Proximity Policing against Racism, Xenophobia and other Forms of Intolerance

Proximity - Proximity Policing against Racism, Xenophobia and other Forms of Intolerance
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WS1 BPs and Comparative Study: services, structures, strategies and methodologies

REPORT

Best Practices and Comparative Study: services, structures, strategies and methodologies on Proximity Policing against Racism, Xenophobia and other Forms of Intolerance

(edited by Sonia Pozzi and Deborah De Luca – University of Milan)

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Introduction

For many years, the European Union has focused on the issue of discrimination, at first dealing mainly with gender, but then focusing on other areas such as racism, xenophobia and other forms of intolerance. Indeed, combating social exclusion and discrimination, promoting peace, its values and the well-being of its citizens, offering freedom, security and justice without internal borders, respecting its rich cultural and linguistic diversity are the founding goals of the European Union. Moreover, the European Union proposes as its fundamental values human dignity, freedom, equality, respect of human rights[1]. Therefore, focusing on prevention and combating discrimination, racism, xenophobia and other forms of intolerance means, for all country members of the EU, working concretely on the objectives that Europe has set itself, and respecting and implementing its founding values. For these reasons, much work has been done on how central and local policies could disrupt these behaviors in the population.

The "Proximity Policing Against Racism, Xenophobia and Other Forms of Intolerance" project relates precisely to these aspects, focusing on what could be the contribution of the Police, and in particular of the proximity police, in reading and understanding these phenomena, in order to prevent and combat them. The role of proximity policing is crucial in tackling outbreaks of racism, xenophobia, and other forms of intolerance and violence that occur in European cities. The Police have or could have[2] a privileged position to prevent, identify and detect xenophobic, racist and other intolerant incidents, because of their closeness to citizens, public local services and communities.

The following pages show the results of the research conducted within Workstream 1 of the Proximity project "Best Practices and Comparative Study: Services, Structures, Strategies and Methodologies", which presents experiences and best practices (BPs from now on) in preventing and combating racism, xenophobia, and other forms of intolerance, involving some proximity policing officers from the partner countries of the project - Bulgaria, Estonia, Finland, Italy, Latvia, Portugal, Spain and United Kingdom-. Data discussed in this Report concern only the best practices and the local contexts investigated, and not also the general context of each country.

In WS1 all project partners have been engaged in identifying and collecting good practices in their cities or areas; the characteristics that such BPs should have were: 1) to focus on the prevention or fight against racism, xenophobia, other forms of intolerance, discrimination, hate crimes; 2) have been implemented on a local scale; 3) have involved, in various ways, local Police. The characteristics of the BPs identified and collected were then analysed through interviews and focus groups addressed to the professionals involved in the BPs, and to experts on the topic.

This report is structured as follows.
The first chapter will outline the framework within which Member States should move to prevent and combat phenomena of discrimination, racism, etc. as regards this project. Keywords, shared by the partners, which help to understand the conceptual framework, are also proposed.

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[1] All the goals and the values that form the basis of the European Union are laid out in the Lisbon Treaty and in the EU Charter of Fundamental Rights.

[2] Indeed, quite often, local police do not have the tools or resources, nor adequate practice to deal with such situations. For these reasons, exchanging knowledge, experiences and innovative initiatives to meet, creating networks and protocols can be very effective strategies to prevent and combat and intolerance and, furthermore, hate crimes. These will additionally strengthen citizens´ trust in their proximity police and consequently increase the reporting of incidents.

Chapters 2 and 3 are devoted to describing and analysing the results of BPs research.

In the second chapter the BPs collected by the Project Partners are presented. For each BP the main information and features that provide a general picture of the project or action are presented. Afterwards common aspects, divergences and typical features of each project or country are highlighted.

In chapter 3, the results of the interviews and focus groups addressed to the representatives of the organizations involved in the BPs - project leaders, organizers, trainers, training users, etc. are described through a comparative analysis focused on:
- aspects of communication, in particular the presence of networks in which Police are in contact with ethnic communities, minority groups, LGBT groups, etc.;
- tools and strategies used to prevent and solve conflicts related to racism, xenophobia and other forms of intolerance;
- presence of specific training and ways of delivering it;
- specific attention to the gender issue and LGBT people in operational procedures.

Other projects or activities on preventing and fighting against racism, etc., in which people and organisations interviewed are engaged have been also described.

Based on the data analysis, recommendations have been proposed, that could form a basis for work on protocols, tool-kits and training proposals useful for the proximity police to prevent and combat racism, xenophobia, intolerance, discrimination and hate crimes.

1. A common starting point: key-words and common legislative framework on racism and discrimination

The "Proximity Policing against Racism, Xenophobia and Other Forms of Intolerance" project aims to contribute to the prevention and fight against racism, xenophobia and other forms of intolerance, including hate crimes at the local level, through increasing the capacity of local authorities and in particular local/proximity Police to identify and tackle racism, xenophobia and other forms of intolerance.

The prevention and fight against racism, xenophobia and other forms of intolerance should necessarily start from a common framework, both from a lexical point of view and a legislative one. It is therefore useful to recall, on these first pages, a short glossary of keywords shared by all project partners and to recall the European legislative framework.

1.1. Key Words

To understand the episodes of racism, xenophobia, and forms of intolerance against people who belong to different ethnic, cultural, religious groups, sexual orientation, etc., and the difficulties of accepting "the other" and the manner of denigration and hatred of him/her, it is particularly useful to define some keywords. These words are the concepts used when working to prevent and combat episodes of racism, xenophobia, etc., and in the most serious cases hate crimes.

At the centre of the episodes of non-acceptance of "the other" there are two important interconnected concepts: "stereotype" and "prejudice". We can define **stereotype** as an idea that people have about someone or something, which is then used to describe a particular type of person or thing. Usually it is a rigid, standardized, often stigmatizing representation and a negative or derogatory idea. Closely related to the stereotype is **prejudice** (bias) that is an unfair and unreasonable opinion, poor knowledge shaped by stereotypes, the absence of critical thinking about a concept, situation or person. Stereotypes and prejudices, for example, could result in thinking that "Roma people are all thieves", "Muslim people are all terrorists" and can also lead to episodes of intolerance.

We can define **intolerance** as the unwillingness to accept different views, beliefs, or behaviour orientation that differ from one's own. Intolerance can be seen as a form of non-sufferance that, or the unwillingness to accept and relate to people of other races, colour, religion, sex and sexual may not have a negative effect on people who have the not tolerated characteristics. On the contrary, more serious consequences of intolerance are discrimination, harassment or even violence against those persons with not tolerated characteristics. Racism, xenophobia, homophobia, islamophobia, etc. represent intolerance to different groups of the population or personal characteristics.

Racism is "is a theory of races hierarchy which argues that the superior race[3] should be preserved and should dominate the others. Racism can also be an unfair attitude towards another ethnic

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[3] The concept of race is biologically irrelevant. Therefore it is not possible to speak of different races among individuals. However, over time the different somatic characteristics have been used to improperly define the concept of race, and have been used to justify other differences, of a moral, cultural and behavioral nature, not due to biological differences.

group[4]. Finally, racism can also be defined as a violent hostility against a social group" (UNESCO definition). Usually, we talk about racism even when the contempt for a person or a group of people is justified by a ground such as: colour, language, religion, nationality or national or ethnic origin.

There are two types of racism: the "classical" or scientific racism and the "cultural" or "differentiating" racism[5]. The "classical" racism claimed scientific and biological basis. It was connected to the Enlightenment movement, to the birth of modern science and to the European colonial expansion. It is based on the "naturalization" of inequalities and supremacy. Especially during the World War II, "classical" racism was utilized to support cultural aspects and tools that justify the domination of one group or nation over other people and nations. After the World War II was born the concept of "cultural" or "differentiating" racism, which is the modern form of racism. It acts on two levels. On the one hand, it preaches the respect for all cultures and all people, but on the other hand it affirms the necessity to preserve integrity and uniqueness of the different national cultures[6]. In this way, arguing that any culture is legitimate only in its own country, this idea of racism identifies as enemy "the other", the foreign people, and condemn the hybridity. This situation creates what Bauman called "mixophoby"[7], which is the fear of mixing with others and therefore of contaminating, and in the end, the loss of ones own culture. In modern racism, cultural differences are explained as "natural" differences; so, it is not possible that "the other" can integrate into the society, but instead the dominating society tends to "impose" its culture. For this reason, "the other", the foreign must be fought. It is a "populist" racism proposing a "low cost form of distinction", as it gives the condition of superiority on the only basis of cultural or national belonging, responding to the need of asserting social distances from people perceived as inferior, and to the fear of social devaluation.

Racism and mixophoby can lead to **xenophobia.** That is hatred, fear or extreme dislike of foreigners or strangers or of their politics, culture, customs, religions, etc. Fear or dislike of others can be motivated not only by ethnic, cultural, religious, but also on the basis of gender or sexual orientation of people. In these cases we speak of **homophobia** and **transphobia**, that is fear, dislike of or prejudice against homosexual or trans-sexual or transgender people (LGBT people).

Intolerance, racism, xenophobia, homophobia, transphobia, etc. can be implemented by discriminatory acts.

Discrimination is the different or unequal treatment of people on the basis of their physical appearance, national origin, opinions, religions and other individual or collective characteristics. It

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[4] Pierre André Taguieff distinguishes different types of racist doctrines, attitudes and behavior. He speaks of auto-racialisation (racialisation of Self, or auto-referential racism) when the concept of "race" is applied to one's group to assert its superiority. Auto-racialisation leads to exclusion, segregation of the other group (e.g, holocaust). Instead, he speaks of hetero-racialisation (racialisation of the Other or altero-referencial racism) when a difference group from its own is seen as inferior and backward, or a danger to safety and purity. Hetero-racialisation leads to domination and oppression (e.g. colonialism, apartheid)(Tagiueff J.A., 1987, *La force du préjugé*, La Decouvert, Paris).

[5] About the debate on "classical" and "cultural" racism, see, e.g.: Friedrickson G.M, 2002, *Racism: A short History,* Princeton University Press, Princeton; Mac an Ghaill M., 1999, *Contemporary Racism and Ethnicities. Social and cultural transformation*, Open University Press, Buckingham, Philadelphia; Solomos J., Back L., 1996, *Racism and society*, Macmillan, Basingstoke; Tagiueff J.A., 1987, *La force du préjugé*, La Decouvert, Paris; Taguieff P.A., 1997, *Le Racisme. Un exposé pour comprendre, un essai pour réfléchir*, Flammarion, Paris).

[6] In this perspective, culture is seen as something natural, that can be handed down to offspring, and that cannot be changed (Taguieff P.A., 1997, *Le Racisme. Un exposé pour comprendre, un essai pour réfléchir*, Flammarion, Paris).

[7] See e.g.: Bauman Z.2003, *City of fears, city od hopes*, Goldsmith's College, London

is not only a thought but is an actual behaviour. The European Union, in the Racial Equality Directive, 2000/43/EC[8], Article 2 distinguishes two kind of discrimination:

- *Direct discrimination*, that "shall be taken to occur where one person is treated less favourably than another is, has been or would be treated in a comparable situation on grounds of racial or ethnic origin" (EU Directive 2000/43/EC, Article 2(2 - a));
- *Indirect discrimination,* that "shall be taken to occur where an apparently neutral provision, criterion or practice would put persons of a racial or ethnic origin at a particular disadvantage compared with other persons, unless that provision, criterion or practice is objectively justified by a legitimate aim and the means of achieving that aim are appropriate and necessary" (EU Directive 2000/43/EC, Article 2(2 - b)).

Discrimination can be made by individuals or by bodies. In this case we speak of *institutional discrimination* that occurs when a public body or any other institution does not provide services to a person or group on the basis of race, sex, etc. or when it has a rule or regulation, or procedures, and practices that treat a particular category of people less favourably than another.

Another extreme effect of the intolerance, racism, xenophobia, homophobia, transphobia, etc. is **hate crime,** which is a criminal act (murder, non-negligent manslaughter, forcible rape, aggravated and simple assault, intimidation, arson, and destruction, damage or vandalism of property) committed with a bias motive. The OSCE Office for Democratic Institutions and Human Rights (ODIHR)[9] defines hate crime as: "any criminal offence, including offences against persons or property, where the victim, premises, or target of the offence are selected because of their real or perceived connection, attachment, affiliation, support, or membership of a group [that] may be based upon a characteristic common to its members, such as real or perceived race, national or ethnic origin, language, colour, religion, sex, age, mental or physical disability, sexual orientation, or other similar factor". It is important to say that usually hate crimes are under recorded because of many reasons, including, as underlined the International Centre for the Prevention of Crime (2002, p. 7)[10], "fear of reprisal by perpetrators; fear and mistrust of law enforcement staff; belief that victimization will not be taken seriously/on fear of further victimization by policy; fear of secondary victimization from Other […]; failure to classify reported incidents as hate crime because of insufficient evidence of motivation, failure to investigate the context of an incident".

To prevent and fight these phenomena it is very important to develop and cultivate the culture, knowledge and awareness of human rights. **Human rights**, as described in the Universal Declaration of Human Rights, are universal and inalienable rights inherent to all human beings, whatever our nationality, place of residence, sex, national or ethnic origin, colour, religion, language, or any other status, and they are guaranteed by law, in the forms of treaties, international law, general principles.

