

EHRC monitoring of the Public Sector Equality Duty in Wales

Local Authorities report

April 2014

We wanted to monitor objectives that:

- impact directly on people
- were identified as priorities in the EHRC assessment of inequality in Wales
- linked with Welsh Ministerial priorities

Following consultation with the Local Government Minister we decided to monitor local government action arising from Public Sector Equality Duty objectives relating to domestic abuse and hate crime.

Seventeen Local Authorities set domestic abuse objectives, and nineteen set hate crime objectives. All local authorities are working on these two issues whether or not they have specific objectives.

We asked Local Authorities to provide examples of work arising from their PSED objectives in these two specific areas.

Measuring progress

There has been an enormous amount of Local Authority work to reduce domestic abuse and hate crime. It is clear that the PSED has shifted these issues up the agenda but the other major driver has been the Welsh Government requirement that Local Authorities take action in these specific areas.

Local Authorities were able to demonstrate significant progress on their domestic abuse and hate crime objectives.

It is evident from the individual reports that Local Authorities are building strong foundations to tackle domestic abuse and hate crime. Almost all have provided evidence of improvements to service delivery.

The PSED has led to a more collaborative approach towards public service improvement. One clear indicator of progress that has emerged from our monitoring work is the establishment of strong partnership working on both domestic abuse and hate crime.

The unified agenda of shared objectives, and the resulting partnerships, underlines a willingness within the sector to work together to share resources and strengthen the support needed for people experiencing domestic abuse and hate crime. It offers the possibility of developing a more preventative approach.

The important role of Multi Agency Risk Assessment Conferences (MARACs) is highlighted in effectively dealing with incidents of both hate crime and domestic abuse.

Local Authorities have worked particularly closely with the police to tackle hate crime. In terms of domestic abuse, the Domestic Abuse Coordinators have built links with both the police and voluntary sector organisations at a regional level. Working with specialist organisations who deliver domestic abuse services is common across many local authorities.

Identifying trends

From the reports it is possible to identify some specific trends. These include:

- an increase in gathering, analysing and sharing local data
- undertaking mapping exercises to gain a more accurate picture of incidences
- engaging with children and young people to raise awareness to prevent violent behaviour
- tailoring initiatives to the needs of different protected groups

Sharing effective practice

Local authorities told us that sharing effective practice is an important priority for them and shared objectives have facilitated this. They identified examples including learning what is working well in:

- setting up 3rd party reporting centres in response to hate crime
- improving call centre handling of hate crime
- implementing workplace domestic abuse policies
- expanding the domestic abuse work to include broader violence against women and trafficking issues

Ministerial reporting

Welsh Ministers have a specific duty to publish a report on how devolved public authorities in Wales are meeting their general duty. They are required to publish a report no later than 31 December 2014 and every four years following that, with an interim report every two years.

These reports must set out an overview of the progress made by public authorities in Wales towards complying with the general duty and proposals to coordinate action by public authorities in Wales to bring about further progress on the general duty.

One aim of EHRC monitoring is to assist Welsh Ministers to fulfil their statutory duty.

Hate Crime

Authorities wanted to ensure their policies and action plans to tackle hate crime were closely aligned with the Welsh Government Framework for Action.

The Framework has three aims:

- Prevention
- Supporting victims
- Operational responses to hate crime

Prevention is the focus of the majority of local authorities activity on hate crime through awareness raising. Across the sector, work is being done with school children and young people to promote positive attitudes towards difference and challenge prejudice and negative assumptions.

Supporting victims of hate crime includes the introduction of MARACs to increase assistance to people experiencing hate crime. Some local authorities have trained staff delivering front-line services to enable them to provide support.

Operational responses to hate crime are partly dependent on increased reporting and some local authorities have taken measures to ensure this happens by creating new reporting centres. There is widespread recognition that the number of hate crimes and incidents reported are far lower than actually occur so driving up reporting could be helpful.

Domestic Abuse

This report identifies a range of different initiatives across the sector to tackle domestic abuse. Some initiatives are in their second or more year and local authorities are able to demonstrate positive benefits such as increased reporting of incidents, better referral systems and an increase in the number of MARACs to keep families safe.

Local authorities have introduced workplace domestic abuse policies and evidence was provided showing these are supporting staff.

Another important driver of this work is the Welsh Government's protected budget to provide funding for partner organisations to deliver support services for those experiencing violence and domestic abuse.

