Framework for Implementation

EHRC Out in the open: A manifesto for change

Report on the steps taken by Public Authorities to eliminate harassment against disabled people
Foreword

Hate crime is one of the most important types of offending tackled by the police service. The impact on individuals and communities can be considerable and far reaching.

In December 2009, the Equality and Human Rights Commission (EHRC) launched the Hidden in plain sight inquiry into steps taken by public authorities to eliminate disability harassment. During the inquiry, the EHRC heard evidence from the police service, which revealed that forces were responding to disability hate crime in different ways.

The publication of the EHRC’s Out in the open: A manifesto for change, provides a significant opportunity to review and improve how the police service responds to hate crime. ACPO and the College of Policing have responded by endorsing a joint response to the recommendations made by the EHRC.

ACPO and the College of Policing are fully committed to working with police forces, partners and the EHRC to ensure that we will play our part in delivering a better service to victims and witnesses of hate crime.

Alex Marshall
Chief Executive Officer
College of Policing

Hidden in plain sight
Inquiry into disability-related harassment

Out in the open
Tackling disability-related harassment
A manifesto for change
Introduction

The EHRC’s initial report entitled *Hidden in plain sight* was published in August 2011. The report contained seven core and eight police specific recommendations, which ACPO and the College of Policing accepted in principle. The EHRC gave all public authorities a period of six months to consult and respond to their recommendations.

On behalf of ACPO I established a Co-ordinating Group, with key stakeholders from the police service nationally, including representation from the Welsh forces. The aim of the group was to review the recommendations and formulate a national response on behalf of the police service and the College of Policing. A Reference Group was also established, consisting of key disability organisations and individuals who campaign on disability rights. The purpose of the Reference Group was to act as critical friends and to enhance the police response.

A joint interim response was submitted to the EHRC in February 2012, which broadly set out ACPO and the College of Policing’s commitment to improving service delivery. The final response was submitted in June 2012 and included an action plan which had been agreed by Chief Officers at Chief Constable’s Council and ACPO Cabinet.

In October 2012 the EHRC published *Out in the open: A manifesto for change*, in which they revised their original recommendations. Having considered the new recommendations ACPO and the College of Policing are satisfied that the joint response and action plan are still fit for purpose, as the substance of the recommendations has not changed.

Since September 2011 when *Hidden in plain sight* was launched, there has been a wealth of work by other organisations focused on disability hate crime and associated issues such as anti-social behaviour, mental health and learning disabilities.

Without a doubt, the reports, findings and recommendations from other organisations can add further value to the joint action plan and the way in which the police service responds to the manifesto for change.

This implementation framework is intended to compliment the action plan and to ensure colleagues are sighted on other key areas of work when considering future strategies and plans in relation to tackling hate crime.

ACPO and the College of Policing intend to review progress against the action plan in the autumn of 2013. The EHRC have indicated they will measure progress after one year, three years and five years, thus ensuring that forces maintain momentum in relation to bringing about change and improving service delivery in the longer term.

Simon Cole
ACPO lead on mental health and disability

How to use the framework

The framework is in 3 parts:

- **Part 1** sets out the recommendations from *Hidden in plain sight, Hidden in plain sight (Welsh summary) and Out in the open: A manifesto for change*. The recommendations are then followed by the ACPO response and highlights the proposed actions for the police service.
- **Part 2** sets out how progress against the action plan will be measured and reported.
- **Part 3** is a best practice checklist for hate crime and hate incidents, to assist forces in identifying key steps which can be under taken to improve service delivery for victims of hate crimes/incidents.

The appendices provides additional information which may be useful:

- **Appendix A** cross references the recommendations between *Hidden in plain sight and Out in the open: A manifesto for change* and vice versa. This will help police action plans.
- **Appendix B** sets out the recommendations from other relevant reports and research and will allow forces to cross reference with their current work.
- **Appendix C** outlines other key documents that may not have relevant recommendations but include guidance, good practice and advice that the police may want to take note of when developing strategy and plans in relation to all strands of hate crime.

Footnote: All actions which the National Policing Improvement Agency (NPIA) committed to undertake are now being fulfilled by the College of Policing.
**Part 1:**

Joint ACPO/NPIA response to the recommendations from ‘Hidden in plain sight’ and ‘Out in the open’

### Recommendations from ‘Hidden in plain sight’

**Core recommendations**

1. There is real ownership of the issue in organisations critical to dealing with harassment. Leaders show strong personal commitment and determination to deliver change.

ACPO/NPIA agreed. Hate crime should be championed at Chief Officer level with a clearly identified lead in every force.

**Proposed actions**

Leadership on hate crime to be reflected in force strategies, policies, procedures and action plans. Demonstrate leadership within local partnerships i.e. Community Safety Partnerships. Forces include hate crime as part of their induction packs for Police and Crime Commissioners (PCCs).

2. Definitive data is available which spells out the scale, severity and nature of disability harassment and enables better monitoring of the performance of those responsible for dealing with it.

ACPO/NPIA agree in principle with this recommendation. However there are genuine difficulties with implementation.

**Proposed actions**

ACPO will undertake to scope the feasibility of forces asking more generic questions about motivation at the time of reporting incidents. Forces should publish hate crime data regularly as part of the public sector equality duty in relation to the publication of equality analysis data as part of the Government’s transparency agenda. Forces already comply with the National Crime Recording Standards (NCRS) as a minimum standard. Forces should be able to identify and understand the links between reported ASB and reported hate crime and should be able to identify repeat victims and assess against threat, risk and harm.

3. The criminal justice system is more accessible and responsive to victims and disabled people and provides effective support to them.

ACPO/NPIA agreed.

**Proposed actions**

The NPIA have produced a National Centre for Applied Learning Technologies (NCALT) e-briefing on Hidden in plain sight available to police officers, police staff, Crown Prosecution Service (CPS) hate crime co-ordinators and prosecutors.

The police will work in support of the CPS to ensure synergy in relation to joint training and information sharing at a practitioner and strategic level.

**Forces should:**

- Consider their partnership arrangements in relation to the review and scrutiny of hate crimes and hate incidents.
- Seek the views of disabled people and their representatives in complying with legislation.
- Incorporate the lessons learnt to ensure service delivery is tailored to individual needs.
- Where it is identified that a victim of a hate crime or hate incident is disabled, reviews of those incidents should be carried out on a continual basis starting at the point of reporting to ensure the police, CPS and Witness Liaison Teams are providing an appropriate level of support to the victim and witnesses - including the use of special measures.
- Where the police or CPS know or believe a victim to be disabled, disability should be considered as a motive for the crime or incident.

4. We have a better understanding of the motivations and circumstances of perpetrators and are able to more effectively design interventions.

ACPO/NPIA agreed. However, this is not for individual force areas to progress due to small numbers of hate crimes in some areas. This should have a national focus to ensure any analytical product has credibility.

