

<b>For Information</b>	
<b>Public</b>	<b>Public</b>
<b>Report to:</b>	<b>Strategic Resources and Performance Meeting</b>
<b>Date of Meeting:</b>	<b>4<sup>th</sup> March 2020</b>
<b>Report of:</b>	<b>Chief Constable Guildford</b>
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<b>Agenda Item:</b>	<b>6</b>

\*If Non Public, please state under which category number from the guidance in the space provided.

## 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 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 The management structure for our response to hate crime is as follows:

Chief Officer Lead – ACC Steven Cooper  
Strategic Lead – Supt Matt McFarlane  
Operational Lead – Ch Insp Louise Clarke  
Hate crime officers – Paul Dickinson & Eli Todorova  
City SPOC – Insp Mark Stanley  
County SPOC – Insp Sue Wain

- 4.2 In December 2019, Her Majesty's Inspectorate of Constabulary and Fire and Rescue Service (HMICFRS) have confirmed that the force is meeting all current national recommendations regarding our response to hate crime. In some aspects we are being identified as potential good practice, such as our revised hate crime risk assessment.
- 4.3 The revised force policy on hate crime was developed and 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.

Our improvements in service delivery are being reflected in sustained and ongoing improvements to levels of overall victim satisfaction, which has increased to over 85% in 2019.

- 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.

Good working relationships have been established by the hate crime officers with a number of local and national community organisations, who monitor hate crime and provide additional support to victims.

- 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.
- 4.7 All hate crime reports are 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 2019 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 We have now trained 117 hate crime shift 'champions' as well as a substantial number of practitioners from other partner organisations (80) e.g. city council, NHS, Fire and Rescue and the voluntary sector. These 'champions' are being used as sources of local expertise and support to their teams on hate crime, to build better relationships with communities and also act as force ambassadors in the recruitment uplift programme.

- 4.10 In order to tackle issues of hate crime within Nottingham City Centre, particularly in the night time economy, we worked closely with Nottingham BID to launch the 'no place for hate' campaign which has run throughout 2019.

This is a holistic project that approaches the problems identified from different aspects to improve confidence, increase reporting, deter perpetrators and ultimately make the NTE safer and more inclusive for all of Nottingham's citizens and visitors.

The Charter and the statement it makes of no tolerance to hate crime, sends out a message to both victims and perpetrators of hate and prejudice. It tells victims that their experience will be taken seriously, they will receive support and that the city and participating venues and businesses stand with them and against hate. This, in turn, will increase confidence to report and in services as a whole. For perpetrators, it is a message that their behaviour will not be tolerated and that there will be consequences to their actions. This will be reinforced through the Exclusion Notice Scheme which is a bold and proactive mechanism to produce more positive outcomes for victims.

The experiences of those who work in the NTE are central to this project and the various elements of the project come together to equip employers to support their staff and to empower victims to report, by providing them with tools to take action. Consultation with workers in the NTE makes it clear that they would only report if they can see a positive outcome at the end and by piloting expansion of the range of enforcement options, the project aims to overcome this particular barrier.

- 4.11 Comparing hate crime reports in 2019 with 2018, the overall numbers have remained steady, at 2321 in 2019 (compared with 2315 in 2018). The most significant proportion continues to be race hate incidents.

- 4.12 The positive outcome rate for hate crime in 2019 was 14.3%.

## **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.