1. How can NBC ensure more reporting of hate crime?

Win over hearts and minds

- **Training:**
  - on both specific duties about hate crime and also about how this also relates to public sector equality duties to have due regard to eliminating discrimination, harassment and victimisation, promoting participation, fostering good relations and mutual understandings.
  - On interview skills – some people may fear being judged if they suggest to someone that prejudice or hate is behind what’s happening to them or do so in ways which may offend e.g. ‘do you think it’s because you are black?’ e.g. ‘do you think it’s because they think you are gay?’
  - To include cases in the news – real stories, consequences
  - To include good and bad practice in councils even within NBC

- **Be consistent – working conditions/culture within NBC needs to allow commitment to hate crime reporting (incl. bullying) to be believable.**
  - Managers/leaders/frontline staff should demonstrate commitment visibly daily e.g. wearing stamp out hate crime badges, wearing rainbow ribbons (we know from Northampton College and experience of volunteers with SoHC that this encourages people to feel confident to speak up knowing they won’t e.g. face homophobic responses)
  - Based on data from elsewhere and our own services, set targets for managers/leaders/frontline staff to report hate crime and account for reasons for incidents and/or lack of reporting
  - Behavioural competencies and pay increments:
    - good being treating people fairly and equally irrespective of their background or status; whereas poor performance “uses language or behaviour that is not sensitive or respectful and could be considered offensive by others”
    - poor performance includes “Appears to be difficult or disruptive by criticising the team or excessively disagreeing with other team members or colleagues. Good: “Role models and champions the core values & competencies of the council. Encourages others to follow his/her example”
    - Poor: “Does not challenge stereotypes or makes assumptions about others. Does not challenge the inappropriate behaviour of others”
- **Get volunteers** – I have suggested to HR that we use hate crime as a means to get staff diversity volunteering started as we’ve had interested already in this due to people hearing about Stamp out Hate Crime.

Stamp out Hate Crime is new and while mostly so far implemented in schools, it has already sparked interest within NBC with volunteers coming forward, sharing their stories, attending Police LGBT SPECTRUM meeting, signing pledges and wanting to do more with SoHC and to raise awareness of hate crime with colleagues and with people they work with in the community e.g. through doing pledge sign ups and sharing posters and information.

- Make reporting simple and easy – long, bureaucratic forms will deter
- Give feedback on what’s happened ‘you said, we did’

**2. How can awareness of hate crime increase reporting within NBC?**

Show support for the Stamp out Hate Crime campaign. Tailor it to meet needs of NBC. The brand logo is well-received.

**3. What are the barriers to reporting within NBC?**

It’s seen as a process – not of doing the right thing because it matters and will make a difference. But as one more thing that people ‘should’ do because they’re told to do it. Presentations to managers have been about the process, not the impacts on people. There are great videos on You Tube made by community groups and freely available e.g. about ineffective housing officer support for a lady with learning disabilities, which could help to give emotion and ‘sell’ why tackling hate crime matters.

It’s an invisible process – no signs or posters, no desktop wallpapers about it in the One Stop Shop on public machines, no staff wearing badges etc, no link to report it on NBC home page or intranet, no mugs with messages in staff kitchens, no press releases about what staff have done, not taking part in Guildhall courtyard ceremonies which could show their support and talk about how their service helps people, etc. This means it is outside of daily awareness. It’s hard enough for some people to recognise hate crime, but without any prompts to keep it in mind, the onus on staff is more than ever – and yet they’re not being helped to think about or to talk about it.

This image could be set as the desktop wallpaper on computers in the One Stop Shop at no cost. We have posters downloadable free in A4 size and we have had an A3 version produced too. Versions can also be downloaded with white background too.

[www.northampton.gov.uk/stampouthatecrime](http://www.northampton.gov.uk/stampouthatecrime)
Badges might cost about 75p each to produce. There is a Stamp out Hate Crime proof which could be used to avoid set up cost.

Rainbow ribbons are available e.g. from Lavender Lifestyles an LGBT company.

Students can get Stonewall badges and posters free, so can ‘teachers’.

Mugs could be printed with the campaign logo and placed in staff kitchens for everyone to use, keeping the anti-hate crime message visible and subtly integrated into daily office life. Costs for mugs vary, possibly about £3 each. It would be preferable to get the longer-lasting ones.

That said, some areas of service are very process driven – staff feel uncomfortable having to ‘think’ and step outside of given process. So work needs to be done to educate, motivate them and build their confidence to deal with hate crime.

The often cited definition of a hate crime is too high level – and words like ‘incident’ or ‘any other person’ are not everyday language. It needs to be broken down to things people recognise – talk about malicious texts, damage to property, gestures, bullying and ‘anyone else’ so people can relate to it as being about everyone everyday.

Posters with the easy to understand definition can be downloaded from www.northampton.gov.uk/stampouthatecrime
Some people may doubt that their managers/leaders actually care about this – without encouragement, without seeing any clues that this is important, they lack drivers to change day to day. Where managers do demonstrate commitment, praise staff for responding etc they are more motivated to act.

Some people feel there are other priorities which need to take their time so while they may say they would ‘like’ to integrate equalities and hate crime to their work, they may feel they are fully-stretched as things are.

Lack of training and awareness of what hate crime can include and of local instances.

Many staff protect themselves with boundaries between ‘them’ (ie people who don’t work for NBC) and ‘us’ (NBC staff). This means that where others more willingly choose to engage with things like Facebook pages, community events etc, staff think about them in terms of ‘will I get paid to go’, ‘will I get time off work to go’, etc if they hear about them through work. This means they may miss out on opportunities to see positive experiences of communities working together, to go to LGBT and other events, to get info which is helping others to take to heart messages about what hate crime is etc.

4. **What can O&S champion re hate crime within NBC?**

Perhaps oversee and produce a corporate report.

5. **Would an annual report be useful?**

Yes. The under-reporting of hate crime coupled with lack of preventative work is cause for concern. To have due regard to this area of work, it would be good to see O&S follow up this review with revisiting measurable progress – both in relation to prevention and awareness-raising and reporting.

As hate crime is something of relevance within and externally for NBC, for all service areas, it is something which could become an equalities objective at a corporate level – and reported on as part of the annual reporting NBC sets itself to meet is public sector equalities duties.

This may be especially important given the challenges faced by the voluntary sector – where previously we had organisations like NLGBA and Ability Northants to whom people might turn to report concerns, it’s harder for people to speak up now. NBC could choose to step up and show that it wants to know about those concerns directly by being very open and transparent, including annual reporting.