**Proposed actions**

ACPO has been commissioned by the College of Policing to undertake national research and analysis work to produce a Disability Hate Crime Perpetrator Profile. Work has commenced in relation to collating analytical work that has already been produced by individual forces and academics around the country. This will be incorporated into the end product.

5. The wider community has a more positive attitude towards disabled people and better understands the nature of the problem.

ACPO/NPIA agreed in principle but this is a wider societal issue.

**Proposed actions**

As part of the Public Sector Equality Duties forces ‘must have due regard to the need to foster good relations between people who share a protected characteristic and those who do not’. Forces should ensure compliance with this duty is demonstrated in their service delivery when incidents and crimes are reported, as well as in their consultation and engagement processes. In addition, all public authorities have to also ensure that they advance equality of opportunity. ACPO would see this as key to ensuring that the wider community have a more positive attitude towards disabled people.

6. Promising approaches to preventing and responding to harassment and support systems for those who require them have been evaluated and disseminated.

ACPO/NPIA agreed.

**Proposed actions**

Forces should review their hate crime monitoring/review/scrutiny frameworks which should include Independent Advisory Groups or other consultative groups that provide the same function. Future good practice will be identified and promulgated through the use of the Police On-Line Knowledge Area (POLKA), a Quality Assurance Management System (QAMS) the ACPO/NPIA Confidence and Equality Practitioner Network (CEPN) and through the ACPO structure.

7. All frontline staff who may be required to recognise and respond to issues of disability related harassment have received effective guidance and training.

ACPO/NPIA agreed.

**Proposed actions**

The NPIA have produced an e-briefing following the Hidden in plain sight report which is recommended for all frontline staff up to the rank of Chief Inspector as a product on NCALT. NPIA have made a commitment to include hate crime as an integral part of other training products, i.e. Senior Investigating Officer (SIO) course, Investigator training and Custody Officer training. ACPO have produced guidance documents which are accessible to frontline police officers and staff, which includes an interim Hate Crime Manual and guidance on Safeguarding and Investigating the Abuse of Vulnerable Adults. When undertaking hate crime training or briefings, forces should do so within the framework of current ACPO guidance.

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Following the publication of Hidden in plain sight in September 2011, ACPO and the NPIA (replaced by the College of Policing in 2013), submitted a final response in June 2012. This included an action plan agreed at Chief Constables’ Council and ACPO Cabinet. The initial draft recommendations are listed along with the ACPO/NPIA responses. These responses are publicly available on the Equality and Human Right's (EHRC) website.
Police specific recommendations

1. Police forces should develop an in-depth understanding of the characteristics and motivations of perpetrators, design local prevention strategies accordingly and evidence their effectiveness.

ACPO/NPIA agreed.

Proposed actions
See recommendations 4 and 6 above.

2. Police forces need to review their ‘no-criming’ and ‘motiveless’ procedures, to give warning triggers when the victim is disabled, to ensure they fully capture the true incidence of harassment.

ACPO/NPIA agreed.

Proposed actions
All forces work within the framework of the NCRS which dictate when an incident should be recorded as a crime, or when a recorded crime should be re-classified or deleted. Forces are audited for compliance against the NCRS and the maintenance of data quality by HMIC and the Audit Commission.

3. The police must always take a prompt lead in investigating all repeat cases of disability related harassment that come to their attention and should not use responses such as safeguarding as a substitute. When doing so, they should be able to identify earlier interventions, including notification of pre-criminal incidents. Police call response priorities should be based on this data.

ACPO/NPIA agreed.

Proposed actions
Forces should identify disability hate crime and incidents at the earliest opportunity within their safeguarding processes and ensure that they are appropriately recorded and investigated in accordance with NCRS. Forces should conduct gap analysis of recorded disability hate crime, detection rates and satisfaction rates and take appropriate action.

4. Where the police identify suspected repeat victimisation or a suspected repeat disability related harassment perpetrator, the investigation should automatically receive a higher priority status for resolution.

ACPO/NPIA agreed in principle. However as stated in the interim response, it must be acknowledged that forces use different IT systems and can not necessarily record identical data. At a time of considerable financial restraint, new IT systems cannot be easily financed.

Proposed actions
Where force’s IT systems would support victim and suspect/offender intelligence searches, this should be implemented.

5. A named officer should provide victims and witnesses with acknowledgement of their incident in an accessible format, including incident reference numbers, contact details and advice on both what to do if further incidents occur and accessible support services available. The named officer should also provide regular feedback and progress updates.

ACPO/NPIA agreed.

Proposed actions
Forces should review their crime recording and investigation policies to reflect this recommendation. When it is identified that a victim or witness is disabled, steps should be taken to identify their individual needs and to communicate accordingly.

6. All incidents and crimes should be investigated for potential aggravated offences where disability may be a factor, both at the beginning of a report and throughout the case. This will require officers and prosecutors to develop intelligence around perpetrator motivation, the personal characteristics of the victims and the situational vulnerability, and assess likelihood of disability related harassment being either primary motivation or secondary motivation and act accordingly.

ACPO/NPIA agreed.

Proposed actions
Where a crime investigation is instigated and the police or CPS know or believe a victim to have a disability, forces in conjunction with the CPS should conduct regular reviews. See Core Recommendation 3 above. See Core Recommendations 4 and 6 above for proposed action on ‘Perpetrator Profile’.

7. The seriousness of the offence, rather than the capacity of the victim (and especially any concerns about their potential reliability as a witness), should form the basis for any police investigation.

ACPO/NPIA agreed.

Proposed actions
ACPO and the CPS are committed to identifying barriers to achieving best evidence. Forces should record incidents and crimes in compliance with NCRS and their own crime recording and investigation policies, making sure that appropriate joint reviews are undertaken.

8. The police should identify where ‘special measures’ may be required as soon as possible in any investigation. They should also ensure that prosecutors are made aware of the need for such equalising measures in any court proceedings, and ensure they are notified to the courts at the earliest possible opportunity. They should also ensure that, where required, ‘responsible adult’ provisions are both understood and fully implemented.

ACPO/NPIA agreed.

Proposed actions
See recommendation 7 above. ACPO and the CPS have agreed to undertake joint training events and workshops where Special Measures and the use of intermediaries will be prominent items on the agenda. There are already excellent examples of where the police and CPS have investigated and prosecuted disability hate crimes where the victims have needed extensive Special Measures. Forces should be engaging with their regional CPS in Scrutiny and Involvement Panels to identify good practice and lessons learnt.
Welsh recommendations as set out in the Wales summary report

A specific report was produced for the public authorities in Wales. Below are the 4 specific Welsh recommendations outlined. The recommendations relevant to the police are in a black text. The recommendations not relevant to the police are in a grey text.

