

# Exploring the Barriers to Reporting Hate Crime

ONLINE EVENT  
Summary



Summary of Online Event from 4.00pm to 5.00 pm –  
Tuesday 11th October hosted by:



HEDDLU  
GOGLEDD CYMRU  
NORTH WALES  
POLICE



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# Introduction by Andy Dunbobbin, North Wales Police and Crime Commissioner

- The PCC's role is to be the voice of the people within policing, set the policing priorities for North Wales, engage with people who live/work in North Wales and hold the Chief Constable to account for policing services delivered.
- Tackling and Preventing Hate Crime has been set as a priority within the Police and Crime Plan.
- To support the priority the PCC does the following:-
  - **Engages with communities about hate crime,**  
Engagement is part of the PCC statutory role. The infrastructure is in place for the PCC to get views from people about how they are impacted by hate crime.
  - **Supports campaigns to encourage people to report hate crime**  
The PCCs campaigns promote information on the importance of reporting, understanding what a hate crime looks like and how to report.
  - **Reviews hate crime data and victim experiences, monitors satisfaction**  
Monitoring data and satisfaction levels ensures that service provision is always under review and measures can be taken where things have gone wrong to put them right and restore confidence.
  - **Works with North Wales Police to improve workforce representation**  
The police service should be reflective of the community it serves. People are more likely to report crime where they have confidence in the people who work in policing. Being representative matters.



Andy Dunbobbin

## Wales Hate Support Centre - Rebecca Rosenthal, Victim Support

The Wales Hate Support Centre is run by Independent Charity Victim Support and is funded by Welsh Government. The Centre is the only nation-wide service of its kind in the UK.

- The service is available to anyone in Wales
- Young people aged 13+ are able to access the service independently, younger than that must come through a parent/carer. There's no upper age limit for adults
- Victims can access the service and receive support, irrespective of whether they've reported it to the Police or not
- [www.reportheate.victimsupport.org.uk](http://www.reportheate.victimsupport.org.uk)

### Hate Crime Statistics

The Hate Crime statistics indicate that we still have a challenge with Hate Crime on Wales, but that wide-reaching campaigns such as by the Training & Engagement team and the Hate Hurts Wales Campaign are also likely to be having an impact. If people are feeling more confident to report and/or better recording is happening that can only be a good thing – but we must retain a focus on the significant level of under-reporting that we know still happens.

- Across England and Wales, the Hate Crime statistics have risen across all of the protected groups (Disability, Religion & Faith, Race, Sexual Orientation and Transgender Identity).
- Home Office statistics can be found here: [Hate crime, England and Wales, 2021 to 2022 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/statistics/hate-crime-england-and-wales-2021-to-2022)
- Wales has seen an overall increase in Hate Crime of 35%, above the Eng/Wales average of 26%
- North Wales has seen increases across the board apart from a drop in Transgender hate crimes (-23% compared to the year before).



## Barriers to reporting

As a specialist Hate Crime Victim Support Service, common barriers to reporting that we see include;

- Lack of validation when engaging with services
- Other people minimising the abuse
- Not knowing what the process is - victims not aware of their rights, of the support available to them, of the legal processes in the Criminal Justice System.
- Lack of control - or fear of being out of the control of the speed and direction of their case
- Normalising the hate - taking it in their stride, normalising it because they feel people won't take them seriously or as a strategy for coping with repeat victimisation.

For further information, please contact the Wales Hate Support Centre Manager Becca Rosenthal at [becca.rosenthal@victimsupport.org.uk](mailto:becca.rosenthal@victimsupport.org.uk)



## **The Policing Perspective - Greg George - North Wales Police**

Greg George (Head of Diversity, North Wales Police) gave an update in relation to the current volume of Hate Crime reported to North Wales Police highlighting the significant increase over the past five years. During his input Greg spoke of the importance of gaining trust within communities to ensure reporting levels are maintained. Greg also highlighted the role of the Force's two Diversity Officers and how they work with victims of Hate Crime and Third Sector Organisations to manage difficult situations and understand tensions.

Greg spoke about the barriers to reporting Hate Crime including the following:-

- Levels of trust and confidence community members have in the Police.
- Language difficulties.
- The importance of North Wales Police getting it right first time.
- The effect on community confidence of poorly investigated Hate Crime.

To conclude Greg highlighted the importance of working to raise awareness of Hate Crime and ensuring victims received a good service. He included the important aspect of working in partnership to support victims and the invaluable role Victim Support has in this process.



