

Bolton Hate Crime Action Plan

2026 – 2029



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Foreword

Bolton is a proud, diverse, and welcoming borough, home to communities who contribute richly to our culture, economy, and shared identity. Our strength lies in our willingness to stand together, support one another, and celebrate the differences that make Bolton unique. Yet we recognise that hate crime continues to harm individuals, families, and neighbourhoods. Some groups remain particularly vulnerable, including children and young people, disabled residents, transgender people, and members of our Muslim communities who continue to experience under reported incidents of anti Muslim hate. Addressing this honestly is essential if we are to build a safer and more inclusive Bolton for everyone.

This Hate Crime Action Plan sets out our shared commitment - across Bolton Council, Greater Manchester Police, the Community Safety Partnership, housing providers, schools, voluntary and faith organisations, health services and community groups - to prevent hate in all its forms, improve confidence to report, and ensure victims receive the support they deserve. Through strengthened partnerships with schools, colleges, youth services and families, we will ensure that children and young people are heard, protected, and empowered.

Housing providers and landlords also play a vital role in identifying hate incidents early within neighbourhoods. Their involvement in reporting, safeguarding and hotspot monitoring is an essential part of our strategic approach. Improved neighbourhood hotspot mapping will help us identify emerging tensions more quickly and target resources where they are needed most.

We are committed to ensuring that information, reporting routes and services are accessible to everyone, including residents whose first language is not English. Nobody should be left without a voice or be excluded from support.

The Independent Advisory Group (IAG) will continue to provide essential insight, challenge and accountability. As a community led forum, the IAG brings lived experience and ensures this plan remains grounded in the realities faced by our diverse communities.

We know that hate crime is still significantly under reported - particularly anti Muslim hatred, disability hate crime, and hate targeting transgender residents. Children and young people, often experience hate but do not always feel able to report it. This plan therefore focuses on building trust, widening reporting routes, developing youth centred trauma informed approaches, and ensuring community based organisations are empowered to support victims.

Together, as partners and as a community, we stand firmly with victims. Hate crime has no place in Bolton. Through this plan, we reaffirm our determination to reject hate, support those affected, and build stronger, safer, more cohesive communities where everyone who lives, works or studies here feels safe, valued and welcome.

Rabiya, Helen and Mark



This joint statement is provided by; GMP Chief Superintendent Helen Critchley; Cllr Rabiya Jiva, Executive Cabinet Member at Bolton Council; and Mark Aspin, Assistant Director of Communities and Housing at Bolton Council.



Introduction

Bolton is proud of its diversity and is committed to ensuring that every resident feels safe, respected and able to thrive. This Action Plan sets out Bolton's clear, zero tolerance approach to hate crime in all its forms, recognising the serious harm it causes to individuals, families and communities. Through strong partnership working, early intervention and robust enforcement, we will prevent hate crime wherever possible and ensure that victims are believed, supported and empowered to access the help and justice they need. By listening to communities, valuing difference and challenging prejudice, Bolton reaffirms its ambition to remain an inclusive borough where diversity is celebrated and hatred has no place

What we Mean by “Hate Crime”

Hate crime is any criminal offence perceived by the victim, or by any other person, to be motivated by hostility or prejudice based on:

- race or perceived race;
- religion or perceived religion;
- sexual orientation or perceived sexual orientation;
- disability or perceived disability;
- transgender identity or perceived transgender identity.

In Greater Manchester, alternative subculture is also monitored as a hate strand.

Our Partnership with the Greater Manchester Hate Crime Plan

The Greater Manchester Hate Crime Plan 2024–2028 was developed through a collaborative partnership involving statutory agencies, local authorities, and organisations across the voluntary, community, faith and social enterprise (VCFSE) sector. Key partners included Greater Manchester Police, all ten Greater Manchester local councils, the Crown Prosecution Service, Transport for Greater Manchester (TfGM), NHS Greater Manchester, Greater Manchester Fire and Rescue Service, and the Greater Manchester Combined Authority.