1. A determination to eliminate harassment needs to be shown by leaders. Partnerships that prevent and respond to harassment and share effective practice should be encouraged, including piloting Multi-Agency Risk Assessment Conferences (MARACs).

ACPO/NPIA agreed.

Proposed actions
The Welsh public authorities have agreed to trial the use of a MARAC for disability related harassment. The MARAC process will focus on both victims and offenders of disability related harassment. It will link to risk assessments in respect of victims of anti-social behaviour, identify whether or not the disability may have been a factor in why incidents of anti-social behaviour have occurred.

2. The new equality duties should be used to prioritise tackling disability harassment.

ACPO/NPIA agreed.

Proposed actions
The four Welsh forces agreed the following as one of their equality objectives for the public sector equality duty for 2012 - 2016:

‘Working with our partners in the public and third sectors, we will identify and intervene in the most high risk cases of disability related harassment through a Multi-Agency Risk Assessment Conference (MARAC) process, to prevent the escalation of harassment, abuse and violence and protect victims from further harm.’

3. A human rights based approach to safeguarding should be introduced by the Welsh Government.

4. We want to see increased reporting and call on public authorities to put in place measures to ensure a positive reporting experience and effective support.

ACPO/NPIA agreed.

Proposed actions
The MARAC process will make it easier to identify Special Measures needed at an earlier stage in the investigation. The benefit of the MARAC is that it enables organisations to focus on the individual needs and circumstances of victims.

Recommendations from ‘Out in the open’ – relevant to the police service

Following the publication of the draft Hidden in plain sight recommendations, consultation was undertaken over a six month period, to identify whether the recommendations were right and if they were likely to be effective. As a result of the consultation, Out in the open: A manifesto for change was published in December 2012. This finalised the inquiry recommendations, which are listed opposite.

The recommendations relevant to the police are in a black text. The recommendations not relevant to the police are in a grey text.

Section 1:
Reporting, recording and recognition

1. Authorities should remove barriers to all disabled people reporting crime, anti-social behaviour or bullying, including cyber bullying. Authorities should also consider how they communicate with disabled people and use terminology that service users identify with.

2. Staff responding to harassment should be trained in how to better gather and record personal information about disability in an appropriate and sensitive manner.

3. Authorities should adopt recording systems that record whether the victim was disabled (along with other protected characteristics), and whether hostility/prejudice to disability was a motivation. Authorities should recognise the potential for escalation and record incidents leading up to crimes in order to support the implementation of preventative actions.

4. Authorities should recognise the potential for escalation and record incidents leading up to crimes in order to support the implementation of preventative actions.

5. Health and social care providers should put robust and accessible systems in place so that residents living in institutions can be confident when reporting harassment that they will be treated sensitively.

6. Police call screening should focus on acknowledgement, risk of harm and the number of incidents rather than the number of calls in order to identify and address repeat victimisation.

7. Staff delivering health and social care services to the public should be trained in safeguarding adults and children, including how to refer to appropriate services.
Section 3: Ensuring adequate support and advocacy

1. Requirements for Special Measures should be identified and implemented at the police investigation stage, and appropriate reasonable adjustments should be provided throughout investigation and prosecution. Lack of provision of either must not be a barrier to progression of a case nor a rationale for dropping a case. Authorities should refer disabled victims of harassment, anti-social behaviour and crime to support services (specialist services if appropriate).

2. Safeguarding Boards and Community Safety Partnerships should ensure that accessible information and advocacy services are available to enable disabled people to understand and exercise their rights.

3. Where authorities have obligations to provide or commission local support services, they should take into account their own public sector equality duties at the planning stage, and reflect adequate provision for access to disabled people.

4. The Ministry of Justice should provide a framework for a review of all barriers within the courts system for disabled people whether legal, attitudinal or physical, such as restrictions on jury service or provision of advocacy or interpreter services or access to court buildings. Disabled people should be involved in challenging the barriers.

Section 4: Improved practice and shared learning

1. Local agencies and partners should review the priority they give to eliminating harassment, and their information sharing systems, using joint intelligence to identify and stop repeat victimisation or repeat perpetrators and prevent further escalation.

2. Local Authorities should play a lead role in driving local partnerships to deliver on preventing and tackling disability related harassment, and all authorities should develop approaches for effective joint working.

3. Regulators, inspectorates and ombudsmen, along with senior representatives of service providers and their clients, should work together to devise and disseminate procedures and standards which seek to minimise the risk of harassment.

4. Adult Safeguarding Boards should use professional networks to ensure:
   - Lessons learnt from local serious case reviews are embedded in training and practice, and shared and evaluated nationally across all authorities.
   - Summaries of serious case reviews are publicly available and disseminated.
   - Educational establishments share continuous developments and practice in tackling disability related harassment.

5. Serious case reviews should be mandatory for cases involving adults at risk unless proved unnecessary.

6. Transport providers should develop reciprocal reporting arrangements and work in partnership to address disability related harassment.

Section 5: Redress and accessing justice

1. The perceived capacity of the victim should never form the basis for decisions about police investigation.

2. Whenever repeat perpetrators or repeat victims are identified, the priority given to solving the case should always be increased to urgent.

3. Crimes motivated in part or in whole by hostility/prejudice to disability need to be recognised, investigated and prosecuted as such. Where there is evidence of hostility/prejudice police should gather evidence to support prosecution as an aggravated offence utilising Section 146 of the Criminal Justice Act 2003 where appropriate.

4. Government should undertake an extensive review of how disabled people could be better protected within an adversarial justice system, including consideration of limiting when the victim’s impairment can be used as evidence or in questioning in court.
Section 6:
Prevention, deterrence and understanding motivation

1. National Governments should take the lead in developing collective understanding of the motivations of perpetrators of disability related harassment, including for the purposes of prevention, profiling and early intervention.

2. The Department for Education and devoted administrations in Scotland and Wales should review existing evidence on the extent to which segregated education (or inadequately supported integrated education) affects the ability of disabled children to be included within mainstream society. They should also consider evidence on the extent to which segregation adversely affects non-disabled people’s views of disability and disabled people. Where sufficient primary evidence is unavailable, they should consider commissioning new research.

3. Public authorities should use the public sector equality duty as a framework for helping promote positive images of disabled people and tackle the low representation of disabled people across all areas of public life.

4. All authorities should:
   • Develop, implement and review awareness raising campaigns to encourage victims and witnesses of disability related harassment to come forward.
   • Encourage all individuals and organisations to recognise, report and respond to any incidences of disability related harassment they may encounter.
   • Identify and implement interventions to prevent harassment occurring in the first place and develop responses to prevent escalation. This should include using legal and non legal sanctions as deterrents to would be perpetrators, such as provisions against disability related harassment within tenancy agreements.
   • Ensure that perpetrators of harassment face consequences and that these are properly implemented.

