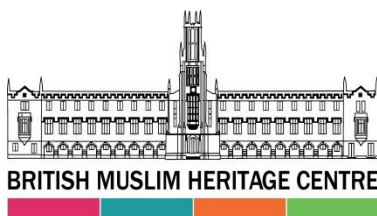




Tackling Hate Crime

Training Manual





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Introduction

Hate crime will not be tolerated in Greater Manchester. No one should face violence, abuse, or hatred just because of who they are, who they love, where they are from, what they look like or what they believe in. The Greater Manchester Police and Crime Plan, Standing Together, focuses on three key priorities: keeping people safe, reducing harm and offending and strengthening communities and places.

The third priority, Strengthening Communities and Places, is a commitment to build resilient and resourceful communities including online communities, and to protect the places where people live, work, socialise and travel. Reducing hate crimes is essential for achieving this and **Greater Manchester's Plan to Tackle Hate Crime 2020–2023** intends to tackle hate crime in all its forms.

The Supporting Vulnerable People and Strengthening Partnership (S-VASP) is part of Greater Manchester's plan to tackle hate crime. It is a collaboration between South Manchester local authorities, emergency services, community and voluntary groups, we have come together to design training that will increase awareness around hate crimes and their devastating impacts. Perhaps most importantly, it will improve the capability of victims and those supporting victims, to effectively report and access support in the aftermath of hate crime victimisation. We believe this approach will not only help to reduce hate crimes and their devastating impacts, but it will also build ties and trust between vulnerable communities, individual victims and support agencies and will help to make a real difference and contribute towards making Greater Manchester an even better place to live and work.



Tackling hate crime is a priority and we believe that hate constitutes the most serious threats to local, national and international peace. This training is a **partnership project** between Greater Manchester Police, Manchester City Council and The British Muslim Heritage Centre and it demonstrates our joint **commitment to supporting vulnerable people who are victims of hate crimes**

Thank you for taking part and for helping us to train others within your local communities. We look forward to your feedback via evaluation and hope to see you at the celebration event at which those who took part will receive a certificate of completion.

- We would like to thank the project oversight group members, all the people who attended the course for taking part and the facilitators for enabling delivery. We also acknowledge the contributions of and Dr. Fatima Khan (Manchester Metropolitan University), Maqsood Ahmed OBE for supporting the design, development and delivery of this crucial training programme, Martha John-Rose from GMP Victim Services and Candida Wallis, Manchester City Council



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Chair, BMHC



What is the aim of this training manual?

This training pack supports the pilot of the S-VASP programme which focuses on anti-Muslim hate crimes in South Manchester. The aim of this hate crime training pack is to increase knowledge about hate crimes, how to report them and how to access support for either yourself or anyone else who has been the victim of hate crime.

To meet this aim, the training manual has four objectives. The first objective is to define hate crimes and describe the effect they have on individuals and society. The second objective is to examine anti-Muslim hate crimes, define Islamophobia and explore the evidence around hate crimes and Muslims. The third objective is to enable all individuals who complete this training to report hate crimes effectively themselves, and/or to support victims of hate crime through the reporting process. The fourth objective is to enable all individuals who complete this training to effectively access support themselves and/or to help victims of hate crime to access support. Therefore, by completing this training, you will:

1. Increase your understanding of hate crimes.
2. Develop your knowledge of anti-Muslim hate crimes and Islamophobia.
3. Improve your understanding of reporting hate crimes and supporting others in reporting hate crimes.
4. Build your knowledge about the support available for victims of hate crimes and how to access it for yourself and others.



1. Understanding hate crime

1.1 What is a hate crime?

Greater Manchester's Plan to Tackle Hate Crime 2020–2023 defines a hate crime as 'any criminal offences perceived, by the victim, or any other person, to be motivated by hostility or prejudice, towards someone based on a personal characteristic.'

