

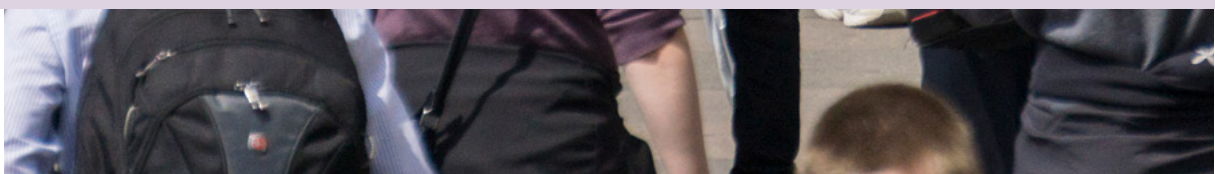
Hate Crime Plan



2024–2028



Hate crime can be defined as ‘any criminal offence which is perceived by the victim, or any other person, to be motivated by hostility or prejudice based on a person’s race or perceived race; religion or perceived religion; sexual orientation or perceived sexual orientation; disability or perceived disability and any crime motivated by hostility or prejudice against a person who is transgender or perceived to be transgender.’ In Greater Manchester we also monitor alternative subculture as a strand of hate.



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“Our goal, through our six priorities and 20 key actions, is to create a safer city-region where all are welcome.”

Foreword

Deputy Mayor of Greater Manchester for Safer and Stronger Communities, Kate Green

I can safely say that being the Deputy Mayor of this great and diverse city region, home to people from all walks of life, has been the best job I have ever had. The energy, creativity and resilience of the people of Greater Manchester are a tremendous strength, the city-region has always embraced its differences which have made us stronger and more resilient and I am privileged to support our residents to achieve their dreams and goals.

Greater Manchester has been one of the fastest-growing and most diverse city-regions in the UK over the past decade. This is demonstrated by the fact that in the 2021 Greater Manchester had residents from all of the 189 countries listed in the Census. The country of origin accounting for the highest number of Greater Manchester residents who

were born overseas was Pakistan followed by India and Poland. At least 90 different languages are spoken as a main language in Greater Manchester and 42 of these languages have at least a thousand speakers. Our residents bring with them a breadth of new experiences, cultures and ways of doing things which make Greater Manchester stronger and more able to tackle the challenges we face. You are equally welcome in Greater Manchester, no matter how long you have been a resident.

This Hate Crime Plan is an effort to continue our ways of encouraging integration, supporting people and communities to live together as neighbours and friends and rejecting divisiveness. We are united in our determination to tackle hate crime and ensuring Greater Manchester is safe for all. The priorities set out in this plan serve as a model for all of Greater Manchester to come together to tackle hate.

Hate crimes and hate incidents are an attempt by a few to cause division, sow discord and propagate prejudice. Our goal, through our six priorities and 20 key actions, is to create a safer city-region where all are welcome. To do this we must work with our partners, including Greater Manchester Police, the ten local councils, the Voluntary, Community, Faith and Social Enterprise sector, Crown Prosecution Service, Transport for Greater Manchester, NHS Greater Manchester, Greater Manchester Fire and Rescue Service, GMCA and wider to share experience and knowledge and work effectively together to ensure we reduce hate.

In the middle of 2024 we witnessed criminal violence and disorder caused not only by misinformation but also the ignorance and hatred of individuals who would like to see our communities ripped apart. I strongly condemn this and want to reiterate in the strongest

possible words – Greater Manchester accepts people from all walks of life and all backgrounds. Greater Manchester is a welcoming place, where you are judged by your character and not your characteristics.

Within this plan, we have committed to listening to residents of Greater Manchester and working with our partners to adopt a zero-tolerance approach to hate. We will be led by evidence and facts and will commit ourselves to ensuring that all residents of this city region are heard and hold us to account for the delivery of this plan.

Whatever our differences, everyone has the right to live in safety without fear of discrimination, prejudice, violence or hate. This plan is a statement of our commitment to that aim and to our ambition to be the most welcoming city region possible.



