

For Information	
Public	Public
Report to:	Strategic Resources and Performance Meeting
Date of Meeting:	7th March 2019
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Agenda Item:	6

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Nottinghamshire Police Response to Hate Crime

1. Purpose of the Report

- 1.1 The purpose of this report is to update the Police and Crime Commissioner about improvements to the Force response to reports of Hate Crime.

2. Recommendations

- 2.1 It is recommended that the Commissioner notes the report.

3. Reasons for Recommendations

- 3.1 The reason for the recommendation is to ensure that the Police and Crime Commissioner is up-to-date on the Force's response to hate crimes including performance, support for victims and partnership response.

4. Summary of Key Points

- 4.1 A revised force approach has been established in October 2018 to manage issues of hate crime and our service to victims. The structure is as follows:

Chief Officer Lead – DCC Rachel Barber
Strategic Lead – Supt Matt McFarlane
Operational Lead – Ch Insp Suk Verma
Hate crime officers – Paul Dickinson & Eli Todorova
City SPOC – Insp Mark Stanley
County SPOC – Insp Sue Wain

- 4.2 The recommendations of Her Majesty's Inspectorate of Constabulary and Fire and Rescue Service (HMICFRS) and Nottingham Citizens regarding response to hate crime have been reviewed, with action in place to ensure the requirements of all are met. This work reports through Ch Supt Griffin to DCC Barber, and is monitored on the force 4action system.

The recommendations cover issues of reporting, recording, risk assessment and management of hate crime. The updated policy and procedure addresses these, along with the use and promotion of True Vision for third party reporting

of hate crime. This is an online tool <http://report-it.org.uk/home> that can be easily used by any individual or organisation to report hate crime, including anonymous reports.

- 4.3 A revised force policy on hate crime has been developed and was published on the force intranet in January 2019. It is significantly condensed from the previous version, making it much clearer and simpler to follow. It is accompanied by an interactive 'bitesize' guide, providing officers with easy access to guidance on particular issues. It also includes changes to our processes to improve service to victims and improve consistency.
- 4.4 The hate crime officers contact hate crime victims by telephone after case finalisation to undertake a qualitative review discussion with the victim about their experience. This is not a market research type survey, but a conversation about the case, service received and any issues not yet resolved. This provides valuable feedback to improve future service delivery, which is reported into the monthly hate crime team meetings. The call also provides an opportunity to re-offer victim care and referral to any appropriate support organisations.
- 4.5 In order to ensure good data quality on Niche, the hate crime officers check records on a daily basis, ensuring correct recording, which is essential to provide the organisation with an accurate understanding of the types of hate crime that occur.
- 4.6 The hate crime strategic and operational leads provide a single point of contact (SPOC) for other agencies and the voluntary sector. This enables swift referral of any issues or concerns. Two repeat hate crime cases have already been referred by this route. Both resulted in changes to the service being delivered by the local Neighbourhood Policing Teams, in response to the concerns raised.
- 4.7 All hate crime reports are now reviewed and finalised locally by one of the two SPOC Inspectors. This is to deliver improved consistency in the service provided to victims. The experience gained from this has been used to communicate clear standards and requirements to officers on cases, with a mechanism to ensure these are met when reviewing for finalisation.
- 4.8 The hate crime team supported the Hate Crime Awareness Week in October 2018 alongside a range of partner agencies and organisations. This included attendance at events, media and social media activity. Feedback on this was positive, with good engagement from a range of partner and voluntary sector organisations.
- 4.9 Following discussions with the Crime and Drugs Partnership and the Safer Nottinghamshire Board hate crime leads, improved information is being provided to their hate crime meetings. This is alongside the performance data we provide to enable the partners to better understand and, therefore respond, to current trends in reported hate crime incidents.
- 4.10 Comparing hate crime reports in 2018 with 2017, the overall number shows a slight increase of 4.5%. Of note are significant percentage increases in reports

of disability and also transgender hate crime – both categories where it can be harder to encourage people to report. The increase in religion/faith based reports is mainly hate directed at Muslim individuals.

	2018	2017	Change	% Change
Hate Crime and Non-Crime	2,284	2,185	99	4.5%
Hate Crime	1,547	1,536	11	0.7
Hate Non-Crime	737	649	88	13.6%
Disability	195	138	57	41.3%
Race	1,524	1,526	-2	-0.1%
Religion/Faith	174	130	44	33.8%
Sexual Orientation	275	263	12	4.6%
Transgender	60	41	19	46.3%
Alternative Subculture	33	8	25	312.5%
Misogyny	87	90	-3	-3.3%
Other	125	91	34	37.4%

- 4.11 The positive outcome rate for hate crime in 2018 was 16.8% (compared to 15% for all crime).
- 4.12 The victim satisfaction rate is continuing to increase with the most recent monthly figures (for surveys of hate crimes that occurred in October 2018) showing an 88% satisfaction rate, (that is 38 out of 43 victims surveyed) and the survey of November crimes showing a 96% satisfaction rate (that is 48 out of 50 surveys). These increases should begin to lift the rolling 12 month average.
- 4.13 The potential impact of Brexit on hate crime is recognised, and reports are being closely monitored by the hate crime team and our partner agencies. At this time, we are not seeing a significant increase in reports related to Brexit issues.

5. Financial Implications and Budget Provision

- 5.1 There are no financial implications relating to this report.

6. Human Resources Implications

- 6.1 There are no HR implications relating to this report.

7. Equality Implications

- 7.1 Equality and diversity are fully recognised in our response to hate crime.

8. Risk Management

- 8.1 Any risks associated with our approach to dealing with hate crime are managed through the organisational risk register.

9. Policy Implications and links to the Police and Crime Plan Priorities

- 9.1 T2-3: This area of business is closely linked with two of the Police and Crime Plan priorities:
- Helping and supporting victims
 - Tackling crime and antisocial behaviour
- 9.2 We also continue to improve the partnership response to support victims, preventing hate crime and raising public awareness.

10. Changes in Legislation or other Legal Considerations

- 10.1 There are no changes in legislation or other legal considerations in relation to this report.

11. Details of outcome of consultation

- 11.1 This work is undertaken in close and ongoing working and consultation with partner agencies (particularly City & County Councils) as well as voluntary sector organisations.

12. Appendices

- 12.1 There are no appendices attached to this report.