

TRANSFORMING RESPONSES TO HATE AND EXTREMISM: THE IMPACT OF TRAINING



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There is growing evidence to show that levels of hate and extremism are rising across the UK and beyond, causing devastation to victims and their families and spreading mistrust within communities.

Within a climate of heightened tensions and widening divisions, it is imperative that organisations across different sectors deliver effective, evidence-based responses to victims, perpetrators and wider communities. Since 2015 we have conducted a series of groundbreaking studies involving more than 2,000 victims and perpetrators of hate and extremism. Using this large body of evidence, we have produced a range of training packages which are designed to increase awareness of and confidence in dealing with hate and extremism.

FACE TO FACE TRAINING

94% of those who attended our training felt that their newly-acquired knowledge and skills would make a significant difference to their role and to their organisation.

FINDINGS FROM EVALUATION SURVEYS ADMINISTERED ON COMPLETION OF THE TRAINING

Nearly two-thirds of delegates reported that since taking the training they have provided guidance and support to colleagues which has helped them to deal with hate crime cases more effectively.

FINDINGS FROM FOLLOW-UP EVALUATION SURVEYS ADMINISTERED SIX MONTHS AFTER COMPLETION OF THE TRAINING

Since establishing the Centre for Hate Studies in 2015, we have delivered face to face training to 2,005 practitioners and policy-makers working within criminal justice, education, local authorities, health and social care, and the voluntary sector. The training has covered a wide-range of themes depending on organisational and learner needs, including:

- Engaging with Diverse Communities
- Disability Hate Crime
- Homophobic and Transphobic Hate Crime
- Supporting Hate Crime Victims
- Responding to Perpetrators

A follow-up evaluation study conducted six months after the delivery of training with 328 attendees found that it had led to a significant improvement in awareness of:

- The impact of hate crime on victims (cited by 96% of learners)
- Hate crime policy and legislation (91%)
- The different forms that hate crime can take (e.g. verbal abuse, harassment, online hate, violence) (89%)
- The support needs of hate crime victims (88%)
- The causes of hate crime perpetration and the profiles of perpetrators (85%)
- How and where to signpost victims to support (81%)
- How hate crime reporting rates could be increased (76%)

Evidence collected through the follow-up evaluation study also illustrated that the new knowledge gained by attendees as a result of the training has led to tangible improvements in practice, such as:

- Improved ability to identify hate crime and incidents (cited by 87% of learners)

"I have identified the need to place an additional four hate crime flags on our crime recording system. i.e. Age, Gender, Alternative Subcultures, Homelessness. Our Chief officer group support this and efforts are in hand to achieve the change. The training provided me with the knowledge, understanding and confidence to raise the issue and suggest a course of action to achieve the change."

Police Officer

- Improved recording practices (65%)

"Helped me to realise the importance of acting as soon as possible and recording thoroughly."

ASB Investigator for Housing

"More staff appear to be ensuring that relevant questions are being asked and that the applicable hate crime incident type and tags are selected which improves the likelihood of a successful outcome for the victim."

Police Staff

- Improved outcomes for victims (e.g. more cases going to court, dispute resolved) (59%)

"Since the training, referrals to our victim support service have gone up considerably."

Victim Caseworker

- Improved organisational practice (e.g. new assessment tools, engagement approaches, infrastructure) (59%)

"I now make a more careful assessment of hate crime incidents."

Senior Crown Prosecutor

"It led to an improvement in my investigative approach even when the perpetrator is not known to the victim."

Enforcement Officer

- Increased levels of reporting from hate crime victims (57%)

"Since the training, reporting rates have increased by more than 200% in the county and this is because we publicised that we were receiving the training. There is now increased confidence within communities and better internal data capture mechanisms for these offences."

Hate Crime Co-ordinator

"It has increased my understanding of what constitutes hate crime and how to deal with it. I am able to pass this knowledge on to potential victims and to my team and service providers."

