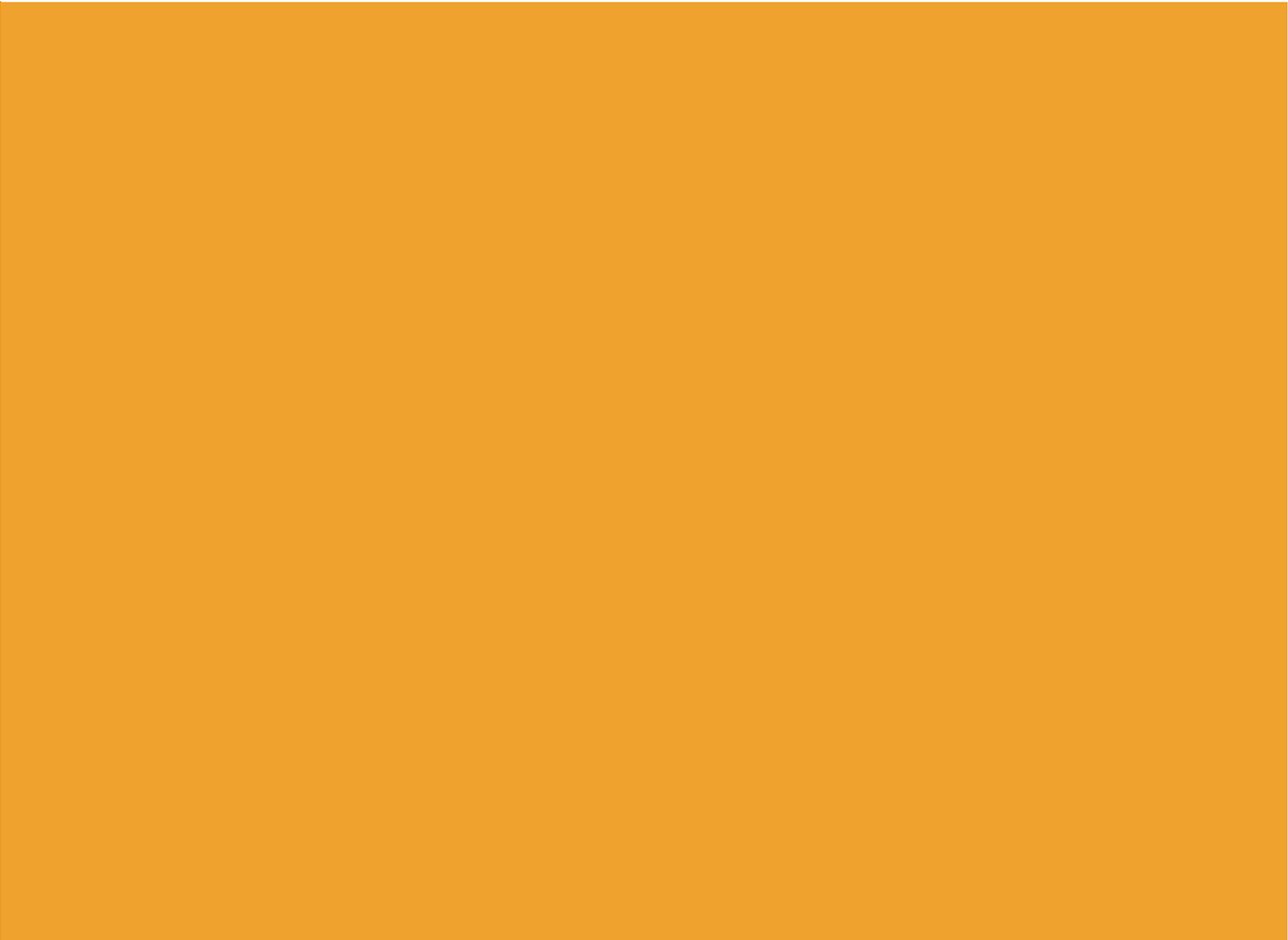


**COUNTERING UNDERREPORTING AND
SUPPORTING VICTIMS OF ANTI-LGBT
HATE CRIME
GOOD PRACTICES REPORT**



COUNTERING UNDERREPORTING AND SUPPORTING VICTIMS OF ANTI-LGBT HATE CRIME

GOOD PRACTICES REPORT

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Come Forward: Empowering and Supporting Victims of Anti-LGBT Hate Crimes

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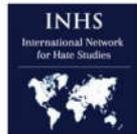


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This report presents 41 good practices on combating underreporting and supporting victims of anti-LGBT hate crime that were selected from nine European countries participating in the project “Come Forward”.

As one of the project activities, partner organizations have conducted a research on the existing systems for reporting anti-LGBT hate crime and victim support services. One of the goals of the research was to identify good practices on combating underreporting and supporting victims of anti-LGBT hate crime in Bulgaria, Croatia, Greece, Hungary, Italy, Lithuania, Poland, Spain and United Kingdom. This report presents the result of the efforts to identify good practices and, with that, provide useful suggestions on how to further improve the capacities of official authorities and NGOs for tackling anti-LGBT crime. Each practice is accompanied with a short description, information about the organization or institution responsible for its implementation and the country where the particular practice is established. The selected 41 practices are divided in the following areas: 1) training of official authorities; 2) specialized police units; 3) creating official documents for tackling anti-LGBT hate crime; 4) hate crime reporting systems; 5) victim support services; 6) working with high school students; 7) collaboration of various authorities and NGOs in combating hate crime and 8) advancing legal protection of LGBT people. A certain number of the selected practices are not specifically targeted to the LGBT community. However, they represent a positive practice that could be adjusted to better respond to the needs of victims of anti-LGBT hate crime.

