Item 5

23rd November 2023

Glasgow Community Planning Partnership

Safe Glasgow Partnership

Report by George Gillespie, Executive Director, Neighbourhoods, Regeneration and Sustainability
Contact: Danni Glover Telephone: 07827835152

Glasgow Hate Crime Working Group Update

Purpose of Report:

To update on the delivery of the Hate Crime Working Group's programme, in particular the delivery of National Hate Crime Awareness Week 2023.

Recommendations:

The Partnership is asked :

1. To note the growth of delivery in National Hate Crime Awareness Week 2023 vs 2022
2. To note ongoing national developments around Third Party Reporting
3. Approve the report to the Safe Glasgow Partnership

1 Introduction

1.1 This report provides the Safe Glasgow Partnership with a progress report on delivery of the Hate Crime Working Group's thematic Action Plans.

1.2 Glasgow Hate Crime Working Group (HCWG) is a multi-agency group that is embedded within Glasgow Community Planning Partnership structures and reports to the Safe Glasgow Partnership. Its purpose is to encourage and coordinate partnership approaches to hate crime.

1.3 The HCWG's aims are:

- To take a strategic overview of activity to address hate crime citywide.
- Hold partners accountable for delivery.
- Develop a co-ordinated approach to hate crime.

1.4 The HCWG's membership includes:

- GCC NRS
- GCC Education Services
- GCC Social Work/ Adult Protection Committee
- GCC Corporate Policy
- Police Scotland
- Health and Social Care Partnership
- COPFS
- Scottish Fire and Rescue Service
- Wheatley Group
- Glasgow Disability Alliance
- West of Scotland Regional Equality Council
- CRER
- Equality Network
- The Advocacy Project
- Victim Support Scotland
- Interfaith Glasgow

1.5 Additionally, the HCWG contains within it sub-groups focusing on training and the delivery of National Hate Crime Awareness Week.

1.6 The HCWG has to date been chaired by an elected member selected from the Safe Glasgow Partnership. This role currently undertaken by Councillor Elaine McSporran.

2 Delivery Update: National Hate Crime Awareness Week

2.1 National Hate Crime Awareness Week 2023 took place from the 16-21st October. It was marked in Glasgow with a series of events delivered by GCC and its partners in the Hate Crime Working Group, including in-person events and a social/ traditional media campaign, as well as the launch of a new awareness raising video produced in conjunction with LEAP Sports.

2.2 These events included:

- In-person delivery of hate crime education conducted by campus cops at Glasgow schools, with local Police Officers conducting them at secondary schools without campus cops
- A feature in the Glasgow school library zine, Swatch
- A social media campaign on Instagram, Facebook, and Twitter/X
- In-person stands at the Riverside Museum, the Burrell Collection, and the Mitchell Library, co-delivered by the Hate Crime Policy Officer and Police Scotland
- Production of a video in collaboration with LEAP Sports aimed at spotlighting LGBTQ+ inclusion in sport and how hate crime can hinder inclusion
- In-person inputs at half-term football camps at Glasgow Life facilities in Toryglen, Tollcross, and North Kelvin, delivered by Sense Over Sectarianism
- A programme of education and events co-designed and delivered by working group partners within NHS Greater Glasgow and Clyde, including an input on recognising and responding to hate crime for new nurses
- A half-day conference aimed at information sharing and networking with the purpose of supporting victims of hate crime, with inputs delivered by West of Scotland Regional Equality Council (WSREC), Victim Support Scotland, and Police Scotland
- The production of a graphic representation of the above conference
- An advertising campaign with spots running in the Metro, on Go Radio, on the SPT Subway, in the Student Guide magazine, and on BT Hubs around the city
- Internal council comms including a screensaver directing users to undertake the hate crime awareness GOLD training, a brief for elected members and community councils, an item in the staff news, and a photoshoot with relevant partners and elected members
- An input at Victim Support Northern Ireland's "We Stand Together" Hate Crime Advocacy Service event, digitally delivered by the Hate Crime Policy Officer who spoke to similarities between hate crime trends in Glasgow and Belfast
- A press release, which was picked up by Pink News, STV News, Clydebank Post, and Glasgow Times

2.3 This year's events were aimed at empowering people to report hate crime, either directly to the Police or through Third Party Reporting options. We spotlighted lived experience voices through our partnership with LEAP Sports. We worked with Police Scotland to ensure that Police Officers were in attendance at all in-person events in order to improve public confidence of hate crime reporting. Our conference event, Supporting the Victims of Hate Crime was aimed at the third strand of Glasgow's hate crime strategy – responding to hate crime. Our campaign aimed to tackle the myth that some hate crimes are too minor to be reported or that for some people they are a fact of life, countering that all of us have a role to play in making our communities safe for everyone who lives in, works in, or visits Glasgow. We aimed to strike a positive,

empowering tone centred on the message that everyone deserves to be treated fairly and that support is available for those who have been victimised based on their identities. This strategy of empowering people to recognise and report has been effective, with hate crime reporting in Glasgow increasing in four out of five protected characteristics in the last reporting year.