Partnership foreword

**Executive Member for
Greater Manchester Police and
Crime Panel and Deputy Leader of
Manchester City Council,
Councillor Garry Bridges**

Hate crime has no place in Greater Manchester. Ours is a diverse, welcoming and tolerant city region and we can never allow the actions of a few to spread division or fear amongst our communities.

Tackling hate crime requires us to work together collectively. We want people to trust the public bodies that exist to keep them safe, so that they feel empowered to report hate crime with the confidence it will be fully investigated and action taken.

A key part of this plan is increasing awareness amongst residents of the support available, broadening the ways that victims can report incidents and checking in with communities to see whether crimes are going unreported. It is proactive in seeking to identify hate crime and to tackle it.

We want all communities and individuals to feel safe in our cities and our city region. This plan shows that we are all committed to working together, that we are on the side of victims and that we will not tolerate hate in our city. Let's end hate crime in Greater Manchester.

**Assistant Chief Constable,
Greater Manchester Police,
John Webster**

As Greater Manchester Police's portfolio lead for hate crime, I am happy to support the Greater Manchester Hate Crime Plan for the region; the plan sets out how hate crime will be tackled, and how by working together we can continue to challenge hate crime.

Since the launch of the first Hate Crime Plan in 2020, we have been working tirelessly across the four priorities that were laid out to ensure residents and our communities are at the forefront of our decisions.

We have now launched our second Hate Crime Plan, adding a further two priorities which have been developed in consultation with communities across Greater Manchester that are affected by hate crime.

We are committed to working alongside partners to understand the issues that affect our communities and to ensure we work together to effectively combat hate crime.

We want people to feel confident and supported when reporting hate crime and make sure they have access to the right support services should they need them. We will continue to adopt a zero-tolerance approach towards hate crime and protect Greater Manchester communities from the harms hate crime can cause and prevent it from occurring.

Greater Manchester is proudly a diverse city region, and we want to ensure that absolutely everybody who lives, works and visits here feels safe and welcome.

Vision

Greater Manchester has zero-tolerance for hate crime and we will work with all partners to prevent and tackle hate in its many forms and make our communities safer and stronger for all.

Hate crime can inflict deep wounds on communities and can take an emotional and psychological toll on the wellbeing of individuals. It promotes fear and tries to divide us into separate groups. It aims to weaken us.

We reject hate. Home to over 2.8 million people from all corners of the planet, Greater Manchester is an example of how our differences bring us closer together and foster happiness, and how diversity strengthens our city region. A mosaic of cultures, traditions, personalities and ideas, this is a city region which thrives on the richness of its diversity and differences.

The diversity of Greater Manchester is not just about the differences in our backgrounds, characteristics or identities but also the differences in our perspectives and experiences. One thing is for sure, no matter our differences, everyone has the right to be treated equitably.

We want Greater Manchester to be a place where everyone can live a good life, growing up, getting on and growing old in a greener, fairer, more prosperous city-region. To achieve this we have set out the Greater Manchester Hate Crime Plan to tackle hate in its many forms and prevent it from occurring. Whether you have a disability, are old or young or whatever your differences, you have the right to be treated equitably. In Greater Manchester we also acknowledge and include alternative subculture and lifestyle in monitoring hate crime.



“One thing is for sure, no matter our differences, everyone has the right to be treated equally.”

Essential for this plan's success and the delivery of the priorities within it is a commitment to adopt a zero-tolerance approach to hate. We are committed to working with our partners, being led by evidence, facts and data and regularly communicating with residents of Greater Manchester to better understand the issues they face.

To ensure the Greater Manchester Hate Crime Plan reflects our diversity of lived experiences and views, this plan has been created in consultation with residents of Greater Manchester and in collaboration with our partners. This consultation has helped to develop our priorities and action plan which show how we will achieve our commitment and mission of tackling hate crime and making this city region safe for all.

The Greater Manchester Police and Crime Plan is a plan written by the Mayor and Deputy Mayor of Greater Manchester in their roles as the Police and Crime Commissioner for Greater Manchester. The plan provides a focus on three key priorities:

1. Keeping People Safe.
2. Reducing Harm and Offending.
3. Strengthening Communities and Places.

Essential to these three priorities is a dedication to ensuring that residents of Greater Manchester don't face hate because of their personal characteristics or their identities. Outlined in this plan are how our priorities and the actions we will take to achieve them support the priorities set out in the Police and Crime Plan.