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1. TRAINING OF OFFICIAL AUTHORITIES

ORGANIZATION: **Police Academy**

COUNTRY: **Croatia**

PRACTICE: **Courses on working with victims of anti-LGBT hate crime**

All students of the Police Academy receive training on working with victims of anti-LGBT hate crime as part of their formal education. This training is included in the obligatory courses and is present on all levels of education at the Police Academy: in the basic course for police officers, during the specialization, in the specialized study of criminalistics and as a part of the hate crime course. The lectures are sometimes held by LGBT activists.

ORGANIZATION: **Kampania Przeciw Homofobii (Campaign Against Homophobia)**

COUNTRY: **Poland**

PRACTICE: **Training on anti-LGBT hate crime for police officers**

Polish NGO Kampania Przeciw Homofobii organized training for police officers on different issues concerning LGBT communities. The workshops were organized with the aim to increase the knowledge of police officers about:

- the problems LGBT persons are facing in Poland;
- working with LGBT persons when they approach the police;
- criminal proceedings in the case of anti-LGBT hate crime.

Around 40 police officers from different police departments took part in these workshops. The workshops were positively evaluated by the participants, especially the interactive exercises and Q&A sessions.

ORGANIZATION: Polskie Towarzystwo Prawa Antydyskryminacyjnego (Polish Society of Anti-Discrimination Law) and Kampania Przeciw Homofobii (Campaign Against Homophobia)

COUNTRY: Poland

PRACTICE: Training on anti-LGBT hate crime for legal practitioners

Around 75 different legal practitioners, including judges, prosecutors and lawyers, were educated on anti-LGBT hate crime in the workshops organized by Polish Society of Anti-Discrimination Law and Campaign Against Homophobia. The training was held in the form of interactive workshops, which was positively evaluated by the participants. As the most important and beneficial parts of the workshops, the participants have singled out:

- the awareness raising exercises about their own stereotypes and prejudice;
- participation of officials from different institutions within the legal system, which allowed them to exchange knowledge and experiences;
- practical approach to the topic, including work on the real-life cases;
- contextualization of anti-LGBT hate crime as a symptom of wider societal prejudice.

ORGANIZATION: Iskorak and Kontra in collaboration with Police Academy

COUNTRY: Croatia

PRACTICE: Training on anti-LGBT hate crime for police officers

The educational program for police officers was part of the project *Prevention and Combating Hate Crimes against LGBT persons* that was carried out in 2012/2013, as a collaboration between two Croatian LGBT organizations and the Police Academy. During the project implementation phase, the following content about anti-LGBT hate crime was included in the curricula of the Police Academy:

- introduction to LGBT terminology and basic concepts;
- psychological features of affirmative work with LGBT victims of hate crime;
- support for the victims of anti-LGBT hate crime.

As a part of the project, the police and NGOs have also organized various joint activities. Together they developed a public campaign with the aim to raise awareness of the general public about anti-LGBT hate crime and to encourage reporting. They produced guidelines on the implementation of national and international regulations regarding hate crime, brochures and posters on how to report hate crimes and leaflets with contacts. Furthermore, workshops for the

LGBT community were organized informing them about their rights, the available support system, the system of free legal aid and what to do in case they are victims of hate crime.

ORGANIZATION: **Zagreb Pride**

COUNTRY: **Croatia**

PRACTICE: **Training on working with LGBT victims for various authorities**

Zagreb Pride developed training programs for different officials working with LGBT victims, mainly for the Police Academy students, police officers, officials working in victim and witness support and judges (criminal and misdemeanor). This was implemented in cooperation with the Police Academy, the Ministry of Interior, the State Attorney's Office and the Independent Service for Victim and Witness Support of the Ministry of Justice. The training included the following subjects:

- LGBT terminology;
- the rights of LGBT persons in Croatia;
- how to recognize a hate crime committed on grounds of sexual orientation, gender identity and gender expression; characteristics of the perpetrators; criminal proceedings in hate crime cases;
- collaboration with LGBT NGOs;
- working with victims of anti-LGBT hate crime;
- implementation of the Victims' Rights Directive (2012/29/EU);
- practical work on the case Sabalić against Croatia.

The training was held in 2011, 2013 and 2016. In 2011, 249 police officers were trained, 99 in 2013 and 172 in 2016. In these three years, training was also provided to 58 officials working in the judicial system and 33 persons working in victim and witness support services (including NGOs). During the evaluations some of the participants acknowledged the importance of training and stated that they should be regularly organized, but a certain number of participants revealed that they do not recognize the importance of additional education about working with LGBT victims.