Progress Report on Local Authorities Actions to Tackle Hate Crime and Domestic Abuse

April 2014

Report on individual Local Authorities

Anglesey Council said its work on hate crime reflects its commitment to reducing inequalities in personal safety, with reporting of hate crime and harassment increasing. The Council told us that the demography of the area means that hate crime incidents generally relate to older people.

The Regional Community Cohesion Officer working across Conwy, Gwynedd and Anglesey has been developing a hate crime action plan for the locality. Anglesey Council works in partnership with North Wales Police, with the Police leading this work.

As part of the North Wales Equality Network, Anglesey has looked at best practice examples of third party reporting centres as a way of tackling the perceived under reporting of hate crime on the island.

Anglesey Council said its work on domestic abuse has focused on increasing reporting of domestic abuse incidents so that action can be taken to support families and prevent recurrence. Between March 2012 and March 2013 951 domestic abuse crimes and incidents were reported. The same period the following year saw an increase in these figures to a total of 1090, which represents a 13% increase in reporting.

This increase correlates with the local Multi-Agency Risk Assessment Conference data which saw 108 cases discussed between February 2012 and March 2013. This compares with a total of 140 cases discussed for the same period the following year, demonstrating an increase of 23%.

Blaenau Gwent Council told us that its work on hate crime centred on its annual Holocaust Memorial Day. The Council says this is a beacon for its work to promote tolerance and understanding of the lessons from the past and how they can impact on lives in 21st century. Rabbi Barry Marcus, who is the pioneer of the Holocaust Educational Trust's Auschwitz visits, spoke at the event to an audience of 120 people including over 60 children from local comprehensive schools. This event engages school children, intervening earlier to tackle prejudiced ideas and prevent escalation to hate crime. Feedback from schools about the messages of tolerance children took from the event, has been positive,

as was media coverage. The high level of media interest ensured the event messages reached a far larger audience.

Blaenau Gwent Council told us that its work on domestic abuse includes implementation of a domestic abuse policy. A particular challenge has been to ensure front line staff have access to this and other Council policies. Line manager briefings are used to reach non office based staff. Since the domestic abuse policy was introduced, one employee has come forward as experiencing domestic abuse. The policy has provided the Council with a framework to put specific steps in place to support this employee. The Council told us they are confident that as more employees become aware of the policy, more will come forward to report domestic abuse.

Bridgend Council told us that its work on hate crime has been supported by the Hate Crime Review Group and the Bridgend Equality Forum. The Forum developed a myth busting leaflet to tackle traditional misconceptions about people claiming disability benefits, by using real examples of disabled peoples lives, from within Bridgend. This intervention was designed to dispel negative attitudes about benefit scroungers, which can often develop into disability hate crime.

Bridgend Council told us that its work on domestic abuse has seen the introduction of a domestic abuse workplace policy, domestic abuse champions in each service area and a suite of employee information packs. The information packs are available on the Council website, as well as the intranet, to enable front line employees to be able to access this information. The number of staff accessing the domestic abuse protocol and managers guidance increased by 460% last year.

As a service provider, since a domestic violence coordinator was appointed the number of domestic abuse incidents reported within Bridgend from the first quarter of 2012 to the same period in 2013, increased by 65%. Bridgend Council is confident that the messages are getting through.

Caerphilly Council told us that its work on hate crime has been driven by its desire to get upstream of the problem, mapping hate crime and tackling discriminatory attitudes of children and young people. This should lead to lower rates of hate crime as young people become adults.

The Council's Hate Crime and Incident Mapping Report provides evidence that, from January 2012 -January 2013, 144 people experienced hate crime or incidents. The report identifies the general area of the crime or incident, and the category of discrimination, with

race incidents accounting for 70%. The report is clear recorded numbers are likely to be lower than the actual incidences occurring.

The Council says that this report provides an evidence base to inform targeted interventions to address hate crime. The report includes recommendations which the Council has begun to implement, such as raising awareness of hate crime, and steps to effectively tackle the problem.

Caerphilly Council told us that its work on domestic abuse includes activities to increase awareness. Training has been delivered to front line professionals such as tenancy support officers. Drug and domestic abuse training has been delivered, safer relationships training for secondary school pupils and staff, and awareness raising sessions were held at local libraries.

The Council identified community events to raise awareness, such as White Ribbon day. Other work includes a domestic abuse service providers directory to enable effective coordination and referral systems across Caerphilly, a MARAC and a first Multi Agency Centre (MAC) referral form to be used as part of the MAC monitoring process.