Bolton Council played a direct role in shaping the plan, building on its ongoing commitment since 2020 to actively participate in Greater Manchester's hate crime governance and delivery structures. This involvement ensures that Bolton's local intelligence, community insight and examples of good practice are fully reflected in the strategic approach.

The plan was launched in October 2024, and its significance became even more apparent following the social unrest and rising societal tensions during the summer of that year. Recent incidents, including the attack at Crumpsall Synagogue and the Bondi Beach attack in Australia, have further heightened anxieties and concerns within communities.

On 14 October 2025, during National Hate Crime Awareness Week, professionals from a range of sectors gathered at the Toughsheet Community Stadium for a multi-agency hate crime conference. The event focused on the impact of hate crime, the available routes for reporting incidents, and ways to strengthen support for victims

Achieving the Vision in Bolton

Bolton, in line with the wider Greater Manchester approach, has a zero-tolerance stance on hate crime. We work closely with partners across the borough to prevent and tackle all forms of hate, ensuring that our communities are safer, stronger, and more inclusive for everyone. Our local actions are fully aligned with the six priorities of the Greater Manchester Hate Crime Plan, ensuring consistency and shared ambition across the region.

Linking to Bolton's 2040 Vision

The bolton2040-borough-plan sets a 'long term' direction focused on prevention, investment and sustainable growth. Mission Five - Safe and Protected - focuses on building confident and cohesive communities, where people feel secure, supported, and listened to. This mission places community cohesion and collective voice at its heart, making it central to Bolton's approach to tackling hate crime. Long term direction focused on prevention, investment and sustainable growth.



Our hate crime work directly contributes to achieving this ambition. By strengthening community safety, promoting cohesion, and encouraging reporting, we help create the conditions outlined in the 2040 Vision. Through partnership working and proactive prevention efforts, Bolton is committed to creating a borough where everyone feels protected, valued, and empowered to thrive.

Bolton Residents

Bolton has population of 302,383. This breaks down as follows:

- 73,832 are aged 0-17,
- 176,783 are aged 18-64
- 51,768 are aged over 65

Bolton has a higher proportion of young people (under eighteen) than England and slightly higher than Greater Manchester (Bolton 24%; GM 23%; England 21%). We have a lower proportion of people aged 65+ than England but slightly more than Greater Manchester (Bolton 17%; GM 16%; England 19%).

Bolton is a place of great diversity as is reflected by the demographics below that are of relevance to hate crime:

- 94,500 ethnic minorities (94,464)
- 5,700 LGBT+ community
- 1,469 residents have a different sex from the one registered at birth
- 54,429 have a disability

The role of the Community Safety Partnership
The delivery of this strategic ambition is driven locally through the Bolton Community Safety Partnership (CSP) priorities, which provide the operational framework that turns the 2040 Vision into practice.

These priorities are:

1. Keep People Safe
2. Reducing Harm and Offending
3. Strengthening Communities and Place

Work to tackle hate crime contributes directly to all three of these priorities. It supports the protection of vulnerable residents, reduces the risk of further harm or escalation, and strengthens community confidence, resilience, and cohesion.

Connecting Strategy To Delivery

Together, the GM plan, the 2040 Vision, and the CSP priorities create a coherent framework. Bolton's hate crime work is strategically aligned, operationally grounded, and focused on meaningful impact - helping to build a borough where everyone feels safe, respected, and able to thrive.

Governance and Oversight

Bolton Council leads and coordinates this plan. Governance will sit with the Belonging in Bolton Steering Group a subgroup of the Community Safety Partnership (CSP), which will oversee the development, delivery and ongoing monitoring of our local implementation of the GM Plan. The Steering Group will foster effective partnerships, build on strong foundations, evaluate outcomes, including impact assessments and report regularly to the CSP and GM Hate Crime Leads meetings. This plan reflects the 20 GM actions (below) and will be refreshed in line with the GM Plan review in 2028.

