

Appendix A

Case Study – Improving Hate Crime Performance

Police and Crime Plan (2015-18)

- 1.1 Hate crime is a policing priority for the Commissioner. In the Commissioner's Police and Crime Plan for 2015-2018 he outlined in his priorities the need to ensure targeted provision is available, effective and focused on those most vulnerable to victimisation and offending and, in this context, to better understand and respond to hate crime.
- 1.2 Within his plan's first priority theme, he set two hate crime objectives: (1) Reduce the number of repeat victims of hate crime, and (2) Encourage the increased reporting and identification of hate crime. In support of his objectives, the Commissioner set the Chief Constable the targets of (1) a reduction in the number of repeat victims of hate crime compared to 2014-15, and (2) to monitor the number of hate crimes and the proportion which are repeats.
- 1.3 In 2015-16 there were 40 additional hate crimes recorded, representing a 4.0% increase. A similar volume of offences were recorded on the divisions; City with 493 offences and County with 447 offences. The proportion of hate crimes which are repeats reduced from 11.0% last year to 10.8% this year. There were 2 additional repeat victims in the year, an increase of 2.9%, the City recording 7 additional victims and the County 5 less.

Nottingham Citizens

- 1.4 The Commissioner took office in November 2012. At the end of 2013 Nottingham Citizens driven by community concerns, commissioned research into the experience of hate crime in Nottingham and Nottinghamshire. On 9th October 2014 the Nottingham Citizens published the results of its research: A Citizens Commission: No Place for Hate.
- 1.5 The Citizens' Commission report was a significant moment and raised a number of challenges for public authorities. It noted critically that in 2009-10 Nottinghamshire Police recorded almost 1,200 hate crimes and that by 2014-15 the figure was down to 592.
- 1.6 Nottingham Citizens' Commission also included amongst its key findings:
 - Significant under-reporting of hate crime in Nottinghamshire.
 - Weak public and professional understanding of what hate crime is.
 - The disproportionately significant impact of "low-level" hate crimes.
 - Hate crimes experienced specifically by women not being captured by recording.
- 1.7 In analysing its findings the Commission made particular reference to the loss of the Police's specialist hate crime function in 2010 as a likely contributory factor to the change in performance. Reference was also made to the loss of the Hate Crime Monitoring Project and the absence of a hate crime function within Nottingham City Council as a factor in less effective hate crime collaboration.
- 1.8 In response to their findings, Nottingham Citizens made the following key recommendations:
 - That Nottinghamshire Police (re)creates a specialist hate crime function.
 - That Nottingham City Council creates a specialist hate crime post.

- Nottinghamshire Police works with other groups to record misogynistic hate crime and that different forms of religious hate crime be disambiguated.

1.9 Following publication of the Commission report public authorities, including Nottinghamshire Police and Nottingham City Council, were lobbied to respond positively to the recommendations, particularly in terms of resource provision but at that time financial restrictions prevented a change in the resource landscape.

Safer Nottinghamshire Board

1.10 Partnership activity around hate crime in Nottinghamshire is coordinated by the Safer Nottinghamshire Board's (SNB) Hate Crime Steering Group (HCSG). The Commissioner and Nottingham Citizens (in their report) both recognise the pivotal role that the Hate Crime Steering Group plays in delivering improvements in hate crime.

1.11 The HCSG is headed by the Chief Executive, of Broxtowe Borough Council who chairs a quarterly Steering Group. The HCSG has a Hate Crime Delivery Plan to manage its business. The HCSG has no designated staff.

1.12 The Commissioner was fully involved with key members of Nottingham Citizens' and had numerous meetings with other stakeholders across the City and County to discuss a way forward with regard to existing albeit limited resources.

1.13 Consequently, the Commissioner agreed to fund a Hate Crime Manager to service both the Police and the HCSG for two years (2015-17). The Hate Crime Manager came into post on 1st April 2015. Following on from this in June 2015 Nottingham City Council seconded a Hate Crime Project Officer to work in conjunction with the Hate Crime Manager.

1.14 The Hate Crime Manager and Hate Crime Project Officer have been working to deliver the Commissioner's objectives through the HCSG's Action Plan. The job description of the Hate Crime Manager post was drafted to ensure that as many issues raised by the Nottingham Citizen's report were incorporated into this new role.

1.15 In 2015-16, 9 separate actions in the plan were delivered in full. A further 23 new actions have been included in the plan for 2016-17. A Nottingham City Hate Crime Action Plan has also been developed to ensure that activity to tackle hate crime is coordinated and joined up across the City and County.