Cardiff Council told us that the main focus of its work on hate crime has been awareness raising. Over 340 front line staff have received training on identifying and distinguishing between hate crime and hate incidents, as well as referring to appropriate agencies.

The Gay Straight Alliance has been launched in three Cardiff schools in partnership with the Council, to tackle homophobic bullying and help schools understand how they can be proactive in tackling this problem. The Council in partnership with Full Circle Education Solutions and the Welsh Government have launched Cardiff's *Gay/Straight Alliance (GSA) Good Practice Guide*. The partnership has shared the GSA model of good practice to tackle homophobia/transphobia and promote inclusion in schools and other youth settings.

Cardiff Council told us that its work on domestic abuse has found data collection and the funding of these services to be a challenge. The lack of a joined up funding approach to delivering domestic abuse services has been particularly difficult. To address this Cardiff Council is working in partnership with agencies to share information and develop a collaborative approach. This is aimed at delivering better outcomes for people experiencing domestic abuse.

The Council has expanded its domestic abuse work to include human trafficking and the exploitation agenda. Through partnership working, as

part of a multiagency group, the Council is working to develop effective pathways which should make accessing services easier.

Carmarthenshire Council told us that its work on hate crime has involved working closely with Dyfed Powys Police, Fire & Rescue, Probation Service, Local Health Board and the Youth Offending Team through the Carmarthen Community Safety Partnership. The Regional Community Cohesion Coordinator attended Dyfed Powys Police Hate Crime Conference. Information from this Conference, such as improvements to the call centre system in identifying hate crime and hate incidents, was disseminated to community groups, partners and local authority officers. This ensured agencies were able to provide up to date information to hate crime service users enabling better quality service.

To build on this information sharing, e-learning modules on raising awareness and reporting of hate crime were developed for Carmarthenshire and Pembrokeshire Councils. The training is available to all Carmarthen Council staff and Councillors, but is specifically targeted at front line staff such as housing officers, youth workers and call centre staff.

Carmarthenshire Council told us that its work on domestic abuse involves working with Women's Aid and the Domestic Abuse Forum. This partnership, combined with extra funding from the Welsh Government, has enabled retention of the dedicated post to support high risk cases. This supported 315 people, including 116 at court. This ongoing source of support and advice is vital in helping people escape abuse and access justice. Seventy six monitoring alarms have been fitted and 164 people have had safety improvements to their homes, to help them feel safer.

Ceredigion Council told us that its work on hate crime addresses an action from the Annual Well-being Survey of School Pupils 2011, relating to racially aggravated bullying. Following a proactive intervention from schools, based on this information, the number of children reporting such bullying reduced considerably. Workshops were run with Show Racism the Red Card for year nine pupils, and a twilight teacher session took place to train teachers to effectively challenge racist language.

Results of the Wellbeing Survey showed significant progress in Year 10 pupils a year later. Following these interventions, incidents of racist bullying reduced in Lampeter by 30% between 2011-2012 and 2012-2013, Penglais by 29.3% and Aberaeron by 16%. The success of this project has led to initiatives in primary schools.

Ceredigion Council told us that its work on domestic abuse includes the appointment of a new Domestic Abuse Coordinator to enable more effective coordination and management of the Councils work.

Awareness raising projects are underway across Ceredigion, with a particular focus on young people. Every secondary school during 2013/2014 participated in awareness raising sessions, leading to increased understanding of healthy relationships. This preventative intervention is designed to reduce incidents of domestic abuse in later generations.

Further work with schools and colleges by West Wales Women's Aid involves the STAR Programme ('Safety, Trust and Respect'). This allows those who have witnessed or experienced abuse to come to terms with their experiences. Longitudinal research suggests this approach reduces incidents of domestic abuse in the following generation, although it is too early to assess in Ceredigion.

Conwy and Denbighshire Councils told us their work on hate crime has been undertaken through the Conwy and Denbighshire Community Safety Partnership which also includes North Wales Police, North Wales Fire & Rescue Service, North Wales Probation, Conwy Local Health Board and Denbighshire Youth Offending Teams. The partnership has been working to improve reporting amongst disabled and LGBT communities and it has invested in Outreach Work via NWREN (North Wales Regional Equality Network) to tackle hate crime. Conwy Council has links to Safer Wales on its website to provide information on services to help improve reporting. The Conwy and Denbighshire Community Safety Partnership has also been working to reduce the incidence of repeat victims to hate crimes (that is people who experienced hate crime more than once) In 2012-2013 24% of hate crimes reported in North Wales were repeat victims. Denbighshire Council's Adult and Social Services Department has produced 'Dignity and Respect Training' for its staff and approved service providers. While not addressing hate crime directly it is part of a bigger picture of reducing abuse.