An important and central role in defending human rights and in preventing and combating discrimination, racism, intolerance and hate crimes can be assigned to the proximity policing. According to the Guidebook on Democratic Policing edited by the Senior Police Adviser to the OCSE

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[8] COUNCIL DIRECTIVE 2000/43/EC of 29 June 2000, implementing the principle of equal treatment between persons in respect of racial or ethnic origin.

[9] OSCE/ODHIR, 2005, Combating Hate Crimes in the OSCE Region – An overview of Statistic, Legislation and National initiatives, *p. 12, www.osce.org/odihr.*

[10] International Centre for the Prevention of Crime, Assisting cities and countries to reduce delinquency, violence, and insecurity, 2002, Preventing Hate Crimes: International Strategies and Practice.

Secretary General (2008, p. 9)[11], "the Police are the most visible manifestation of government authority and their main duties are to: maintain public tranquillity and law and order; protect and respect the individual's fundamental rights and freedoms; provide assistance and service to the public". Unlike the Police, in general, the proximity policing are closely rooted in a specific territory. So, while maintaining the above-mentioned tasks, we could define the **Proximity Policing**[12] as a Police force present in a specific district/neighbourhood that works with a proactive approach to crime prevention and the security of the entire population, respecting the Human Rights and contrasting discriminations and hate crime, through building ties and working closely with members of the communities, minority groups and ethnic, women's and LGBT associations and NGOs[13].

1.2. Common law framework

We have already mentioned that human rights and non-discrimination principle are regulated through national and international treaties and conventions and also European directives. Below we report a brief summary of the common legal framework on human rights and the grounds covered by anti-discrimination laws in all countries involved in the Proximity Project.

The main framework within which the countries involved in the Proximity project can prevent and combat racism, discrimination and other forms of intolerance, while promoting a widespread culture of protection and promotion of human rights, takes into account the following Declarations, Conventions, Treaties, Directives and International and European Laws:

- Universal Declaration of Human Rights (UDHR), proclaimed by the United Nations General Assembly in Paris on 10 December 1948 (General Assembly resolution 217 A);
- Convention for the Protection of Human Rights and Fundamental Freedoms (European Convention on Human Rights), opened for signature in Rome on 4 November 1950 and came into force in 1953; This Convention is ratify by all the Country Project partners;
- International Covenant on Civil and Political Right, adopted and opened for signature, ratification and accession by General Assembly resolution 2200A (XXI) on 16 December 1966, entry into force 23 March 1976;
- International Convention on the Elimination of All Forms of Racial Discrimination, adopted and opened for signature and ratification by General Assembly resolution 2106 (XX) of 21 December 1965, entry into force on 4 January 1969;
- Convention on the Elimination of Discrimination against Woman, adopted by the United Nations General Assembly on 18 December 1979, entered into force on 3 September 1981;
- Treaty of Amsterdam, signed on 2 October 1997, and entered into force on 1 May 1999;
- Charter of Fundamental Rights of the European Union, proclaimed in Nice on 2000, and then in Strasburg on 2007;
- EU Council framework decision 2008/913/JHA of 28 November 2008 on combating certain forms and expressions of racism and xenophobia by means of criminal law;

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[11] Senior Police Adviser to the OSCE Secretary General, 2008, Guidebook on Democratic Policing.

[12] Proximity Policing is practically equivalent to Community Policing.

[13] For the definition, characteristics and tasks of proximity or community policing, see e.g. Friedman R.R, 1992, *Community Policing: Comparative Perspectives and Prospects*, MacMillan, Palgrave; Moore M.H, 1992, *Problem solving and Community Policing*, in Crime and Justice, 15: 99-158; Somerville P., 2009, *Understanding Community Policing*, Policing. An International Journal of Police Strategies & Management, 32(2): 261-277; Community Oriented Policing Service, 2014, *Community Policing Defined*, U.S. Department of Justice.

- [EU Directive 2000/43/EU](#) – Race Equality Directive of 29 June 2000 implementing the principle of equal treatment between persons irrespective of racial or ethnic origin;
- [EU Directive 2000/78/EU](#) – Equal treatment in employment and occupation law, of 27 November 2000 establishing a general framework for equal treatment in employment and occupation.
- [EU Directive 2012/29/EU](#) – Victim's Rights Directive, of the 25 October 2012 establishing minimum standards on the rights, support and protection of victims of crime.

Through the ratification of these and other key treaties, conventions, directives, and the promulgation of various laws on the national, federal or regional level the countries involved in the Proximity project promote the protection on various grounds[14]. In particular all the 8 countries involved in the project have the capacity to protect through laws the grounds of: sex-gender-sexual orientation, race, national/ethnic origin-nationality-ethnicity, religion-faith-beliefs, disability, age. The ground of personal opinion-political affiliation or opinion is protected by all the countries except Italy. Italy have no protection for the grounds of marital or family status and property status-financial or social status-personal or public status, which instead are present in the other countries. The ground of skin colour is protected by the Estonian, Italian, Latvian, Portuguese and Spanish laws. Estonia, Finland, Portugal, Spain and Great Britain have anti-discrimination legislation on the ground of language. Bulgaria, Estonia, Latvia and Portugal protect the grounds relating to health, genetic risk and human genome. The ground of membership of association, unions, etc. are protected by the Estonian, Finnish, Portuguese and Spanish laws, instead only Bulgaria and Portugal have anti-discrimination laws on the ground of education.

All these aforesaid grounds are also covered by Constitutional anti-discrimination provisions and specific anti-discrimination legislation, as summarized in Table 1.

Table 1 - Anti-discrimination legislation and grounds covered

Country	Constitutional anti-discrimination provisions	Main specific anti-discrimination legislation	Grounds covered
Bulgaria	Article 6(2) of the Constitution	- Protection against Discrimination Act of 13 September 2003, as last amended in 2013 - Integration of Persons with Disabilities Act of 02 September 2004, as last amended in 2010	- All grounds in the EU Directives 2000/43/EC and 2000/78/EC and additional grounds - Disability
Estonia	Article 12 of the Constitution	-Chancellor of Justice Act of 25 February 2002, as last amended in 2005 - Equal Treatment Act of 11 December 2008, as last amended in 2012	- All grounds in the Two Directives and additional grounds - All grounds in the Two Directives and skin colour
Finland	Article 6 of the Constitution	- Non-Discrimination Act 1325/2014 of 30 December 2014 - Act on Equality between Women and Men	-All grounds in the Two Directives and additional grounds

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[14] [European Commission, 2014, Developing Anti-Discrimination Law in Europe](#), pp.11-13.

Italy	Article 3 of the Constitution	- Legislative Decree no. 215 transposing Directive 2000/43/EC of 9 July 2003, as last amended in 2011	**-** Racial and ethnic origin
		- Legislative Decree no. 206 transposing Directive 2000/78/EC of 9 July 2003, as last amended in 2013	- Religion or belief, age, disability, sexual orientation
		- Law 67/2006, Provisions on the Judicial Protection of Persons with Disabilities who are Victims of Discrimination of 1 March 2006 as last amended in 2011	- Disability
Latvia	Article 91 of the Constitution	- Labour Law of 20 June 2001, as last amended in 2012	- All grounds in the Two Directives and "any other circumstances"
		- Law on Prohibition of Discrimination against Natural Persons who are Economic Operators of 19 December 2012	- All grounds in the two Directives and gender
Portugal	Article 13.2 and 26.1 of the Constitution	- Law 18/2004 transposing the Council Directives 2000/43 of 29 June 2000 into Portuguese Law, and Establishing the Principle of Equality of Treatment between Persons Irrespective of Racial or Ethnic Origin, and a Legal Framework to Combat Discrimination on the Grounds of Racial or Ethnic origin of 11 May 2004	- Race, ethnic origin, skin colour and nationality
		- Law 134/99 on Prohibition of Discrimination based on Race, Colour, Nationality or Ethnic Origin of 28 August 1999	- Race, skin colour, nationality, ethnic origin
		- Decree-Law 86/2005 transposing the Racial Equality Directive into National Law of 2 May 2005	- Racial and ethnic origin
		- Law 46/2006 Prohibiting and Punishing Discrimination based on Disability and on a Pre-existing Risk to Health	- Disability and pre-existing risk to health
Spain	Article 14 of the Constitution	- Fiscal, Administrative and Social Measures Act n.62/ 2003, of 30 December 2003	- All grounds included in the Two EU Directives
		- General Law on the Rights of Persons with Disabilities and their Social Inclusion of 29 November 2013	- Disability
United Kingdom	No written constitution	- EU Equality Act of 16 February 2006	- All grounds in the Two Directives including sex

Source: European Commission, 2014, Developing Anti-Discrimination Law in Europe, pp. 148-154, with integration of information provided by the Project Partners.

2. The Best Practices (BPs) identified by the partner countries: similarities and differences in the prevention and fight against racism, xenophobia, other forms of intolerance, discrimination and hate crimes

In order to collect useful data to understand how countries covered by the project respond or had responded in the past to the prevention and fight against racism, xenophobia, intolerance, discrimination, hate crimes, each country, with the exception of Latvia, has identified and collected data about BPs carried out in specific territories and in which the Police, especially proximity Police, have had or have currently a main role or have been involved.

Before describing and analysing the BPs that have been collected, it is useful to remember:

- what is meant by BPs and the meaning that has been given to those within the Proximity project;
- what are the criteria used in the project to identify them.

In general, a **BP** can be defined as a method, a technique, a set of tools, an intervention implemented in a specific situation or a project, that is/are supposed to lead to desired outcomes and that can be adapted in order to improve effectiveness, efficiency and/or innovativeness when implemented in another similar situation.

Given that the Proximity project aims to increase the capacity of local authorities and in particular local/proximity Police to identify and tackle racism, xenophobia, discrimination and other forms of intolerance by working on a specific territory, including through the creation and implementation of networks; within "Proximity" we can define **BPs** as: actions, methods or tools developed in the field of local/"proximity" Police that, also working with local authorities, NGOs, and minority groups' associations, have shown their ability to introduce transformations with positive results in prevent, identify, combat and eliminating the factors of racism, xenophobia and other forms of intolerance, including hate crimes at the local level.

To identify local BPs, created and implemented in different services and structures dealing with phenomena of racism and xenophobia, especially those related to local or proximity Police (protocols, awareness programs, training, etc.), specialized municipal services, innovative neighbourhood experiences, hotlines, etc., is a particularly important step for collecting data. In fact, to identify local BPs is the first step towards allowing us to study BPs and their characteristics. Moreover, this has also allowed us to pinpoint the key informants to be interviewed in order to deepen the BPs details, their strong points and their weaknesses. Their analysis allows building and/or improving actions and strategies to prevent and combat racism, xenophobia, and hate crimes within the local contexts of European cities.

In order to help the project partners to identify useful BPs, the following main criteria, where established to guide the data collection:

1. BPs have to deal with racism, xenophobia and other forms of intolerance (other hate crimes/incidents, e.g. hooliganism, should not be taken into consideration, in order not to widen too much the focus of the project);
2. BPs have to be implemented at the local level;

3. The «proximity» Police has to be involved in the BP, even if the BP was implemented by other local authorities, and the Police is not the main actor/promoter of the BP.

On the basis of these indications we have collected 15 BPs (3 from UK, 4 from Spain, 1 from Bulgaria, 2 from Italy, 2 from Finland, 1 from Estonia, 2 from Portugal), which will be described and analysed in the following pages.

2.1. Description of BPs: Summary tables of local projects and their features

Before analysing the BPs identified by the project partners, highlighting common aspects and differences, it is useful to present a summary table for each BP, with the following information:

- the name of the BP project/action,
- years and City/place in where it was implemented,
- composition of partnership,
- main objectives,
- actions promoted or developed to prevent and combat racism, discrimination, etc. (including training),
- professionals and community/associations involved in the BP,
- role of the Police in the BP,
- main results and products.

Bulgarian BP

No. 1 Bulgaria	
Name of the project/action	Human rights protection and further development of necessary knowledge and skills of Police officers, especially those who work in a multiethnic environment, including Roma communities.
Years and City/place in where the project was implemented	2015, Sofia City
Composition of partnership	Project Leader: Academy of the Ministry of Interior, Bulgarian academy for State employees and employees of the Ministry of Interior. Other partner: Council of Europe
Main objectives	Prevent and reduce the incidents of human rights violations (including hate crimes) by the Police while acting in a multi-ethnic environment, with a specific focus on Roma population.
Actions promoted to prevent and combat racism, discrimination, etc. (including training)	- a baseline survey on the lawful use of force, aids and firearms by Police officers; - a public conference involving law enforcement, non-governmental organizations (including NGOs which are active in multi-ethnic areas) and project partners; - a three-day-training (5 modules on: international engagements in the field of Police work in multi-ethnic communities; national standards in the field of Police work in a multi-ethnic environment; role of the Police in multi-ethnic communities; protection against discrimination and its importance for the Police on an international level; protection from discrimination on a national level; hate crimes; indicators for detecting and investigating hate crimes) in the form of discussion. The training also introduced Police officers to Roma values and culture, and trained them in the field of prevention of stereotypes against the Roma community.