Ultimately this plan is a partnership plan, created and overseen by the many partners and organisations working to tackle hate crime in Greater Manchester. These partners will have responsibility for the delivery of this plan and its priorities. Only in partnership with others and with our residents can we hope to tackle hate crime and hate incidents and prevent them from occurring.

This plan has been developed at a time of domestic tensions, seen most recently in the criminal disorder and violence in the middle of 2024, and heightened international conflict especially in Ukraine and Gaza. We acknowledge the depth of concern, and we continue to work with all our communities, especially the Ukrainian, Muslim and Jewish communities, to ensure all are supported. There have been protests here at home in response to the conflict in Gaza and in the summer of 2024 we saw criminal disorder and violence propagating hate and division which has had a significant impact on local communities here in Greater Manchester. We have always welcomed the right to peaceful protest. People must always be free to demonstrate peacefully. What is not acceptable is provoking confrontation or making inciteful, hateful and inflammatory statements, and we are committed to working with all our communities in Greater Manchester to ensure their safety, and ensure hate has no place in our city-region.



2020 Hate Crime Plan

In 2020 Greater Manchester published its first Hate Crime Plan. The plan set out four priorities to tackle hate within our city region.

These priorities were:

1. Raising awareness
2. Improve support for victims of hate crime
3. Increase the reporting of hate crime
4. Prevent hate crime

These priorities were created in consultation with residents of Greater Manchester and partners who provided their experience and knowledge to help create the first Greater Manchester Hate Crime Plan. Whilst the refreshed plan has retained these four priorities, they have been further developed with the inclusion of two new priorities and the creation of an action plan for each priority.

As part of our priority to increase awareness of hate crime, Greater Manchester holds a Hate Crime Awareness Week every February, with funding being provided to local authorities and hundreds of local groups to organise events which raise awareness of hate and bring together local communities. These events aim to work with our residents and communities to improve awareness of hate crime and its consequences. The Deputy Mayor attends and speaks at a number of events which celebrate the diversity of Greater Manchester's communities.

The Greater Manchester Hate Crime Partnership has also developed a number of different campaigns to raise awareness, such as the campaign featuring quotes from victims of hate crime outlining their personal experiences as a victim. We have promoted our campaign messages on the transport system, providing the opportunity for tens of thousands of people each day to see them.

Online and in-person reporting systems also play an important part of our priority to increase reporting of hate crime. Anonymous reporting systems such as TrueVision and in-person systems such as our third-party reporting centres and ambassadors are crucial to ensuring all victims of hate crime have the confidence to report with ease. An example of this is Greater Manchester Police's LiveChat facility which enables residents to contact the

police directly. LiveChat aims to make the process of reporting crimes and seeking advice easier for residents.

A new provider, Catch 22, has been commissioned to manage the Greater Manchester Victims' Service (GMVS) to improve the victim experience. GMVS is located at Greater Manchester Police Force Headquarters which streamlines the sharing of information and referral of victims of hate crime to support services and helps ensure that the victim's experience is made easier.

A lot has changed since 2020 but one thing has remained the same – Greater Manchester's dedication to combatting hate crime. We are determined to ensure we take every possible step to prevent and tackle hate, and we have worked with residents of Greater Manchester and partners to refresh this plan to ensure it remains fit for purpose for tackling hate crime.