Conwy and Denbighshire Councils told us about their work on domestic abuse to raise awareness for young people. A local theatre group, CatsPaw, has been funded to educate school children about domestic abuse and to raise awareness amongst young people more widely. Through the Children and Young People Partnership Subgroup these two councils are working together on a domestic abuse strategy for educating young people on safe relationships. Conwy Council has introduced a Domestic Abuse policy for staff and details of Help Line

contacts have been placed in all staff and public conveniences in all Council locations including Leisure Centres, Theatres and Libraries. A network of Domestic Abuse Link officers have been identified and trained to help deal with issues around Domestic Abuse.

Flintshire Council told us that its work on hate crime includes the creation of a multi agency response team to deal with incidents of hate crime and, in particular, repeat incidents. One example of an effective response involves the case of a Muslim family experiencing repeat incidents of hate crime. This was taken to a multi agency response team who shared information with other agencies, set up visible CCTV cameras, and advised council tenants action would be taken against them unless the incidents stopped. This swift response led to a reduction in the number of incidents against the family.

A further example relates to a group of men from a particular ethnic minority group drinking on the street. This led to resentment by residents, who were complaining about antisocial behaviour. The Council responded by designating areas as alcohol free, as well as undertaking a multilingual promotional campaign about not drinking in public places. This situation could have escalated into incidents of hate crime against this community, but the intervention from the Council prevented this.

Flintshire Council told us that its work on domestic abuse has seen the launch of its domestic abuse workplace policy. Positive feedback on the policy has been received from managers following training. Since details of the policy have been available on the intranet, four employees have come forward and report being subject to domestic abuse. This has enabled measures to be put in place to assist staff members to continue to work and to be confident of their safety at work.

Gwynedd Council said its work on hate crime has been focused at a local level, working in partnership with North Wales Police to challenge and tackle this issue. Quarterly meetings are held between Equality Officers and the Police Diversity Team to review and analyse hate crime data and cases. A framework to enable effective collaborative working and the sharing of information between various partners has been established.

Gwynedd Council said its work on domestic abuse has included the appointment of an Independent Domestic Violence Adviser (IDVA) and the creation of a MARAC. The IDVA ensures that people who have experienced domestic abuse receive suitable and timely support,

regardless of their gender, through the justice process. The MARAC brings several statutory and voluntary services together to plan protection and support. Jointly with Anglesey Council the MARAC responded to the recommendations of the Community Action Against Domestic Abuse Review and implemented an improvement plan.

Merthyr Tydfil Council told us that its work on hate crime involves a reorganisation of services to achieve a one-stop shop approach to delivering high quality customer service.

Corporate Equalities Training has been rolled out to front line staff in preparation for the changes, of which, hate crime was a large part. The training focused on how staff could identify hate crime and incidents, and how they could be instrumental in increasing levels of reporting. Staff awareness of some of the key barriers that prevent people who experience hate crime from reporting and how staff could assist the more vulnerable communities they serve, was raised. Alongside this, a hate crime reporting system has been uploaded to the new Community Cohesion website and staff have been made aware of this as an alternative means to reporting. Staff are better informed to assist the public in identifying themselves as experiencing hate crime and to report accordingly.

Merthyr Tydfil Council told us that its work on Domestic Abuse is critical because of the high numbers of incidents within the borough. Between April 2013 and March 2014, 1,452 referrals were made to the Teulu Multi Agency Centre. In 2013 Merthyr Tydfil had the highest rate of high risk referrals via the MARAC than any other MARAC in Wales. Merthyr Tydfil has focused its work on appointing an Independent Domestic Violence Advisor (IDVA) and setting up a Domestic Abuse Resources Team.

Beneficiaries of these services over the last year include 196 females and 12 males, who have accepted support. Of those classed as being in a high risk situation, 236 were referred to IDVA and to date 86 have accepted support.

Monmouth Council told us that it has not made any significant progress in relation to hate crime.

Monmouth Council told us that its work on domestic abuse has involved the implementation of the Monmouthshire Domestic Abuse and Sexual Abuse Action Plan. As part of this plan the Council has set up the Domestic Abuse and Sexual Violence against Women Strategic Board, which is underpinned by the Domestic Abuse Development Sub Group

and the Prevention Theme Sub Group.