Bolton's Progress

Bolton's plan is comprehensive and ensures the local implementation of each of the Greater Manchester Hate Crime Plan priorities and actions. It builds on the significant work already undertaken locally, including initiatives supported through the Hate Crime grant, extensive community training, and the development of local capacity.

This work has resulted in a strong infrastructure across the borough, including a network of more than 100 Hate Crime Ambassadors and 15 Third party Hate Crime Reporting Centres established as part of the Hate Crime Centre Refresh. For further information: Hate crime – Bolton Council

The plan has been informed by best practice shared through the following:

- Greater Manchester Hate Crime Leads meetings
- Police led Hate Crime Working Group meetings
- Greater Manchester resident consultation data
- Feedback from Third Party Reporting Centre and Ambassador training sessions
- Learning from the multi agency Hate Crime Conference held at the Toughsheet Community Stadium on 14 October 2025.

The interventions set out within the plan are designed to support multiple priorities. However, the Hate Crime Steering Group may, where necessary, rationalise or refine actions, agree amendments, and provide a clear mandate to the Council's Hate Crime lead to coordinate the further development and delivery of interventions.

The Hate Crime Picture

Across Greater Manchester, 11,112 hate crimes were recorded between December 2024 and November 2025, with clear seasonal variation: levels were lowest in December 2024 (705) and peaked in August 2025 (1,128). Bolton broadly follows this pattern but shows sharper month-to-month to month swings than the GMP average. Race related hate crimes are the most reported followed by disability, sexual orientation, religion, and transgender related hate crimes.

Bolton's Position

- 974 hate crimes (December 2024 to November 2025)
- The share of GMP total is 8.77%
- Ranked fourth highest out of 12 GMP areas (note Manchester is split into 3 areas)
- The peak month was July 2025 (118)
- The lowest month was December 2024 (46)

Bolton's summer months (June to August) account for 31.8% of its annual hate crime - slightly higher than the GMP-wide summer share (29.6%). This indicates a stronger seasonal uplift locally.

In terms of comparison with other areas:

- The highest totals are:
 - o Manchester Central (1,654)
 - o Manchester North (1,140)
 - o Salford (1,114)
- Bolton sits just below these, ahead of Oldham, Rochdale and all other districts.
- Combined, the three Manchester divisions account for 32.55% of all GMP hate crime.

In terms of the monthly position, Bolton typically ranks fourth or fifth each month. It has a more volatile pattern than the force average, with large percentage changes around the spring and summer transition periods.

Improving Support for Victims

Bolton is committed to ensuring that victims are never left to face hate crime alone, and that everyone feels safe, supported, and listened to when reporting incidents. A key part of tackling hate crime is making sure it is reported whenever and wherever it occurs. Hate crime is often underreported, which makes addressing it far more challenging. For example, Muslim communities continue to feedback that incidences of anti Muslim hate underreported. Below is a list of organisations across Greater Manchester and Bolton that provide support to victims and work to improve outcomes for those affected:

Catch 22 – Greater Manchester Combined Authority has commissioned Catch 22 to provide support and services to victims of crime within Greater Manchester. Visit www.gmvictims.org.uk/ phone 0800 876 6155 or text relay 18002 0800 876 6155 to access support and services

British Muslim Trust: A charity that provides support and safe reporting for victims of anti-Muslim hate across the UK British Muslim Trust | Empowering Communities Across the UK Muslim hate across the UK

Community Security Trust (CST): A charity that protects British Jews from antisemitism and related threats. <https://cst.org.uk>



Galop: An LGBT+ anti-abuse charity which works with and for LGBT+ victims and survivors of abuse and violence. <https://galop.org.uk/types-of-abuse/> You can also get information from the LGBT Foundation. <https://lgbt.foundation/help/hate-crime-reporting>