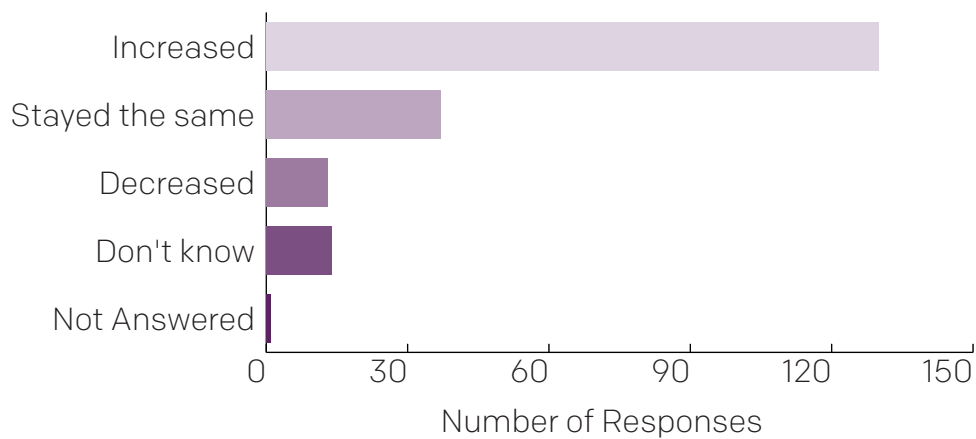


2024 Hate Crime Plan consultation

From 2 February to 24 March, an online survey asked partners and residents about the priorities within the 2020 Hate Crime Plan and what they would like to see prioritised within the new plan. Detailed below are some of the responses we received.

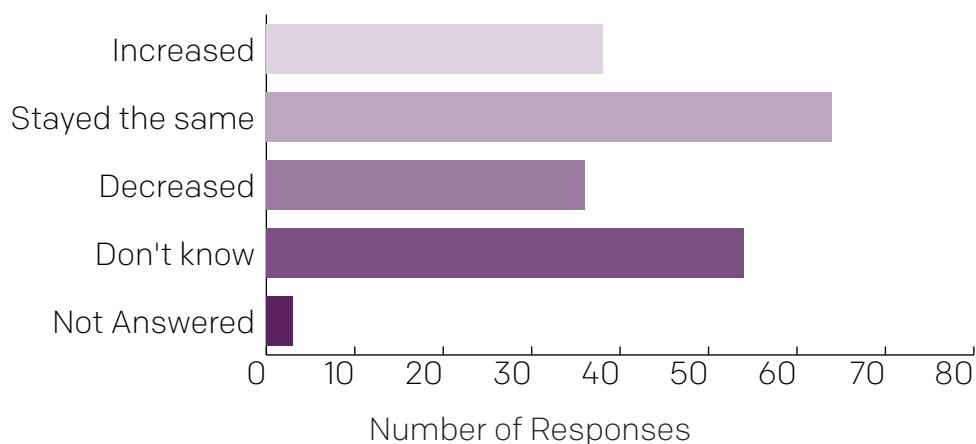
The survey provided the opportunity for respondents to offer their views on a variety of different subjects, such as what can be done to prevent and tackle hate crime, what areas should be prioritised and what can be done to improve reporting of hate incidents and hate crime.

When asked in the last five years do you think awareness of hate incidents and hate crime have increased, 67% of respondents replied they thought awareness had increased, 19% stated it had stayed the same while 7% of respondents thought it had decreased.



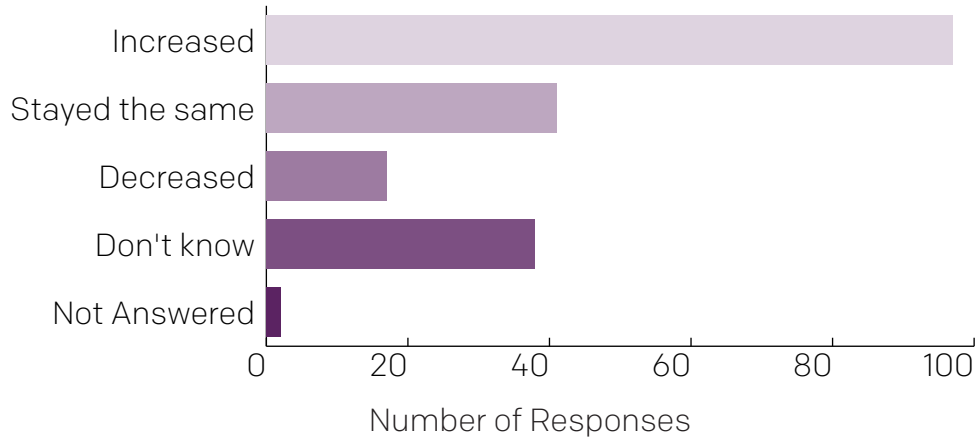
**Increased: 130 Stayed the same: 37 Decreased: 13
Don't know: 14 Not Answered: 1**

When asked do you think support for victims of hate incidents and hate crime has improved, 19.5% of respondents said it had improved, 33% of respondents said it had stayed the same and 18.5% of respondents said it had reduced.



