

SURREY POLICE AND CRIME PANEL

HATE CRIME

22 MARCH 2021

1. INTRODUCTION

- 1.1 The purpose of this paper is to answer the Police and Crime Panel's question with regard to: *what work has been done by the PCC to tackle Hate Crime and ensure none of Surrey's communities are subjected to discrimination.*
- 1.2 Hate crime is a collective term that refers to criminal behaviour motivated by offenders' hostility to protected characteristics such as disability, nationality, race, religion, sexual orientation or gender identity. Experiencing a hate crime can feel very frightening for a victim, who will feel targeted for who they are or perceived to be by their attacker and the crime can impact negatively on the victims' associated communities. Members of communities exposed to information about hate crime directed at their community often have feelings of anger and anxiety similar to as if they had directly experienced the crime.
- 1.3 Below is a summary of hate crime in Surrey and work by the PCC to tackle this issue, including building confidence in communities to report, increasing access to services and empowering individuals to lead change and make a difference.

2. Hate crime in Surrey

- 2.1 The PCC has regular oversight of Surrey Police performance through established internal boards and both private and public performance meetings with the Chief Constable.
- 2.2 A summary of hate crime in Surrey is detailed below:
- 2.3 Hate crime is identified in 2% of Surrey and Sussex crime and this financial year (as of 28th January 2021) Surrey Police recorded 1,664 hate crimes in total, an increase of 11.0% compared to the same period last year (+ 165).
- 2.4 The majority of these crimes were flagged as 'racial' which was linked to 1,111 or 66.8% of hate crimes. 243 crimes were flagged as homophobic, 152 as disability, 64 as faith related and 56 as transgender. A single hate crime offence may link to one or more hate crime type therefore this does not reflect the total number of offences. The force has seen the largest increase in LGBTQ+ offences this year (29% change compared with same period last year), reflecting the national trend.
- 2.5 The increase in crimes recorded is due in part to improvements in recording offences and positive engagement with communities and minority groups to increase understanding of hate crime and encourage reporting. The PCC would

not expect these levels to diminish, given the ongoing work of Surrey Police to raise public awareness and understanding of what hate crime is.

- 2.6 The force recorded 284 positive outcomes during 2020/2021, compared to 267 last year (+6.4%). As a rate, this went from 17.8% to 17.1% during each FY, which reflects the overall increase in recorded crimes (+165). Detailed further in this report are a number of measures seeking to continually develop investigation practice and the understanding of a victim's experience which can impact on the CJS outcome.

3. Building Confident Communities

- 3.1 Hate Crime can be a hidden crime, with evidence it is un-reported for a variety of reasons, including the lack of hate crime awareness amongst communities, lack of awareness by victims that they can report such crime, limited reporting channels open to communities and victims outside of the Police and lack of trust and confidence amongst some minority communities in the police.
- 3.2 For this reason, the PCC has commissioned a third party crime reporting service, which is recognised as good practice by Her Majesty's Inspectorate of Constabulary, Fire and Rescue Service. This service is provided by Stop Hate UK, a registered charity and one of only a few providers of a third party crime reporting service that is bespoke to Hate Crime. Stop Hate UK provide an external Call Centre service, running 24 hours a day, who specialise in providing support for a wide range of Hate Crimes. They run a number of helplines including a general line as well as specific Hate Crime areas such as LGBTQ+ or Disability crimes.
- 3.3 The unique service provides victims and our communities with a specialist third party agency that they can contact when unsure about reporting or because they lack confidence in the Police. Additionally, the Stop Hate UK team are able to offer their time and talk through issues at length and in great detail with callers, offering emotional support but also directing them to counselling services and advice in the local area. In 2019/20 the Stop Hate Line dealt with 60 calls, the largest proportion being disability related, but the relatively small numbers indicate a real partnership push is needed to increase the usage of this service.
- 3.4 Approximately a third of offenders have mental ill health and frontline workers in hospitals and other establishments in contact with the public can experience abuse when carrying out their duties. Stop Hate UK is working with Surrey Police to engage with these organisations to ensure the corrosive and dangerous nature of abuse based on prejudice is recognised and appropriate action taken. It's important that staff know support is available to them 24 hours a day to report offences or incidents and familiarisation sessions about the helpline and support available through Stop Hate UK will be offered.
- 3.5 Tackling hate crime requires a whole system approach and Surrey Police and the PCC's staff work in partnership with colleagues both in statutory and voluntary sector agencies on activity targeted towards increasing the safety of

vulnerable members of the public, such as those with mental ill health, who are often targeted by offenders, either as victims or influenced to take on hostile views.

- 3.6 The Panel has been previously updated on the work between the PCC and Surrey Minority Ethnic Forum (SMEF), a community organisation representing 40 grass-root multi-ethnic community groups. Since 2016, the PCC has supported SMEF with funding for its Active Communities programme, which is helping to raise awareness of hate crime amongst communities, as well as a range of complex social issues, including domestic abuse, harmful traditional practices, drug and alcohol abuse, child exploitation and the grooming of children through the internet. SMEF's work helps to empower individuals and communities and educates on rights and responsibilities. SMEF are a key partner in the county's response to hate crime, with SMEF's Chair of Trustees, Neelam Devesher, chairing the Surrey Police Hate Crime Scrutiny Panel, detailed further below.