ORGANIZATION: **OSCAD**

COUNTRY: **Italy**

PRACTICE: **Training on anti-LGBT hate crime for police officers**

The Italian Observatory for Security against Acts of Discrimination (OSCAD) in cooperation with UNAR, LGBT Service Torino, Re.A.DY network, Polis Aperta, Avvocatura per i diritti LGBT – Rete Lenford and Amnesty International, developed and organized training courses for police officers. The training included 6 modules covering hate crimes and discrimination on different grounds, including anti-LGBT hate crime. This course was organized in a 6-hour training with 3 sessions. The session dealing with LGBT issues covers: LGBT terminology and the national and European frameworks that protects the rights of LGBT persons, real-life cases – one regarding discrimination and hate crime on grounds of gender identity and one on grounds of sexual orientation – and the presentation of some good practices.

As a result, around 10 000 police officers in Italy were trained since 2012. The courses have also been organized for higher ranking police officials at the national and at the local level. The participants evaluated the training positively. More precisely, around 80% of the participants stated that the course was useful and relevant for the job they perform. All the teaching materials are available online.

ORGANIZATION: **Police of the Generalitat of Catalonia - Mossos d'Esquadra**

COUNTRY: **Spain**

PRACTICE: **Training on anti-LGBT hate crime for police officers**

The Catalan regional police, Mossos d'Esquadra, was the first police force in Spain to organize training for the police officers on anti-LGBT hate crime and provide assistance to the victims of anti-LGBT hate crimes. Lectures on these topics are included in official courses at the Police Academy and in additional seminars for police officers who are already in service. Recently, these practices have spread to other police forces on the national, regional and local level. The lectures are sometimes held in collaboration with LGBT organizations.

ORGANIZATION: **National LGBT* Rights Organization LGL**

COUNTRY: **Lithuania**

PRACTICE: **Training on Anti-LGBT Hate Crimes and Hate Speech for Police Officers**

In 2016 the National LGBT* Rights Organization LGL, together with a team of national experts, trained around 150 police patrol officers and students of the Lithuanian Police School on homophobic and transphobic hate crimes and hate speech. This was the first training for the police officers in Lithuania that exclusively focused on victims of anti-LGBT hate crime and hate speech. The aim of the training was to change the pre-conceived biased attitudes towards the LGBT community, build the capacity and competence of officers in dealing with socially vulnerable groups, prevent secondary victimization and to ensure victims' rights standards. The training also aimed at providing information on the EU and national legislation on victims' rights, special needs and protection. The training was identified as a best practice by the Lithuanian Ministry of Interior and included in the vocational training strategy for police officers in 2018.

2. SPECIALIZED POLICE UNITS

ORGANIZATION: **Police**

COUNTRY: **United Kingdom**

PRACTICE: **LGBT liaison officers**

A number of police forces in the UK have appointed LGBT liaison officers to bridge the gap between LGBT communities and the police. Their main task is to positively engage with LGBT communities, develop good relationships with groups dedicated to LGBT issues and learn about their key concerns and problems. Based on their direct contacts with the community, they can design appropriate police responses and advise and support other colleagues in dealing with homophobic and transphobic crimes. In addition, liaison officers aim to encourage reporting of homophobic and transphobic incidents to the police by making police stations a more LGBT friendly environment. The liaison officer's role of raising awareness and promoting the understanding of the needs of the LGBT community has been documented, evaluated and labeled as a good practice by FRA and OSCE.

ORGANIZATION: **Budapest Police**

COUNTRY: **Hungary**

PRACTICE: **Police Victim Protection Network**

All county police departments in Hungary have a dedicated victim protection officer whose duties are to monitor victimization and implementation of victims' rights, organize training for police officers on victim support, cooperate with public Victim Support Service and NGOs and, more generally, build trust between police and citizens. They are coordinated by a victim protection officer at Nation Police Headquarters. Victim protection officers' role is, amongst others, to pay special attention to victims from particularly vulnerable groups and communities.

ORGANIZATION: **Fuenlabrada Municipal Police**

COUNTRY: **Spain**

PRACTICE: **Special Diversity Unit**

The municipal police department in Fuenlabrada has introduced a specialized police unit focused on promoting positive discourses about diversity in the city and combating hate crime and discrimination based on racism, xenophobia, disability, gender expression, gender identity and sexual orientation. They are specialized in a community-oriented policing and work on the prevention of hate-crime in collaboration with community organizations, including LGBT organizations. All police officers in this unit were trained on issues regarding hate crime generally, and specifically on anti-LGBT hate crimes and working with victims of anti-LGBT hate crimes.

ORGANIZATION: **Local police - Municipality of Turin**

COUNTRY: **Italy**

PRACTICE: **The Proximity Unit**

The Proximity Unit is a special unit of the local police forces of the city of Turin dedicated to building peaceful civil coexistence and raising quality of urban life. In situations of social alarm which, among others, include working with victims of domestic violence, stalking, bullying and other kinds of discrimination, the Proximity Unit is the first point of contact with the victim. Their responsibilities are to reassure and encourage the victim, give information about the available protection measures, refer the victim to a support center if needed, etc. The unit receives more than 1 100 requests for intervention per year, although disaggregated data concerning LGBT issues is not available.

