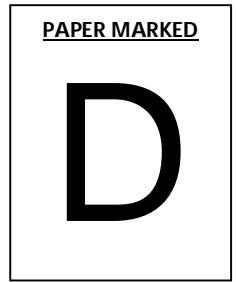


**POLICE AND CRIME
COMMISSIONER FOR
LEICESTERSHIRE**

**ETHICS, INTEGRITY AND
COMPLAINTS COMMITTEE**



Report of	OFFICE OF CHIEF CONSTABLE
Subject	HATE CRIME
Date	FRIDAY 20 MARCH 2020 – 2:00 p.m.
Author	C/INSP MANJIT ATWAL

Purpose of Report

1. To provide the Ethics, Integrity and Complaints committee with an overview of Hate Crime and an insight into the Force's approach. The report will provide an outline of what processes are currently in place, how these have developed over the past few months and the force's plans for the future.

Recommendations

2. The Committee is recommended to discuss the contents of the report.

Ethical Dilemmas

3. A premium service is expected to be provided for victims of hate crime which is sometimes disproportionate to the level of injuries caused. Is it ethical and appropriate to prioritise this type of crime over other similar non-hate crime within the finite resources the force has?

Background

4. Historically hate crime has been given an enhanced level of service delivery in force. More recently, due to the cuts in public funding, whilst hate crime has continued to receive an enhanced service, it has been at a slightly lower level of service delivery specification than previously delivered. This has potentially impacted on our satisfaction rates, which sit at 72.2% Jan 2020. Hate crime demand has increased nationally at around 10% and locally around 11%.

5. In Leicestershire, the largest percentage of hate crimes are racially motivated (75.4%), followed by sexual orientation (12.5%) followed by religious motivated hate crimes (8.7%), disability related hate crimes (5.58%), then transgender (2%), other (2%) and alternative sub culture.
6. The demand pressures on forces to deliver enhanced service delivery standards has been identified by the NPCC. All Forces are currently awaiting direction from the NPCC lead and College of Policing after an inspection of 6 Forces (not Leicestershire) in 2018.

There are 6 areas being considered, of which the directions are still awaited:

- NPCC lead, Home Office and Ministry of housing, Communities and Local Government to consider jointly whether flags for all forms of hate crime should be differentiated to give a better understanding of how different groups are victimised
- NPCC lead for hate crime to review and consult on the introduction of a police force control room process to ask callers why they perceive that the perpetrator has acted in the way they have
- NPCC lead for hate crime to review the National Standard for incident recording of hate incidents
- NPCC lead should review with the College of Policing an agreed minimum standard of response to calls for service of hate crime
- NPCC lead and College of Policing to review the flagging and operational guidance around the management of cyber enabled hate crime
- NPCC lead for supporting victims should urgently review how much information forces give to victims of hate crime

Force Approach

Processes

7. The Force has the following Hate Crime leads in place:

Chief Officer Lead	ACC Julia Debenham
Strategic Lead	C/Insp Atwal
Hate Crime Officer	Isla Dixon
Dedicated Investigative Lead	DI Brett.

- Hate Crime is managed day to day through the current Force processes from call handling to investigations, supported by the neighbourhood policing teams. The process is contained in the Hate Crime Policy and Procedure which is currently being reviewed and will be approved by the Chief Officer team once completed.
- Daily hate crime audits take place through the Hate Crime officer and her Sergeant; these help identify officers who require assistance with compliance with victim contact and the correct flagging of hate crime. The information is shared with all of the teams to make sure that officers can gain any development they need around using Force systems such as Pronto and Niche.

- We share any internal victims of crime on a daily basis to the appropriate Senior Leadership Teams to ensure we support our staff and their welfare needs. This also forms part of the monthly performance document.
- We receive a weekly update from the National Tensions monitoring team which gives us an overview of the national picture and trends in hate crime reporting

Prevention

- Prevention advice is available via various means including our website, the Hate Crime officer, the Force's social media accounts and from our officers directly when dealing with incidents or crimes.
- Prevention advice and reporting of hate crime is also key in our community events i.e. Caribbean Carnival, Diwali, Eid celebrations, Pride etc. The Force has a visible presence at these events through the Hate Crime Officer, Equality and Diversity Team, Positive Action team and our volunteers.