Professionals and community/associations involved in the project	Civil servants/Public administration staff: Local Directorates of the Ministry of Interior; General Directorate of Interior; Police officers.
Role of the Police in the project	Beneficiaries/users of the training.
Main results and products.	- training for Police officers; - a handbook for Police officers titled "Protecting human rights and further development of necessary skills and knowledge of Police officers, especially those who work in a multi-ethnic environment, including in Roma communities".

Estonian BP

No. 1 Estonia	
Name of the project/action	Service of Web control by Web Police constables
Years and City/place in where the project was implemented	Since 2016, Estonia
Composition of partnership	Web Police constables.
Main objectives	Prevent and fight online xenophobia, racism and hate speech.
Actions promoted to prevent and combat racism, discrimination, etc. (including training)-	- reception of the reports by web users of posts that contain hate speech; - quickly reaction to problems and removal of the posts, using their own reporting system in the Facebook environment; - meeting with foreign students at the beginning of the school year, speaking about threats of the racism and xenophobia, and leaving their contacts; - training on the topic "How to recognize the radicalization early and to prevent it through strengthening the network" (programming).
Professionals and community/associations involved in the project	Police
Role of the Police in the project	Management of the action.
Main results and products.	People report to the web Police constable the hate speech post on the web environment, forum, etc.

Finnish BPs

No. 1 Finland	
Name of the project/action	Preventive Policing Unit, Helsinki Police Department
Years and City/place in where the project was implemented	Since 2012 - Helsinki Region
Composition of partnership	Project leader: Helsinki Police Department, The Preventive Policing Unit; Partner: several partners – religious and ethnic associations, NGOs, services of local bodies, schools, etc.
Main objectives	- multicultural work is only one part of the work of the Preventive Policing Unit; - develop the preventive operations of the Police in a direction that no community sees the Police as an opponent or that certain groups would not want to use the services of the Police and create and enhance trust between the Police and different migrant/minority groups; - gather and analyse information on general safety and security situation and risk factors; - support families (including youth with migrant background) to integrate into Finnish society and to prevent the development criminal behaviour (including of racists phenomena) together with other authorities; - prevent radical thinking leading to violent extremism.
Actions promoted to prevent and combat racism, discrimination, etc. (including training)	- brings the services of the police to the immigrant/ethnic communities, and especially to those community members that are in a vulnerable position. This is done by visits to the Mosques, shopping centres, coffee shops, football matches and all the places that are popular with certain ethnic groups; - organization of info sessions with minority groups, e.g. in migrant women's safe houses, LGBT-migrants in their meeting points, discussing, e.g., about hate crime incidents; - organization of lectures e.g. in schools where hundreds of migrant/ethic students can be reached at once; - receiving crime reports (in situ) from community members.
Professionals and community/associations involved in the project	The Preventive Policing Unit (including social worker), Social Services of City of Helsinki, NGOs working in mediation, NGOs, and groups working on issues related to sex-work, violence against women specialists, religious groups, LGBT-groups, immigrant women groups, asylum seeker groups.
Role of the Police in the project	Main manager of all the meetings and the activities described.
Main results and products.	Meetings with communities; discussions; building trust.

No. 2 Finland	
Name of the project/action	"Against Racism!"
Years and City/place in where the project was implemented	From 2013 to 2017
Composition of partnership	Project leader: Finnish Red Cross. Partner: 16 official national NGO partners that work mostly with different minority communities (e.g. migrants, asylum seekers, Roma people) and/or do advocacy work related to equality. Cooperation with: 250 NGOs; all district offices of the Finnish Red Cross; Swedish Red Cross; Ministry of Interior, Ministry of Justice, Ministry of Education and Culture, Ministry of Economic Affairs and Employment, National Police Board; The Evangelical Lutheran Church of Finland and other religious communities; Centres for Economic Development, Transport and the Environment; Universities; Municipalities.
Main objectives	Work together different stakeholders, including civil society actors and public authorities, in order to diversify the societal debate on racism and anti-racism and to prevent hate speech in the Finnish society.
Actions promoted to prevent and combat racism, discrimination, etc. (including training)	- organization of several network meetings with NGOs and public authorities and of several lectures, workshops, school visits, seminars in different parts of Finland and statements and expert opinions given; - organization of the Public campaign "Week against Racism" (annually 2013-2017), participated by many hundred NGOs, public authorities, including different Police districts and other stakeholders take part in the public campaign annually; - Quick Response–group that reacted to racist content in the media (2013); - Research on the support needs of NGOs on anti-racist work (2013); - Survey on peer support possibilities for people who have encountered racism (2014); - 11 training modules "How can I support a victim of hate crime?" conducted for local level public authorities and volunteer workers (2017), in which the Police and prosecutors are always present to inform participants of their practices in hate crime cases; - several training materials & methods produced.
Professionals and community/associations involved in the project	Police; prosecutors; professional of official national NGO partners that work mostly with different minority communities (e.g. migrants, asylum seekers, Roma people).
Role of the Police in the project	Trainers of the training modules.
Main results and products.	- Practice workshop about how to intervene in racist incidents, implemented with a theatre method; - Racism quiz for schools (and other materials developed for schools); - Racism 24 – board game that can be used as a tool to open discussion on racism in groups, developed in co-operation with the advocacy campaign of the movie "Boiling Point" that focuses on the polarization of the public debate and increase of hate speech in Finland after 2015; - Guidelines for multicultural recruiting of volunteers in NGOs (2014); - more skills and courage by the NGOs and other civil society actors to react to racism in the society and to take a critical look at their own work; - creation of a network of anti-racist civil society actors.

Italian BPs

No. 1 Italy	
Name of the project/action	Together. Fighting against hate crimes
Years and City/place in where the project was implemented	From 2014 to 2016, Milan
Composition of partnership	CGIL - Camera del Lavoro Metropolitana di Milano (Trade Union), Lunaria, Department of Local Police of Milan City Council, University of Rome 3 (not involved in training).
Main objectives	- train the officers on the immigrants and LGBT rights and rights violation; - promote awareness on the theme; - improve data collection on hate crimes by creating and implementing standard methodologies and tools for data collection; - encourage the implementation of good practices in the handling of the cases.
Actions promoted to prevent and combat racism, discrimination, etc. (including training)	- draft of a training manual of the project "Empowering civil society and Law Enforcement Agencies to make hate crime visible"; - training for Police (more than 80 agents and officers): 2 sessions of training (frontal lessons and workshop) on the topic of discrimination on the ground of race/ethnicity and LGBT discrimination, immigrants and LGBT rights, hate crime.
Professionals and community/associations involved in the project	Experts on human rights and discrimination, members of Cgil and Lunaria, researchers, Police.
Role of the Police in the project	Beneficiaries/users of the training.
Main results and products.	- draft of the Training Manual "Empowering civil society and Law Enforcement Agencies to make hate crime visible" in four languages; - promotion of more awareness among Police agents and officers on the theme of discrimination and rights of minority groups; - publication of national report on hate crimes monitoring in Italy.

No. 2 Italy	
Name of the project/action	[RomaMatrix. Mutual action targeting Racism, Intolerance and Xenophobia](#)
Years and City/place in where the project was implemented	From 2013 to 2015, Bologna
Composition of partnership	[Bologna Municipality](#), [Emilia Romagna Region – Regional Center against Discriminations](#), [Eos Extrafondente Open Source](#) (experts on topics and training).
Main objectives	- combat racism, intolerance and xenophobia towards Roma and increase integration of Roma populations; - improve the skills of the Police and the operators of the Regional Network against discrimination on the subject of discrimination against Roma people by increasing their capacity to identify situations of discrimination and social exclusion and their competences to counteract them also in synergy with the services provided; - promote the role of the municipal Police as a positive interface between Roma communities and local institutions.
Actions promoted to prevent and combat racism, discrimination, etc. (including training)	- local meetings with the representatives of the services and of the community for monitoring emerging issues at the local level; - creation of a regional discussion table on the issue of discrimination against Roma people; - 3 training courses for the operators of the Regional Network against Discrimination on the topic of discrimination against Roma people, protection and prevention instruments; - 2 training meeting with Police and members of Roma communities; - production of information and training materials .
Professionals and community/associations involved in the project	Experts on training and on racism/discrimination issues, Police officers, members of Roma community and organizations, regional employees.
Role of the Police in the project	Beneficiaries/users of the training.
Main results and products.	- creation of more awareness among Police agents on the theme of discrimination and rights of Roma people; - an [Handbook for local Police operators on Roma and Sinti people issues](#) (only in Italian); - a Handbook "[Discrimination towards Roma and Sinti](#)" (only in Italian); - a Handbook "[Social mediation of conflicts between Roma and Sinti communities and the society](#)" (only in Italian).

Portuguese BPs

No. 1 Portugal	
Name of the project/action	"Juntos por Todos" (All Together)
Years and City/place in where the project was implemented	Since 1st July 2016 – It is national project, but has a local implementation
Composition of partnership	Project leader: Public Security Police (PSP); Partner: High Commission for Migration (ACM) – Observatory of Migration.
Main objectives	- sign a protocol between the Public Security Police and the High Commission for Migration that aims to "contribute to the prevention of conflict in multicultural communities that may present some vulnerabilities, and also to the safety of all citizens, regardless their nationality or cultural affiliation"; - provide training to the agents of the PSP of the first two levels of intervention, on the migratory phenomenon in Portugal, the national and cultural groups to reside in national territory, the theme of diversity and of intercultural dialogue; - provide training to ACM professionals on the legal framework that manages Police action, and on how to articulate communication strategies with the PSP.
Actions promoted to prevent and combat racism, discrimination, etc.(including training)	- two training actions have taken place during 2016 for 36 ACM professionals; - two training actions have taken place during 2017 for 42 ACM professionals; - two training actions have taken place in Lisbon and Porto during 2016 for 117; - people among managers, mediators and promoters of the Program Choices and Projects developed within the same program; - between June and December of 2017 are planned 40 training sessions, covering about 800 Police officers.
Professionals and community/associations involved in the project	All the Police officers who work in community policing; the professionals of the ACM; Multicultural communities; managers, mediators and promoters of the Program Choices.
Role of the Police in the project	Participants to the training and trainers.
Main results and products.	- training about 1000 agents involved in proximity policing, in the areas of integration and management of cultural diversity; - training of ACM employees and technicians in the areas of attribution, organization and intervention of the PSP and in the themes of the crime and action of the Police forces.

No. 2 Portugal	
Name of the project/action	Comemoração do Dia Internacional para a Tolerância (Commemoration of the International Day for Tolerance)
Years and City/place in where the project was implemented	2013 – Lisbon
Composition of partnership	Public Security Police, Metropolitan Command of Lisbon – 5th Division – Proximity Policing; Romanian School, Romanian Orthodox Church, High Commission for Immigration (ACM), Romanian embassy.
Main objectives	- combat intolerance against the Romanian community; - foster inter-culturalism and healthy coexistence, and a sense of security.
Actions promoted to prevent and combat racism, discrimination, etc. (including training)	Visit of the PSP facilities and demonstration of operational equipment.
Professionals and community/associations involved in the project	The PSP official and the Safe School Program Agents; in representation of ACM, the director of CNAI Lisbon ; the religious leader of the Romanian Orthodox Community in Portugal; students of the Romanian School, a representative of the Romanian Embassy.
Role of the Police in the project	Explain and raise awareness of the role and the tasks of the Police to the students.
Main results and products.	Creation of trust and sense of security.

Spanish BPs

No. 1 Spain	
Name of the project/action	Diversity Management Unit, Madrid Municipal Police
Years and City/place in where the project was implemented	Since 2016 – Madrid
Composition of partnership	Municipal Police of Madrid, Diversity Management Unit, Madrid City Council, Prosecutor's Office specializing in computer crime and hate crimes.
Main objectives	- identify and make hate crimes visible; - facilitate the reporting of these facts to a specialized police officers, in order to identify and highlight the possible aggravating signs of racism, xenophobia and other forms of intolerance so that they can be investigated as such crimes and not hidden behind another criminal type; - carry out the investigation of the incident; contact the victim to perform the follow-up , checking if she/he has suffered the same incidents again and at the same time evaluating the level of satisfaction of the work done by the Officers; maintain contact, creating networks of work with associations that work with people who may see their fundamental rights violated; - promote and design collaboration agreements with associations, entities, NGOs, that work in defence of Human Rights, to prevent racism, xenophobia, LGTBI phobia and other forms of intolerance and/or radicalization.
Actions promoted to prevent and combat racism, discrimination, etc. (including training)	- awareness and empowerment meeting with the associations; - registration and investigation of hate crimes and other acts of intolerance, especially online hate speech, less serious physical threats, threats, in collaboration with other social and institutional actors, to an effective prosecution of these crimes and other discriminatory infractions. - statistical report of events that occur in Madrid, even if the person has not reported to the policy; - support for the victim, not only during the investigation process, but also to follow up on the event, in order to know if it has been overcome or if it has been repeated; - agreement with the Emergency cleaning service of Madrid for the elimination of graffiti and other signs that incite hate, racism, intolerance, etc.; a photographic report is carried out, in order to identify the offender or violent group; - agreement in progress along with the Bar Association, and Social help Service of Madrid, to make notifications of court proceedings to homeless people who are victims of a hate crime, through the Diversity Management Unit, providing the mobile Unit as a space for them to carry out interviews with the lawyer without having to abandon their belongings or pets; - adaptation and translation to Braille and Easy Reading of documents and information procedures for victims of crime; - availability to victims of a sign language interpretation service and a large number of languages; - training in selective and promotion processes (10 hours of training on hate crimes and diversity management); - specialization course in diversity management and hate crimes (30 teaching hours); - updated course of knowledge of social networks (3 hours); - training days on hate crimes (5 hours, one for each semester).