Irish Community Care: A reporting service for victims of hate crime who are members of Gypsy, Roma and Traveller communities www.irishcommunitycare.com/the-travelling-community

Bolton's 15 Third party Hate Crime Reporting Centres Hate crime – Bolton Council

Trauma Informed Practice

We are committed to ensuring that all contact with victims and witnesses of hate incidents and hate crimes is grounded in trauma informed practice. We recognise that experiences of hate can cause profound and lasting harm, impacting emotional wellbeing, trust in services and willingness to engage. All partners are therefore expected to respond in ways that prioritise safety, dignity, choice and empowerment, and that avoid re-traumatisation. By embedding trauma informed principles across reporting, investigation, support and follow up, we will ensure that people are listened to, believed and supported at every stage of their journey, regardless of whether they choose to formally report an offence.

Implementation and Actions

The following pages outline how Bolton will implement each of the 20 actions identified to address the six priorities of the Greater Manchester Hate Crime Plan. Belonging in Bolton Steering Group is expected to further refine the interventions, adjust timescales where necessary, and seek opportunities to involve additional partners. The actions include contributions from both Greater Manchester-wide service providers and local services.

Priority 1

Increase communication and awareness of hate crime and its consequences	Intervention	Owner	By When	Rag Rating/ Progress
Action 1: Deliver coordinated public awareness activity - using shared branding and joint messaging - to build understanding of what constitutes hate crime and how to report it	Work with GM partners and Bolton communications teams to deliver consistent messaging across appropriate media, using GM "Too Great for Hate" branding and the GM website Lets End Hate Crime - Greater Manchester Combined Authority, and promoting reporting routes and victim support (Bolton Third Party Reporting Centres; Catch22; Galop; Bolton Pride and Bolton Rainbow; British Muslim Trust; Community Security Trust; Irish Community Care	Community Safety Team and the Belonging in Bolton Steering Group	Ongoing	
	Use Transport for Greater Manchester and Bolton Town Centre Management channels to amplify reach. Track reach, engagement and impact with clear evaluation		Ongoing	
	Leverage existing events (e.g., Parliamentary Week at Bolton College, GM Hate Crime Awareness Week, Holocaust Memorial Day) to educate, share impact and promote reporting		Ongoing	
	Provide targeted briefings for council staff and elected members, safeguarding leads, school pastoral leads, community and the Bolton Faith Network, the Police Independent Advisory Group (IAG) and sports clubs		Ongoing	

Priority 1

Increase communication and awareness of hate crime and its consequences	Intervention	Owner	By When	Rag Rating/ Progress
Action 2: Build digital resilience and promote respectful online spaces, including on social media and online gaming platforms	Expand high quality digital safety training that builds confidence to recognise and respond to online hate. Promote this via the Multi Agency training platform to safeguarding leads such as these in the education.	Community Safety Team and the Belonging in Bolton Steering Group	Oct 2026	
	Commission specialist providers with expertise in online gaming cultures, social media dynamics and the impact of mis and disinformation; build on Connect Futures training delivered through Recovery Cohesion work		Ongoing	
	Use sentiment monitoring to understand patterns and impacts in Bolton and apply insights to proactive prevention		Ongoing	
Action 3: Embed community voice by regularly gathering partner and resident insights to shape priorities and responses.	Use insights from the 14thOctober 2025 Hate Crime Conference breakout sessions to shape actions of the Hate Crime Plan	Community Safety Team and the Belonging in Bolton Steering Group	May 2026	
	This action is to be picked at GM level: Review Greater Manchester surveys and evaluations and ensure actions and activities are relevant to residents and victims in Bolton		Ongoing	
	Link the community and council led conversations from the cohesion work to hate crime reporting		May 2026	
	Organise an event that assesses the progress of the implementation of the Bolton Hate Crime Plan		Feb 2027	
Action 4: Increase understanding of the impacts of misogyny and gender-based violence and promote positive, safe environments for women and girls-based violence based based	This action is being addressed under the Domestic Abuse Strategic Framework and bolton-s-violence-prevention-strategy-2024-27	Community Safety Team and the Belonging in Bolton Steering Group	Ongoing	