Community Engagement

- Information around hate crime is supplied to our communities through our scrutiny panel, Independent Advisory Groups (IAG) or freedom of information requests.
- Hate crime is consistently an agenda item on IAG meetings; including LGBT+, race and disability and the strategic IAG which is chaired by ACC Julia Debenham. IAGs assist our organisation with gaining feedback from our communities with regards to our service delivery and the impact of our policing. The IAGs each receive a bespoke report looking at their specific area of concern for hate crime. This is followed by discussions on increasing the reporting of hate crime, future plans for work and the planning of hate crime week.
- We have collaborated with the St Philips Centre on a 3 year project called Cops Communities and Consent (CCC). The project holds community case seminars with members of different religious communities. The aim of the seminars is to provide specific case studies on policing issues and facilitate the community members to come to decisions about the scenarios they are faced with. The CCC project has included the creation of a Faith forum. Hate crime has featured as a standing agenda item at each forums meetings with hate crime broken down by each religion; The Faith Forum enables the Force to provide up to date data and consult and engage with specific religious communities.
- Each neighbourhood policing area uses community contacts to ensure that any messages or information is circulated to those who are either key individuals or stakeholders in those communities with liaison between our Prevent team, our NPA staff as well as our hate crime officer. Community impact assessments are used to ensure that any changes in perception or changes in crime are reflected in our organisation and community feelings are monitored

- The Hate crime officer attends community and partnership events to raise awareness on key issues/specific types of hate crime. During National Hate Crime Awareness Week the police link in with partners to promote hate crime awareness and encourage reporting. The police link with external organisations on specific awareness raising themes, such as Black Roses (Sophie Lancaster Foundation), National Holocaust Memorial Centre, University of Leicester lecturers, LGBT Centre etc.

Education and Training

- There is a hate crime Protecting Vulnerable People (PVP) recording which highlights the support for victims of hate crime and the work being conducted by victim first. This was rolled out 6 months ago to all across the Force.
- We have recently trained hate crime champions who are now in place around the force and will assist with knowledge and being a point of contact for those investigating hate crimes.
- The hate crime officer also attends Neighbourhood briefings to assist with any questions and highlight gaps and best practice.
- All new officers (PCs and PCSOs Specials and Call Takers) are given a two hour presentation around hate crime to improve their knowledge of the types of offences they will deal with. New officers are able to meet with a variety of communities as a part of their initial phase of learning about our organisation and the communities we serve.
- Hate Crime Awareness training is delivered to partners, community organisations, schools etc to raise awareness and encourage reporting.

Performance

- Hate crime links across the five 'V's in the PCC plan, in particular vulnerability, visibility and victims services.
- Hate Crime features on the Crime and Ops meeting chaired by ACC Debenham and where recently a review of the Hate Crime Investigative Specification was tasked.
- There is a quarterly Hate Crime Strategic meeting chaired by C/Insp Atwal attended by those across the Force that have responsibility for Hate crime within their department.
- The SHRU are part of the regional hate crime forum and share best practice from East Midlands CPS on cases.

Looking Ahead

8. As we move to the new model of local policing, Target Operating Model (TOM) it is hoped that improvements in communication between investigation teams and operational officers in neighbourhoods and response functions will enhance our service delivery to victims of hate crime.

9. Once the TOM has been embedded two geographic areas will pilot enhanced calls to all victims of Hate Crime, to reassure them, keep them updated of their investigation and ensure they have been given an opportunity to be referred to victim first. This will be reviewed in 6 months to see if this has had a positive impact on our victims and assisted with levels of satisfaction.
10. Whilst there has been a slight increase in hate crime reporting (11%) we still believe that there is under reporting and will continue to work with our communities and partners to support reporting.
11. We continue to review our performance on our satisfaction rates around Hate Crime and our confidence levels in policing. The force restructure (TOM) model will give officers more responsibility for hate crime from the start of the investigation and will hopefully assist in ensuring we deliver the best service, thereby improving satisfaction rates. This will continue to be monitored.

Implications

Financial: None

Legal: None

Equality Impact Assessment: Our service delivery is consistent across the 7 strands of hate crime that we record

Risks and Impact: There is a risk that community confidence and satisfaction levels could fall should the organisational approach not meet public expectations.

Link to Police and Crime Plan: Hate crime links across the five 'V's in the PCC plan and in particular vulnerability, visibility and victims services.

List of Appendices

Appendix A Monthly performance pack

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