3. CREATING OFFICIAL DOCUMENTS FOR TACKLING ANTI-LGBT HATE CRIME

ORGANIZATION: Crown Prosecution Service

COUNTRY: United Kingdom

PRACTICE: Toolkit, public statement and guidance on prosecuting homophobic and transphobic hate crimes

The Crown Prosecution Service (CPS), the principal public prosecuting agency for conducting criminal prosecutions in England and Wales, has issued *Public Statement on persecuting homophobic, biphobic and transphobic hate crime*¹ and, alongside it, published prosecution guidance for homophobic, biphobic and transphobic hate crime. The aim of the guidance is to assist prosecutors in making decisions about anti-LGBT hate crime cases and to clarify the approach of the CPS to individual prosecutors. The guidance addresses the importance of correctly identifying a case as anti-LGBT hate crime and instructs on legal provisions that must be assessed when a case is flagged as homophobic, biphobic or transphobic hate crime. In addition, the guidance stresses the importance of ensuring that the victims have access to the support system and that the persecutors and other parties involved use appropriate language. In addition, in 2008 the CPS has published *Homophobic and Transphobic Crime Toolkit*² aimed at further educating CPS staff on good practices and lessons learned from the anti-LGBT hate crime cases they have already prosecuted.

ORGANIZATION: Intercom Trust

COUNTRY: United Kingdom

PRACTICE: Transgender Guidance for Schools

In 2012, the Intercom Trust, an LGBT community resource, has developed *Transgender Guidance for Schools*³ in partnership with Devon & Cornwall Police, Cornwall Council and Head Teachers in Cornwall. The Guidance examines in detail the needs of transgender children and young people who are transitioning while still in school, and includes recommendation for schools and school

¹ Crown Prosecution Service (2017). "Public statement on prosecuting homophobic, biphobic and transphobic hate crime". Available at: <https://www.cps.gov.uk/homophobic-biphobic-transphobic-hate-crime-public-statement-2017.pdf>

² Crown Prosecution Service (2008). "Homophobic and Transphobic Crime Toolkit: Good Practice and Lessons Learnt". London: CPS Communications Branch. Available at: <https://www.niacro.co.uk/Homophobic-and-Transphobi-Toolkit-CPS.pdf>

³ The Intercom Trust & Devon and Cornwall Police (2015). *Schools Transgender Guidance*. Available at: https://www.cornwall.gov.uk/media/13620644/schools-transgender_guidance_booklet-2015.pdf

staff on how to accommodate to their needs. Transphobic bullying, harassment and hate incidents are also addressed in the Guidance. It was the first document of this kind in the UK, specifically aimed at supporting transgender pupils. The Government's Department for Education legal team has adopted the document as a national good practice. The new, revised edition was published in 2015.

ORGANIZATION: UNAR (National Office against Racial Discrimination)

COUNTRY: Italy

PRACTICE: LGBT National Strategy

*The National LGBT Strategy (2013-2015)*⁴ was developed in 2013 by the Italian National Office against Racial Discrimination in cooperation with the Council of Europe and Italian LGBT organizations. The Strategy formulated recommendations for preventing and countering discrimination based on sexual orientation and gender identity through education, public campaigns, developing monitoring and hate crime data collection system, as well as the improvement of the support system for victims. As a result of the Strategy, UNAR organized training activities for public officials and police officers in cooperation with OSCAD and the RE.A.DY Network, instituted a National Work Team constituted of 29 Italian LGBT organizations and launched a call for the funding of NGO initiatives.

ORGANIZATION: Police

COUNTRY: Croatia

PRACTICE: Notification on the Rights of Victims of Crime

The Notification on the Rights of Victims of Crime is a handout given to the victims during their first contact with police officers containing information about their rights and all relevant contacts, including the Independent Service for Victim and Witness Support of the Ministry of Justice, NGOs providing victim support etc. It is beneficial for the victims to have all the information relevant to them communicated in different ways, and information in written form, on a handout that victims can take with them, showed to be useful. The contact of LGBT organizations are not included on the Notification, but one of them, Zagreb Pride, is working on

⁴ UNAR (2013). "Strategia nazionale LGBT". Available at: <http://www.unar.it/unar/portal/wp-content/uploads/2014/02/LGBT-strategia-unar-17x24.pdf>

including their contact on the list. This is going to be very useful for LGBT victims that might not want to come out to officers, and are also not aware of Zagreb Pride's support service.

ORGANIZATION: Police of the Generalitat of Catalonia - Mossos d'Esquadra

COUNTRY: Spain

PRACTICE: Police protocol on hate crimes

The regional police of Catalonia have issued in 2010 an internal instruction regarding anti-LGBT hate crime. The instruction contained guidelines on how to identify a hate bias, use appropriate language, collect evidence, recognize perpetrators and provide victim support. It also contained information on common forms of discrimination that LGBT persons experience, as well as specific problems they face when reporting a crime. In 2014, the protocol was expanded to include other types of hate bias.

Organization: Commissioner for Human Rights

Country: Poland

Practice: Hate crime victimization survey

The Office of the Polish Commissioner for Human Rights (which is also the equality body), conducts regular research on various aspects of equal treatment and discrimination. As part of this work, in 2016 the Office commissioned the research on crimes motivated by prejudice against older people, people with disabilities, non-heterosexual and transgender people and people with diverse national and ethnic background. This is the first research on hate crime in Poland commissioned by a public institution (previously, all surveys were commissioned by civil society organizations). The report covers, inter alia, underreporting, as well as the impact of hate crime victimization. It provides recommendations for the government how to improve the legal and policy response to hate crimes.