In Greater Manchester we monitor six strands of hate crime:

1. **Race** (ethnicity, skin colour, nationality, or heritage)
2. **Religion** (faith or belief, including people without a religious belief)
3. **Sexual orientation** (people who are lesbian, gay, bisexual or heterosexual)
4. **Trans identity** (including people who are transgender, transsexual, non-binary or do not identify with the gender they were assigned at birth)
5. **Disability** (including physical disability, mental health, learning disabilities, hearing and visual impairment, and neurodiversity)
6. **Alternative subculture/lifestyle** (the way a person looks or dresses); groups that are described as subcultures often include punk rockers, ravers, metal heads, goths, emo and indie.

These six aspects are known as '**protected characteristics.**'



Hate crime can fall into one of three main types: physical assault, verbal abuse and incitement to hatred, where someone acts in a way that is threatening and intended to stir up hatred.

A hate incident is behaviour which isn't a crime, but which is perceived by the victim, or anybody else, to be motivated by hostility or prejudice based on the six protected characteristics.

Where the victim perceives an incident or crime to be motivated by hate, the police will identify this as a hate incident or crime by putting a 'marker' against it. This marker can be used to monitor the number of hate incidents and crimes and can also be used if the case goes to court. The victim will also be contacted by the police to get more details of the incident and will be updated on progress as appropriate.

1.2 The impact of hate crimes

The impacts of hate crime are both deep and far-reaching. At the Individual level being targeted due to a core and unchangeable part of a person's identity is deeply hurtful. Victims of hate crime have reported feeling vulnerable, anxious, angry, or ashamed, compared with non-hate motivated crime.

The impacts of hate crimes are *cascading*. By 'cascading' we mean that they impact not only the individual, but also the communities to which those individuals belong. A person does not have to be targeted themselves, to feel the negative effects and hurt associated with victimisation. Simply knowing a victim, or even hearing and reading about an incident against someone who shares the same characteristics, can have significant negative consequences. This is because community members profoundly empathise with victims who share their own characteristics and feel their pain.

When members of one particular community become the target of hate crimes over a prolonged period, they start to feel that they are excluded from wider society, it can erode feelings of belonging and trust.



2. Understanding anti-Muslim hate and Islamophobia.

2.1 Anti-Muslim hate crimes: an overview

Home Office statistics from March 2021 show Muslims have been the target of almost half of recorded religious hate crimes. The 2,703 offences against Muslims included acts targeted towards more than one religious group and instances where the assumed religion of the victim was not the same as their actual faith group. This means that anti-Muslim hate crimes can sometimes target those who look Muslim but are not. Another feature of anti-Muslim hate is that it is disproportionately targets visibly Muslim women.

In 2018, the anti-Muslim hate crime monitoring group Tell Mama noted, that 83% of hate crimes reported to them were perpetrated against visibly Muslim women by white men. Further, Islamophobic hate crimes tend to spike following domestic and global events concerning Muslims. For example, Home Office statistics show there were significant increases in racially and religiously motivated hate crimes following the Manchester arena attack and around the time of the Brexit referendum. Given the prevalence of anti-Muslim hate, it is important to explain the concept of Islamophobia.



2.2 Defining Islamophobia

The Greater Manchester Combined Authority has adopted the All-Party Parliamentary Group for British Muslims definition of 'Islamophobia' as follows: "Islamophobia is rooted in racism and is a type of racism that targets expressions of Muslimness or perceived Muslimness." The important issues raised by this definition are:

- Islamophobia is a type of racism.
- It targets expressions of 'Muslimness,' Muslimness can be due to physical appearance or perceived 'race,' **and** cultural/religious characteristics. In this way Islamophobia can be intersectional, whereby more than one protected characteristic is at play.

2.3 Intersectionality

It is possible for victims of hate crime to be targeted due to more than one protected characteristic at the same time. For example, a disabled Jewish person might be targeted due to their religion and disability. When one protected characteristic overlaps or **intersects** with another it is called 'intersectionality.'

The concept of intersectionality is particularly relevant to anti-Muslim hate. Muslim identities *intersect*, they overlap at the point of religion and race. Therefore, Islamophobia and anti-Muslim hate crimes are intersectional, they are rooted in perceived religious and racial differences that are often impossible to separate.