Priority 2

Improve support for victims of hate crime	Intervention	Owner	By When	Rag Rating/ Progress
Action 5: Work with Greater Manchester Police and other GM Local Authorities to consider the introduction of a new service standard for responding to hate crime.	Ensure the views of Bolton victims and witnesses are fed into the Greater Manchester hate crime structures where the GM Hate Crime Standards are agreed.	Community Safety Team and the Belonging in Bolton Steering Group	Ongoing	
	Use conference feedback to inform service design and draw on the Hate Crime Steering Group expertise to shape trauma informed practice.		March 2028	
Action 6: Improve support for victims post-reporting by implementing a trauma-informed response and tailoring support to victims' needs, including neurodiversity.	Work with Catch22, GMP and Victim Support to implement trauma informed pathways and publicise support routes clearly	Community Safety Team	March 2028	
	Commission only quality assured providers that meet recognised standards and procure additional support where needed		Ongoing	
	Coordinate with Bolton communications teams to promote reporting routes and services on an ongoing basis.		Ongoing	
Action 7: Increase awareness of services available to victims of hate crime and hate incidents	Proactively promote Catch22 victim support service to decision makers and partners including: Third Party Reporting Centres, Council staff, elected members, Prevent Board, CSP, Steering Group, Registered Social Landlords, Sentiment Monitoring Group, Bolton Faith Network, Police IAG and Bolton Wanderers FC	Community Safety Team and the Belonging in Bolton Steering Group	March 2027	
	Ensure support information is accurate, accessible, available to people who first language is not English and consistent across channels		Ongoing	

Priority 3

Increase the confidence to report hate crime	Intervention	Owner	By When	Rag Rating/ Progress
Action 8: Inform people of the support available when reporting a hate crime and improve and publicise third party reporting mechanisms such as centres and ambassadors	Maintain an up-to-date list of Third-Party Reporting Centres on the Bolton Council website (with regular contact audits) and publish new centres promptly after training	Community Safety Team	Ongoing	
	Provide reporting centres with the relevant resources to make reporting mechanisms visible and accessible.		October 2026	
	Promote and celebrate the Lets End Hate Crime - Greater Manchester Combined Authority		Ongoing	
	Use opportunities from campaigns to promote support and reporting mechanisms.		Ongoing	
Action 9: Further enhance trust in public services by sharing outcomes, learning and successful joint work	Collect and publicise good news stories, collaborative practice and creative solutions with partners, Reporting Centres and Ambassadors.	Community Safety Team, the Belonging in Bolton Steering Group and Bolton Council Comms	Ongoing	
	Highlight positive criminal justice outcomes and learning from CPS Hate Crime Scrutiny Panels. Share victim and witness testimonies and short learning nuggets to challenge myths, explain the victim journey and show community impact.		March 2028	
	Create inclusive events that bring communities and people of all ages together (e.g., sports, food festivals, faith/ cultural celebrations such as Black History Month) beyond GM Hate Crime Week and Holocaust Remembrance		Ongoing	
Action 10: Support scoping of a GM hate crime app for anonymous reporting and easy access to information and support	This action is to be picked at GM level: Provide Bolton specific insight to inform feasibility and design	Community Safety Team, Belonging in Bolton Steering Group and Agilysys	March 2028	