Community Safety Officer

"I now have a much better awareness of the impacts of hate crime on the victim, especially in those cases where the incident may not seem that serious at first point of contact, and a better appreciation of the additional strands of hate incidents such as age and gender."

Police Constable

"It has provided us all with a greater understanding. This has been particularly useful within my role as a Witness Care Officer as I have been able to identify cases of hate crime and provide a more tailored approach to support and guidance through the criminal justice system."

Witness Care Officer

"I'm now not afraid of the fact it is a "hate" crime or incident as I feel better equipped."

Police Constable

"With regards to the training, it has given people more of an awareness of the different forms of hate crime and how best to deal with such incidents, ensuring the victim has been treated fairly. By educating officers who perhaps in the past have had a limited knowledge around hate crime and the impacts it can have on someone, it has helped to ensure that victims are treated in a way they are happy with."

Police Superintendent

DIGITAL TRAINING

In 2018 the Centre for Hate Studies launched a suite of digital training modules to support better understanding and responses to hate and extremism.

The training is hosted on an interactive platform which can be accessed anywhere in the world. It is also free of charge, provides evidence-based guidance on good practice, and includes real life case studies. Based upon our research evidence, we have created six digital training modules designed to support practitioners from varying sectors and professional backgrounds:

- Engaging with Diversity
- Preventing Hate and Extremism
- Supporting Victims of Hate Crime

- Tackling Religiously Motivated Hate Crime
- Hate Crime in Higher Education
- Hate Crime on Public Transport

To date, 691 learners who work across different sectors have registered to take at least one training module. This includes those working within education (40%), local authorities (14%), criminal justice (12%), voluntary (4%), health care (3%), social care (3%), other (21%), as well as the general public (4%).

Each digital training module has pre- and post-completion surveys embedded within it which has enabled us to assess the impact of these modules on learner awareness, confidence and skills. Evidence collected through these surveys suggest that our digital training has resulted in

positive outcomes, as illustrated by the data for the module on 'Engaging with Diversity' presented below. The surveys ask learners to consider their pre- and post-training awareness and confidence in relation to the key themes covered within the training. They are asked to rate their awareness and confidence using a five point scale from no awareness at all (0) to comprehensive awareness (5).

Across all of the digital training modules, 83% of learners stated that the new knowledge and skills they had gained would help them within their role. The qualitative responses below are indicative of the positive feedback received from learners who have completed our training modules.

Awareness levels	Pre-completion survey Weighted average	Post-completion survey Weighted average
The diversity of the UK	2.95	3.44
Equalities legislation	2.26	3.14
The different forms that discrimination and harassment can take	2.81	3.31
The role of community engagement in the development of evidence-based and sustainable policy and practice	2.00	3.11
Effective ways of engaging with 'hard to reach' communities	1.75	3.05

Confidence levels	Pre-completion survey Weighted average	Post-completion survey Weighted average
Identifying and dealing with discrimination and harassment	2.48	3.20
Designing community engagement strategies	1.44	2.74
Engaging with members of different and diverse communities	2.51	3.16



"I will be prepared and ready to deal when an act of hate or extremism takes place in front of me. Also, the module furtherly helped me to understand better different definitions as well as certain situations."

"The training is very comprehensive and informative."

"I have a better understanding of the hate crime incidents, so I can recognise them more easily. Moreover, I know how to act upon the hate crime takes place."

"It will help me within my role as I have a better understanding of the support that victims want."

"Really liked the training and thought it is very useful for practitioners."

"It covered in details themes that I was barely aware of."

"It will help to look at alternative ways of carrying out community engagement, about how indirect discrimination can occur and how to stop this happening."

"Directly related to the potential casework I will be dealing with in regards to hate crime."

"The training has aided a greater understanding of how we may reach-out to, and communicate with our local community, and has provided simple yet effective ways in which we can undertake, and hopefully achieve this."



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