3. Reporting Hate Crime.

Greater Manchester has a fantastic record of prosecuting hate crime. In the year ending March 2020, of all the hate crimes prosecuted in Greater Manchester, 87% were successfully convicted. For all religiously motivated hate crimes prosecuted in the same time period, 78% were successfully convicted. These figures show how seriously the Crown Prosecution Service takes hate crimes. It also shows us how crucial it is to report hate crime, or support others to report it - if we report it, there is a very good chance the perpetrator(s) will be brought to justice.

Another reason why reporting is essential is that it helps police and other organisations build up a picture of community relations and identify any particularly vulnerable groups to better tackle the issues and pre-empt any escalation of hate crime incidents into violence or serious tensions within communities.

Police can only prosecute if crimes are reported, unfortunately, victims of hate crime can be reluctant to report their experiences. Factors that prevent victims of a traumatic crime from reporting the incident include, feeling the incident isn't that serious, being put off by previous negative experience with the police, feeling ashamed or blaming themselves for what had happened, and not being able to access the reporting facilities. Even if you are unsure whether you have been a victim of a hate crime, it is important to speak to someone who can offer you advice and support.

It is very important to remember that hate crime doesn't have to be targeted at you for you to report it. You can report anything you see happening to someone else, or you can report it on their behalf even if they don't want to. Here are the agencies you can report to, including, but not limited to the police. You can report in person, online, on the phone, anonymously or even to a third party. The next section details all the ways in which you can report hate crimes.



3.1 How to report a hate crime

Tackling hate crime is a shared priority. Therefore, there are many pathways for victims, and those supporting them, to report hate crimes. If you are able to report for yourself or on behalf of someone you can report here:

1. **Greater Manchester Police:** In an emergency you should call 999.

In a non-emergency phone Greater Manchester Police on 101, visit a police station or visit www.gmp.police.uk to have a live chat with an operator or use the live chat function.

If you want to make a report, but don't want to talk to the police you can report here:

2. **Greater Manchester plan to tackle hate crime** have developed www.LetsEndHateCrime.com This is website with resources and information about hate crime as well as an online reporting function.

3. Greater Manchester Victims Services

Greater Manchester Victims' Services was set up specifically to ensure victims of crime are able to get help and support from services to help the recover from crime so they can move on with their lives. To access Greater Manchester Victims Service visit www.gmvictims.org.uk, call the helpline on 0161 200 1950 or Text Relay, 18002 0161 200 1950.

4. **True Vision:** The True Vision website www.report-it.org.uk has resources and information about hate crime as well as an online reporting function.

5. **Stop Hate UK:** Stop Hate UK is a charity that provides independent and confidential hate crime reporting services in various areas of the UK, including a 24 hour helpline. You can visit the website www.stophateuk.org or call the 24 hour helpline: 0800 138 1625.

6. **Anonymous reporting:** Crimestoppers is a charity which is entirely independent of police and never share details with police of people who have got in touch. To access Crimestoppers visit the website www.crimestoppers-uk.org or call-free on [0800 555 111](tel:0800555111)

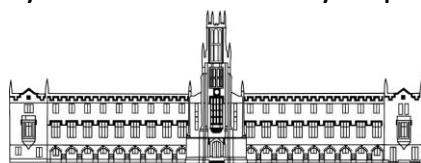


3:2 Third Party Reporting

If you feel you need support to report a hate crime against yourself or someone else, for whatever reason, including language barriers or if you feel anxious or afraid, you can use **Third Party Reporting**.

Third Party Reporting Centres allow victims to report hate crimes and incidents to specialist agencies, in confidence if required, to access support and assistance to report hate crimes. The centres work in conjunction with local partnership teams to understand the needs of individuals and take appropriate action. They can support you through the entire process of reporting hate crimes.

The most conveniently located Third Party Reporting Centre for me is:



BRITISH MUSLIM HERITAGE CENTRE



College road, Whalley range,
Manchester, M158BP



4. Support for victims of hate crime.

Impacts of hate crime for victims and their communities can be both deep and long term, but victims do not need to suffer in silence. This section offers an overview of the support available and how you can access it for yourself and others.

- **Greater Manchester Police:**

When you make a hate crime report to the police they will offer you the option to be referred to Victim Support who are the care service formally assigned to provide ongoing help and support for victims of crime, and to ensure you can access support should you need it.