# The Community

## North Wales Community Cohesion Teams - Tony Wyn Jones / Emily Reddy

The Community Cohesion Teams Across North Wales work toward the following work plan priorities set by Welsh Government:

- Sharing & preparing communication pack materials to encourage HC reporting.
- Funding targeted projects to increase reporting or to improve local response e.g. Conwy Tic-Toc project;
- Themed events to promote hate crime reporting.
- Encourage diverse communities to confidently report incidents.
- Examine cases where lessons can be learnt through CPS scrutiny panels.
- Monitor tensions and incidents statistics and challenge escalations.
- Promote and support Hate Crime Training and Awareness events.
- Schools and Public Services to record and report Hate Crime.
- Make sure that strategies, policies and protocols encourage reporting.
- Share and promote the latest anti hate crime good practice & research.
- To act as a sounding board for any minority group or community – making sure Public Services are accessible to concerns or views.

Examples of practical projects that seek to remove and address the barriers to reporting and discussing hate crimes

## North East Wales

**NEW Futures - Creative Community Conversations** - As part of a wider drive to create more co-produced, meaningful and effective engagement with underrepresented and seldom heard communities, the North East Community Cohesion team have secured funding to engage with 10 community groups in North East Wales to create opportunities for meaningful discussion relating to safety, equality and well-being through the delivery of a range of creative project. Finding from the discussion in relation to lived experience will be collated and shared with key partners to support improved decision making in the future, including PSB, Safer North Wales and North Wales Equality Network.

Community Groups Identified to date -

- Larynx Youth Project, Wrexham
- Ty Pawb Multi Cultural Hub, Wrexham and Flintshire
- Self-Advocacy Disability group, Flintshire
- MIND group, Denbighshire
- Denbighshire Refugee Resettlement group - Rhyl
- Gypsy And Travel Youth Group, Flintshire and Wrexham
- Eagles and Dragons - Welsh - Polish Football project, Wrexham
- Inter Faith Wrexham
- Summer of Fun family and youth session Wrexham
- Safer Streets 4 projects- Youth ASB and Community Integration - Wrexham and Flintshire



## North West Wales

**NWREN - Conwy Schools Tik-Tok Film Club** - As a result of a successful application for Welsh Government Community Cohesion grant provided by the North-West Wales Community Cohesion Team, NWREN (North Wales Regional Equality Network) commissioned a short-film project to exemplify good practice and to show how awareness of the 'equalities' (protected characteristics) can be embedded within the Welsh curriculum. The documentary film was based on the work carried out in Ysgol Aberconwy (Conwy).

The project produced an excellent range of short films including history of slavery, Tourette's syndrome, countering LGBTQ+ hate speech, use of slurs... and much more including lived experiences of racial micro aggressions which included the following short-film titles:-

- Mission statement Aberconwy
- Hidden Disabilities
- Intersectionality
- Where are you from?
- Cultural Appropriation
- Top 5 black authors
- Why ALM is not an appropriate response
- How \*not\* to respond when your friend comes out as gay
- Like for Like
- Happy
- Comment Guidelines for Tik Tok
- Embedding Equality in the Curriculum



The short films can be viewed on the following web-links:-

[Aberconwy Allies - NWREN](#)

[Aberconwy Allies - Cynghreiriaid](#)  
[Aberconwy on Vimeo](#)

## Questions, Answers and Relevant Commentary

Questions and commentary received on the day along with comments / answers from the presenting organisations.

**I'm a secondary school teacher in charge of Equality & Diversity, I was wondering if you offer any staff training and/or talks for students about Hate Crimes, please?**

Becca Rosenthal - Wales Hate Support Centre:

**Our website:** [www.reportheate.victimsupport.org.uk](http://www.reportheate.victimsupport.org.uk)

**My e-mail:** [becca.rosenthal@victimsupport.org.uk](mailto:becca.rosenthal@victimsupport.org.uk)

**Are these hate crimes that are committed in person, or do the statistics reflect online abuse people suffer as well?**

Greg George - North Wales Police - Around 15% of Hate Crime is online

**Some perpetrators can normalise their hate towards victims, especially with bullying within the community. Perpetrators can influence others to join in or to support their issues against victims.**

Community cohesion teams are working within communities to help identify tensions. Furthermore, North Wales Police and Victim Support are working to identify victims and are clear in their message to always report. If you are uncomfortable, let someone know.



**Lack of cultural awareness makes reporting difficult and incorrect interaction will not only stop that person, but also lots of others from that community. Proper Awareness training is essential.**

Free training and awareness raising sessions are available from the Wales Hate Support Centre. The Centre also has Training & Engagement Officers positioned across Wales responsible for engaging with local groups, increasing confidence and reducing barriers to reporting. For more information or to reach your local officer, please contact [becca.rosenthal@victimsupport.org.uk](mailto:becca.rosenthal@victimsupport.org.uk)

**An annual hate crime conference would be great. We definitely need to organise a conference, here in Wales, to openly discuss these subject matters.**

We will consider the logistics of a further event or conference next year.