2.4 This year's events were well attended, and other outputs also had a strong reach:

- Our website, hatecrimeglasgow.org, received 2,350 hits in October 2023
- The video produced with LEAP Sports has received 250 views on Glasgow City Council's YouTube channel, along with an additional 3,135 on the Instagram accounts of Camp Hellcats FC and Rainbow Glasgaroos, two teams who were featured in the video
- Our conference was attended by 30 delegates from 25 organisations
- The GOLD course was completed 180 times, an increase of 36% on average monthly completions in the previous quarter
- 66 young people were engaged at football camps across the city
- The museum footfall while we were at the Burrell Collection was 905
- The museum footfall while we were at the Riverside Museum was 3,208
- Our radio advertisement aired on GO Radio 78 times
- Our Metro advertisement reached an average daily circulation of 41,051
- Campus Cops and local Police Officers delivered inputs to more than 10,000 school pupils
- Instagram posts were liked 261 times
- A video produced in collaboration with Interfaith Glasgow was viewed on Instagram 2,133 times
- Facebook posts (in 8 languages) were liked 763 times and shared 152 times. Total post engagements for our Facebook campaign were 1,284 engagements.
- Tweets received 439 likes and 274 retweets. Total engagement with media posted to Twitter/X was 856 engagements.
- Partners engaged included Police Scotland; GCC education; Glasgow Life; Interfaith Glasgow; LEAP Sports; WSREC; Victim Support Scotland; Victim Support Northern Ireland; The Scottish Government; COPFS; Glasgow Disability Alliance; Scottish Ethnic Minority Deaf Club; GCC Corporate Policy; The Wheatley Group; LGBT Youth Scotland; Migrant Help; Romano Lav; Differabled; SCOJEC; The Elpis Centre; I Am Me; Waverley Care; Scottish Autism; and The Advocacy Project.

2.5 Challenges experienced

The first challenge was around reaching children and young people as this year's week took place during Glasgow's half term. We worked around this by having inputs with campus cops in the weeks leading up to the awareness week itself, by embedding the messaging in the school library zine, and by partnering with Glasgow Life to identify venues with large populations of young people and families visiting during half term.

Due to resource challenges the video produced with LEAP Sports could not be shared on Instagram on the day of, though it was made available on YouTube and shared on HateCrimeGlasgow.org.

We experienced some delays in ensuring posts were live, however the campaign ultimately took place with only minor disruption. We also experienced some issues around moderating the comments and responses to our posts, which can attract negative responses. We mitigated this challenge by turning off the comments function in order to ensure people were not put off from reporting by hostility expressed by members of the public.

3 Delivery Update: Other Activities

3.1 Third Party Reporting

Third Party Reporting is currently under national review as part of the Scottish Government's hate crime strategy. Our expectation is that the Delivery Plan accompanying this strategy will be published in early 2024. The decision has therefore been made to pause recruitment and training of new Third Party Reporting centres as well as refresher training for existing Third Party Reporting centres to avoid communicating policy information that could soon be out of date. Our plan is to recommence recruitment and training as soon as the national position from Police Scotland and Scottish Government is known.

3.2 HateCrimeGlasgow.org

The website has now launched and is receiving positive feedback from partners.

3.3 NRS Hate Crime Desktop Survey

A desktop survey has launched to establish NRS staff understanding and experiences of hate crime. This will be accompanied by face-to-face research conducted with frontline staff without desktop access in 2024.

3.4 Health And Safety Management System (HandS)

Having identified that staff were not able to accurately record hate crimes experienced at work on the HandS system, a new hate crime insert has been developed for all violent incidents reported on HandS, taking into account all protected characteristics and all types of violence and abuse. We look forward to hate crime reporting for council staff being more accurate and comprehensive going forward.

4 Recommendations

- To note the growth of delivery in National Hate Crime Awareness Week 2023 vs 2022
- To note ongoing national developments around Third Party Reporting
- Approve the report to the Safe Glasgow Partnership