- **Greater Manchester Combined Authority Victims' Support Services:**

The Greater Manchester Victims' Services was set up by the Mayor's office to serve all of the regions diverse communities who have been victim of crime, including victims of hate crime, and is the main support service for victims of crime across Greater Manchester, including hate crime. Visit www.gmvictims.org.uk, call the helpline on 0161 200 1950 or Text Relay, 18002 0161 200 1950.

- **Citizens Advice Bureau:**

Citizens Advice Bureaus provide free, confidential and independent advice from over 3,000 locations including in bureaus, GP surgeries, hospitals, colleges, prisons and courts. Advice is available face-to-face and by telephone. Most bureaus offer home visits and some also provide email advice.

Visit the website at www.citizensadvice.org.uk for details of your local Citizens Advice Bureau.

- **Stop Hate UK:**

Stop Hate UK is a charity that provides independent and confidential support to people affected by Hate Crime. You can access support by visiting www.stophateuk.org or calling the 24-hour helpline: 0800 138 1625

Appendices

Appendix 1: Evaluation form

Thank you for completing the training evaluation form. The information we gather will help us to learn and to refine our practice. Please complete part one before the training begins, and part two after the training is complete.

Part one: Pre-training

1. To what extent did you agree or disagree with the following statements:						
Understanding hate crimes		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
a	I feel confident defining hate crimes					
b	I feel confident identifying the distinction between hate crimes and hate incidents					
c	I feel confident identifying the impacts of hate crime					
Understanding anti-Muslim hate and Islamophobia						
a	I understand the extent of anti-Muslim hate crimes in the UK					
b	I understand the nature of Islamophobia					
c	I understand the nature of intersectionality					
Reporting hate crime						
a	I understand why hate crime is under-reported					
b	I understand who can report hate crime					
c	I understand the different ways to report hate crime					
d	I understand the role of Third-Party Reporting agencies					
Support available for victims of hate crime						
a	I understand the different types of support available for victims of hate crime					
b	I understand the role of the police in supporting victims of hate crime					
c	I understand the role of Victims Support in supporting victims of hate crime					
2. How likely would you be to report hate crime to the following agencies?		Not likely at all	Unlikely	Neutral	Likely	Very likely
a	Greater Manchester Police					
b	Victims Support					
c	Local Muslim Organisations/Third Party Agencies					
3. If you were the victim of hate crime, how likely are you to seek support from the following agencies?		Not likely at all	Unlikely	Neutral	Likely	Very likely
a	Greater Manchester Police					
b	Victims Support					
c	Local Muslim Organisations/Third Party Agencies					

Part two: Post training evaluation

1. To what extent did you agree or disagree with the following statements:						
Understanding hate crime		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
a	I feel confident defining hate crimes					
b	I feel confident identifying the distinction between hate crimes and hate incidents					
c	I feel confident identifying the impacts of hate crime					
Understanding anti-Muslim hate and Islamophobia						
a	I understand the extent of anti-Muslim hate crimes in the UK					
b	I understand the nature of Islamophobia					
c.	I understand the nature of intersectionality					
Reporting hate crime						
a	I understand why hate crime is under-reported					
b	I understand who can report hate crime					
c.	I understand the different ways to report hate crime					
d	I understand the role of Third-Party Reporting agencies					
Support available for victims of hate crime						
a	I understand the different types of support available for victims of hate crime					
b	I understand the role of the police in supporting victims of hate crime					
c	I understand the role of Victims Support in supporting victims of hate crime					
2. How likely would you be to report hate crime to the following agencies?		Not likely at all	Unlikely	Neutral	Likely	Very likely
a.	Greater Manchester Police					
b.	Victims Support					
c.	Local Muslim Organisations/Third Party Agencies					
3. If you were the victim of hate crime, how likely are you to seek support from the following agencies?		Not likely at all	Unlikely	Neutral	Likely	Very likely
a	Greater Manchester Police					
b	Victims Support					
c	Local Muslim Organisations/Third Party Agencies					

1. To what extent did you agree or disagree with the following statements:	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
a The objectives of the training were clearly explained.					
b The content of the training aligned with the objectives					
c The speed of the training was appropriate.					
d The facilitators welcomed questions and responded to them appropriately.					
e How can we improve our hate crime training?					