Neath Port Talbot Council told us that its work to tackle hate crime is closely linked with that of Swansea Council, due to the regional nature of the Community Cohesion coordinator role. The Council currently has no specific hate crime projects.

Neath Port Talbot Council told us that its work on domestic abuse saw the launch of its domestic abuse workplace policy. It is exploring the possibility of placing the policy on both the Council and trade union website to enable front line staff to readily access the policy for information and support.

Newport Council told us that its work on hate crime and community cohesion remain a priority, despite the reported hate crime/incident figures for Newport decreasing over the last two years by 11%.

Multiagency hate crime awareness videos with examples of disability, race, faith and sexual orientation hate crime were commissioned. The purpose of which is to raise awareness of hate crime for particular groups within the community.

A day of action for Newport mosques in partnership with Tell MAMA was held. Tell MAMA is an England project to measure anti Muslim attacks by providing a means for such incidents to be reported, recorded and analysed, to ensure data is accurate and reliable. The action was designed to increase reporting of anti-Muslim hate crime in Newport, to support the UK wide mapping work being undertaken by Faith Matters.

Newport Council told us that its work on domestic abuse has seen a significant investment in a multi disciplinary team led by the Domestic Abuse Coordinator.

The Newport Domestic Abuse Strategy has been implemented with many of the Council's action plan tasks completed. The Council has appointed an Independent Domestic Violence Adviser (IDVA) to support people who have experienced domestic abuse, with 145 MARAC referrals being taken by the Newport IDVA service. The vast majority (96.5%) of those referred to the service accepted support. The Council has reviewed and published the directory of Newport domestic abuse services. This ensures information on the support available to those who experience domestic abuse, is widely available.

Pembrokeshire Council told us that its work on hate crime is taking place against a backdrop of hate crime/incident figures being relatively

low compared with other local authorities. Over the two reporting years since the Public Sector Equality Duty came into effect the number of reported incidents has reduced by around 30%. Despite this the Council has explored ways to deal effectively with reports of hate crime by setting up a MARAC. The Council was awaiting publication of the Welsh Government Hate Crime Framework to inform its future work programme.

Pembrokeshire Council told us that work on domestic abuse has resulted in the issue being embedded in the Council's thinking. The domestic abuse coordinator role has been upgraded to a full time post, which reflects how important the Council considers this work to be.

The Council runs '*Pembrokeshire Respect - Domestic Abuse Programme for Men*'. This project tackles domestic abuse by working with perpetrators and supporting those experiencing abuse. Similar programmes have been run previously. The latest programme started last year. It aims to help men stop being violent and abusive, learn how to relate to partners in a respectful and equal way, demonstrate non-abusive ways of dealing with difficulties in family relationships and cope with anger. Although it is too early to evaluate the latest project, evidence from a similar programme showed almost all of the partners of 17 women who had attended had not been violent. Almost all the abuse had stopped and they hadn't been physically abused in the past 3 month period.

Powys Council told us that its work on hate crime has led to a MARAC to deal with disability related harassment being set up in partnership with Dyfed Powys Police.

Powys Council told us that its work on domestic abuse has been taken forward with in partnership with other members of the Powys Domestic Abuse Forum. The Council has worked in partnership with many local agencies including the Local Health Board, Police, Womens Aid and the Probation Service, to tackle domestic abuse. The forum ran a poster campaign 'Home Sweet Home - or is it?' to raise awareness of domestic abuse and promote the services available within Powys. No specific target audience was identified for the campaign, as it was agreed that awareness of domestic abuse generally was low. The campaign is currently being evaluated, although initial results show an increase in reporting of domestic abuse the month following the start of the campaign, and an average monthly increase thereafter. Work has begun to develop more targeted campaigns, focusing on specific groups.

Rhondda Cynon Taff Council told us that its work on hate crime

has, as a result of the Public Sector Equality Duty, been focused on exactly what needed to be done.

Awareness raising has been a key element of the work undertaken to tackle hate crime across the borough. Specific hate crime materials have been developed and used at various engagement events. Public open days have been held at which hate crime materials were disseminated. Thousands of people are now better informed of hate crime as a result of this work, with at least three people who attended events being referred to appropriate agencies. The Council told us that without a specific hate crime equality objective, this work would simply not have happened.