5. Authorities should identify and implement ways to design out potential for conflict in use of shared space within environmental infrastructures.

Section 7:
Transparency, accountability and involvement

1. Leaders of authorities and elected representatives should show strong personal commitment, ownership and determination to deliver change.

2. Authorities should:
   • Proactively work with disabled people and their representative organisations to identify where risks of disability related harassment are higher and take appropriate action to address it.
   • Proactively engage with disabled people to improve services and practice on preventing and tackling disability related harassment, ensuring the provision of reasonable adjustments to aid involvement and participation.

3. Authorities should collect and share data about victim(s), alleged perpetrator(s), nature of incident(s) and repeat offending.

4. Regulators, inspectorates and ombudsmen should:
   • Ensure that comprehensive data is collected and shared which spells out the scale, severity and nature of disability related harassment within localities.
   • Ensure that application of Section 146 of the Criminal Justice Act 2003 is monitored, evaluated and reported on to ensure appropriate application is considered in all cases.

5. Regulators, inspectorates and ombudsmen should:
   • Limit judgements of inspection and regulation by performance on equality objectives, including measures taken to prevent and tackle disability related harassment. Poor performers should be identified and sanctioned if no improvement is apparent within a reasonable period of time.
   • Ensure their responses to harassment are joined up and use common standards and criteria for its identification.
   • Ensure a proportionate intervention when a serious or repeat case of disability related harassment emerges within their sector.

6. Police should review their rates of ‘no-criming’ where the victim is disabled, across all crime types, and address any issues (i.e. disbelief) that may emerge as a result.

7. Disabled people should be involved in public transport policy development and transport providers should work in partnership with criminal justice authorities to reduce risk on and around transport provision.

8. Regeneration and social housing design and planning should involve disabled people at planning stages in order to help ‘design out crime’ from future developments.

9. The Ministry of Justice should encourage the publication of accessible performance statistics that clearly identify:
   • The number of reported incidents recorded as crimes.
   • The number of reported incidents resulting in prosecution.
   • Harassment crime and harassment incident levels within crime figures.
   • The performance of local agencies and partnerships in addressing harassment.
   • Service guarantees.
Part 2:
Measuring progress - How will we know we are making a difference?

Measuring and reporting on progress in implementing the recommendations is an important step to increasing the confidence of the community. Knowing whether the police service is making a difference is vital not only in holding the police service to account but also to guide future work and actions.

Measuring Outcomes
The Equality and Human Rights Commission (EHRC) has publicly committed to follow up the recommendations it has made in Out in the open: A manifesto for change. The EHRC have stated that the findings and the recommendations from the inquiry will inform their own work and where appropriate they will monitor the performance of organisations that have a specific responsibility to tackle disability related harassment.

The EHRC in their current work programme has stated they will measure a key aspect of tackling disability related harassment, reporting, recording and recognition annually and report on a progress review in 2015. The following are some of the outcomes which may be sought:

- A reduction in the gap between incidences of disability related harassment and the numbers reported, recorded and prosecuted. In the short term this should lead to:
  - An increase in disability hate crimes and hate incidents reported and recorded.
  - An increase in successful prosecutions of disability hate crimes.
- A decrease in the numbers of repeat victimisation cases reported.
- Identification of any hate crimes and hate incidents within Safeguarding Boards.
- An increase in the satisfaction rates of victims of disability related harassment.
- No significant gaps between the satisfaction rates of victims of disability hate crimes and victims of other types of hate crime.
- No significant gaps between the fear of crime felt by disabled people compared to the fear of crime felt by people who are not disabled.

Reporting Progress

1. Professional Committee of the College of Policing

The Equality, Diversity and Human Rights (EDHR) Business Area, through the Professional Committee of the College of Policing will oversee the implementation of the recommendations and action plan and report on progress. Chaired by the Chief Executive Officer, the Professional Committee is a core part of the College’s infrastructure. The members are the heads of police business areas and representatives across policing, including the Police and Crime Commissioners.

The Professional Committee approves and sets the strategic direction on a range of national policing issues, including the College’s work to develop national standards, policy and practice. It identifies gaps, threats and opportunities across policing where capability may need to be built and approves new areas of work to address these needs. It also plays an important national role in driving innovation and promoting ‘what works’ across the police service.

2. The Equality Improvement Model

Forces will be able to evidence progress against the actions contained in the plan using the indicators of the Equality Improvement Model, or the Equality Standard, if forces are still using that tool. The EDHR team within the College of Policing will be looking at the information that is collected to identify and share good practice across the police service.

3. The Equality Dashboards

As part of the EDHR strategy, the College of Policing have developed an equality dashboard. This brings together the most relevant measures from the Equality Improvement model and maps progress across forces. It will provide high level concise and easy to understand information in a written and visual format, of progress in key areas.

The information used on the dashboard is collected as part of the overall governance and performance framework of the police service. Thus it will build a picture of progress without burdening the police service with additional data collection requirements. By using existing data, the dashboard is consistent with measurements and performance management systems already utilised.

4. Her Majesty’s Inspectorate of Constabulary (HMIC)

The HMIC will be using the same framework that supports the equality dashboards to inspect forces in relation to equality. If the HMIC identify good practice or a need to improve, the College of Policing will be able to support forces by identifying activity and sharing it.
Part 3:
Hate crime and hate incidents – best practice checklist

**People**
- A senior officer to have the strategic lead for hate crimes/incidents. Someone who has authority, resources and a budget. Someone who can direct work in this area and look for strategic solutions for problems identified.
- A tactical lead for hate crimes/incidents. Someone who is the point of contact for other agencies and who gets involved in day to day problem solving. Someone who can co-ordinate the police response to hate crimes/incidents and know the current data on hate crimes/incidents and can ensure the data quality is accurate.
- Single Points of Contact (SPOC) for hate crimes/incidents within each Basic Command Unit or Local Policing Unit or policing area. To act as an enhanced source of local knowledge when needed.
- A designated investigator for each hate crime/incident who will provide the victim/s with contact details in an accessible format and keep them regularly updated and informed of the outcome.

**Policy**
- Have a strategy, policy and or procedures for hate crimes/incidents.
- Insure your policy and procedures identifies and implements Special Measures and advocacy arrangements.
- Ensure you take due regard of the equalities duties, to eliminate discrimination and harassment, advance equality of opportunity and foster good relations in the area of hate crime. One way to do this is to have an equality impact assessment. This needs to be reviewed regularly, possibly every 1 to 2 years.
- Regularly monitor the numbers and types of hate crimes/incidents reported and identify any areas where there is under reporting.
- Identify trends of hate crimes/incidents, early identification of repeat victimisation and ensuring an appropriate response is in place.
- Report the data and impact to a strategic meeting 3 or 4 times a year to ensure organisational oversight.
- Adopt strategies to deal with the outcome of the monitoring.
- Consider using the College of Policing perpetrator profile toolkit to assist in tackling hate crime.
- Conduct satisfaction surveys to identify good practice and any gaps.
- Evaluate any hate crime initiatives undertaken to identify success factors or areas for development.