4. Developing the Surrey Police response

- 4.1 The Surrey Police Hate Crime Scrutiny Panel, chaired by Neelam Devesher, Chair of SMEF Trustees, is a diverse panel made up of members of the public, with different protected characteristics, who are asked to review 10 anonymised hate crime investigations. Any concerns can be raised, with Surrey Police answering queries in the Panel meeting, these often focus on the victim's perspective, with the panel intrusive around overall care and victim experience. Learning from this is directly informing practice and officers will now be putting on body worn video upon attendance at hate crimes (with knowledge of parties involved). This can help to build up bank of evidence if a victim chooses to withdraw, as for many reasons they may not wish to pursue a CJS outcome and the force is working with the Crown Prosecution Service to develop third party prosecution expertise, whilst recognising the needs of the victim.
- 4.2 The updated body worn video practice is included in the force's hate crime policy and procedure which has recently been thoroughly reviewed and re-written to assist in earlier identification of hate crime, management of risk, effective investigation strategy and ensuring victims receive the support they need. It is aligned to the College of Policing Authorised Professional Practice (APP) for hate crime, and it is currently going through a process of consultation.
- 4.3 The PCC's precept uplift is enabling the force to recruit one part-time Police Constable hate crime officer who will work to support the Chief Inspector hate crime portfolio lead to develop and drive the force response. They will work closely with police colleagues, partner agencies and communities, taking ownership for identifying and implementing solutions and direct work effort against preventing recurrence, or reducing, the chronic and repeat issues that disproportionately affect our communities. Portfolio leads for specific crime types, such as hate crime, drive strategic work in addition to their 'business as usual' operational role, so this additional capacity will be fully utilised and hugely welcomed.

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- 4.4 A Hate Crime Working Panel is being re-established (previously suspended due to Covid) which brings together Surrey Police colleagues, including representatives from Neighbourhood teams, to problem solve together, share learning and co-ordinate best practice across the force. Each borough inspector has their own hate crime profile for their local area to assist in problem solving and the work with hospitals previously mentioned is an example of this local, targeted action which can inform more widespread activity.
 - 4.5 The force is working with 'True Vision', a police funded online resource that provides a library of resources on hate crime, whilst also offering a secure online reporting facility for registering incidents. True Vision will be involved, along with colleagues from CPS, and the Independent Advisory Group in an audit to review 100 investigations and 25 incidents from last 6 months of hate crime reported and importantly speak to victims involved. This audit will provide analysis of strengths and weaknesses specific to Surrey Police and a further audit of 10 other forces will develop national learning. This learning will feed into force training for the identification and investigation of hate crime, which is integral to all training for new probationers, as well ongoing training of staff and officers using bespoke e-learning packages on topics such as 'unconscious bias' (unconscious forms of discrimination and stereotyping based on race, gender, sexuality, ethnicity, ability, age, and so on).
 - 4.6 The PCC's office participates in meetings of the force's Independent Advisory Group (IAG) which seeks to promote local community confidence and to act as a 'critical friend' to Surrey Police. The IAG consists of a cross section of Surrey residents, including representatives of our student communities. IAG members are appointed for their specialist knowledge, experience and/or links with minority groups and 'hard to reach' communities in Surrey.
 - 4.7 The best way to serve the community is to develop a diverse and inclusive force, where everyone is valued and feels comfortable to be their true selves. The PCC is supportive of opportunities to increase conversation and deepen understanding amongst the workforce of equality issues, participating most recently in February's activities to mark LGBTQ + History Month in the UK – a time to promote lesbian, gay, bisexual and transgender history, as well as the history of related civil rights movements. The force has well developed Staff Networks, which act as a support mechanism for staff and officers from under-represented groups and the PCC scrutinises the force strategy for Equality, Diversity and Inclusion. Through the work of the force Positive Action Team, which is promoting recruitment into the Force from Black, Asian, and minority ethnicity candidates and working to retain the talent we already have, the force is improving its diversity, but there is still more work to do to be fully representative. The PCC monitors performance against all protected characteristics, but below is a summary of BAME representation:
 - 4.8 Police Officers joining Surrey Police from 01/01/2020 to 31/12/2020 (includes probationers and transferees):

	Headcount	%
BAME	19	6.1%
White	252	81.6%
Not Stated	4	1.3%
Not Recorded	34	11.0%

Overall Force BAME representation:

Officer	4.7%
Staff	5.2%
Combined	4.9%
Target	5%

4.9 Essential to tackling hate crime is the public's awareness that it can take many forms, such as name calling, damage to property and online abuse. As well as public awareness campaigns through social media and other channels, Surrey Police has recently developed a pack designed specifically for businesses which includes an A4 poster, leaflet, and the QR sticker design that when scanned takes you to the reporting page on the force website.

5. Conclusion

5.1 There is a good level of activity within Surrey Police to continually develop its response to hate crime, which the PCC has full oversight of. His office is involved in developing services to encourage reporting and increasing access to those services to meet the needs of local communities, working collaboratively with Surrey Police and other partner agencies. The PCC's precept increase has created additional capacity to co-ordinate and drive forward the change the force wants to see. It is sadly not a social issue that can be fixed quickly, but through working with partner agencies, greater information sharing and further engagement with diverse communities, we will continue to improve the response to hate crime.

6. RECOMMENDATION:

6.1 That the Police and Crime Panel note the content of this report, no decision is required.

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