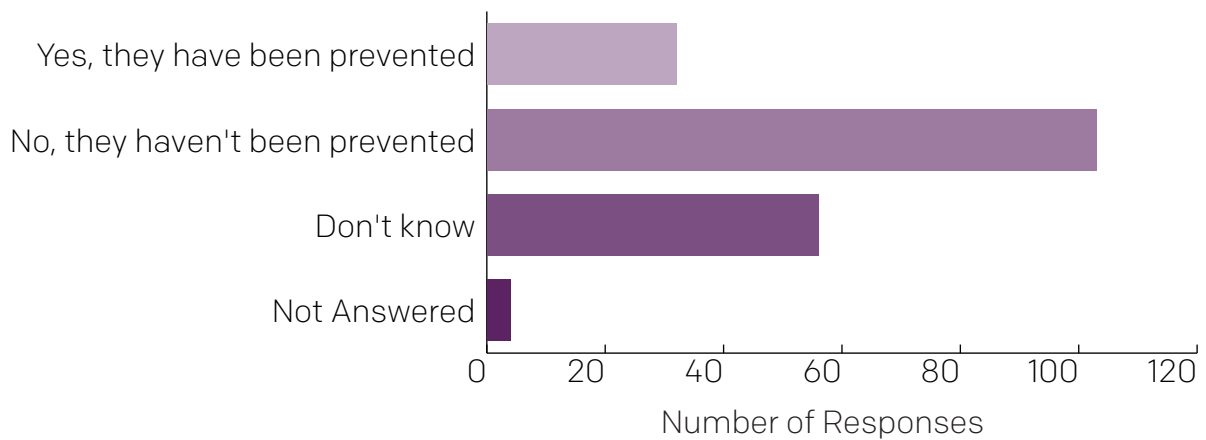
**Increased: 38 Stayed the same: 64 Decreased: 36
Don't know: 54 Not Answered: 3**

When asked in the last five years do you think reporting of hate incidents and hate crime has increased, 50% of respondents replied they thought it had increased, 21% replied they thought it had remained the same and 9% replied they thought it had decreased.



**Increased: 97 Stayed the same: 41 Decreased: 17
Don't know: 38 Not Answered: 2**

When asked in the last five years, do you think improvements have been made to preventing hate incidents and hate crime – 16.5% of respondents stated they had been prevented whilst 53% thought they hadn't been prevented.



**Yes, they have been prevented: 32 No, they haven't been prevented: 103
Don't know: 56 Not Answered: 4**

As can be seen from the results above, some good progress has been made in achieving the priorities included in the previous Hate Crime Plan. However, there is still work to be done to prevent hate, which has led us to develop an action plan alongside our priorities to ensure we succeed in combatting hate crime. This action plan details the work we want to undertake to tackle hate and make Greater Manchester safe for all.

Our priorities and action plan

Partners will aim to deliver these priorities to achieve the vision of making Greater Manchester safer and stronger for all.

1. Improve education around hate crime

To meet this priority, we will:

- Increase training of partners working on reducing hate crime.
- Work with partners and young people to co-develop how we improve education about hate crime in schools, colleges, universities and informal education.
- Encourage and equip residents of Greater Manchester to safely intervene and report when they witness a hate crime.
- Improve education and public understanding of the various options of early intervention available and how the criminal justice system operates, supports and communicates with victims and educates perpetrators.

2. Prevention and early intervention towards hate crime

To meet this priority, we will:

- Continue to use an evidence-led approach to combat hate crime and monitor tensions.
- Commit to reviewing the causes of hate crime and improve the visibility of the action we are taking to tackle hate crime.

- Tackle hate crime and improve feelings of safety on public transport, especially at night, by working with partners including TfGM, the GMCA Night-Time Economy team, emergency services, security and transport companies and those in roles with higher rates of victimisation.

3. Bring communities together to tackle hate crime

To meet this priority, we will:

- Work with voluntary, community, faith and social enterprise groups to improve engagement and outreach with communities and reduce hate crime against those with protected characteristics.
- Bring together communities to share different views to promote cohesion and friendship.
- Understand how hate impacts emerging and migrant communities, including those with asylum backgrounds.

