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**Bristol High Support Services Tackling Hate Crime & Discrimination Action Plan 2022-24**

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| **No** | **Actions and owner** | **Update** | **Complete?** |
| 1. | Develop and deliver tackling hate crime and discrimination/ Equality, Diversity & Inclusion training for staff | Working Group to continue to encourage and support development and delivery of training to the Pathways. Look to produce a training video for Night Staff but need funding so SARI can produce this. **Update 11-01-24: film is completed but few more changes agreed at today’s meeting. SARI to finalise changes and then next step will be to disseminate. Low Support Services interested too.** |  |
| 2. | Ensure all Pathway Services have an effective hate crime and equalities policy and procedures | This will be regularly reviewed in Quarterly Pathways Contract Reviews. Need update on this and to see if need to review again. **Update 11-01-24: Andrew Linton to write to all services to check they are up to date.** | On-going |
| 3. | Embed the Hate Crime & Discrimination Protocol into Adult Pathways organisational policies across the board, ensuring supervisions for staff; inductions and booking in for service users do all they can to address these issues and provide clarity for staff and service users around how to raise concerns and stamp out hate and discrimination in services. | All Pathways organisations have confirmed the protocol is embedded in their organisational policies and procedures. This will be reviewed at each 6-monthly review meeting with the Pathways.  Need to review during 2023-2024 to see if needs amending at all. **Update 11-01-24: Andrew Linton to write to all services to check they are doing this.** | On-going |
| 4. | Finalise protocol for responding to sexual harassment and violence to mirror the one we have produced for hate crime and then combine both into one easy to use document. | Complete: |  |
| 5. | National Hate Crime Awareness week is the 2nd week of October every year: <https://nationalhcaw.uk/> - next one is 14th – 21st October 2023. Need the Pathways to do more during this week to promote awareness and good practice. | All partners to look at what they can do this year during National Hate Crime Awareness Week (National HCAW). Contact SARI for advice and help with this. **Update 10-11-23:** Lots of activities happened including social media and Salvation Army had a big event that SARI took part in. Jeremy White also wrote an article using this group and the protocol as a Case Study for Homelessness Links newsletter and website – also to share at a conference during National HCAW. **Update 11-01-24: Complete for 2023. Will revisit this for National HCAW 2024.** |  |
| 6. | Set up offender reduction interventions for perpetrators of hate crime or discrimination. | BCC, SARI, Resolve West and AS Police coordinating this piece of work. **Update 10-11-23:** Jule Cox, Nainesh Pandit and Deepak Kenth to sort this meeting. **Update 11-01-24: need to get this meeting off the ground.** |  |
| 7. | Review Pathways Risk Assessments and Needs Assessments to ensure responding to hate crime is a key component. | Confirmation from all providers that this has been embedded but Andrew to review. **Update 11-01-24:** **Andrew to add this to check in letter for all providers.** |  |
| 8. | Share best practice guidance that emerge from this working group with the sector by disseminating our tools and learning. | Have now disseminated well locally and this protocol is embedded and in use by local pathways.  Jeremy spoke at a Homeless Link Event and we contributed to an article in Inside Housing.  Bristol’s Pathways seen as really good approaches and good to acknowledge all the hard work we have done here. It is being seen as national best practice. | Done 14-04-22. |
| 9. | As per above but for different sectors. | Pass on the learning this from this work to Temporary Accommodation and Private Rented which is unsupported. **Update 10-11-23: Andrew Linton has written and Alex Raikes to pick up when they respond.** |  |
| 10. | Assess how staff and service users from equalities communities are faring with regards to hate crime and discrimination in the Homelessness Pathways and feed in findings/ their ideas for way forward into out action planning. | Agreed we will focus on this during 2023-2024. Agreed at meeting 13-07-23 to set up a sub-group to put forward a strategy re: how we will get the voice of minoritized communities to inform the best way forward as many staff are feeling burned out and that their voices won’t be listened to so pointless to contribute to consultations. Agreed to link this to work being done by Changing Futures on understanding level and needs re: PTSD in the sector. **Update 11-01-24:** **will be looking at staff views/ needs via Action Learning Set on Trauma Informed Services. Will also look at as part of SARI contract with Changing Futures which includes setting up a Black and Ethnic Minority Workers Group to see how we can support. Agreed SARI will also lead on survey/ day of outreach for service users with IF as part of this work.** |  |
| 11. | Promote a staff team that is representative at all levels and ensure staff from equalities communities have equal outcomes. Start by analysing the data and then consider actions need to address any disproportionality. | Jeremy has followed up with Andrew Mallin and linked all Partners into the HR Leaders Group run by the One City Office and BCC Chief Exec Mike Jackson.  Providers need to continue reviewing what is being done to ensure representation across all levels.  Although we did get this looked at – we still do not have representative services and so this needs reviewing and actions agreed. **Update 11-01-24: will look at this at April 2024 meeting.** |  |
| 12. | Jeremy to look at whether the Council can take on funding training for agencies as part of the Public Sector Equality Duty | Jeremy to raise this with Paul Sylvester and keep Alex in the loop. Need to discuss with Andrew Linton. |  |
| 13. | Victoria/Pathway Leads to coordinate a sub-group of services to map out different approaches for managing agency/night staff and mapping out policies and procedures | Pathway Leads to update in due course prior to the next meeting in April 2024.  **Update 11-01-24: This still needs doing.** |  |

**Outcome/ objectives of action plan:**

1. diagnose the issues, problems and causes of hate crime, prejudice-based incidents and discrimination
2. educate about, and highlight the seriousness of, racism, prejudice and hate crime including the causes and effects
3. prevent racism, prejudice and hate crime where we can and, where we can’t, to tackle it as effectively as possible
4. promote openness, transparency and confidence re: racism and prejudice
5. raise general awareness of the issues across the sector
6. Develop, maintain and update the action plan with clear and realistic milestones and deliverables (which sets out how the Vision can be achieved) to ensure it continually reflects the needs of equalities staff and communities
7. Agree how we will measure success
8. Monitor, scrutinise (against agreed measures of success) to deliver the action plan.
9. To help actively promote activities and interventions agreed to achieve the above objectives.