

Examples of Our Work with the Police

The Office for the Police and Crime Commissioner for Derbyshire

The Centre for Hate Studies was commissioned by the Derbyshire PCC to evaluate a test and learn pilot of the Hate Crime Community Advocate project (HCCA). This was in response to a number of identified issues by the PCC which included a lack of awareness in the community of existing services and a failure to tailor support to individual needs effectively. Using evidence from our research, we were asked to design a new county-wide intervention for victims of hate crime and to evaluate its effectiveness.

Evaluation of the new evidence-based intervention found that victims described advocacy support as positive, supportive, helpful which made a tangible difference to their wellbeing. Victims felt listened to which was one of the key issue identified by research participants in the ESRC-funded Leicester Hate Crime Project when discussing their dissatisfaction with current support services. A number of unique features were identified as key success features of the new intervention:

- **Time to listen:** A topic spontaneously raised by victims interviewed was that the professionals leading the intervention had the time to speak to them and that they would listen to what they had to say. One victim in particular said this meaningful contact had made a significant difference to their mental wellbeing following years of victimisation. They had previously had contact with a number of agencies, including a housing association and the police, but felt that neither had the time to “*genuinely listen*” to the ongoing issues. For another victim, simply having someone there who listened was enough for them to be able to move on from the incidents instead of pursuing the matter further through the criminal justice system.
- **Reporting on behalf of victims:** Some victims interviewed had had poor experiences with housing associations and the police when they had previously tried to report hate crime. Acting as a conduit, professionals involved in the intervention supported a range of victims to report incidents to the police. The professionals kept in regular contact with victims and followed up with the police when responses or updates in cases were not forthcoming. Victims explained that reporting via the intervention leads simplified an initially daunting process and minimised direct interaction with the organisations that they had poor experiences with in the past.
- **Ongoing support:** The offer of ongoing support was valued by those who had been a victim of hate crime over a prolonged period of time. Having had to relive their experiences of hate crime when reporting to different agencies, victims valued having a single point of contact who knew their case and whom they could return to for future advocacy and signposting.

Following the findings of the evaluation, we decided to expand the intervention to include advocacy support for all strands of hate crime. This has contributed to a more joined up approach between the police, our support services and the specialist advocates. This had led to improved awareness and understanding of hate crime amongst professionals within these agencies and amongst community organisations.

Dawn Robinson – Head of Commissioning, Office for Police and Crime Commissioner

The Office of the Police and Crime Commissioner for Hertfordshire

The Centre for Hate Studies was commissioned by the OPCC for Hertfordshire to collect evidence of the nature, extent and impact of hate crime within the county and to make recommendations for how support services could be improved. Key recommendations included:

- Identify opportunities to resource voluntary and community support services
- Utilise more creative and accessible ways of providing support
- Encourage frontline practitioners to engage more extensively with different groups and communities

As a result of the findings and recommendations from this research we decided to create a new county wide strategy for hate crime, to commission new support services for hate crime victims and to deliver training to frontline practitioners. The biggest impact we've seen has happened as a result of commissioning a new support service with a greater emphasis on community engagement. This has led to an increase in referrals and uptake of support services not only for hate crime but also for other types of victimisation.

Kevin McGetrick - Head of Commissioning and Victim Services

Gloucestershire Police

The Centre for Hate Studies was commissioned to advise on the development of a new county-wide hate crime strategy; to deliver training to hate crime champions within Gloucestershire Police; and to develop a 'train the trainers' package which was delivered to community hate crime champions.

The insights from the work of the Centre for Hate Studies have been the central driver to all the strategic developments in Gloucestershire in relation to hate crime work since early 2016. The measure of the effectiveness of this work lies in:

- 1. The rise in reporting and recording levels of hate crime across the county: In 2017/18 Gloucestershire recorded hate crime rose by 40% (compared to 28% nationally), and recorded hate incidents rose by 130%, against the previous year. Better community and police awareness, as well as markedly improved data capture processes have contributed to this rise.*
- 2. The scale of multi-agency involvement in building and delivering on the county hate crime strategic action plan. There are 45 organisations who contributed and delivered on 75% of a total of 62 commitments by end of year 1, and 57 commitments pledged for the current year (including 12 rolled over).*
- 3. The community hate crime awareness sessions developed in partnership with the Centre for Hate Studies has proved highly successful, with over 214 people having received the session so far, with the average pre-session self scored knowledge rating out of 10 of 5.04 and average self-scored knowledge of hate crime post-session of 9.13. A self-assessed average hate crime knowledge increase of 80%.*

Rebecca Richardson – Hate Crime Co-ordinator, Gloucestershire Police/Victim Support