



Strategic Plan

1st April 2016 – 31st March 2019

Who we are

Stop Hate UK is a national charity working with people who are affected by Hate Crime or other targeted crime.

Graham Lewis, Chair



Rose Simkins, Chief Executive



What we do

Stop Hate UK provides emotional support as well as advice and information on staying safe in the home or in the community. We can also help with advice on how to navigate the criminal justice system as well as how to hold statutory and other bodies to account.

Stop Hate UK has a long history of providing enhanced support to victims of Hate Crime with complex needs. This can either involve face-to-face advocacy on behalf of the victim or enhanced telephone/electronic support where required. Stop Hate UK currently runs a caller care advocate service where victims with additional needs are identified at the referral stage and then receive additional support to find a resolution to the abuse they are being subjected to.

One of our key services is our 24 hour helpline. The 24 hour reporting and support service provided by Stop Hate UK draws on our extensive experience of people's needs when reporting, and is a virtual Third Party Reporting Centre. Victims, third parties and witnesses can contact us via our 0800 number, text service, online chat, email and an online reporting form.

This service is currently delivered by 3 separately branded lines:

- The Stop Hate Line, a 24 hour 3rd party reporting centre for victims of all forms of Hate Crime
- The Stop Learning Disability Hate Crime helpline and
- The Stop LGB&T Hate Crime helpline

Our training and consultancy services cover a wide range of activities. Stop Hate UK have recently provided training for the police, prison services, youth offending teams, probation services, housing, and multi-agency groups in subjects such as Hate Crime Awareness and Hate Crime Masterclass. We will be increasing the range of organisations we provide training to and the type of course we will deliver.

Stop Hate UK has extensive expertise in scrutiny. We have experience of both setting up and managing scrutiny panels including the recruitment and training of members.

Our Vision

We dream of a society which is free from hate, harassment and discrimination, where all people are valued for their unique identity.

Our Ambition

As a means of realising this dream, we seek to work towards a society in which all people affected by hate, harassment and discrimination can challenge, report and change their experience, to support and empower people who are affected by Hate Crime, harassment and discrimination, to influence and guide organisations in their responses to Hate Crime, harassment and discrimination and to develop effective partnerships with other organisations which share our dream.

Our Values

As Stop Hate UK, our members, staff and volunteers is committed to challenging hatred, harassment and discrimination to create a more just and humane society.

We have values which help us do this:

- We have integrity
- We can be trusted
- We are a caring organisation
- We are non-discriminatory
- We celebrate our differences
- We are approachable
- We are empathetic
- We are respectful
- We are empowering
- We are challenging
- We believe in the value of partnership and collaboration

Our Ethos

We see language as an important way to demonstrate our values so we discourage the use of the word 'victim'. We aim to be sensitive to how people describe themselves and how they want to be communicated with. We have an expertise in running helplines and providing support and know, that to find positive outcomes for people, we need to work with many and varied agencies. Our relationship with anyone who contacts us, whatever the reason, is vital and we use the art of conversation to reach the best outcome we can for the person.

Our Strategic Aims

- Enabling people affected by hate, harassment and discrimination to challenge, report and change their experience
- Supporting and empowering people who are affected by Hate Crime, harassment and discrimination
- Influencing and guiding organisations in their responses to Hate Crime, harassment and discrimination
- Developing effective partnerships with other organisations which share our dream
- Running our organisation efficiently and effectively

Our Strategic Objectives

Strategic Aim	Enabling people affected by hate, harassment and discrimination to challenge, report and change their experience	Supporting and empowering people who are affected by Hate Crime, harassment and discrimination	Influencing and guiding organisations in their responses to Hate Crime, harassment and discrimination	Developing effective partnerships with other organisations which share our values	Running our organisation efficiently and effectively
Objectives for 2016-2019	<ul style="list-style-type: none"> a. Sustain and continue to develop our helpline services b. Consider the need for and feasibility of providing additional helplines c. Develop measurable targets for levels of reporting of Hate Crime, harassment and discrimination 	<ul style="list-style-type: none"> a. Develop the range of support services we offer in conjunction with commissioners b. Develop a model of good practice in supporting and empowering people who are affected by Hate Crime 	<ul style="list-style-type: none"> a. Achieve recognition as a leading player in the field of Hate Crime services b. Maintain and promote the Stop Hate UK brand c. Develop and achieve targets for raising awareness of Hate Crime d. Become a leader in the development of agreed quality standards e. Develop and operate a full Hate Crime training model f. Continue to expand our knowledge base and knowledge exchange 	<ul style="list-style-type: none"> a. Identify strategic partners we could work with b. Collaborate with partners to develop projects, campaigns etc. that help fulfil our dream and further our values 	<ul style="list-style-type: none"> a. Establish a systematic approach to gathering evidence of our effectiveness b. Ensure our team is appropriately trained and supported and that they have appropriate levels of knowledge and skills c. Monitor and maintain our financial sustainability