**Governance and monitoring**
- Work with other public authorities and share data on hate crimes/incidents.
- Work with voluntary and community groups to understand the impact of hate crimes/incidents; also to act as a critical friend on cases if necessary.
- Consider using a hate crime scrutiny panel, which includes members of the community; to identify how the investigation has been undertaken to identify any future learning.
- Get involved with the Regional Crime Prosecution Service Hate Crime Scrutiny Panels.
- Share information with Independent Advisory Groups and seek feedback on your approach.
- Community engagement to increase awareness and reporting in areas of underreported hate crimes.
- Increase awareness within the communities of hate crimes/incidents in order to encourage reporting.
- Work with partners to put in place preventative measures on hate crimes/incidents, particularly where someone is susceptible to repeat victimisation.
- To increase the accessibility of reporting hate crimes/incidents work with community groups and third party reporting centres.

**Partnership working**
- Training staff on recognising different types of hate crime and the impact it has on victims.
- Raising awareness of hate crime and how to deal with it.
- Keeping up to date with policy changes.

**Training and awareness**
Appendix A: Cross referencing recommendations to assist police action plans

Recommendations from ‘Hidden in plain sight’ – relevant to the police service

Many forces developed an action plan based on the original recommendations from Hidden in plain sight. In order to assist forces the initial draft recommendations have been cross referenced with the later recommendations listed in Out in the open: A manifesto for change. The recommendations are listed below and the corresponding recommendations from Out in the open: A manifesto for change are illustrated in blue text.

Core recommendations

1. There is real ownership of the issue in organisations critical to dealing with harassment. Leaders show strong personal commitment and determination to deliver change. Section 2: Recommendation 3

2. Definitive data is available which spells out the scale, severity and nature of disability harassment and enables better monitoring of the performance of those responsible for dealing with it. Section 1: Recommendations 3, 4 and 6

3. The criminal justice system is more accessible and responsive to victims and disabled people and provides effective support to them. Section 1: Recommendations 3, 4 and 6

4. We have a better understanding of the motivations and circumstances of perpetrators and are able to more effectively design interventions. Section 4: Recommendation 1

5. The wider community has a more positive attitude towards disabled people and better understands the nature of the problem. Section 2: Recommendation 3

6. Promising approaches to preventing and responding to harassment and support systems for those who require them have been evaluated and disseminated. Section 1: Recommendations 2 and 6

7. All frontline staff who may be required to recognise and respond to issues of disability related harassment have received effective guidance and training. Section 4: Recommendations 1 and 3

Police specific recommendations

1. Police forces should develop an in-depth understanding of the characteristics and motivations of perpetrators, design local prevention strategies accordingly and evidence their effectiveness. Section 4: Recommendation 1

2. Police forces need to review their “no-crime” and “motivateless” procedures, to give warning triggers when the victim is disabled, to ensure they fully capture the true incidence of harassment. Section 6: Recommendation 4

3. The police must always take a prompt lead in investigating all repeat cases of disability related harassment that come to their attention and should not use responses such as safeguarding as a substitute. When doing so, they should be able to identify earlier interventions, including notification of pre-criminal incidents. Section 6: Recommendation 4

4. Where the police identify suspected repeat victimisation or a suspected repeat disability related harassment perpetrator, the investigation should automatically receive a higher priority status for resolution. Section 6: Recommendation 6

5. A named officer should provide victims and witnesses with acknowledgement of their incident in an accessible format, including incident reference numbers, contact details and advice on both what to do if further incidents occur and accessible support services available. The named officer should also provide regular feedback and progress updates. Section 1: Recommendations 1 and 6

6. All incidents and crimes should be investigated for potential aggravated offences where disability may be a factor, both at the beginning of a report and throughout the case. This will require officers and prosecutors to develop intelligence around perpetrator motivation, the personal characteristics of the victims and the situational vulnerability, and assess likelihood of disability related harassment being either primary motivation or secondary motivation and act accordingly. Section 4: Recommendation 1

7. The seriousness of the offence, rather than the capacity of the victim (and especially any concerns about their potential reliability as a witness), should form the basis for any police investigation. Section 5: Recommendations 1 and 3

8. The police should identify where ‘special measures’ may be required as soon as possible in any investigation. They should also ensure that prosecutors are made aware of the need for such equalising measures in any court proceedings, and ensure they are notified to the courts at the earliest possible opportunity. They should also ensure that, where required, ‘responsible adult’ provisions are both understood and fully implemented. Section 3: Recommendation 1

9. Police forces should develop an action plan based on the original recommendations from Hidden in plain sight. In order to assist forces the initial draft recommendations have been cross referenced with the later recommendations listed in Out in the open: A manifesto for change. The recommendations are listed below and the corresponding recommendations from Out in the open: A manifesto for change are illustrated in blue text.

Framework for implementation
Recommendations from 'Out in the open' – relevant to the police service

For forces that have developed an action plan based on the finalised recommendations listed in Out in the open: A manifesto for change, the recommendations are listed below. These have been cross referenced with the corresponding draft recommendations from Hidden in plain sight and are illustrated in blue text.

Section 1: Reporting, recording and recognition
1. Authorities should remove barriers to all disabled people reporting crime, anti-social behaviour or bullying, including ‘cyber-bullying’. Authorities should also consider how they communicate with disabled people and use terminology that service users identify with.
Police Specific Recommendation: 5

2. Staff responding to harassment should be trained in how to better gather and record personal information about disability in an appropriate and sensitive manner.
Core Recommendation: 6

3. Authorities should adopt recording systems that record whether the victim was disabled (along with other protected characteristics), and whether hostility/prejudice to disability was a motivation. Authorities should recognise the potential for escalation and record incidents leading up to crimes in order to support the implementation of preventative actions.
Core Recommendations: 2 and 3

4. Authorities should recognise the potential for escalation and record incidents leading up to crimes in order to support the implementation of preventative actions.
Core Recommendations: 2 and 3
Police Specific Recommendation: 3

5. Health and social care providers should put robust and accessible systems in place so that residents living in institutions can be confident when reporting harassment that they will be treated sensitively.

6. Police call screening should focus on acknowledgement, risk of harm and the number of incidents rather than the number of calls in order to identify and address repeat victimisation.
Core Recommendations: 2, 3 and 6
Police Specific Recommendations: 4 and 5

7. Staff delivering health and social care services to the public should be trained in safeguarding adults and children, including how to refer to appropriate services.