Professionals and community/associations involved in the project	This has to be replaced by: Area of Health, Security and Emergencies of the City of Madrid, Municipal Police of Madrid through the Diversity Management Unit composed of 33 people, of which 40% are women, compared to 12, 32% of women in the rest of the Municipal Police of Madrid.
Role of the Police in the project	Principal actor, manager of all the activities.
Main results and products.	- improvement of training and specialization in hate crimes;- creation of network, with entities and NGOs, fighting against racism, xenophobia, LGTBphobia and other forms of intolerance, providing a working space and direct interaction with the Diversity Management Unit; - creation of awareness about the topics of racism and hate crime through the design and participation of prevention and awareness campaigns in hate crimes and discriminatory acts with the associative network, along with an active participation of civil society; - creation of a register of Hate Crimes and discriminatory acts that occur in the city of Madrid, including those not reported by the victim, and analysis to make risk maps of prevention of radicalization, racism, xenophobia and other forms of intolerance.

No. 2 Spain	
Name of the project/action	Unit of protection and local accompaniment of the Local Police of Las Palmas de Gran Canaria (under construction)
Years and City/place in where the project was implemented	From 2016, Las Palmas de Gran Canaria
Composition of partnership	Unit of protection and local accompaniment of the Local Police, Security Direction of the City Council of Gran Canaria, Municipal Social Service.
Main objectives	- pay attention to people at risk of exclusion or in need of protection; - accompany the victims of hate crimes.
Actions promoted to prevent and combat racism, discrimination, etc. (including training)	- awareness raising in educational centres; - training actions (three training modules - 120 hours, for 20 agents) in which provide basic knowledge on Hate Crimes and Discrimination for the improvement of Police action, in relation to the identification of incidents, prevention and repression of said crimes, as well as attention to the alleged victims; Theoretical approach to the basic institutional and legal notions; - provide protocols for individual Police action in dealing with possible victims and witnesses.
Professionals and community/associations involved in the project	Police.
Role of the Police in the project	Principal actor, manager of all the activities.
Main results and products.	Not available.

No. 3 Spain	
Name of the project/action	Program for the Police Diversity Management, Fuenlabrada Local Police
Years and City/place in where the project was implemented	Since 2008 – Fuenlabrada (Metropolitan Area of Madrid)
Composition of partnership	Fuenlabrada Local Police, City Council of Fuenlabrada, Department of Public Safety (Concejalía de Seguridad Ciudadana), and Municipal Mayoralty (Alcaldía)
Main objectives	- sensitize the Local Community to prevent discrimination and hate speech, developing social awareness actions against these behaviors, and promote social intolerance towards this type of behavior; - promote the reporting of hate crimes, guarantee the support (also psychological) of victims and contribute, in collaboration with other social and institutional actors, to an effective prosecution of these crimes and other discriminatory infractions; - promote a broad coalition policy in collaboration with the local bodies dealing with the human rights defenders and the protection of hate victims and strengthen the coordination of the different areas and municipal services and cooperation with extra-municipal services competent in these issues; - eliminate the hate speech on the walls of Fuenlabrada and control and pursue whatever occurs in the Internet; - training for the municipal services professionals in the fight against discrimination and hate crimes, and in care for victims; - maintain specialized police teams to serve the diverse society, and improve the procedures for police action to deal with hate crimes and other discriminatory behavior, and its coordination with the Municipal Victim Assistance Service; - guarantee the functioning of a specialized interdisciplinary service for legal and psychosocial care for victims of hate crimes and other discriminatory behavior; - maintain and strengthen the Municipal Cultural Diversity Program, and maintain and strengthen citizen participation bodies that favor the meeting of municipal services with the diverse society, such as the Mesa de la Convivencia (Table of Cohabitation) and the Citizen Security Commission for the Diverse Society.
Actions promoted to prevent and combat racism, discrimination, etc. (including training)	- develop of an Action Plan against Hate, which includes all crimes committed by racist and xenophobic incidents.
Professionals and community/associations involved in the project	Department of Public Safety, the Chief of Local Police Service, the Police Diversity Management Unit (GESDIPOL, 1 officers and 5 agents)
Role of the Police in the project	Principal actor, manager of all the activities.
Main results and products.	- plan of action against hate in which all crimes committed by racist and xenophobic incidents are included; - development of action protocols in the identification of racist incidents;

	- creation of awareness in minority groups and collaboration with communities (e.g.: the Islamic community of Fuenlabrada was the one that organized the demonstrations against the attacks in Barcelona); - precursors and example in the field of the fight against racism and xenophobia for other Spanish local policies.

No. 4 Spain	
Name of the project/action	Proyecto de investigación Cultura, civilizaciones, diversidad, seguridad ciudadana y derechos (Research project "Culture, civilizations, diversity, citizen security and rights")
Years and City/place in where the project was implemented	From 2011/2012, Valencia and Castilla - La Mancha
Composition of partnership	Project leaders: Faculty of Geography and History and Faculty of Law (IDHUV) of the University of Valencia; Vice-rectorate of Culture of the University of Alicante, Group of the Alliance of Civilizations of the Spanish Federation of Municipalities and Provinces (FEMP); Partners: Social groups; Co-organizers: Institute of Human Rights of the University of Valencia, Institute of Local Development of the University of Valencia, Institute of Criminology of the University of Valencia, Department of International Law of the University of Valencia, Department of Human Geography of the University of Valencia, Vice Dean of Culture of the Faculty of History, Vice Dean of Culture of the University of Alicante, Faculty of Law of the University of Castilla - La Mancha.
Main objectives	- investigate issues related to the history of hate crimes and anti-discrimination law and the evolution of Police institutions; - train the Security Forces (including the Armed Forces) and to the students of the University of Valencia as a way to raise awareness about hate crimes; - find and improve the work tools to act against hate crimes, especially in the field of public security forces and bodies, and military, and also private security.
Actions promoted to prevent and combat racism, discrimination, etc. (including training)	- research in the field of multi and inter-culturalism; - training actions of different formats (usual lasts 8-10 hours), aimed at members of the local Police to the municipalities of the Valencian Community).
Professionals and community/associations involved in the project	Police, local authorities, legal, social and administrative operators, members of minority social organizations.
Role of the Police in the project	Participants to and conduction of the training.
Main results and products.	Training of about 300 people (mainly local Police) in the Community of Valencia and the Community of Castilla - La Mancha (Albacete).

English BPs

No. 1 Great Britain – United Kingdom	
Name of the project/action	Bradford Hate Crime Strategy
Years and City/place in where the project was implemented	From 2017 to 2020 - Bradford, West Yorkshire, UK
Composition of partnership	Project leader: Bradford Hate Crime Alliance; Partners: Bradford Council and West Yorkshire Police.
Main objectives	- reduce hate crime through a range of actions listed in an agreed annual action plan; - have an agreed strategy and action plan for all partners to work in partnership.
Actions promoted to prevent and combat racism, discrimination, etc. (including training)	Draft of the Bradford Hate Crime Strategy that is a CHARTER to ERRADICATE, that is signed by all large Bradford City Institutions, and cover all hate strands recognized nationally – Race, Faith, Disability, Sexual Orientation and Transgender –.
Professionals and community/associations involved in the project	Police, the Alliance of twenty or so organizations pledging to eradicate hatred and various NGO's in the district.
Role of the Police in the project	Partner in the agreement of the Bradford Hate Crime Strategy.
Main results and products.	-increase of the support to victims; - low tension in the community (even after major events such as terror attacked in London and Manchester; - more partners are working together using one written and agreed plan.

No. 2 Great Britain – United Kingdom	
Name of the project/action	Third Party Hate Crime Reporting
Years and City/place in where the project was implemented	Since 2016 - Bradford, West Yorkshire, UK
Composition of partnership	Project leader: Bradford Hate Crime Alliance (BHCA); Partners: Bradford Council and West Yorkshire Police.
Main objectives	- give confidence to victims to report hate crimes in their community if they do not want to attend a Police station; - help sign posting, support for victim and provide a more local person service that Police station may not give due to the busy nature of Police station.
Actions promoted to prevent and combat racism, discrimination, etc. (including training)	- public a service to report a hate crimes using online reporting provided by BHCA website (once the report is taken it triggers two emails, one to BHCA and the other to West Yorkshire Police Hate Crime Coordinators; - discussion and logging of the case with designated hate crime coordinators for investigation within 24 hours; - visit to the victim to offer support whilst the Police start their investigation; - collection of relevant information and share with Police in case we have missed any information; - offer of specialist support to the victim if needed to cope with trauma; - annual training (PowerPoint presentation, YouTube clips and interactive sessions) for the Third Party Reporting Centre staff about hate crime awareness, updates in Law and share any BP.
Professionals and community/associations involved in the project	Police, Local Council staff and BHCA staff.
Role of the Police in the project	Partner and sometimes trainers.
Main results and products.	The third party reporting centres have allowed the public to report hate crimes to a third party other than a Police station. They have been able to provide support to victims of hate crime and reporting over 300 hate crimes from April 2016-March 2017.

No. 3 Great Britain – United Kingdom	
Name of the project/action	Strategic Management Group
Years and City/place in where the project was implemented	Since 2010 - Bradford, West Yorkshire, UK
Composition of partnership	Project leader: Bradford Hate Crime Alliance (BHCA); Partners: Bradford Council and West Yorkshire Police.
Main objectives	- work in partnership, provide leadership, continue to review the strategy and action plan performance over the year; - provide direction in specific issues and advise the various senior officer groups within the Police and the local council; - gather research and data from various sources to determine the status of hate incidents across the district.
Actions promoted to prevent and combat racism, discrimination, etc. (including training)	Writing the strategy and agreeing the action plan.
Professionals and community/associations involved in the project	Members from organizations working in the anti-hate field, Police, members of BHCA.
Role of the Police in the project	Participants at the management group.
Main results and products.	Production of a coherent strategy, action plan, review the plan and react to events that threaten the community.

2.2. BPs analysis: similarities and differences

Starting from the information contained in the tables above, it is possible to analyse the similarities and differences and the peculiarities of the BPs.

Although all the BPs, as we have already said, have been implemented locally, some were part of larger projects through which they were funded. In particular, Bulgaria's BPs is financed by European funds, while the two Italian BPs are activities of the Italian partners included in European projects involving other European countries. The BP No. 2 Finland and BP No. 1 Portugal are part of national projects, whose development and whose effects can, however, be read in the light of the local urban contexts. All other BPs mentioned above have been designed and implemented at the local level.

Table 2 – Summary of the types of context/funds of the BPs

European	BP No. 1 Bulgaria; BPs No. 1 and No. 2 Italy
National	BP No. 1 Estonia; BP No. 2 Finland; BP No. 1 Portugal
Local	BP No. 1 Finland; BP No. 2 Portugal; PBs No. 1, No. 2 and No. 3 Spain; PB No. 4 Spain; BPs No. 1, No. 2 and No. 3 Great Britain

In all the BPs, with the exception of the BP No. 1 Estonia, there is a more or less extensive partnership. More than one third of the BPs have within their partnership public institutions (Ministry, City Council, Region, Public Social Services), while half of them involve, as partners,

associations and NGOs dealing with racism and discrimination against different vulnerable groups, minorities, and religious or ethnic communities (No. 2 Finland, No. 2 Portugal). Only in the BPs No. 1 Italy is involved in the partnership a trade union.

Table 3 – Summary of the types of partners in the PBs

Police	BP No. 1 Estonia; BP No. 1 Finland; BPs No. 1 and No. 2 Portugal; PBs No. 1, No. 2 and No. 3 Spain; BPs No. 1, No. 2 and No. 3 Great Britain
National or regional Institutions	BP No. 1 Bulgaria; BP No. 2 Finland; BP No. 2 Italy; BP No. 1 Portugal
Municipalities/ city councils/ social services	BPs No. 1 and No. 2 Finland; BPs No. 1 and No. 2 Italy; PBs No. 1, No. 2 and No. 3 Spain; BPs No. 1, No. 2 and No. 3 Great Britain
ONGs / Associations	BPs No. 1 and No. 2 Finland; BPs No. 1 and No. 2 Italy; BPs No. 1, No. 2 and No. 3 Great Britain
Religious Associations/ Churches	BPs No. 1 and No. 2 Finland; BP No. 2 Portugal
Universities	BP No. 1 Bulgaria; BP No. 1 Italy
Unions	BP No. 1 Italy

With regard to the goals, although all projects clearly have the main purpose of prevent and/or fight and reduce episodes of racism, xenophobia, intolerance and hate crimes, there are some differences with the targeted subjects and victims of these behaviours. Specifically, the BPs No. 1 Bulgaria and No. 2 Italy focused on combating discrimination against Roma people. The BPs No. 1 Portugal and No. 1 Italy focused primarily on the fight against racism and discrimination towards the immigrant population, as well as BP No. 2 Portugal that has further narrowed the focus on a specific immigrant community, the Romanian. The theme of the fight against discrimination and hate crimes against LGBT people was instead treated only in BP No. 1 Italy. The BPs No. 1 Estonia and No. 2 Finland focused also on preventing and fighting hate speech. The issue of gender is not specifically addressed in not one of the BPs analysed, but is transversal in all: we can suppose that probably in most cases the BPs working against discrimination and hate crimes against vulnerable people deal with women too, even if not explicitly.