Appendix 2:

Hate crime or hate incident?

In small groups, consider the following scenarios. Are they hate crimes or hate incidents? Give reasons for your answer.

- An attendee at a disability day centre tells staff about an occurrence over the weekend. An unknown group of youths had thrown an apple at the home front door. Then 20 minutes later the person had returned and thrown stones at the property. The informant did not see anybody but heard the group running away laughing. No damage was caused. They stated they felt targeted due to their disability. There was no verbal abuse used. They also believe that the youths had also targeted other properties in the area.
- Adam leaves a bar on Canal Street and is called names alluding to his perceived sexuality by a man outside. As he challenges the male, he is jumped on by him and a group of his mates. He is punched causing cuts and bruises as they continue to shout homophobic abuse.
- A female on a hen party night out with friends attends an establishment in Manchester Village area the group attempt to gain entry to a bar. They are turned away from the establishment by door staff, one of which states that the bar is for LGBT communities and has an entry policy based on this. The female approaches you to complain she has suffered a hate crime. What is your advice?

- An Asian family call into their local housing office, the father complains that they have had the words 'Go back to your own country' daubed on the side wall of their property in paint. This occurred over the weekend during which an EDL protest had been in the area. No persons were seen or heard, and the family think it was done overnight. The family state they think their property has been targeted due to their ethnicity.
- Alison has recently moved into the area having undergone transition from being male. She resides in number 2 however regularly hear the occupants of number 4 shout transphobic abuse through the walls of their adjoining properties. This upsets Alison and she believes the abuse is targeted towards her.
- Jamie is a co-worker at your place of work over a period of time you notice a change in their demeanour, and they are not as confident and outgoing as they used to be. During a conversation they disclose that due to their appreciation of alternative music and dress style some old acquaintances on Facebook have been sending abusive comments.
- A young woman tells you about something that happened to her. into your centre. She appears visibly shaken and upset and informs you that during her bus journey into work she was verbally abused for wearing a Hijab by two males. She states that when she got off the bus both males followed her for a short time before pulling her Hijab and running off laughing.
- Anne is from a travelling community and is visiting her aunt in Manchester. She has noticed that every time she walks past a certain street the same group of young people call her a 'pikey'. Her aunt calls into your surgery to find out what can be done.

Appendix 3: Standing up to hate crime

Khutba by Imam Shafiq Siddiq

إن الحمد لله نحمده ونستعينه ونستغفره ونعوذ بأهلل من شرور أنفسنا ومن سيئات أعمالنا ،
من يهده الله فلا مضل له ومن يضلل فلا هادي له وأشهد أن إله إلال هلال وحده ال شريك له وأشهد
أن محمدًا عبده ورسوله

يا أيها الذين ءامنوا اتقوا هلال حق تقاته، وال تموتن إال وأنتم مسلمون

وقال الله وانقوا الله الذي تساءلون به والأر جام إن الله كان علنكم رقبيا قال الله انقوا الله وقولوا قولاً سديداً
يصلح لكم أعمالكم ويغير لكم دنوبكم ومن يطع الله ورسوله فقد فاز فوزاً عظيماً

All praise is due to Allah. We praise him, we seek His help, we seek His forgiveness, and we seek refuge in Allah from the evil within ourselves and our evil deeds. Whoever Allah guides, there is none to misguide him. Whoever Allah leads astray, there is none to guide him. I testify there is nothing worthy of worship but Allah alone, without any partners, and that Muhammad, peace and blessings be upon him, is His servant and His Messenger. “O you who have faith, fear Allah as it is His right to be feared and do not die unless you are Muslims.”

“Fear Allah, from whom you ask each other, and in your family ties, for Allah is ever watchful over you.”

“Fear Allah and speak words as befitting. He will amend your deeds for you and forgive your sins. Whoever obeys Allah and His Messenger has achieved a great triumph.”

The early Muslims faced many hardships. The Prophet and his Companions would often be intimidated, abused, both physically and verbally, and some were even tortured and killed.