Section 2: Addressing gaps in legislation and policy
1. National Governments should:
   - Review the adequacy and effectiveness of the legal framework for offences that are motivated by hostility to disability.
   - Review all statutory and common law restrictions on the public participation of disabled people, and other laws which unnecessarily and inappropriately treat disabled people differently to others.
   - Ensure government reviews of the public sector equality duties facilitate eliminating disability related harassment.
   - Place Adult Safeguarding Boards on a statutory basis.
   - Introduce and develop human rights-based approaches to safeguarding.
   - Working with other departments, ensure ownership within and amongst statutory authorities for tackling disability related harassment.
   - Build reports and plans to tackle disability related harassment into government disability strategies.

2. The Ministry of Justice and the wider criminal justice system should ensure that Section 146 of the Criminal Justice Act 2003 is appropriate, consistently and transparently applied.

3. Authorities should ensure that policy developments on social inclusion incorporate the recommendations from the inquiry recognising the potential link between propensity for social isolation and segregation, taking a social model approach. These should work towards capacity for decision making being supported, where appropriate, with a human rights based approach.
Core Recommendations: 1 and 5

4. Eligibility criteria for services should not be focused just on vulnerability or risk of harm, but instead on an individual’s circumstances preventing them from fully achieving their human rights, and targeting resources to enable them to do so.

5. If a disabled person moves in order to avoid disability related harassment, their security of tenure should not be adversely affected.

Section 3: Ensuring adequate support and advocacy
1. Requirements for special measures should be identified and implemented at the police investigation stage, and appropriate reasonable adjustments should be provided throughout investigation and prosecution. Lack of provision of either must not be a barrier to progression of a case nor a rationale for dropping a case.

2. Authorities should refer disabled victims of harassment, anti-social behaviour and crime to support services (specialist services if appropriate).
Core Recommendation: 3
Police Specific Recommendation: 8

3. Where authorities have obligations to provide or commission local support services, they should take into account their own public sector equality duties.

4. The Ministry of Justice should provide a framework for a review of all barriers within the courts system for disabled people whether legal, attitudinal or physical, such as restrictions on jury service or provision of advocacy or interpreter services or access to court buildings.

5. Disabled people should be involved in challenging the barriers.

Section 4: Improved practice and shared learning
1. Local agencies and partners should review the priority they give to eliminating harassment, and their information sharing systems, using joint intelligence to identify and stop repeat victimisation or repeat perpetrators and prevent further escalation.

Core Recommendations: 1 to 7 inclusive
Police Specific Recommendations: 1, 3 and 6

2. Local Authorities should play a lead role in driving local partnerships to deliver on preventing and tackling disability related harassment, and all authorities should develop approaches for effective joint working.

3. Regulators, inspectors and ombudsmen, along with senior representatives of service providers and their clients, should work together to devise and disseminate procedures and standards which seek to minimise the risk of harassment.
Core Recommendations: 1, 3 and 7

4. Adult Safeguarding Boards should use professional networks to ensure:
   - Lessons learnt from local serious case reviews are embedded in training and practice, and shared and evaluated nationally across all authorities.
   - Summaries of serious case reviews are publicly available and disseminated.
   - Educational establishments share continuous developments and practice in tackling disability related harassment.

5. Serious case reviews should be mandatory for cases involving adults at risk unless proved unnecessary.

6. Transport providers should develop reciprocal reporting arrangements and work in partnership to address disability related harassment.

Section 5: Redressing and accessing justice
1. The perceived capacity of the victim should never form the basis for decisions about police investigation.
Police Specific Recommendation: 7

2. Whenever repeat perpetrators or repeat victims are identified, the priority given to solving the case should always be increased to urgent.
Core Recommendation: 2
Police Specific Recommendation: 4

3. Crimes motivated in part or in whole by hostility/prejudice to disability need to be recognised, investigated and prosecuted as such. Where there is evidence of hostility/prejudice police should gather evidence to support prosecution as an aggravated offence utilising Section 146 of the Criminal Justice Act where appropriate.
Police Specific Recommendations: 6 and 7

4. Government should undertake an extensive review of how disabled people could be better protected within an adversarial justice system, including consideration of limiting when the victim’s impairment can be used as evidence or in questioning in court.
Section 6: Prevention, deterrence and understanding motivation

1. National Governments should take the lead in developing collective understanding of the motivations of perpetrators of disability related harassment, including for the purposes of prevention, profiling and early intervention.
2. The Department for Education and devolved administrations in Scotland and Wales should review existing evidence on the extent to which segregated education (or inadequately supported integrated education) affects the ability of disabled children to be included within mainstream society. They should also consider evidence on the extent to which segregation adversely affects non-disabled people’s views of disability and disabled people. Where sufficient primary evidence is unavailable, they should consider commissioning new research.
3. Public authorities should use the Public Sector Equality Duties as a framework for helping promote positive images of disabled people and tackle the low representation of disabled people across all areas of public life.

Police Specific Recommendation: 5

4. All authorities should:
   - Develop, implement and review awareness raising campaigns to encourage victims and witnesses of disability related harassment to come forward.
   - Encourage all individuals and organisations to recognise, report and respond to any incidences of disability related harassment they may encounter.
   - Identify and implement interventions to prevent harassment occurring in the first place and develop responses to prevent escalation. This should include using legal and non-legal sanctions as deterrents to would-be perpetrators, such as provisions against disability related harassment within tenancy agreements.
   - Ensure that perpetrators of harassment face consequences and that these are properly implemented.

Core Recommendations: 1 to 7 inclusive
Police Specific Recommendations: 1 to 8 inclusive

5. Authorities should identify and implement ways to design out potential for conflict in use of shared space within environmental infrastructures.

Section 7: Transparency, accountability and involvement

1. Leaders of authorities and elected representatives should show strong personal commitment, ownership and determination to deliver change.

Core Recommendation: 1

2. Authorities should:
   - Proactively work with disabled people and their representative organisations to identify where risks of disability related harassment are higher and take appropriate action to address it.
   - Proactively engage with disabled people to improve services and practice on preventing and tackling disability related harassment, ensuring the provision of reasonable adjustments to aid involvement and participation.

Core Recommendation: 3
Police Specific Recommendations: 7 and 8

3. Authorities should collect and share data about victim(s), alleged perpetrator(s), nature of incident(s) and repeat offending.

Core Recommendations: 2 and 3

4. Regulators, inspectorates and ombudsmen should:
   - Ensure that comprehensive data is collected and shared which spells out the scale, severity and nature of disability related harassment within localities.
   - Ensure that application of Section 146 of the Criminal Justice Act 2003 is monitored, evaluated and reported on to ensure appropriate application is considered in all cases.