Organization: **Patent Association (Society Against Patriarchy)**

Country: **Hungary**

Practice: **Risk assessment questionnaire**

Patent Association, a Hungarian NGO specialized in providing legal aid and psychological assistance to victims of violence against women, has developed the Risk assessment questionnaire. The questionnaire consists of 26 questions which assess how dangerous the perpetrator is and if a threat of physical violence exists. Information gathered with this questionnaire deepens the knowledge about the precise needs of a particular victim and, consequently, helps in providing a more targeted support service. Currently, the questionnaire is directed towards victims of violence against women, including children, but the practice can be adapted to target victims of anti-LGBT violence and hate crimes.

4. HATE CRIME REPORTING SYSTEMS

ORGANIZATION: **Police**

COUNTRY: **United Kingdom**

PRACTICE: ***True Vision* - hate crime reporting website**

*True Vision*⁵ is a police-owned website for reporting hate crimes. It has a national scope which allows individuals and organizations to report a hate crime directly to the relevant police unit for investigation. The site allows anonymous reporting. Apart from being a secure facility for reporting, *True Vision* provides a considerable number of information on the topic of hate crime, including legislation, types of hate crime, prosecution process etc. The website also publishes documents with hate crime statistics, government policies developed to combat hate crime and research reports related to the topic. The *True Vision* reporting service is also available through an accompanying mobile phone application.

ORGANIZATION: **GLAS Foundation**

COUNTRY: **Bulgaria**

PRACTICE: ***We Are Tolerant* - hate crime reporting website**

*We Are Tolerant*⁶ is an online anti-LGBT hate crime reporting website run by GLAS Foundation. It was established in 2015 as part of a project aimed at raising awareness and encouraging reporting of hate crime. The information can be provided anonymously. It also provides GLAS Foundation with data about the occurrence of anti-LGBT hate crimes in the context where the official statistics is not available. The collected data is used to enhance advocacy for criminalization, recording and adequate investigation of anti-LGBT hate crime. In addition to being a reporting and data collection tool, the website offers information for victims and communities on what is hate crime, the importance of reporting, the legal framework etc.

As part of the project, the awareness campaign was organized to promote the reporting website. The result was an increased rate of reporting – during the campaign GLAS Foundation received 150 reports.

⁵ *True Vision* website: <http://www.report-it.org.uk/home>

⁶ *We Are Tolerant* website: <http://wearetolerant.com/>

ORGANIZATION: **Otwarta Rzeczpospolita (Open Republic)**

COUNTRY: **Poland**

PRACTICE: ***Society for Tolerance* – hate crime and hate speech reporting website**

*Society for Tolerance*⁷ is a website for reporting hate crime and hate speech incidents developed by the Polish NGO Open Republic. Its main focus is registration of the accidents that occurred on the internet. Every reported case is accessible through the website's database and is accompanied with the details about the incident: the time and the place of the incident, the evidence in form of a print screen or a photograph, and information about the current status of the case. The individual cases are labeled as "in process" if they are still processed by the police or "closed". Furthermore, the website records the legal actions that have been taken, as well as the results of those actions. Since it was opened, 733 cases were reported on the site, mainly hate speech reports (673). The website allows the segregation of data based on motivation bias and currently there are 57 reported cases of anti-LGBT hate speech.

ORGANIZATION: **National LGBT+ Rights Organization LGL, ILGA Portugal, FELGTB, Çavaria, MGRM, Galop, Háttér Society, Estonian Human Rights Centre, MOZAIKA**

COUNTRY: **Lithuania, Portugal, Spain, Belgium, Malta, UK, Hungary, Estonia, Latvia**

PRACTICE: ***UNI-FORM* – anti-LGBT hate crime reporting website**

In September 2017, eight European NGOs have launched an online platform for reporting hate crimes and hate speech targeted towards the LGBT+ community as part of the project *UNI-FORM: Bringing Together NGOs and Security Forces to Tackle Hate Crimes and Online Hate Speech against LGBT Persons*. The aim of the platform is to encourage organizations, victims and witnesses to report anti-LGBT incidents, anonymously or not. The platform works on the European level and the submitted reports are forwarded to an LGBT organization from the corresponding country. Submitted reports are also forwarded to the national police forces, but this option depends on the national legislation of the particular country and it is not available for all the participating countries. *UNI-FORM*⁸ is open for other organizations to apply and make anti-LGBT hate crime reporting available in their countries through this platform. The website also has an accompanying mobile phone application.

⁷ *Society for Tolerance* website: <http://zglosnienawisc.otwarta.org/>

⁸ UNI-FORM website: www.uni-form.eu

ORGANIZATION: CST (Community Safety Team) of Gateshead Council

COUNTRY: United Kingdom

PRACTICE: ARCH - hate crime reporting system

ARCH (Agencies against Racist Crime and Harassment) is a third-party reporting system for hate crimes coordinated between a group of local organizations. Because it is maintained under the partnership of five different local organizations ranging from the police, the local housing agency to local NGOs, ARCH provides access to different supporting services based on the victims' needs. These include: advice and safety planning, assistance with reporting incidents and support through the criminal system, legal advice, housing advice. The reporting system includes a 24-hour open phone line and offers translations for more than 100 languages. Anonymous reporting is supported.