4. Increase communication and awareness of hate crime and its consequences

To meet this priority, we will:

- Create a public awareness campaign on what constitutes a hate crime and the consequences for perpetrators. We will utilise our partnerships to create a common message.
- Work towards combatting hate crime online, especially on social media and online gaming.

- Undertake a regular poll of hate crime partners and residents of Greater Manchester to better understand attitudes and priorities and ensure our approach to tackling hate crime is driven by their experiences.
- Increase awareness of hate crime, the impact of misogyny on women and girls and the impact of gender-based violence and work to address the underlying misogyny that drives violence against women and girls.

5. Increase the confidence to report hate crime

To meet this priority, we will:

- Inform people of the support available when reporting a hate crime and improve and publicise third-party reporting mechanisms such as centres and ambassadors.
- Seek to increase the trust of residents of Greater Manchester in public sector organisations and the police to tackle hate crime by improving communication about successful actions and outcomes.

- Improve the quality of information and support available online including on the Let's End Hate Crime website and promote online reporting mechanisms

6. Improve support for victims of hate crime

To meet this priority, we will:

- Work with Greater Manchester Police to consider the introduction of a new service standard for responding to hate crime.
- Improve support for victims post-reporting by implementing a trauma-informed response and tailoring support to victims' needs, including neurodiversity.
- Increase awareness of services available to victims of hate crime and hate incidents.



Delivering together and partnership working

To ensure that the most effective actions are taken to prevent and respond to hate crime in Greater Manchester, a range of partners will work together, including the ten councils of Greater Manchester, the Greater Manchester Combined Authority and the Mayor and Deputy Mayor of Greater Manchester.

Our public sector partners include Greater Manchester Police (GMP), the Crown Prosecution Service, Transport for Greater Manchester (TfGM), Greater Manchester Fire and Rescue Service, NHS GM and many more.

We work with partners in the voluntary, community, faith and social enterprise sector. These organisations are supported in part by grants from public sector organisations, including the Greater Manchester Combined Authority and the ten councils.

We will continue to work with the Mayor of Greater Manchester's equality panels: the Race Equality Panel, the LGBTQ+ Panel, the Youth Combined Authority, the Disabled People's Panel, the Faith and Belief Advisory Panel, the Women and Girls Equality Panel and the Older People's Equality Panel, to support the development of policies aimed at driving meaningful change and making Greater Manchester a city region for all. We will also engage with national government to promote the priorities for Greater Manchester and our ten Districts.

Greater Manchester has a partnership website – www.letsendhatecrime.com – which allows residents to have access to resources aimed at providing further information on hate crime. Victims of hate crimes can visit the website to access help and support and report hate crimes.

Partners in Greater Manchester work together as part of a legal commitment to the Serious Violence Duty. The Duty is a legal requirement for councils and local services to work together to share data and knowledge. This allows us to target our interventions to prevent serious violence. As part of this plan, we aim to utilise this duty to ensure partners work together to collaborate in understanding the causes and consequences of serious violence from the perspective of hate crime and hate incidents. We want to use the Serious Violence Duty to help us focus on tackling and preventing hate crime from occurring.

Reviewing and monitoring

This plan will be a four-year plan from 2024 to 2028. As part of our commitment to a zero-tolerance approach to hate, we will undertake a yearly poll of residents of Greater Manchester and partners to ensure we have current and up-to-date information to inform our actions in combatting hate crime. This poll will help us focus on the priorities that matter most, track and monitor feelings of safety and trust and understand barriers to reporting. We will gain feedback on our progress in delivering this plan. Alongside the quarterly Policing and Community Safety Survey and the Victims' Survey, we will use the responses from this poll to assist in developing and delivering policies aimed at reducing hate crime, and working with partners to tackle hate and increase trust in public sector organisations who can help to combat it.

To ensure we track progress in tackling hate crime in Greater Manchester, we will develop key performance indicators. These performance indicators will help us to measure the success of the priorities and action points included within this plan and will be developed with the assistance of partners.