5. Regulators, inspectorates and ombudsmen should:
   - Limit judgements of inspection and regulation by performance on equality objectives, including measures taken to prevent and tackle disability related harassment. Poor performers should be identified and sanctioned if no improvement is apparent within a reasonable period of time.
   - Ensure their responses to harassment are joined up and use common standards and criteria for its identification.
   - Ensure a proportionate intervention when a serious or repeat case of disability related harassment emerges within their sector.

6. Police should review their rates of ‘no-criming’ where the victim is disabled, across all crime types, and address any issues (i.e. disbelief) that may emerge as a result.

Police Specific Recommendation: 2

7. Disabled people should be involved in public transport policy development and transport providers should work in partnership with criminal justice authorities to reduce risk on and around transport provision.

8. Regeneration and social housing design and planning should involve disabled people at planning stages in order to help ‘design out crime’ from future developments.

9. The Ministry of Justice should encourage the publication of accessible performance statistics that clearly identify:
   - The number of reported incidents recorded as crimes.
   - The number of reported incidents resulting in prosecution.
   - Harassment crime and harassment incident levels within crime figures.
   - The performance of local agencies and partnerships in addressing harassment.
   - Service guarantees.
Appendix B: Recommendations from other reports

At risk, yet dismissed
The criminal victimisation of people with mental health problems
Mind: October 2013

1. Develop a strategic response to support and protect people with mental health problems who are the victims of crime.
2. Train all staff in health, social care and police services, especially frontline staff, on the experiences and needs of people with mental health problems as victims of crime and how to respond appropriately.
3. Support people with mental health problems to tell someone if they have been a victim of crime.
4. Measure and improve police and CPS responses to crimes reported by people with mental health problems.
5. Develop effective services that address the substantial impact that being a victim of crime has on people with mental health problems.
6. Remove the barriers and improve the experience of people with mental health problems in courts.
7. Improve communication with people with mental health problems.
8. Empower and support people with mental health problems to help individuals take proactive steps to prevent repeat victimisation themselves where possible.
9. Work collaboratively in partnership to provide joined up services for people with mental health problems.
10. Increase and develop understanding of why people with mental health problems are at such greater risk of crime.

Criminal Justice Joint Inspection of Disability Hate Crime
HMCPSI, HMIC and HMI Probation: March 2013

1. The police, CPS and probation trusts should adopt and publish a single, clear and uncomplicated definition of disability hate crime that is communicated effectively to the public and staff.
2. The police, CPS and probation trusts, when developing their strategic aims, should consider disability hate crime and the need for its reporting to be increased.
3. The police, CPS and probation trusts should consider how their front line staff participate in effective disability hate crime training to improve (as appropriate), investigative, prosecution and rehabilitation skills.
4. It is in the interest of each police force to review the different methods by which information is received from the public to ensure that every opportunity is taken to identify victims of disability hate crime.

Don’t Stand By
Mencap: June 2011

1. Every police service should clarify their structures for dealing with disability hate crime. These should set out the management and accountability arrangements that support joined up efforts within the service in tackling hate crime.
2. There should be one or more individuals with dedicated responsibility for dealing with disability hate crime. These individuals can play a co-ordination and support function within the service, but should also be responsible for engaging with the local community including people with a learning disability.
3. Every police service should carefully consider the type of individual most likely to be effective in building trust and meaningful engagement with people with a learning disability, recognising that different local communities may have different perceptions of the approachability of police officers or other personnel.
4. Every police service should build partnerships with disabled people’s organisations. This may be in relation to effective engagement and communication, reassurance, advice, training and awareness raising.
5. Clear terms of reference and operating protocols should be put in place, through collaboration with partners, to ensure that partnership working functions effectively.
6. Every police service should review their hate crime policies and provide specific guidance on dealing with hate crimes against people with a learning disability, and disabled people in general. Hate crime policies and procedures need to explicitly address the fact that the police should not adopt a ‘one size fits all’ approach in handling all types of hate crimes.
7. Police services should ensure that every police officer should not only be aware of relevant policies and procedures but also how these can be implemented effectively in routine practice.
8. Every police officer should be trained in understanding what disability hate crime is, and the types of tools available to tackle it.
9. Every police service should consider accessing training provided by disability and people with a learning disability. These ‘experts by experience’ can offer practical and experiential insight into how hate crimes can best be tackled.
10. Police services should work together, and involve ACPO and the CPS, to generate consensus over consistent and pragmatic ways of recording and dis-aggregating disability hate crime.

11. All police services should also record hate incidents systematically and consistently. The intelligence and data should be analysed routinely to identify patterns or trends (eg of repeat victimisation).
12. Recognising that recorded disability hate crime statistics, and those relating to people with a learning disability, are inaccurate; police services should develop ways of getting a better sense of the true scale of the problem. Police services may benefit from sharing good practice in this area.
13. While needing to understand the wider evidence base around reasons for under reporting of hate crime by people with a learning disability, every police service should also develop a better understanding of the specific sets of reasons within the contexts they operate. This intelligence should be generated collaboratively, with partner agencies and people with a learning disability. This intelligence should then be used to inform strategies to improve and encourage reporting, recognising that different reporting mechanisms can have varying levels of effectiveness in different contexts (eg rural – urban nature of the local area; demographics of the local population; etc).
14. Third party reporting should be encouraged. However, police services should understand that people with a learning disability report incidents to a wide range of ‘third parties’, with formal third party reporting centres being only one of many possible ‘third parties’. Rather than simply relying on third party reporting centres, every police service should develop a better understanding of the reporting behaviours of their local populations of people with a learning disability in order to identify other possible third parties that may be relevant.
15. Police services should work in partnership with other statutory agencies and local community, and voluntary groups to raise awareness of, and provide training relating to, hate crimes against people with a learning disability.
16. Police services should work in partnership with other statutory agencies as well as local community and voluntary groups to raise awareness among people with a learning disability about their rights in relation to hate crimes.
17. Police services should work closely with the CPS and other relevant agencies to ensure that the outcomes in terms of conviction and prosecution rates are improved.
4. Empower disabled people and their organisations to co-produce effective responses to hate crime with statutory agencies:
   - Local authorities and local police forces along with disabled people’s organisations, should co-ordinate local schemes, following the lines of the Metropolitan Police's Safer Neighbourhoods model or Crime and Disorder Reduction Partnerships (in England).
   - Places should be reserved for disabled representatives on police local crime reduction partnerships and safety net boards and on CPS Hate Crime panels.
   - Every Basic Operational Command Unit (BOCU) should fund at least one, preferably more, third party reporting scheme, run by disabled people, explicitly for disability hate crime.
   - All frontline police officers, prosecutors, judges and magistrates should undertake disability equality training and specialist training in how to recognise disability hate crime. This should be delivered by disabled people.
   - Local authorities and police forces should fund training schemes for disabled people so they are able to recognise and report hate crimes.
   - Every police force should establish community outreach programmes, led by a named disabled police officer, to liaise with disabled people and their organisations, build trust, identify concerns and crime hotspots and support disabled people to recognise and report crimes.
   - Police forces should ensure that local police stations are accessible and that officers are trained to provide appropriate, accessible support to enable disabled people to report hate crimes.
   - The Association of Chief Police Officers should develop an accessible charter for disabled people spelling out what standard of service a disabled person can expect from the police when they report a hate crime.