In most of the projects analysed, fighting all these behaviours is possible through increased awareness of both the Police, indigenous people and minority or vulnerable communities. The goal of many projects was therefore to raise awareness on what are hate crimes and build or increase of trust in the Police by the victims of racism and discrimination. This would lead to less fear by racist and hate crime victims in denouncing these crimes. The increase in formal complaints is in fact a specific objective of some of the BPs we have analysed, in particular the BP No. 1 and No. 3 Spain, and BP No. 2 Great Britain, which also offers a victim support service throughout all the process of the complaint and the investigation.

Table 4 – Summary of the main objectives/goals of the PBs

Prevent, reduce and fight racism/discrimination/hate crime in general	BP No. 1 Bulgaria; PB No. 1 Estonia: PBs No. 1 and No. 2 Finland; BPs No. 1 and No. 2 Italy; PBs No. 1 and No. 2 Portugal; BPs No. 1, No. 2, No. 3 and No. 4 Spain; BPs No. 1, No. 2 and No. 3 Great Britain
Prevent, reduce and fight hate speech	BP No. 1 Estonia; BP No. 2 Finland; BP No. 3 Spain
Prevent, reduce and fight racism/discrimination/hate crime against immigrant populations	BP No. 1 Finland; BP No. 1 Italy; BPs No. 1 and No. 2 Portugal (No. 2 in particular focus on Romanian)
Prevent, reduce and fight racism/discrimination/hate crime against Roma population	BP No. 1 Bulgaria; BP No. 2 Italy
Prevent, reduce and fight racism/discrimination/hate crime against LGBT people	BP No. 1 Italy, BPs No. 1, No. 2 and No. 3 Great Britain
Support and facilitate reporting of racism and hate crime victims	BPs No. 1 and No. 2 Finland, BPs No. 1 and No. 3 Spain; BPs No. 1 and No. 2 Great Britain
Create or increase trust towards Police	BP No. 1 Estonia; BP No. 1 and No. 2 Finland; BP No. 2 Italy; BP No. 2 Portugal; BP No. 2 Great Britain
Training	BP No. 1 Bulgaria; BPs No. 1 and No. 2 Finland, BP No. 1 Italy; BP No. 1 Portugal; BPs No. 3 and No. 4 Spain
Creation of protocol, Strategy or Action Plan, and gathering data	BP No. 1 Portugal; BPs No. 1, No, 2 and No. 3 Great Britain (No. 3 in particular gathering data and research)

The features we have described have been implemented through several actions that can be summarized in four areas: training; information and discussion meeting; drafting of protocols; and research.

Training is the most common action, although it is not possible to find uniformity within this action because each project has structured training differently in terms of objective, number of hours, content, training mode, and number of participants. For example, BP No. 1 Portugal's training consisted of 40 training sessions that formed about 1000 officers, while No. 2 Spain BP's training has seen the organization of 3 modules, for a total of 120 hours where 10-15 Police officers were formed. Differently, BP No. 1 Spain's training was structured in: 10 hours of incoming training; 30 hours of specialization course; 3 hours of upgrade course; semi-annual training day of 5 hours.

In some cases, training was carried out through lectures; in other cases, laboratories and workshops were proposed, as in the case of BP No. 1 Italy, or even in the form of discussion, as in BP No. 1 Bulgaria and BP No. 2 Italy.

Information and awareness raising activities, addressed both to minorities, ethnic communities, general population and the Police, are widely present within the BPs mentioned above. In the projects analysed, in fact, various information actions such as conferences (BP No. 1 Bulgaria), seminars and workshops (BP No. 2 Finland) and meetings and lecturers in schools or with students (BP No. 1 Estonia, BPs No. 1 and 2 Finland, BP No. 2 Portugal) were organized.

Less present are the **research activities** c (surveys in particular) that we find only in BP No. 1 Bulgaria, BP No. 2 Finland, and BP No. 4 Spain. **Protocols or agreements** are only available in the British BPs, in the BP No. 1 Portugal, and in the BP No. 2 Spain.

In all these different activities, several **professionals** were **involved**, both in the role of organizers/managers, and as users of the actions and of the services. In more than half of the projects analysed experts of human rights, on racism and discrimination issues or professional of NGOs dealing with these issues were involved. The minority ethnic communities, and their leaders or spokespersons, have been involved in projects in a limited way. An example is the case of Roma communities involved in the BP No. 2 Italy; in BPs No. 1 and No. 2 Portugal; and in BP No. 4 Spain. In some projects members of the (local) authorities (BP No. 1 Bulgaria; BP No. 2 Italy; BP No. 4 Spain and all the British BPs) and social workers (BP No. 1 Finland, and BPs No. 1 and No. 3 Spain) have also been involved.

As expected, in all the BPs Police officers are involved, because their presence constituted a fundamental criterion for the selection of BPs. Within the various projects, however, **Police** have not always played the same **role**. In fact, in 7 BPs (BP No. 1 Bulgaria; BPs No. 1 and No. 2 Italy; BP No.1 Portugal; BPs No. 1, No. 3 and No. 4 Spain) Police were the beneficiaries of the training provided. Instead, in 6 projects (BP No. 2 Finland; BP No. 1 Portugal; BPs No. 1 and No. 4 Spain; and BP No. 2 Great Britain) Police took the role of trainer. In the BP No. 1 Estonia, BP No. 1 Finland, and in the BPs No. 1, No. 2 and No. 3 Spain, the Police have the role of organizer and manager of the action put in place to fight racism, discrimination and hate crimes; while in British BPs Police, that have well established organisational and managerial systems and procedures to record Hate Crime, provide support to victims and tackle Hate Crime, has also the role of Partner in the Agreement. Therefore, in general, Police in the BPs analysed have an active role, with the exception of BP No. 1 Bulgaria, and BPs No. 1 and No. 2 Italy, where it has only the role of mere trainee of the training proposed by the other partners of the presented projects.

If different are the actions put in place to prevent and combat racism, xenophobia, intolerance and hate crimes within the various contexts analysed, different also are the **results and the products** obtained from these projects and actions. The analysis of the BPs collected by the project partners, in fact, show a variety of results.

One of the most important results is certainly the promotion of a discussion and an insight into the issue of racism, discrimination, hate crime against different vulnerable groups or members of minority groups, both addressed to the latter, to the local and foreign population and even to Police. In various contexts this has increased the awareness by the Police regarding situations of discrimination and hate crime. We can also suppose that the promotion of discussion and the organization of meetings has built and increased the trust in the Police by minorities and victims of such crimes. This aspect was noted, in particular, in the BP No. 1 Finland, in the two Italian BPs, and in the BP No. 2 Portugal, although it is also probably implied in the other experiences, where other more concrete and tangible results have been reported. In fact, the experience of Estonia has seen an increase in the reports of hate speech by web users as well as British experiences have seen, as a result of their actions, an increase in the concrete support for victims of hate crimes. Equally concrete is the creation and implementation of the network established within the experience of the BP No. 1 Spain.

Some of the BPs analysed have also left as a tangible result of their work the Guidelines for Recruiting Multicultural Volunteers in NGOs (BP No. 2 Finland), Handbooks for the Police (BP No. 1 Bulgaria, and BPs No. 1 and No. 2 Italy) and for the professional local administration (BP No. 2 Italy).

As we have said, some of the BPs presented have been funded by European or national funds, through specific calls, and they are already finished and it has not been possible to be continued and further implemented. Other projects, however, have just begun. Therefore, it is difficult to evaluate the actual impact of their actions and their real success in preventing and fighting racism, xenophobia, intolerance and hate crimes. This is also because it seems that there has not been a constant activity of **monitoring** of the actions and results obtained on any of the BPs, with the exception of BP No. 1 Great Britain "Bradford Hate Crime Strategy".

3. Prevent and fight against racism, xenophobia, discrimination, forms of intolerance and hate crimes: needs, tools and strategies. The analysis of the interviews and focus groups with key informants

To understand how the Police, in collaboration with other entities, works to prevent and combat racism, xenophobia, discrimination, intolerance and hate crimes, we decided to investigate the following aspects:

- communication with the territory and the presence of networks;
- how Police respond and resolve hate conflicts;
- training;
- managing episodes in which women or LGBT people are victims.

We also considered it was important to collect suggestions to improve and develop actions and strategies to prevent and fight racism and hate crime.

The information and data was collected using qualitative research methods, interviews and focus groups with key informants, members of Police, local authorities, or members of associations and NGOs dealing with the topic of racism, xenophobia, etc.

Two interview and two focus group drafts were prepared (Annex I, II, III, IV), one for the countries that had identified BPs and one for countries that did not identify BPs in their territory. 34 interviews and 3 focus groups (Bulgaria, Estonia and Italy, with a total of 16 participants) were conducted. Italy has also conducted 5 telephone and face-to-face exploratory talks, in which were collected useful data for the research.

Overall, 55 people were involved in this phase of the project, including Police Officers, participants in BPs, experts, local authorities, members of municipalities or ministries, etc.

The following pages will be devoted to the analysis and the comparison of the collected data, highlighting similarities and differences and the needs of proximity policing and of other institutional or third sector actors in dealing with the issue of racism and hate crimes into the different local contexts.

3.1. Communication, networking and involvement of minority and community

In this section, we describe, when they are present, the Police strategies to communicate and cooperate with other actors: authorities, NGOs, ethnic, religious, LGBT community, and minorities, in order to prevent and fight racism, xenophobia, other forms of intolerance, discrimination and hate crimes.

In general, respondents admit that regular participation in formalized networks is not a practice used by all proximity Police officers in the territories we have considered for the analysis of BP.In fact, the only Police involved in formal networks are the English West Yorkshire Police, the Spanish Police of Las Palmas, of Madrid (Diversity Management Unit) and of Fuenlabrada, and the Helsinki

Police. The West Yorkshire Police is included in a network of groups both strategically and operationally, in particular in the Independent Advisory Group formed by members of the local community. Although West Yorkshire Police has Neighbourhood policing teams in every community who engage on a daily basis both formally and informally, respondents, however, report that the involvement of the Police in the community and even inside the places of worship, through visits to local or ethnic churches, mosques or religious associations, was greater in the past, and that is now diminished because of lack of resources.

Even in the Spanish context, the Police involved in the analysed BPs, are included in both formal and also informal networks. Network activity is mainly brought forward with other municipal offices, especially social services with which they deal regarding discriminatory issues related to aporophobia[15] and xenophobia. The Police of Fuenlabrada has created a local Commission for the management of diversity which meets regularly, and deals not only with racial or ethnic diversity issues, but also issues related to LGBT, disability, etc. It also participates in the Citizens Commission against hatred and in the Local Plan of Action against Hate, which includes other officers of the Municipality. The Police in Las Palmas is part of a network which includes associations of various kinds – associations working with prostitute women, Caritas, Médicos del Mundo – and with educational institutions dedicated to immigrant children, with which they work in raising awareness. The Municipal Police Training School of Madrid annually provides specific and specialized training on Management of Diversity and Hate Crimes and Discriminatory incidents with reference to the protection of fundamental rights.

Also, the Helsinki Preventive Policing Unit (40 people, including 10 specialized in racism/multicultural/minorities related work) uses both formal and informal methods in order to communicate with different groups of people. It is part of many networks involving also associations, institutions and professionals dealing with psychiatric problems, social workers, young people, and victims of gender violence. Moreover, the Preventive Policing Unit meets almost daily with communities and minorities, especially ethnic and religious, by visiting places where people belonging to these minorities live and spend their spare time, such as mosques, shopping malls, and coffee shops. During these visits, Police also encounter cases of hate speech or crime. The work done by the Unit is very much appreciated by NGOs and social workers interviewees who report that there is a "long tradition of cooperation with proximity policing" and recognize the Police's efforts to create "good networks with NGOs and immigrant NGOs and different religious communities", to discuss and exchange information.

In other contexts, however Police do not participate in formal and permanent networks. However, the Public Security Police of Lisbon is in close contact with the Social Committees of the Community and when involved into specific projects, participates occasionally in the network meetings created *ad hoc*, as happened in the analysed BP "Juntos por Todos".

Where there are no formalized networks, it is also possible that contact with associations, communities and minorities is carried out personally by individual officers, such as in the local Police of Milan and Bologna. For example, in Milan in the 90s, in some neighbourhoods did exist Neighbourhood Defence Units, involving local Police, neighbourhood associations, social workers, which worked in collaboration also with other Police forces (State Police and Carabinieri). In both Italian cities, there are municipal or neighbourhood discussion forums, related to discrimination,

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[15] Fear of poverty and poor people.

but in these forums is the local authorities who participates and not the local Police. This maybe happen because of the special nature of the Italian local Police, which is an "administrative Police force", with a mandate on urban safety management (roads, market management, etc.) and not a military force, as the State Police or Carabinieri, in charge of management of crimes.