We will continue to work with partners to monitor the impact of our work on the levels of hate crime within Greater Manchester. We will use data from our partners to monitor levels of hate crime, as well as overall trends in relation to hate crime and hate incidents. We acknowledge that instances of hate tend to escalate following significant national or international occurrences. Our commitment remains steadfast in standing together to minimise the impact of such events on individuals



“ We will continue to work with partners to monitor the impact of our work on the levels of hate crime within Greater Manchester. ”



and communities within Greater Manchester. The data available from our partners will help to identify where our actions should be focused most to ensure the greatest impact in reducing hate crime.

We recognise that there is work yet to be done in learning more about hate crime and hate incidents. We want to explore and research hate crime further but especially intersectionality-based hate crime – where someone experiences hate due to multiple forms of discrimination. In addition to intersectionality, we want to research the prevalence of hate crime and hate incidents online and how this can be tackled, alongside exploring how hate crime impacts underserved communities such as neurodiverse individuals. These are only a few examples of the different subjects linked to hate which need further examination and we will continually review and scrutinise our efforts to learn more about the impact of hate.

We acknowledge that there will be concerns in communities across Greater Manchester following the 2024 disorder which saw attacks, looting and social unrest caused by hate. We will work with the Greater Manchester Resilience Unit and partners to assist with Greater Manchester's recovery and the implementation of the Greater Manchester Recovery Plans which will be led by the Greater Manchester Combined Authority alongside partners.

As we implement this plan, we will maintain close relationships with local organisations and VCFSE groups to build on our relationships with local communities and monitor the impact of our work in improving community relations. We will use our relationships with these groups to bring communities together and to maintain regular contact with local communities.



How to report hate crime and support for victims

No one who is a victim of a hate crime should have to suffer alone. Support for victims can be accessed regardless of when the crime or incident took place and whether it has been reported to the police or not. Key to combatting hate crime is ensuring that whenever and wherever it occurs, it is reported. Hate crime can often go unreported, which makes tackling it more difficult.

Support for victims and access to reporting services can be done through our partners and the statutory organisations below:

Greater Manchester Police

Emergency: In an emergency always phone **999**

Non-emergency: Phone **101**, visit www.GMP.police.uk to use the live chat function to report a hate crime or visit a police station to report in person.

Report anonymously

True Vision: Visit www.report-it.org.uk to anonymously report a hate crime. True Vision is a reporting platform set up by the National Police Chiefs' Council which allows you to remain anonymous if you choose to and will pass your report on to your local police force.

Crimestoppers: Visit www.crimestoppers-uk.org or phone **0800 555 111** to anonymously report a hate crime to the independent UK charity Crimestoppers who will pass your report on to your local police force.

Third-party reporting centres and ambassadors

There are many third-party reporting mechanisms such as centres or ambassadors in Greater Manchester which can be accessed to report hate crime and hate incidents. Some centres also offer support for victims. Information on third-party reporting centres and ambassadors can be found from your local authority.

LetsEndHateCrime

LetsEndHateCrime is Greater Manchester's website aimed at providing support and resources to victims of hate crime. You can also report a hate crime on the website by visiting www.letsendhatecrime.com.

Support for victims

Catch22: Greater Manchester Combined Authority has commissioned Catch22 to provide support and services to victims of crime within Greater Manchester. Visit www.gmvictims.org.uk, phone **0800 876 6155** or text relay **18002 0800 876 6155** to access support and services.

Other help

Alongside the support for victims mentioned above, there are several other organisations, groups and charities that can offer help. These are:

Tell MAMA: Measuring Anti-Muslim Attacks (MAMA) is a service which provides support to victims of anti-Muslim hate. <https://tellmamauk.org/>

Community Security Trust (CST): A charity that protects British Jews from antisemitism and related threats. <https://cst.org.uk/>

Galop: An LGBT+ anti-abuse charity which works with and for LGBT+ victims and survivors of abuse and violence. <https://galop.org.uk/types-of-abuse/hate-crime/>

You can also get information from the LGBT Foundation. <https://lgbt.foundation/help/hate-crime-reporting/>

Irish Community Care: A reporting service for victims of hate crime who are members of Gypsy, Roma and Traveller communities. <https://www.irishcommunitycare.com/the-travelling-community>