5. Improve data collection and research into the prevalence of disability hate crime:
   - Local police forces should collect comprehensive hate crime data and use it to inform local anti-social behaviour and youth crime strategies.

Another Assault

Mind: 2007

1. To fulfil their duties under the Disability Discrimination Act 2005, policymakers and criminal justice agencies should involve people with mental distress and the organisations that represent them. The Equality and Human Rights Commission must ensure that relevant agencies fulfil their obligations in providing equal access to justice for people with mental distress.

2. Government should conduct research into how best to bring to justice crimes that victims with mental health problems experience, including hate crimes, domestic violence, sexual violence and theft. Evidence based strategies are needed to prevent and answer these crimes, with adequate resources to ensure hard to reach victims and those with support needs have equal access to justice.

3. Criminal justice agencies must consistently monitor diversity information, including mental health, at every stage of the process.

4. Local third party reporting systems (anonymous hate crime, advocate reporting) must be made available across the country.

5. Police cells should only ever be used as a place of safety in very exceptional circumstances and as a last resort. Where people in serious distress are detained in police custody, they should be transferred as soon as possible to a more appropriate and therapeutic environment.

6. All frontline police and CPS recruits as well as legal professionals should receive mental health awareness training, delivered by people with direct experience of mental distress.

7. Criminal Justice agencies must monitor the diversity of all their employees, including experience of mental distress, and promote greater diversity among their staff.

8. Criminal Justice agencies and other organisations should reach out to people with mental distress by targeting information about their rights at the services this group use and trust.

Getting Away With Murder

SCOPE: 2009

1. Tackle disablism attitudes and behaviours as soon as they start:
   - Police forces should develop partnerships with local housing officers, social services and local disabled people’s organisations, through the Safer Neighbourhood structures or similar, to identify and tackle low level crimes that could escalate into hate crimes.
   - The Home Office and the police should run a disability hate crime campaign to raise public awareness of the issue.

2. Eliminate casual and institutional disablism:
   - Do not use the word “vulnerable” as a synonym for “disabled”.
   - Do not use the word “bullying” to describe attacks on disabled people, and do not refer to disabled people having the “mental age of...”. Such terms infantilise disabled people and mask the seriousness of the crimes committed against them.
   - In developing their disability equality schemes all local authorities and police forces should work with local disabled people to identify specific actions to tackle crime, including hate crime, against disabled people.
   - The police should state publicly, when commencing an investigation, if the case is being treated as a disability hate crime.

3. Ensure disabled people have equal access to justice:
   - Each police force should develop an effective communications strategy to ensure that disability targeted hate crime cases are recognised at such, both within criminal justice agencies and to the external media.
   - The Association of Chief Police Officers, working with disabled people, should develop an effective risk assessment and risk management system that could be applied to disability targeted hate crime.
   - The Home Office and the police should work with local authorities and police forces along with disability organisations to develop a Differently Abled People’s Hate Crime Charter.
   - Local authorities and police forces along with disability organisations, should co-ordinate local schemes, following the lines of the Metropolitan Police’s Safer Neighbourhoods model or Crime and Disorder Reduction Partnerships (in England).
   - Places should be reserved for disabled representatives on police local crime reduction partnerships and safety net boards and on CPS Hate Crime panels.
   - Every Basic Operational Command Unit (BOCU) should fund at least one, preferably more, third party reporting scheme, run by disabled people, explicitly for disability hate crime.
   - All frontline police officers, prosecutors, judges and magistrates should undertake disability equality training and specialist training in how to recognise disability hate crime. This should be delivered by disabled people.
   - Local authorities and police forces should fund training schemes for disabled people so they are able to recognise and report hate crimes.
   - Every police force should establish community outreach programmes, led by a named disabled police officer, to liaise with disabled people and their organisations, build trust, identify concerns and crime hotspots and support disabled people to recognise and report crimes.
   - Police forces should ensure that local police stations are accessible and that officers are trained to provide appropriate, accessible support to enable disabled people to report hate crimes.
   - The Association of Chief Police Officers should develop an accessible charter for disabled people spelling out what standard of service a disabled person can expect from the police when they report a hate crime.

5. Improve data collection and research into the prevalence of disability hate crime:
   - Local police forces should collect comprehensive hate crime data and use it to inform local anti-social behaviour and youth crime strategies.
Appendix C:
Other Key Documents

The following are other reference documents and materials which might be useful when looking at disability hate crime.

- ACPO Hate Crime Manual, (ACPO, 2013)
- NAS, B is for Bullying, (National Autistic Society, 2006)
- Chakraborti, Neil and Jon Garland, Hate Crime: Impact, Causes and Responses (Sage 2009)
- DWP, Disabled people’s User Led Organisations Making a Difference, Disability Hate Crime, (Strengthening Disabled People’s Used Led Organisations programme, Dec, 2012)
- EHRC, Tackling the Challenge of Targetted Harassment, (London 2010)
- Iganski, Paul, Hate Crime and the City (Policy Press, 2008)
- Mason, Gail, Hate Crime and the Image of the Stranger, (British Journal of Criminology, 2005)
- Mencap, Living in Fear, (Mencap, 2000)
- Perry, Barbara, (ed.), Hate and Bias Crime: A Reader (Routledge, 2003)
- Quarmby, Katharine, Getting away with Murder, (SCOPE, 2008)
- Quarmby, Katharine, Scapegoat Why we are Failing Disabled People, (Portobello Books 2011)
- Roulstone, Alan and Hannah Mason-Bish (Ed), Disability, Hate Crime and Violence, (Routledge, 2013)
- Sin, Chih Hoong, Annie Hedges, Chloe Cook, Nina Mgum and Natasha Comber, Disabled people’s experiences of targeted violence and hostility, (EHRC Research Report 21, Office for Public Management, London, Spring 2009)

Other Material
- CPS Northwest Schools Package - Disability www.report-it.org.uk.
- Disability Rights UK, Disability Hate Crime Third Party Reporting Centre Toolkit, (Disability Rights UK, March 2013)
- True Vision (www.report-it.org.uk)

Hate crime is one of the most important types of offending tackled by the police service. The impact on individuals and communities can be considerable and far reaching.

ACPO and the College of Policing are fully committed to working with police forces, partners and the EHRC to ensure that we will play our part in delivering a better service to victims and witnesses of hate crime.
Framework for Implementation

EHRC Out in the open: A manifesto for change