Rhondda Cynon Taff Council told us that its work on domestic abuse as an employer has seen its domestic abuse workplace policy being reviewed, revised and relaunched. This resulted in domestic abuse training being delivered to occupational health staff, to help them understand, identify and effectively refer possible cases of domestic abuse.

Swansea Council told us that its work on hate crime has been taken forward in close partnership with South Wales Police. The Council has focused specifically on addressing disability hate crime. Engagement with local disabled people led to the publication of the “Disability Related Harassment - A Swansea Perspective” report. The report contains real life experiences of disability related harassment and outlines the various reporting mechanisms.

The Council will develop a strategy for tackling hate crime, in line with the Welsh Government Hate Crime Framework, which will aim to bring together all the current work being done by the Council and partners.

Swansea Council told us that its work on domestic abuse includes the development of a Domestic Abuse Delivery Plan, which takes into account the Welsh Government’s Right To Be Safe Strategy and 10,000 Safer Lives Report. An elected member Domestic Abuse Champion has been appointed whose role includes raising awareness of domestic abuse within the business of the Council. The Champion chairs the Domestic Abuse Forum. Work within the Delivery Plan includes the development of a One Stop Shop information and advice service in the city centre. This work is on schedule and the service is due to open by the end of the year.

Torfaen Council told us that its work on hate crime has focused on

working with young people, to address bullying which could escalate to hate crime in later life.

The Hate Crime Working Group focuses on the Anti Bullying Strategy and recording methodology. The strategy has been revised, now incorporating a model policy for schools, and guidance on recording and reporting of all incidents of bullying. Discussions are ongoing around the electronic reporting of bullying incidents, with a new system due to be implemented shortly.

Hate Crime awareness raising sessions with front line staff have been held. The sessions highlight how vulnerable people can experience hate crime and reflects specific problems including older adult victimisation, 'Mate Crime' and identity based crimes. Hate crime is now embedded in the protection of vulnerable adults training.

There are seven Third Party Reporting Centres in the borough. These are designed to make reporting easier by being located in safe, neutral places where there is an option of reporting onsite, or completing the paperwork at home.

Torfaen Council told us its most significant work on domestic abuse is its Pan Gwent Domestic Abuse Pathfinder Project. This enables holistic services that meet need, reduce risk and harm and enables effective case management of perpetrators and those experiencing abuse.

An engagement survey with people who have experienced domestic abuse, perpetrators, citizens and professionals was held. The survey includes 20 in-depth case studies from across Gwent. It outlines the stories, experiences, and barriers people faced and their advice to others in the same situation.

Vale of Glamorgan Council told us that for its work on hate crime, the Community Cohesion role has been helpful in working with the Equality Team and Safer Vale to achieve improvements. The process for the management of the reporting of hate crimes and incidents has been reviewed, highlighting a need for simplification. A new protocol is currently being developed to address these findings. Partnership working with Safer Wales has enabled council staff to be able to access free hate crime training.

Vale of Glamorgan Council told us that its work on domestic abuse involves promoting the domestic abuse service provider in the Vale of Glamorgan, Atal-y-Fro. The Council provides a drop in centre in the form of the Safer Vale Bus, which enables constituents in Western Vale

improved access to the services of the provider.

Wrexham Council told us that its work on hate crime has focused on developing 41 community based Third Party Reporting Centres. (TPRCs) These are housed by services accessed by people more likely to experience hate crime, such as Council area housing offices, and A&E departments. Where appropriate the Council co-ordinates multi agency meetings and MARACs .

Engagement with communities more at risk of hate crime is ongoing and informs the development of the project. Training is being delivered to staff in TPRCs to improve understanding and give confidence to staff supporting people wanting to report. An e-learning module for Council staff is promoting greater awareness of hate crime.

During 2013 an online reporting system was piloted in the Council's area housing offices. Improved data recording enables identification of trends and repeat victims. Analysis of the data by ethnicity, age and geographic location enables more effective targeting of resources.

Wrexham Council told us that its work on domestic abuse is based on strong partnership working.

The Council have run campaigns and initiatives to raise awareness of domestic abuse and deliver basic awareness training to multi-agency groups. Regular consultation with service users ensures delivery of services that meet the needs of people experiencing domestic abuse. A reported lack of knowledge and services of child violence towards to parents led to the training of 14 practitioners.

Wrexham MARAC underwent the CAADA Quality Assurance/Self-Assessment process in November 2013 and an Action Plan is currently being developed.

Work continues to ensure that the 11 minimum standards from the WG 10K Safer Lives Project are met or exceeded.