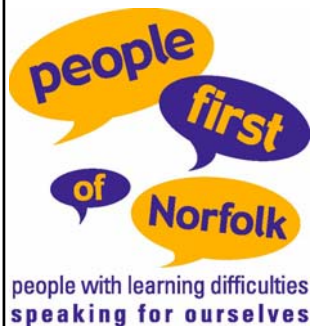


Hate crime
information



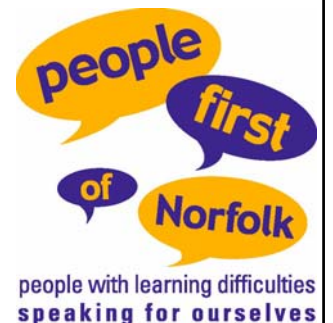
Hate Crime
Group





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Images from the Photosymbols 3



This document has been produced for Norfolk Ambition, a partnership to improve the quality of life for everyone in Norfolk.
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