Indeed, at national level, the issue of prevention and combating racism, discrimination and hate crimes is managed by Oscad[16,] which has established a partnership with UNAR, the National Office for the Promotion of Equality and the Elimination of Discrimination based on race or ethnic origin. This Partnership in particular deals with the theme of racism and the theme of hate speech. On the basis of this experience, respondents argued that, also at the local level, it would be useful to create protocols to share the knowledge of the bodies working on that territory.

In general, all respondents expressed the need and the importance of creating local networks in which proximity police could be involved.

For example, Bulgarian respondents, argued that "communication between the Police and the different communities is good", and believe that it is important to have steady communication and meetings between Police and other actors dealing with racism, other forms of intolerance and hate crime. They think that working together allows a "mutual sharing of problems" that permits "to reach a cross point the different views". At the local level, Bulgarian Police have contact with associations and NGOs united in the Alliance for Protection Against Gender-Based Violence, or the youth section of the Bulgarian Red Cross. The Police also have contacts with some specific communities, such as Roma, and they point out that a better communication, mediated by a personal relationship with the community and its leaders, would be necessary. This communication strategy would lead to increase the trust in the Police.

Estonian and Latvian respondents believe that it would be important to have close contacts with more associations, specific communities and minorities, to help creating a sense of security in the community. At the moment, Estonian Police appear to have close contacts, though not formalized, with staff and non-profit associations of people who have received international protection, while the Latvian Police have contacts both with a service to support victims of human trafficking, legal immigrants, refugees and persons granted subsidiary protection status, and with probation services.

Proximity policing of countries with BPs also have different ways of promoting, participating and doing activities with the community. The most frequently used strategies to create links with the communities is to organize meetings or participating in meetings organized by others on specific topics - laws, functioning of the Authorities - often in schools. The Police organize meetings to present its activities and to create a trust climate. This strategy is implemented by the Finnish Police (even if it is less common nowadays), the Lisbon Police and the Bulgarian Police who organize meetings, in schools and sports clubs, especially with young people or minorities living in neighbourhoods with severe problems. The meetings organized by the Finnish Police aim at involving the communities and the associations in debates about local problems in order to find a common solution. The Finnish associations members interviewed for the Proximity project, consider that it is important for the Police to be present and clearly visible in some events, such as Pride or the World Village Festival.

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[16] Inter-force Observatory for Security Against Discriminatory Acts.

For the Portuguese Police, contacts with specific communities occur almost exclusively through social community commissions, and mostly with community leader; these contacts are also made by the community police officers.

The Spanish Police of Fuenlabrada participates actively in initiatives organized by the community to which is invited, such as the celebration of the International Day against Racism.

In the case of West Yorkshire Police involvement is more formal: Police are involved in the Hate Strategy Launch and the National Annual Hate Crime Week (in October), and are included in the Police Independent Advisory Group and the Hate Crime Scrutiny Panels, as well as have an extensive engagement of 365 day a year in local initiatives and with local communities. Participation in these networks make the Police very visible to the community. In addition, the West Yorkshire Police is part of the Reassurance and Engagement meeting, where key partners are involved in discussing of racism and hate crime, at local level.

Another collaborative strategy is to allow communities or associations to support the victim of hate episodes during the complaint. Similarly, the Preventive Policing Unit of Helsinki created an "assisted complaint service" that the Unit's officers do ad hoc when needed: the victim can be supported by a member of the community or associations together with the Police itself.

Another way of engagement and collaboration with communities is the experience recently started in Milan, where Police officers working in neighbourhoods with high a rate of foreign population cooperate with language and cultural mediators. The initial idea was that these mediators should belong to the foreign communities but for the moment they are students who know the language of the addressed minorities.

In territorial contexts where networking and communication with communities and minorities is not present or is poorly developed, the creation of a network and communication are, however, considered particularly important. For example, the Bulgarian key informant of the Proximity project considers that collaboration could be implemented by means of partnership between representatives of minorities and the institutions or by inviting the representatives of the communities to explain the problems of their community to the Police, for instance during the training sessions of the Police officers. The Estonian key informants believe that, although the Police already participate in some round-tables such as one on child-related crimes, it would be good to organize information days for different minority groups to deal with their concerns. In these information days there might be Police officers answering questions and providing information. Round-tables with minorities and non-profit associations focussing on human rights and/or minority rights, could be organized as well to cooperate towards a common goal.

Contact and communication activities with the community carried out by the Police are generally not monitored. Only the Spanish, English, and Portuguese Police produce minutes or activity records, but only the Portuguese Police share these with the partners and the results of the main activities are published on social networks like Facebook, and presented to the media.

Looking at the professionals in charge out of contact, interaction and communication with the population, communities and specific minorities (ethnic, religious, LGBT, etc.), we note some trends. Where there exist specific Units, such as in and in Madrid (Spain), or all unit officers are involved in the communication activities or specific agents are identified. For example, Fuenlabrada Police has

identified 3 community-based specialized officers, while in Madrid there are 5 people (1 commander, 1 sergeant, 1 Deputy Commander and 2 corporals (out of 15) who work in direct contact with the communities. In the case of Finland, where all the agents of the Unit are involved in community contact work, a representative of an interviewed NGO argued that although all agents might have contact with communities, it is important that there are specific reference figures in which communities can put more trust.

Where, there is no specific Unit that addresses the theme of diversity management or episodes of racism, discrimination, etc. there might be specific roles with responsibilities in crime prevention and community policing. In the Lisbon Police, this task is assumed by the supervisor or coordinator of the proximity policing, and is in charge of establishing contacts with the social commission, to organize common activities. In West Yorkshire Police, this task is assumed either by two constables and one Sergeant (but in general Neighbourhood policing teams and Community safety teams are engage in the interaction with minority communities). There are no specific officers dedicated to contact with communities and minorities in the Italian local Police, nor in Bulgarian, Estonian, and Latvian.

3.2. Conflict resolution: strategies and tools

Although not all of the interviewed key informants consider or know whether in their cities or neighbourhoods there have been incidents related to racism, discrimination, intolerance, hate crime against immigrants, ethnic and cultural communities, LGBT people, most are aware or have the feeling of the increase of such episodes, especially with regard to Muslim or LGBT people.

In general, there is an increase in the perception that episodes of racism, discrimination and even violent crimes are raising. Such awareness, especially by members of associations and communities, is however not linked to the number of hate crimes reported to the Police. In fact, the number of reports is under-represented due to several reasons: "Fear of reprisal by perpetrators; Fear and mistrust of law enforcement staff; Belief that victimization will not be taken seriously/on fear of further victimization by policy; Fear of secondary victimization; Failure to classify reported incidents as hate crime because of insufficient evidence of motivation, failure to investigate the context of an incident" (International Centre for the Prevention of Crime, 2002, p. 7)[17].

The presence of the hate crime incidents is instead often known due to reports produced by associations or research and advocacy institutes, both national and international, as highlighted by a Bulgarian key informant. This informant reports that a lot of hate incidents and crimes happen and are made evident through a research on "Public Attitudes towards Hate Speech in Bulgaria" conducted in 2016 by the Open Society Institute, or through the report published by Amnesty International in 2015[18].

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[17] International Centre for the Prevention of Crime, Assisting cities and countries to reduce delinquency, violence, and insecurity, 2002, *Preventing Hate Crimes: International Strategies and Practice.*

[18] In each country there are reports on issues of discrimination, episodes of racism, xenophobia, homophobia, forms of intolerance, hate crime and hate speech, drawn up by NGOs, Independent Research Institutes, Foundations, or National or European Agencies. Examples of such reports are the Country Report - Non-Discrimination edited by the European Commission, the reports edited by ENAR (European Network against Racism) and Open Society Foundation.

On the increase of racial hatreds and against minorities and the difficulty of identifying and fighting them, some key informants, especially Bulgarians and Italians, argue that there is also a strong responsibility of the national and local social cohesion, integration and immigration policies favouring the establishment of "ghetto districts" with a high rate of socially vulnerable population, and this situation favours ethnic conflicts, such as against the Roma settlements.

The unequal awareness of racism, discrimination, xenophobia, hate crimes and the inability to give precise definitions[19], by both the Police and the communities and minorities and society in general, and the failure to categorize and classify these phenomena, is one of the main problems that local Police, and the society, have to face when dealing with them, as underlined by some of the Estonian and Bulgarian key informants. More key informants, police officers and members of NGOs and associations, report that the lack of knowledge about these phenomena and crimes might be linked to prejudices and stereotypes that some Police officers, even unintentionally, have towards certain categories of people. For this reason, one of the tools identified as important for resolving hate conflicts is a good knowledge of the issue by the Police, knowledge that can be acquired through training (see next paragraph); another important tool is a good network (previous paragraph) of authorities and NGOs, to which the Police can ask for support.

Beyond the communication and training aspect, the Police also proposed other responses to discrimination, intolerance or hate incidents/crimes. In general, Police deal with these incidents using the legal procedures and instruments available to prosecute crimes. For example, in Italy, the Criminal Code and the Criminal Procedure Code which define crimes and penalties associated to them, as well as the indications of the European Code of Police Ethics are used.

According to some key informants in other countries, Police have more activity on prevention rather than on operational action or codified procedures against the hate crimes. For example, the Finnish key informant reports that, although the Preventive Policing Unit has a strategy of welcoming victims of hate crimes, which helps them to feel secure and therefore to denounce, they work more on preventing discrimination, hate conflicts, and violent extremism, trying to activate the communities in this battle and disseminating the idea that "the Police services are the same to everyone". In addition, the Unit keep internal records for each episode. For the Helsinki Preventive Policing Unit thinks all these tools – the codified procedures, the internal records of crimes and the prevention actions through the involvement of communities – are useful instrument to fight racism and hate crimes, especially when used simultaneously.

The Municipal Police of Madrid and Fuenlabrada, through the Diversity Management Unit, work against hate crimes by registering and investigating those crimes and other incidents of intolerance (especially online hate speech, less serious physical threats, other threats) as well as organizing awareness and empowerment meetings with associations. Fuenlabrada Police have strategies, tools, and operational protocols to deal with hate crimes/incidents and support for the victims, not only during the investigation process, but also in the follow up of the incident, in order to know if it has been overcome or if it has been repeated. Madrid Police enables assistance and specialized advice to the victim, even if no complaint is filed, and, if necessary, the victim would be transferred to municipal services or to those which are pertinent, such as social services, or NGOs and

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[19] This aspect was also found in our research, where the interviewed key informants gave several definitions of the terms "racism", "xenophobia", "discrimination", "hate crimes", often accompanying the description of explicative real episodes. Many of them, however, reported the official definitions of the European Union Directives.

Association services, to pay psychological attention. In addition, the Madrid Diversity Management Unit produce a statistical report of incidents occurred in Madrid, included not reported ones, in order to know the actual data of the events that are taking place in the city of Madrid and be able to make risk maps and prevent this type of criminal acts.

The West Yorkshire Police have an important set of procedures and formal policies to deal with hate crime. The procedures are included in an operating manual. The Police should deal with hate crime within 24 hours. They should also designate a coordinator to organize the investigation, monitor the progress of the case, and give operational guidance.

In none of the Police bodies included in the Proximity project, with the exception of the West Yorkshire Police, there are specific tools or procedures that Police use or should use when the victim is a woman or an LGBT person.

Many Police, in the treatment of victims of discrimination and hate crimes, use mediation services often provided by NGOs, or work closely with municipal services, in particular social services. For example, the Preventive Policing Unit of the Helsinki, in cases in which people can be victims of hate crime even within their own communities, such as migrant LGBT, use the NGOs mediation services. The Estonian Police work in co-operation with the Center for Human Rights. The Sofia Police co-operates with the Foundation Pulse that has a 24-hour hotline for victims of violence to which a woman can call using a coded word/phrase and, after the victim call, the organization connects the victim to the Police. In the Spanish experience, the Police of Madrid has a Cohabitation and Prevention Unit where there are several mediator agents (which have a minimum of 100 hours of specific and specialized training in conflict mediation), while Police of Fuenlabrada uses the Municipal Assistance Service for hate victims. The Italian local Police, in cases where the victim is a minor or a woman (often a victim of domestic violence), work in collaboration with municipal social services.

The restorative justice tool seems to be used by West Yorkshire Police when both parties (victim and perpetrator) want to engage, and by Portuguese Police but only after that a mediation attempt has been made through the local leader of the communities the victim belongs to.

The West Yorkshire Police also make use of the collaboration with BCHA in detecting and managing hate crimes, which provides the third party reporting tool. This is also considered useful by Italian key informants who believe it allows to overcome the mistrust of the Police and the fear of secondary victimization[20], and therefore the fear of denouncing crimes.