ORGANIZATION: Police

COUNTRY: Lithuania

PRACTICE: *E-Policija* - online reporting platform

The platform *E-Policija*⁹ serves as a gateway for reporting criminal acts, traffic incidents and other violations of the law to the police electronically. The reporting form is available in Lithuanian, English, Russian and Polish; thus rendering it accessible for non-Lithuanian speaking individuals as well. In order to submit a complaint, an applicant has to fill in compulsory entries in the reporting form regarding location, type of incident, timing and circumstances of the alleged offense. The submitted information has to be sufficient for the police to start investigative actions with the view of validating the submitted information. The applicant can provide additional information about the address, about victims, about perpetrators, about witnesses, the interactive Google Maps location or additional material (i.e. uploading photographs, audio and (or) video files, etc.). The complaint can be submitted anonymously, as long as the required fields are filled in. Reporting can be also done through an e-mail or a text message.

As many as 40 % of all complaints to the police in Lithuania are received electronically through the *E-Policija* platform.

⁹ *E-Policija* website: <https://www.epolicija.lt/>

5. VICTIM SUPPORT SERVICES

ORGANIZATION: Demetra Association

COUNTRY: Bulgaria

PRACTICE: VSELENA – Sexual Assault Referral Centre

In partnership with Burgas Municipality, Burgas Regional Police, Burgas Regional Prosecutor's Office and Burgas Regional Administration and Demetra Association opened a Sexual Assault Referral Centre based on the principles of privacy, confidentiality and victim-centered approach.

The centre has a 24/7 open telephone hotline, it provides 24-hour emergency care, psycho-social and legal support for victims of sexual assault. The facility is located near the Burgas hospital allowing victims to get medical help alongside other kinds of support. The users of VSELENA centre are mainly women and children.

ORGANIZATION: The Victims and Witnesses Support Section at the Rijeka County Court

COUNTRY: Croatia

PRACTICE: Network for psycho-social support for victims

The Victims and Witness Support Section at Rijeka County Court is a part of an informal network for psycho-social support for victims of all types of criminal offenses established in 2015. The network consists of 7 organizations including the Centre of social services Rijeka, autonomous women's houses, a children's home, different NGOs working with specific group of victims and the Rijeka's Police Directorate. Every organization in the network has their specific set of knowledge and services so they refer victims to each other and share resources. For example, one organization works with women victims of sexual violence, another provides free legal aid (primary and secondary) and a third one offers psychological support etc. They have a common leaflet with information on each organization and institution, their area of work and contacts. The results of this informal network is the possibility of acting promptly and according to the needs of a specific victim and their case.

ORGANIZATION: **IMAGO Association**

COUNTRY: **Bulgaria**

PRACTICE: **Online consultation – psychological support**

IMAGO Association provides online psychological support for people who cannot afford to regularly visit a therapist's office. The first meeting is held in person in order to make a connection, and then the following consultation takes place online. This support service is not specifically targeting victims of anti-LGBT hate crime. Nevertheless, the psychological consultant is working very closely with the LGBT community.

ORGANIZATION: **Háttér Society**

COUNTRY: **Hungary**

PRACTICE: **Háttér Information and Counselling Hotline; Háttér Legal Aid Service**

Hatter Society provides two types of support services to the victims of hate crime. Háttér Information and Counselling Hotline is an anonymous service operated by trained volunteers and available via free phone number, Skype and chat. Because of its the anonymity and accessibility, the Hotline is useful for identification of victims of violence (and victims of hate crimes) and distribution of information on legislation and services to potential or real victims. From around 3 000 calls to the Hotline a year, 50 to 70 are by victims of violence. In addition to the hotline, Hatter Society provides free legal counseling and legal representation for the victims of discrimination, violence and harassment motivated by bias against sexual orientation and/or gender identity. The staff lawyers and contracted licensed attorneys working in the Legal Aid Service have around 220 cases a year.

ORGANIZATION: **Colour Youth – Athens LGBTQ Youth Community**

COUNTRY: **Greece**

PRACTICE: ***Tell Us* - legal and psychological support**

Tell Us is a project implemented by Athens based NGO Colour Youth. Since 2014, through this project, victims of anti-LGBT hate crimes and discrimination have had access to free legal aid and psychological support. The support is provided by experienced and specialized professionals. In addition, hate crimes and discrimination can be anonymously reported on their website using a reporting form developed and used by Racist Violence Recording Network.

ORGANIZATION: Arcigay group of Vercelli-Valsesia and Biella

COUNTRY: Italy

PRACTICE: Africa Arcigay

Africa Arcigay was established in 2016 within the local Arcigay organization in north-west Italy. It gathers LGBT asylum seekers and migrants some of which escaped from different African countries because they were at risk of being persecuted on basis of their sexual orientation and/or gender identity. In addition to promoting and facilitating reception, inclusion and social integration of LGBT migrants, Africa Arcigay provides direct support and help in bureaucratic (administrative and judicial) procedures for obtaining residence permissions and/or asylum in Italy. They also cooperate with public authorities, lawyers and other NGOs working with migrants and asylum seekers to raise awareness about problems and discrimination that LGBT migrants and asylum seekers face in process of the asylum application and in society in general. In their view, the widespread ignorance about these issues often prevents LGBT asylum seekers from obtaining international protection.