1.16 Including funding for the Hate Crime Manager, the Commissioner allocated funding of £85,000 to the Hate Crime Steering Group in 2015-16 for work on hate crime. The Commissioner has allocated a further £78,250 to service the HCSG in 2016-17.

Achievements

1. Coordinated by the HCSG, on 18th December 2015 a "No to Hate" Pledge event was held at the National Holocaust Centre. At that event the Commissioner, Nottinghamshire Police, all local authorities in Nottinghamshire and other key statutory agencies made a landmark organisational pledge to address hate crime, which will be the basis for future work to engage partners.
2. Coordinated by the Hate Crime Manager, during 2015-16 all local authorities in Nottinghamshire have introduced hate crime policies for their organisations.
3. Following a conference event on women's safety in Nottingham in the autumn of 2015, Nottinghamshire Police committed itself to dealing with the sexist street and sexual harassment of women as misogynistic hate crime, bringing this online in April/May 2016. The Commissioner has committed funds to Nottingham Women's Centre to support

training of police staff on this important extension of hate crime in the organisation. At the same time, Nottinghamshire Police has engaged with the S.O.P.H.I.E. foundation to raise the profile of hate crimes against alternative sub-cultures and the force has extended its approach to hate crime to address this particular form of prejudice explicitly.

4. The Commissioner prioritises the effective response to vulnerable victims of hate crime. In 2015, the Hate Crime Manager in partnership with academic staff from Nottingham Trent University revised the hate crime risk assessment tool/process. This should significantly improve the quality of information obtained from victims in respect of the impact on them, their communities, repeat victimisation and perceptions of risk and harm. There is national interest from the Ministry of Justice in the new risk assessment as leading-edge practice. An important additional aspect of the risk assessment will be the facility to disambiguate particular forms of religious (and other) hate crimes. It will also identify hate crimes targeted towards Gypsy, Roma and Traveller communities.
5. Supported through the Commissioner's funding, a marketing campaign was delivered in 2015 to increase public awareness of hate crime through posters, postcards, billboards, internal and external bus posters, tram advertising, throughout the City & County. Evaluation shows that confidence in reporting hate crime to the police increased by 11% in the period. The Commissioner has provided funds to the HCSG in 2016-17 to further developing public communications to increase hate crime reporting.
6. In early 2016 the HCSG delivered three one-day hate crime events at the National Holocaust Centre for approximately 200 organisational staff members. The events included personal testimony from Sylvia Lancaster OBE and an ex far-right hate crime perpetrator. Feedback has been extremely positive. Through the Commissioner's funding to the HCSG for 2016-17 and from Nottinghamshire County Council a further six one-day events have been secured for 2016.
7. Both the Commissioner and the Nottingham Citizens recognise the particular priority of disability hate crime. In 2015 the Commissioner supported the Safe Places programme to support people with learning disabilities in the community. Nottinghamshire Police has worked with the scheme in 2015-16 to train staff to support Safe Places and to help in creating more Safe Places. The Commissioner has committed additional funding in 2016-17 to support the Safe Places initiative.
8. The Commissioner recognises hate crimes against Gypsy, Roma and Travellers (GRT) as an important issue. The Commissioner is supporting an event in June 2016 for community members and organisational staff.
9. The Commissioner considers providing effective interventions with perpetrators a priority and has funded Remedi to provide restorative justice services. To ensure victims of hate crime have access to this service, a specific hate crime referral process between Nottinghamshire Police and Remedi has been implemented. Additionally, the HCSG is developing a behavioural change programme for perpetrators. This work has included the National Holocaust Centre, both Nottingham's universities and city and county youth offending services. The first planned programmes will occur over the summer of 2016.

Conclusion

- 1.17 The Commissioner's commitment through his leadership and financial support has significantly changed the provision of resources to address hate crime. The benefits of specific hate crime resources for the Police and City Council, as recommended by Nottingham Citizens, are showing real benefits in terms of partnership activity, action to support victims and address perpetrating behaviour. This has been translated into action

through the Hate Crime Steering Group's Delivery Plan, which has seen significant progress made with partner agencies to commit to tackling hate crime and incorporating this into their business.

- 1.18 Overall Police performance has improved, with hate crime reporting increasing and the proportion of hate crimes being repeat victimisation decreasing. Further work needs to be undertaken to reduce the overall frequency of repeat victims of hate crime.
- 1.19 The leadership of the former Deputy Commissioner and support of Nottinghamshire Police has demonstrated real commitment and new approaches to misogynistic hate crime which is nationally ground-breaking and the new risk assessment process has already been identified by the Ministry of Justice as of national relevance.