In general, even where there are no strategies and consolidated instruments, such as specific protocols, the people interviewed think that it is necessary an empathetic management by the Police officers towards persons victims of racism, discrimination and hate crimes. This mode of dealing with the victim, however, depends heavily on the sensitivity and training of the specific Police officers, as some key informants from Finland, Bulgaria and Italy, including Police pointed out.

Given the non-systematic nature of a lot of the interventions analysed, it is considered important for respondents that strategies and tools defined as BPs can be shared with other proximity police.

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[20] Secondary victimization or post crime victimization occurs when the victim is blamed, treated with skepticism or with inappropriate language, e.g. by police officers or medical personnel.

This aspect of sharing practices also seems to be deficient and limited to a few countries. In fact, the Portuguese Police share the practices use in individual cases within the Unit and with the superiors of other Units, so that they might share the same practices with their agents.

English Police share the BPs with partners in the area. In fact, the West Yorkshire Police have set up a partnership called Hate Crime Incident Reporting Working Group to share good practices. Good practices implemented by Fuenlabrada and Madrid Police have been shared with national and international networks for example the EFUS –European Forum for urban security –.

From the analysis of the interviews and the focus groups, it does not appear that the local Police have implemented specific tools and strategies to prevent, manage and combat hate offenses or have shared BPs, except for those of Finland, Spain and England.

However, the key informants of all countries stressed the importance of BPs' sharing and of the local Police participation in actions on preventing and fighting racism, discrimination and other forms of intolerance and hate crime, because "the Police could be the link between minority groups and others" (Bulgarian key informant) and "represent power and law enforcement, and the messages of the Police are perceived as rather important" (Estonian key informant) and the involvement of Police in actions on preventing and fighting racism can "ensure the order in society as a whole" (Latvian Key informant).

3.3. Training

The training topic has already been mentioned in previous pages. In fact, many key informants have cited it as a tool to create awareness about human rights, racism and hate crimes among the Police, and also among other bodies. As we saw in chapter 2, training is one of the actions that have been most promoted in the BPs analysed. In fact, on 15 BPs presented, 11 have implemented training.

It is not surprising then, that all interviewees believe that training Police in human rights or to deal with hate conflict/crime is an important activity, especially if it is continuous, as Spanish and Italian key informants said. For example, one of the British key informants argued that it is important that the Police keep up with the training, especially with a cultural education, on human rights, legislation, good practices and all other aspects of community based knowledge.

These words sum up the prevalent thinking about training among the interviewed people. According to one Finnish key informant however, training should not be based on lectures but on dialogic training that provides opportunities for reflection and thinking, and should be addressed to all officers. One of the Bulgarian key informants argued that a good training should be practically oriented – solving real cases, making comparisons between the real decisions and decisions of the participants during the training. However, unlike what the Finnish key informant argued, Bulgarian key informant thinks that training should be conducted with specific officers on specific topics, because a general training on a large amount of Police officers is not that effective. For another Bulgarian key informant it is also important involve representatives of the "discriminated communities" (e.g. immigrants, Roma people, LGBT people and others) in trainings. This could help the police officers to understand the cultural peculiarities of different communities and to detect the problems they are dealing with. On the other hand, some of the Estonian and Italian key

informants believe that basic training should be made to all officers, while specialised training should be offered to agents who actually work in the neighbourhood or in sections linked to racism, discrimination, and hate crimes problems. Finally, another of the key informants of Estonia argued that it would be wise to do more in-depth training for a small group and in certain regions or specific local governments where the danger of these situations is greater, for example where there is a greater number of foreigners.

Training is also viewed as an opportunity for agents to become aware of their stereotypes and prejudices, as it seems to have happened in the training proposed in the "Together" project, according to the key informant who managed that training for the local Police of Milan. Of the same opinion is one of the Bulgarian key informants, who argued that the training on discrimination, racism, xenophobia, and hate crimes is seen as important and necessary because the Police need to be aware of the challenges, stereotypes, and human rights and obligations in order to be able to react more professionally and to provide adequate information to citizens.

There is no concordance on how to organize the training. For some, it should be a continuous training provided by the Police (e.g., the Police school), including external expert trainers, e.g. from NGOs. For others, training on human rights and racism, etc., should be an additional training to the basic training, as was the case in the Portuguese project "Juntos por Todos". There is also disagreement on the amount of hours to be delivered. For a Bulgarian key informant the duration should be between 3 and 5 days, depending on the topic of the training.

If the opinions on the optimal training modes are different, this multiplicity of methods, lengths, and topics discussed is also found in the training experiences within the BPs analysed. In fact, the training attended by an informant of Helsinki Police Department was an internal training, whose topic was focused on religion and the education on Islam. The West Yorkshire Police training is also an internal training course, held to all ranks of the Police (inspector, sergeant and Police constables), face to face or via e-learning - on human rights, diversity in the community, including scenario based workshops. The Portuguese Police, besides the basic training, have training in community policing for 1 week and in the "Juntos por todos" project, training for 1 day.

Different is the Police training experience in Bulgaria, where the Commission for Discrimination Protection has trained the Police on hate crime, racism and xenophobia in order to raise awareness and competences for working in multicultural environments, working with ethnic minorities and recognition of discrimination. Recently, such courses have also been provided at the Academy of the Ministry of Interior. Instead, at a local level in each Police station there is an initiative called "School year without leaving work", whereby external lecturers or colleagues are invited to share experiences on the subject of discrimination and hate crime.

Additionally to the different training experiences in different national contexts, we note that even within the same countries, the training provided differs from one local context to another. In Spain, for example, where local Police training is managed by the municipalities, we found that: the Diversity Management Unit of Fuenlabrada participated in a specialized training of 70 hours, and the Municipal Police also participated in other specialized courses on Roma population and hate crimes. Moreover, the Police of Fuenlabrada annually organizes approximately 10 specialized training that last from 4 to 20 hours each one. The Police of Madrid, through the courses of the Municipal Police Academy, provided training to more than 2500 Police officers on the subject of

hate crimes and discriminatory incidents and police management of diversity. In the Las Palmas Police 25 agents have participated in a 25-hour training on hate crimes.

Looking at the Italian experience, training in BPs involving the Milan Municipal Police took place on 2 meetings of one day, involving more than 80 people. Training included lecturers, but also the discussion using and practising case studies. The local Police in Bologna over the years has received training on the topic of gender victimization, multiculturalism, and LGBT people's rights[21], in the "RomaMatrix" project has received training in the form of discussion meetings, on the issue of prejudices and discrimination against the Roma population, in which Roma themselves were involved. The half-day training has involved around a dozen people. Training on discrimination and hate crimes against the Roma population was also dealt with within a training that was attended by the Bulgarian Police, organized by the Academy of the Interior Ministry, which invited representatives of the Roma community both as lecturers and listeners.

In general, training has been assessed positively because, as one of the Italian respondents pointed out, training helps to know aspects that are unknown, to have more information and therefore to be better prepared to manage situations where victims are part of minorities or vulnerable groups.

3.4. Managing Gender and LGBT hate crime

Recently, particular attention has been given to the issue of gender and LGBT people as a result of growing incidents of discrimination and violence against women and LGBT people.

Despite this growing attention, the analysis of interviews and focus groups has shown that gender and the LGBT question although taken into account by the proximity Police, are not a specific topic of Police intervention. In the Helsinki Preventive Policing Unit, for example, women are one of the target groups for the unit. In West Yorkshire Police, the issue of gender is taken into account in particular by linking it to the situation of women in certain religious communities, in particular relating to honour crime and forced marriages, that however in UK are dealt with as domestic violence and safeguarding.

Only within the Spanish Police the topic of gender has an operational definition, as gender is considered a "collateral condition for discrimination against racism and xenophobia" and misogyny is pursued as the main cause of discrimination and intolerance.

In daily action, however, in some local contexts such as the Italian, English or Portuguese, the Police try to manage female victims by using, whenever possible a female agent, in the immediate aid or complaint, in order to make the victim more comfortable.

Therefore, we didn't found special Proximity policing methods of intervention when victims are women or LGBT people, with the exception of the Fuenlabrada Police that have a protocol with

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[21] For training it used the 'ILGA-Europe's Toolkit for training Police officers on tackling LGBTI-phobic crime. This training covered the issues of trans-sexuality and victims of specific or generic hate crimes, but where people prefer not to report their orientation. Two courses were proposed, involving 20 agents and 20 inspectors.

intervention procedures for female victims of hate crime and discrimination, the Support and Protection Unit for Women, Minor and Seniors of Madrid Police, that works on these issues in coordination with the Diversity Management Unit, and the West Yorkshire Police and BHCA that identify, record and investigate LGBT hate crime as one of the major strands of hate.

In some cases the Police have implemented strategies or proposed actions to promote communication with these victims. For example, the Finnish Police organize meetings with immigrant women, particularly those veiled, during which the Preventive Policing Unit advises women on how to report a crime and how to improve one's own safety. The communicative theme is also considered through the language used. This aspect is taken into account by the Portuguese Police, having a formal discourse and avoiding words that might be offensive, and by the Spanish Police that also have a handbook about the use of no sexist language within the local Police.

3.5. Suggestions to improve and develop actions and strategies to prevent and fight racism and hate crime

The local Police we focused on did not only participate in the projects considered BPs, but were also involved in, or promoters of other projects and activities useful to prevent and fight racism, hate crime, etc.

In some cases there were communicative or informative activities, such as the participation of West Yorkshire Police at the Hate Crime Week. In other cases, there were data collection activities or production of ad hoc materials. For example, the Diversity Management Unit of Madrid is committed to creating a handbook on vulnerable groups, to collect data on discriminatory incidents, customize forms, etc. to be used when the victim belonging to a vulnerable populations and minority groups. The same is done by the UK Police.

Also, an agent of the Bologna Municipal Police was involved, in the past, in the drafting of manuals for local Police on multiculturalism and discrimination.

The Helsinki Police cooperate with a neighbourhood Mediation Centre and on a weekly gathering group for LGBT people, who are refugees or seeking for asylum in Finland; this was just one group among many groups that are met weekly or monthly. This just happened to be on the agenda that week. There were around 50 organizations that the Unit works with in more or less regularly. In addition, there is an internet police team that refers to online hate speech: this is totally separate from the Preventive Unit though the preventive unit and the online team do interact. Another example of collaborative activities is the one between the Bulgarian Police and the Sofia Directorate of Interior, which allows direct contact with the National Emergency number 112.

Overall, participation in all these projects and activities seems to have a positive effect, as reported by most respondents. In particular, these projects have allowed public administrations to focus and engage in the fight against racism and xenophobia (Spanish key informant); have increased the reporting of hate crimes, arrests by Police, and convictions by the Court (English key informant) and have created a better view on how to solve and deal with these issues (Portuguese key informant). In some cases, participation in projects and activities has also increased trust in the Police (Finnish key informant). Another strong point, is the creation of close partnerships with organizations and associations, such as the West Yorkshire Police with BHCA.

However, weaknesses have also been reported. For many of those interviewed one of the biggest weaknesses is the lack of resources, both in terms of human resources on the territory and financial, as reported by key Informants of Finland, Spain, UK, Italy and Portugal. According to many interviewees, the lack of economic resources makes the duration of some projects too short.

Another weak point identified is the difficulty of interacting with other authorities and involving them on the topic of racism, etc. (Spain key informant), and the difficulty of involving religious groups in projects (British key informant). We might also mention as a weakness, although not indicated by the respondents, is the almost total lack of monitoring or evaluation activities – e.g. formal evaluation of the training received or impact of the actions on the territory - of the analysed projects. However, the specific Police Units, such as the Helsinki Preventive Policing Unit, and the Diversity Management Units of Madrid and Fuenlabrada in Spain, have internal monitoring systems of activities and interventions in order to evaluate the effectiveness of the work. Instead, in the West Yorkshire Police have monitoring of performance and evaluation procedures. One is the Hate Crime Scrutiny Panel where members of the local community and other partners are invited to scrutinize the recording and the investigation of Hate Crime and Incidents by the Police. According to the Portuguese key informant, an annual evaluation system is also available in the Portuguese Police to which the proximity teams have to report, to see if goals have been achieved.

Considering strengths and weaknesses, respondents underline the need to further implement prevention and fight against racism, discrimination, xenophobia, hate crimes, and also improve the activities and projects described.

What seems clear to many of them is that more resources and more opportunities to discuss on these issues are necessary to improve the activities. Other key point is the need to better identify the professionals that have knowledge and skills on the topic (Spanish key informant), to create and expand a multi-professional network, to make it more operational, and allow it to act in a tangible way (Finnish and Italian key informants); to have more evaluation and monitoring and improved communication with third sector (British and Italian key informants); a permanent and more specific training (Italian and Portuguese key informants); and to increase the involvement court, prosecutors, social services and NGOs, in the actions against racism and discrimination (Bulgarian key informants).

Conclusions and suggestions

The analysis of BPs and data collected through interviews and focus groups on key informants from all the countries involved in Proximity Project showed that, notwithstanding a commonly used regulatory framework for prevention and combating racism, discrimination and other forms of intolerance, and a thorough sharing of the meanings attributed to the keywords displayed in the first paragraph, there are multiple responses to incidents of racism, xenophobia and hate crimes in general.