ORGANIZATION: Galop, Community Security Trust, Tell MAMA, The Monitoring Group, Choice in Hackney

COUNTRY: United Kingdom

PRACTICE: The Community Alliance to Combat Hate (CATCH)

CATCH is an intersectional hate crime victim casework service. The partnership brings together five community organization, each with experience in different hate crime strands. Galop works on tackling anti-LGBT hate crime, Community security Trust works against antisemitism, Tell MAMA on tackling islamophobia and Choice in Hackney on tackling disability biased hate crimes. The project focuses on providing specialist support, advice and assistance to victims in order to meet their individual needs that have been created or exacerbated by hate crime victimization. This includes support within and outside the criminal justice system – advice on the rights and available options, support with reporting hate crime to the police, assistance with the emotional and practical needs of victims, assistance with workplace issues, securing financial support for victims etc. Catch also works with housing services and social care providers. Its unique collaborating model secures that the victim can easily access different services and professional assistance according to their needs with contacting only one organization.

Organization: **Lambda Warsaw and Association for Legal Intervention**

Country: **Poland**

Practice: **Intersectional cooperation between anti-LGBT and racist hate crime victim support service providers**

Lambda Warsaw (an LGBT rights organization) and the Association for Legal Intervention (working with migrants and refugees) have joined efforts to provide psychological and legal counselling for victims of homophobic, transphobic, racist and xenophobic hate crimes (first as part of the *Równi i Bezpieczni (Equal and Safe)* project. LGBT victims receive legal and psychological support at Lambda Warsaw, while the Association for Legal Intervention works with migrants and refugees attacked because of their ethnicity, nationality, race/colour or religion. Both organizations have agreed on key definitions. They prepare joint applications for funding and cooperate in other areas (e.g. advocacy).

Organization: **PRAKSIS (Programs of Development, Social Support and Medical Cooperation)**

Country: **Greece**

Practice: **Empowering the Trans Community**

PRAKSIS has a longstanding relationship with the LGBTIQ communities and aims at the horizontal and meaningful engagement of organizations and people from the respective communities, with an emphasis on the trans community. Transgender persons are included early in the design of programs and follow actively on the implementation as employees and volunteers.

The work with transgender persons also includes designing programs dedicated to and run by the Greek Transgender Support Association (GTSA). The program *Empowering the Trans Community* aimed to build capacities in all areas of the NGO and community organizations environment: advocacy, communications, fundraising, office administration, M&E etc. The purpose of this project was to provide transgender persons with adequate access to free testing, counselling services and psychosocial support, as well as to reduce the frequency and consequences of discrimination.

In order to fulfil the main purpose of the project, four goals were designed and achieved: a) increasing the number of early testing for HIV, hepatitis and other STIs and providing access to health-related services through PRAKSIS Mobile Testing Unit; b) creating a website with an

interactive platform to record and classify transgender issues and emergency needs, including discrimination incidents; c) capacity building through seminars in order to encourage open dialogue between PRAKSIS, GTSA and other civil society actors; and d) advocacy activities related to access to health and other civil and human rights.

6. WORKING WITH HIGH SCHOOL STUDENTS

ORGANIZATION: Center for Civic Initiative Poreč

COUNTRY: Croatia

PRACTICE: Awareness raising for high school students

Since 2015, Center for Civic Initiative Poreč has organized various activities for high school students aimed at raising awareness about LGBT rights as well as problems LGBT persons face in their private and public life. These activities included screening of documentaries about LGBT rights, talks and Q&A sessions with LGBT activists about their experiences, stand-up shows that cover subjects of prejudice, stereotypes and homophobia. In 2016, during the implementation of the project School – a safe place for LGBT high school students, information leaflets were created for teachers on how to make schools a safer place for LGBT students. In 2017, around 300 young people from 2 high schools in Poreč and one from Pazin participated in the project Youth for nonviolence and acceptance of diversity. As part of the project, students were informed about hate crime and discrimination against LGBT persons. Lectures included topics such as what is a hate crime and what types of violence and harassment can be classified as hate crime, how to report or help their friends report a hate crime.

7. COLLABORATION OF VARIOUS AUTHORITIES AND NGOs IN COMBATING HATE CRIME

ORGANIZATION: Government's Office for Human Rights and Rights of National Minorities

COUNTRY: Croatia

PRACTICE: The Hate Crimes Monitoring Working Group

Established by the Head of the former Office for Human Rights in 2010, the Hate Crimes Monitoring Working Group focuses on collection of data and analyzing and monitoring implementation of laws related to hate crime and discrimination. The members of the Working Group are representatives of the Ministry of Interior, the State Attorney's Office, the Ministry of Justice, the Police Academy, the Ministry of Foreign and European Affairs, the Misdemeanor High Court of the Republic of Croatia, the Municipal Criminal Court in Zagreb, the Faculty of Law in Zagreb, the Ombudsperson's Office, the Council for Development of Civil Society and various NGOs. Meetings of the Working Group are held several times a year, which gives the opportunity to representatives of NGOs who work on combating hate crime and/or in victim support to discuss with representatives of official state bodies how to improve the system. This working group was also declared as a positive practice by FRA (European Union Agency for Fundamental Rights).