Priority 4

Prevent hate crime from occurring	Intervention	Owner	By When	Rag Rating/ Progress
Action 11: Effectively and proactively use evidence and community insight to shape prevention and monitor tensions.	Use the following to inform, shape and refine approaches and interventions that prevent and tackle hate incidents and hate crime: • sentiment monitoring information • views of victims, witnesses, practitioners (including housing, health and welfare staff, hate crime ambassadors, education safeguarding leads) • victim support insights • survey/training data • hate crime hotspot mapping	Community Safety Team and the Belonging in Bolton Steering Group and Sentiment Monitoring Group	Ongoing	
Action 12: Review the causes of hate crime and improve the visibility of the action we are taking to tackle hate crime	The Hate Crime Steering Group to review the information and intelligence provided by partners at various forums and ensure that related action are visible to partners and the public through partnership arrangements and public campaigns	Community Safety Team and the Belonging in Bolton Steering Group		
Action 13: Protect public transport and the nighttime economy, improving safety and confidence.	Hold regular information exchanges (Town Centre Management, TfGM, GMP, Community Safety) to spot trends and coordinate responses	Community Safety Team and the Belonging in Bolton Steering Group		
	Use Town Centre strategic forums to include hate crime as a priority and engage businesses and the VCFSE sector			
	Use existing channels to promote reporting in high footfall locations			
	Ensure public and private security staff receive active bystander and hate crime training to strengthen responses and victim engagement			
	Ensure secondary school pupils and college and university students are briefed via their education safeguarding mechanism.			

Priority 5

Improve education around hate crime	Intervention	Owner	By When	Rag Rating/ Progress
Action 14: Raise the standard and reach of hate crime training for all partners.	Map current provision; ensure high quality training including bystander training is accessible to all partners; monitor and quality assure regularly	The Community Safety Team and the Belonging in Bolton Steering Group	October 2026	
Action 15: Co-design hate crime education with young people and partners across schools, colleges, universities and informal education.	Work with school safeguarding teams to embed awareness in existing projects; integrate with GMP's Mini Police initiative; engage Youth Outreach and VCFSE youth organisations (e.g., Bolton Lads & Girls Club; Bolton Wanderers in the Community)	Community Safety Team and the Belonging in Bolton Steering Group	March 2028	
	Involve the Youth Council; collaborate with Bolton College and the University of Bolton; and scope a dedicated focus meeting for special educational settings		March 2027	
Action 16: Equip residents to appropriately and safely intervene and report confidently when they witness hate crimes in Bolton	Provide clear reporting information through joint GM/Bolton communications	Community Safety Team and the Belonging in Bolton Steering Group	March 2027	
Action 17: Improve public understanding of the criminal justice system, how it supports victims and addresses perpetrators	Promote the hate crime app if introduced	Community Safety Team and the Belonging in Bolton Steering Group	March 2028	
	Deliver a rolling Active Bystander Training programme with partners		March 2027	
	Through Bolton webpages, social media, good news stories and learning nuggets, ensure CPS, Probation, Police and Court information is shared and publicised with a particular focus on outcomes, prevention and good practice.		Ongoing	

Priority 6

Bring communities together to tackle hate crime	Intervention	Owner	By When	Rag Rating/ Progress
Action 18: Work with voluntary, community, faith and social enterprise groups to improve engagement and outreach with communities and reduce hate crime against those with protected characteristics.	Work with Bolton CVS and the Bolton Faith Network to create an agreed Engagement and Communication Approach	Community Safety Team and the Belonging in Bolton Steering Group	February 2027	
	Strengthen communication with victims and witnesses of hate incidents and hate crimes		February 2027	
	Ensure accessible, culturally competent support for people targeted due to their protected characteristics (including perceived)		March 2027	
	Address intersectional harm and improve safe reporting pathways and community confidence		March 2027	
Action 19: Create spaces for dialogue and shared experiences to promote cohesion and friendship.	This action is being addressed under the Cohesion Strategy	Community Safety Team and the Belonging in Bolton Steering Group and Recovery Coordination Group	Ongoing	
Action 20: Understand and respond to the experiences of emerging and migrant communities, including people with asylum backgrounds.	This action is being addressed under the Cohesion Strategy	The Community Safety Team and the Belonging in Bolton Steering Group and Recovery Coordination Group	Ongoing	

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