In our opinion, to understand the differences in dealing with racism, xenophobia, forms of intolerance and hate crime, and to understand the several answers that we found in the PBs to prevent and fight this kinds of behaviours, it is necessary to consider some variables:

- the social composition of neighbourhoods and cities and the greater or lesser presence of ethnic or religious minorities: where the number of people from other countries is limited, probably problems of racism, etc., are also less perceived by the population In addition, the rate of racism or other intolerance and hate crimes could be higher in neighbourhoods with a high rate of population at risk of social vulnerability;
- the longevity of the presence of immigrants and ethnic and religious communities on the territory: where populations of foreign origin have been present for a long time, society and authorities could have thought and implemented tools and strategies for integration and management of racism, xenophobia, discrimination, etc.;
- the availability of legislation that promotes equal opportunities in all fields and the freedom to openly express sexual or gender orientation: where tools and strategies that promote equality of men and women have not been implemented or where there are rules restricting the freedom to express the sexuality and gender belonging, it is more difficult to organize actions to prevent and fight discrimination and hate crimes.

The creation of strategies and instruments that can prevent and combat racism, xenophobia and hate conflicts in general should therefore be based on a careful analysis of all these variables. Such analysis could be developed through:

- research, surveys on the socio-economic characteristics of the cities/districts where proximity police works, in order to identify the main problems in the area. In this area, the police could also develop and implement complaint collection databases to describe the characteristic of hate crimes;
- an updated training on local, national and international regulations regarding human rights, racism, other intolerance and hate crimes;
- a constant discussion with ethnic-religious communities and with minorities or groups of vulnerable people;
- a constant interaction with associations, NGOs, third sector dealing with racism, xenophobia, discrimination, other forms of intolerance and hate crimes, and generally with vulnerable people;
- a constant comparison with other institutions and authorities, especially local.

Starting from the results of these analyses and exchanges, the proximity police would then have the cognitive tools needed to build and implement the strategies and operational tools identified and described before. The tools should be of three types: addressed to the police organization – such as training –; addressed to users – such as managing hate conflicts operational protocol, third

party reporting –; and addressed to both, organization and users – as e.g. the creation of formalized networks and formal agreements.

Regarding the tools addressed to both police and users, the creation of a formalized network could be crucial. In the experiences of the BPs described above, we have seen that not all proximity polices of the countries considered are included into a network. Where, however, there is a network, sometimes it is only tied to the completion and implementation of a specific project. It might be useful, as many key informants have pointed out, to establish networks stable over time, in which proximity policing could work closely with the authorities, the NGOs, the ethnic, religious and LGBT communities and minority groups.

The objectives of these networks should be multiple: - think together about the problems of the territory; - share experiences, methodologies and tools used by each member; - find common solutions; - support other members in specific situations, for example by setting up an instrument such as third-party reporting.

Referring to instruments addressed to the police organization, interviewees have expressed the need and importance of training, which is present in most of the BPs analysed. We have noted that often training on human rights issues, racism, xenophobia, discrimination, and other forms of intolerance and hate crimes is linked to temporary projects: it is therefore a spot and contingent training. It might instead be useful to propose continuous training on the mentioned topics, open to the majority of agents who work on the territories, and involving experts as trainers. Another useful tool would be the creation of a codebook describing the characteristics that define a "hate crime" and the creation of a database to collect hate crime data, in order to allow the police to monitor the situation in the area. Equally important for the police would be the establishment of an internal evaluation and monitoring system for their actions on prevention and fight of racism, other intolerance and hate conflicts.

Finally, it would be necessary to implement tools addressed to the user, including the network itself. The BPs and interviews with key informants have in fact shown that in general to manage hate conflicts proximity police use the legal normative contained in the national criminal laws, trying to deal with the victim in a sensitive way (e.g. a female agent if the victim is a woman). Instead, there are less specific protocols or tools such as third-party reporting or restorative justice, also considered useful tools. Proximity police could therefore focus on setting up operational protocols that identify the main actions to be taken in relation to the management of a hate crime, possibly differentiating the procedures based on the characteristics of the victim – immigrant, belonging to a religious community, woman, LGBT people -. Police might also ask support in specific operations, such as the time of the complaint, by a service of third party reporting, where required and not prohibited by the Law System.

The use of all the strategies and tools outlined above could thus improve the impact that proximity police might have in preventing and combating racist, xenophobic, other forms of intolerance, discrimination and hate crimes.

Interview draft for police officers, NGOs operators and community leaders
Country in which **there are** best practices

Communication
- Do you know if the police participate to formal and/or informal networks with the citizens and/or communities leaders?
  - At which level?
  - Do they promote or participate to activities with the community?
  - Are there specific figures that take care of these activities?
- Do you know if the police communicate with the local community? How do the police do it?
  - Do they organize meetings with the citizens to collect and make questions? With whom and how often?
  - Are there reports of these meetings? Which results have they reached?

For police officers only
- Have the police identified among their policemen an interlocutor who keeps in touch with the local and ethnic communities?

Conflict resolution
- How would you define discrimination, intolerance or hate conflict/crime?
- Do you know how the police respond facing a discrimination, intolerance or hate conflict/crime?

For police officers only
- Do the police use intermediation service, restorative justice or similar to solve discrimination conflicts?
- Are there codified procedures and/or quality parameters that the police have to follow when dealing with this kind of conflicts/crimes?
- Is there a supervisor that checks the actual compliance with these procedures/parameters when dealing with discrimination, intolerance or hate conflict/crime?
- Have these procedures been changed over time in order to make them more effective?
- Have you shared good practices with other proximity police in other towns?

Training
- Do you think that it is important that police receive any training in Human rights or in dealing with hate crime?

For police officers only
- Have you received any training in Human rights or in dealing with hate crimes?
- Who is the provider of the training?
- What are the treated topics?
- How many hours of training have been organized?
- What kind of training has been proposed (frontal lesson, role play games, etc.)?
- How many people has participated to the training?
- Which are their roles in the organization?

Other projects/activities (e.g. third party reporting)
- Are there other projects/activities in which the police is involved that include different actions than the ones above mentioned? Which kind of actions? Which results have they reached?
- Have you personally participated to this project(s)?
- Could you describe its strengths and weaknesses?
- How this project has been beneficial in the fighting racism, discrimination and other forms of intolerance and hate crimes/incidents?

Gender
- Do you think that gender is a topic that police have to consider in its intervention?

For police officers only
- Is the topic of gender included in the methodology of intervention of the proximity police?
- Are there codified rules about intervention with female victims of discrimination/hate crimes?
- Are there codified rules about intervention with LGBT victims of discrimination/hate crimes?

Conclusion
- Is there an intermediate/final monitoring or evaluation of the project?
- In your opinion, how do you think these activities could be improved in the future?

Annex II

Interview draft for police officers, NGOs operators and community leaders
Country in which **there aren't** best practices

Definitions:
- What do you mean by racism, discrimination and hate crime? How would you define them?
- Have you ever heard about "proximity police"? How would you define it? What do you think are the tasks of the "proximity police" or, in any case, of the local or neighborhood police?

Relations with the territory and with ethnic communities and minorities
- Do you know if your city/neighborhood has experienced incidents related to racism, discrimination, intolerance, hate crimes against immigrants, ethnic and cultural communities, LGBT people, etc.?
- Do you know if the local police in your country/city/ neighborhood have contacts with ethnic communities, ethnic /cultural minorities or LGTB groups in the area where they operate? Which kind of contacts do they have?
- Do you know if the local police in your country/city/ neighborhood have contacts with associations, NGOs that deal with discrimination and racism? Which kind of contacts do they have?
- In your opinion, is it important that the local police create and maintain contact with communities, minorities and NGOs?
- Is it important the collaboration between these subjects? How should this collaboration be set up (regular meetings, exchange of information, higher presences in places with high concentration of minorities to build trust relationships, activation of common projects, provision of an ad hoc agent who is acting as a main interlocutor, etc.)?

Fighting and Preventing Racism and Discrimination
- Do you think it is important that local police participate in actions about preventing and fighting racism, discrimination and other forms of intolerance and hate crimes? Can you explain why it is important?

For police officers only
- Do the local police participate in actions about preventing and fighting racism, discrimination and other forms of intolerance and hate crimes? If yes: can you describe these actions?
- Do the local police have specific actions regarding gender-related crimes?
- Do you think the actions taken by the police are enough? In your opinion, the police could do something more or different (e.g. hot line, database, mediation services, restorative justice, etc.)?

Training
- Do you think that in order to prevent and combat racism, discrimination, hate crimes, is it important that local police conduct specific training on these issues?

For police officers only
- In your opinion, what kind of training should be done (frontal lesson, role play games, simulations, etc.)?
- Do you think it is best to train a few police officers, but with a full-time training of many hours, or is it better to provide some generic training for all the police officers?

Conclusions
- In general, what do you think are the main problems that the local police are facing in dealing with racism, discrimination, intolerance, hate crime?
- In general, do you think that sharing good practices between different countries could help the local police to solve these needs? How could it be of help?

Annex III

Focus group draft for police officers, NGOs operators and community leaders
Country in which **there are** best practices

<u>ACCORDING TO WHICH BEST PRACTICE YOU ARE FOCUSING ON (TRAINING, NETWORKING, ETC.), IN THE FOCUS GROUP SPECIFIC ATTENTION AND LONGER TIME SHOULD BE DEDICATED TO THE CORRESPONDING SESSION</u>

- **Short presentation of all participants**
    - Ask to all participants to introduce themselves (Institution/organization and role)

- **Definitions and conflict resolution**
    - Try to arrive at a common definition of the following concepts/issues: racism, xenophobia, intolerance, hate incident/crime
    - Discuss if in their city/neighborhood there are/were problems dealing with incidents related to racism, discrimination, intolerance, hate crimes against immigrants, ethnic and cultural communities, LGBT people
    - Discuss about:
        o the role of the local police in preventing and fighting racism, discrimination and other forms of intolerance and hate crimes
        o the tools/procedures that police use or should use to respond facing a discrimination, intolerance or hate conflict/crime (e.g. intermediation service, restorative justice, hot line, database, quality parameters, etc.)
        o specific tools/procedures that police use or should use to respond facing a discrimination, etc. where the victim is a woman or a LGBT person
        o other tools or procedures that could be support the police in fighting racism, etc., and their usefulness (e.g. third party reporting).
        o Give an evaluation of the used tools and how they could be improved

- **Communication and Relations with the territory and with ethnic communities and minorities**
    - Discuss about the relation that police have with the city/neighborhood in which they work (e.g. participation in formal/informal networks, relations/contact with ethnic communities, ethnic /cultural minorities or LGTB groups)
    - (if participants have not speak yet about this topic during the discussion): Ask to all participants to discuss about the importance of the collaboration between all these body, and how it should be set up

- **Training**
    - Ask to all participants to discuss the importance for the police to receive training in human rights or in dealing with hate crime, and to discuss about the best kind of training (e.g. frontal lesson, role play games, general training for all the policemen or specific training for a few policeman)
    - Evaluate the training that has been implemented by now and the impact it has had on the relations with minority groups and local population

- **Conclusion (Suggesting best practices)**
    - Ask to all participants if the activities they have discussed could be improved in the future and if they have any suggestion to implement other best practices for local police in preventing and fighting racism, etc.

Focus group draft for police officers, NGOs operators and community leaders
Country in which **there aren't** best practices

- **Short presentation of all participants**
  - Ask to all participants to introduce themselves (Body and role)

- **Discussion on the definitions**
  - Ask to all participants to discuss about the definitions and the means of the following concepts/issues: racism, discrimination, xenophobia, hate crime
  - Ask to all participants to discuss about the "proximity police". Ask if they have ever heard about this, its definition and ask to discuss about its tasks.

- **Fighting and Preventing Racism and Discrimination**
  - Ask to all participants to discuss about the role of the local police in preventing and fighting racism, discrimination and other forms of intolerance and hate crimes
  - Ask to all participants to discuss about the actions and the tools that must taken by police in in preventing and fighting racism, discrimination and other forms of intolerance and hate crimes (e.g. hot line, database, mediation services, restorative justice, etc.)

- **Problems dealing with racist and discriminant incidents and hate crimes an possible solutions**
  - Ask to all participants to discuss if in their city/neighborhood there are/were problems dealing with incidents related to racism, discrimination, intolerance, hate crimes against immigrants, ethnic and cultural communities, LGBT people occurred in
  - Ask to all participants to discuss about the possible solutions of incidents related to racism, discrimination, intolerance, hate crimes (ask if training should be a solution)

- **Relations with the territory and with ethnic communities and minorities**
  - Ask to all participants to discuss if in their country/city/ neighborhood the police have contacts/relations with ethnic communities, ethnic /cultural minorities or LGTB groups, which kinds of contacts/relations they have, and if it is possible or necessary have more or different contacts
  - Ask to all participants to discuss if in their country/city/ neighborhood the police have contacts/relations with associations, NGOs that deal with discrimination and racism, which kinds of contacts/relations they have, and if it is possible or necessary have more or different contacts
  - (if participants have not speak yet about this topic during the discussion): Ask to all participants to discuss about the importance of the collaboration between all these subjects, and how it should be set up

- **Suggestion to best practices**
  - Ask to all participants if they have any suggestion to implement best practices for local police in preventing and fighting racism, etc.