ORGANIZATION: Police

COUNTRY: United Kingdom

PRACTICE: LGBT Independent advisory groups

The Independent advisory group is a forum of non-police advisors meeting regularly with the police officials to provide insight into the needs and problems of communities underrepresented in the official state bodies. They can be specialized – representing only one community – or multi-stand. Multi-stand IAGs consist of individuals representing a diverse community in one advisory group. In the police stations where LGBT independent advisory groups are set, they offer their unique perspective to the police, advising them and monitoring police issues that affect LGBT people. Despite the fact that the police is not obliged to follow their advice, the Hate Crime Operational Guidance issued by the College of Policing in 2014 recognizes IAGs as a positive practice in combating hate crime and stresses the importance of their consultative role on wide range of policy issues, operational matters and critical incidents.

ORGANIZATION: The Re.A.DY Network

COUNTRY: Italy

PRACTICE: Cooperation of Public Administrations on LGBT issues

The Re.A.DY network is a national network of local public administrations (municipalities, provinces and regions) cooperating in elaborating and implementing policies and good practices against discrimination based on sexual orientation and gender identity. According to their Charter of Intents, the Networks' goal is to create a social climate free of prejudice by promoting policies that are responding to the needs of LGBT communities. The network was inaugurated in 2006 on the initiative of City of Turin and Rome. Today the activities of Re.A.DY are coordinated by the Municipality of Turin and its LGBT Public Service and the network has 108 members – 9 regions, 9 provinces and 87 municipalities. The network actively cooperates with other bodies that deal with issues of discrimination, mainly UNAR and OSCAD.

ORGANIZATION: Amnesty International Hungary, Háttér Society, Hungarian Helsinki Committee, Legal Defense Bureau for National and Ethnic Minorities, Hungarian Civil Liberties Union

COUNTRY: Hungary

PRACTICE: The Working Group Against Hate Crime

In 2012, five Hungarian NGOs established the Working Group Against Hate Crimes, a coalition of NGOs and experts working on improving the legislation on hate crime, encouraging victims to report and raising awareness in an effort to tackle hate crimes more efficiently. Members of the Working group represent different vulnerable groups, including LGBT, Roma and refugee / foreigner victims of hate crimes. They work closely with Hate Crime Network, specialized network within National Police for combating hate crimes, and meet regularly at National Police Headquarters to discuss a specific theme, exchange opinions and identify flaws in current hate crime legislation. Furthermore, the Working Group provides opinion on draft legislation, conducts research on hate crime and organizes conferences and training for police officers, judges, prosecutors. Member organizations also provide legal representation. Some of their achievements include: successful lobbying for extension of hate crime legislation to protect against sexual orientation, gender identity and disability biases, improvement of victims' rights in new Criminal Procedures Code and development of bias indicators for recognizing hate crimes that were adopted by the National Police.

ORGANIZATION: Greek National Commission for Human Rights (GNCHR) and Office of the UN High Commissioner for Refugees in Greece (UNHCR)

COUNTRY: Greece

PRACTICE: Racist Violence Recording Network

Racist Violence Recording Network (RVRN) was established in 2011 with the aim to fill the gaps in official hate crime data collection through the systematization and unification of the data collected by different organizations on their own initiative. The RVRN is coordinated by the UNHCR and the GNCHR and, apart from them, comprised of 37 NGOs who offer medical, social and legal services or/and come in direct contact with victims of racist violence or victims of other hate-motivated violence, as well as of organizations established by members of the groups usually targeted by racist violence. Other activities pursued by the RVRN include: formulation of recommendations on improving human rights protection, awareness raising campaigns for combating hate crimes, organization and participation in training programs regarding issues that refer to the identification, recording, and combating of hate crimes. The network publishes annual reports based on their joint data collection.

8. ADVANCING LEGAL PROTECTION OF LGBT PEOPLE

ORGANIZATION: **Rete Lenford - Avvocatura per i Diritti LGBTI**

COUNTRY: **Italy**

PRACTICE: **Strategic litigation**

The Lenford Network is the association of lawyers working on legal protection of LGBT people established in 2007. One of their most remarkable activity is strategic litigation – a strategy to improve the protection of LGBT persons by bringing cases to the court that could lead to judicial recognition of rights still neglected by the law. In such cases, free legal assistance is offered to the victims. They have succeeded in obtaining recognition of several LGBT rights. In 2013, Rete Lenford has participated in the drafting of the proposal for introducing homophobia and transphobia as an aggravating circumstance in the Italian Criminal Code. Moreover, Rete Lenford is also involved in training of law enforcement professionals, research activities and advocacy.



This report was developed by the team of the Come Forward project with the aim of providing information on inspirational practices that proved to be effective in countering underreporting of anti-LGBT hate crime and enhancing support of LGBT victims. It provides professionals working with victims and witnesses with useful suggestions on how to further improve the capacities of official authorities and NGOs for tackling anti-LGBT crime.



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