The only reason they faced such a barrage of hate crimes was because of their faith. The idol worshippers in Makkah were not tolerant of the message of Islam which proclaimed that there was only one God and that nothing was worthy of worship except Him.

Sadly, we are also living in a time today when attacks against Muslims are on the increase. Muslims are often verbally abused. Muslim women have their Hijabs torn off. Pigs are left outside Mosques. Muslims are even killed whilst they are praying in the Mosques.

People who carry out such crimes, are often ignorant of the true message of Islam. Often, they blindly follow and accept whatever lies they hear about Islam. Or they are simply racist and evil individuals.

It causes pain in our hearts when we see any Muslim being the target of hate crimes. As Prophet Muhammad (peace be upon him) mentioned:

“The parable of the believers in their affection, mercy, and compassion for each other is like that of one body. When any limb aches, the whole body reacts with sleeplessness and fever.”

We should never remain silent when any injustice takes place. Whether it is against Islam and Muslims, or if it is against anyone else. Allah mentions in the Qur’an:

“O believers! Stand firm for justice as witnesses for Allah”

When someone is a victim of a hate crime, they can often be left feeling more vulnerable, anxious and angry compared with being a victim of a non-hate motivated crime. Also, when a whole community become the target of hate crimes over a prolonged period of time, they can begin to feel excluded from wider society.

Living in country where Muslims are a minority, we need to be wise and careful. As British citizens, we are protected by the law of the land in which we live, as are our co-citizens of other faiths and backgrounds. We must ensure we are involved in our wider communities and never allow ourselves to become isolated.

If someone verbally abuses us because of our faith, then Islam teaches us not to retaliate in the same manner.

We see many examples from the life of Prophet Muhammad (peace be upon him), where he himself was a victim of numerous hate crimes. He was abused and attacked because of his faith. His family members and Companions were also physically harmed. However, the Prophet didn’t hide his Islam. He didn’t order Muslim women to take off their Hijabs.

We should be proud of our faith as Muslims, and we should not be afraid of practicing our faith and identifying as Muslims, if we do, that would be a victory for these racist Islamaphobes who attack Islam.

We should remember that we live in a free society where everyone has the right to practice their faith, the majority of people want to live in a peaceful cohesive community, and it is only a minority who want to cause divisions. We need to unite and work with others who also want to prevent those who spread hate.

As Muslims we need to know how to effectively react to hate crimes. We don't respond with violence, unless someone is violent towards us, then for protection we are allowed to use violence to defend ourselves. So, it is important for all Muslims, especially Muslim women, who are most often victims of hate crimes to learn how to defend themselves.

In addition to this, we need to stand up and use our rights as citizens. If we see someone suspicious hanging around a Mosque, we should report it to the Police.

We should try to ensure that if we are travelling to the Mosque on foot for especially for Isha or Fajr prayers when it is dark, that we try to make sure we are accompanied with another person. In addition to this, we should all be aware of where all the emergency exits are in the Mosque. Remember that we are all responsible for our safety and the safety of our fellow Muslims.

We should NOT have this mindset that there's no point, because the Police will not do anything. If you don't report it, then certainly nothing will be done.

Secondly, if you do report it, then the very least is that it will be recorded as a statistic of a hate crime against a Muslim. Better still, the attacker may even be arrested and charged for committing a hate crime, thus you would have helped to possibly protect and save someone else from facing similar or even worse abuse or attacks by that same person. So please do report it. This is part of our faith.

The Prophet (salla Allahu 'alaihi wa sallam) said:

“Whoever among you sees an evil, let him change it with his hand [by taking action]. If he cannot, then let him speak out against it with his tongue. If he cannot, then at least let him detest it in his heart – and that is the weakest of faith.”



There are various different ways you can report hate crimes and incidents and all of these are detailed in this manual from page 11.

May Allah grant peace and security to the global Muslim community (ummah). may Allah grant us to be steadfast in being able to practice our religion. may Allah keep us and our family members safe.

I ask Allah for forgiveness for you and me.

Khutbah al-Haajah, Sahih al-Bukhari 6011, Sahih Muslim 2586, Qur'an, 4:135
Sahih al-Muslim 49