**Victims will always be scared, not just from hate, but from escalation after hate reporting. Fear that things get worse is real.**

Fear of retaliation and escalation can create significant barriers to reporting. Independent services and Third Party Reporting Centres such as the Wales Hate Support Centres can help in these circumstances. Their specially trained staff understand these unique circumstances and can offer tailored support and advice. [www.reporthate.victimsupport.org.uk](http://www.reporthate.victimsupport.org.uk)

**Black students are being denied accommodation and universities are closing their eyes against this discrimination against these students who pay higher university fees.**

Discrimination of any kind is harmful. Should any student find themselves in this situation, they should look to the University's official complaints procedure and discrimination guidance. Organisations that offer advocacy and advice around discrimination (such as Race Equality First) may also be able to advise.

**I think it is really telling that every member of a minority group has experienced some form of hate fuelled abuse. Shows how widespread the hate is.**

Hate acts are widespread in Wales and can cause people real harm. It's important that you realise that you don't have to go through this alone, there are support services such as the Police and the Wales Hate Support Centre that can offer advice and support, and stop the abuse.

You can contact the Police on 101, or 999 if it's an emergency.

The Wales Hate Support Centre can be reached through a variety of methods, see [www.reporthate.victimsupport.org](http://www.reporthate.victimsupport.org) for details.

**The few times I have reported racial hate crime against myself, the police have treated me very well, but in the end nothing came of it.**

Sometimes it can be difficult to prosecute a Hate Crime based upon evidential difficulties and not all Hate Crimes will end in a perpetrator being prosecuted. It is important that the Criminal Justice Agencies work together to support and manage victims when the case is complete.

**Amazing to hear the initiatives being run across Wales. From a race and ethnic background my largest question and fear is what consultations are there with people from those minority backgrounds and where can we signpost/showcase the information?**

In addition to working throughout the year with minority communities across Wales, the Wales Hate Support Centre run a Victim's Forum, bringing together the voices of victims from all walks of life to provide a steer in their work and to ensure that the service meets the needs of victims, whatever their background. Please contact [becca.rosenthal@victimsupport.org.uk](mailto:becca.rosenthal@victimsupport.org.uk) for more information.



Viva support U25s who are LGBTQ+ or exploring their identity. We run youth groups weekly in Rhyl and Wrexham on Tuesdays and Thursdays respectively and will be launching a new group with Flintshire Integrated Youth Provision in Deeside beginning next month (November 2022). We also offer 1-1 support for young people to be able to talk through any things happening in their life at the moment to be able to access support, information, and signposting. We are part of the Ty Pride Project, so far the only LGBTQ+ specific supported accommodation for young people in Wales. We're also going to be expanding the training that we already have available to organisations by becoming a delivery partner for The Rainbow Flag Award, which provides training and a scheme of upskilling and work to help create LGBTQ+ inclusive schools. All our contact information and social media is available from <http://linktr.ee/vivalgbtq>

A quick poll of LGBTQ+ young people was taken before the event today. There was a variety of responses, everyone who responded had experienced LGBTQ+ hate crime, only half of them had reported it. This was due to feelings that the Police wouldn't take it seriously, or not do anything. Of those that did report there was a mixed experience of how supportive or knowledgeable the Police are around LGBTQ+ identities and experiences.

Young people are particularly at risk of experiencing significant impacts on their lives when they experience hate.

Research released by the Wales Hate Support Centre last year shows that there are significant barriers to reporting hate for young people, including trust with Police and 'normalising' of the abuse:

English: [Its-soul-destroying\\_Final-English.pdf \(victimsupport.org.uk\)](#)

Cymraeg: [Mae'n torri calon \(victimsupport.org.uk\)](#)

The Wales Hate Support Centre are able to support children & young people aged 13+ directly. Their specialist trained staff are able to support the young people (and their families where needed) to overcome what's happened to them. They can offer practical and emotional support, advocacy with other agencies and they can submit a 3rd Party report to the Police if/when you're ready.

[www.reporthate.victimsupport.org.uk](http://www.reporthate.victimsupport.org.uk)

**Becca - If you would like I'd happy to speak with you about the survey and possibilities of building on it to taking it wider, as I feel that having that sort of insight from the community as a reflection of the communities' feelings about hate crime and reporting is important to be able to build those bridges to reporting and tackling hate crime.**

Victim Support are in touch with the poster of this question, and they are meeting to explore opportunities to work together.



# Contacts

## Office of the Police and Crime Commissioner

Office of the Police and Crime Commissioner  
North Wales Police Headquarters, Glan y Don Colwyn Bay, Conwy LL29 8AW

**Website** - [Hate Crime | Office of the Police and Crime Commissioner North Wales \(northwales-pcc.gov.uk\)](https://www.northwales-pcc.gov.uk)

**E-Mail** - [OPCC@northwales.police.uk](mailto:OPCC@northwales.police.uk)

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## Becca Rosenthal, Hate Support Centre - Victim Support

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## North Wales Police

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## Tony Jones - North West Wales Community Cohesion Coordinator

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