



Norfolk Police and Crime Commissioner (PCC) response to inspections of Norfolk Constabulary published by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS)

Section 55 of the Police Act 1996 (as amended by section 37 of the Policing and Crime Act 2017) requires local policing bodies to respond to recommendations in inspectors reports within 56 days

Inspection Title:	Understanding the Difference – The Initial Police Response to Hate Crime
Date Published:	19 th July 2018
Type of Inspection:	Thematic Inspection

KEY FINDINGS:

In 2017/18, Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) carried out an inspection of how the police deal with hate incidents and crimes. The report sets out their findings and makes recommendations aimed at improving policing practice and the service to victims. Their findings are based on data and document requests from all 43 forces in England and Wales, and fieldwork in six of those forces. HMICFRS also considered the national and local plans and training in place to support the police in responding effectively to victims of hate crime.

In their inspection, HMICFRS found many examples of individual police officers and staff dealing professionally, sensitively and effectively with victims. They also found positive and innovative practice in the approach of most of the forces they visited, which they think should be adopted more widely. They found that the police have done much work to raise the awareness of hate crime in their communities. Most forces have produced information on hate crime, and how to report it, and made it available in different formats and languages.

However, HMICFRS also found an inconsistent picture between forces, and sometimes within the forces themselves. For example, they found that victims receive an inconsistent response from control room staff nationally; this is partly because control room staff have limited awareness of hate crime and receive little continuing training to help them to recognise examples of it. HMICFRS also found that individual officers and staff, and forces more widely, are often reluctant to ask victims whether they perceive there to be a specific motivation for the crime or incident they are reporting. This is a concern, considering that police need to assess the perception of a victim (or any other person) to establish whether a hate crime has been committed. HMICFRS also found victims who had been let down by the police. Also, the lack of accurate information about hate crime, specifically in terms of crime recording and the identification of hate crime, makes it difficult for the government, police and crime commissioners, chief constables and victim support groups to have an informed understanding of the nature and scale of hate crime, and how to respond effectively to it.

Although HMICFRS found some progress in encouraging victims to report hate crime, and in improving police practice in dealing with it, progress has been too slow. This is both on a force and national level. Hate crime can have devastating effects on individuals, specific groups and the wider community. Victims deserve a more consistent and considered initial response from the police.

HMICFRS have made several recommendations and areas for improvement in their report, including how the police will successfully flag hate crimes and adopt a system of risk assessment for vulnerable victims. If implemented, they believe these would improve the police response to hate crime, make victims safer, and help build communities' trust in policing.



CHIEF CONSTABLE RESPONSE TO REPORT AND ANY RECOMMENDATIONS:

Norfolk Constabulary welcomes the HMICFRS publication on the police response to hate crime which enabled us to review our current processes against the recommendations and good practice highlighted from the forces inspected.

Our Equality and Diversity team have made significant steps to improve our initial response through comprehensive training and support for all Control Room staff and student officers. We have also worked closely with partner agencies to improve opportunities to report hate crime in Norfolk by introducing a third party reporting system (SHiN - Stop Hate in Norfolk).

We do however recognise that improvements are needed in other areas and we are using the recommendations to inform our action plans and enhance further our delivery around hate crime for the communities of Norfolk.

PCC RESPONSE TO REPORT AND ANY RECOMMENDATIONS:

Norfolk PCC, Lorne Green, said: "The only thing I hate, is hate itself. When I became PCC, I made it clear from day one that I will not tolerate any form of hate crime. Hate crime was one of a number of concerns highlighted by Norfolk communities during my consultation on crime and policing priorities, which helped inform my Police and Crime Plan. Some 14% of people who took part in the consultation said that hate crime was one of the top five issues which mattered most to them.

"I am working closely within our communities to ensure that minority groups feel reassured, that they are confident in reporting what they have experienced and understand that we will deal robustly with any individuals or groups committing hate-related crime.

"I welcome the finding of this national inspection and was encouraged to see the inspectors' found many examples of individual police officers and staff dealing professionally, sensitively and effectively with victims. I also welcome the positive practice in the approach of most of the forces the inspectors visited.

"There are, of course, areas of improvement nationally. It is clearly disturbing to read that there are victims who had been let down by the police. And that the lack of accurate information about hate crime, specifically in terms of crime recording and the identification of hate crime make it difficult for the government, police and crime commissioners, chief constables and victim support groups to have an informed understanding of the nature and scale of hate crime, and how to respond effectively to it. I agree with the inspectors that victims deserve a consistent and considered initial response from the police.

"I am confident Norfolk Constabulary will give this report careful consideration and will take any learning on board to improve the police response to hate crime, making victims safer, and helping build communities' trust in policing. As PCC I will be seeking reassurance on behalf of the people of Norfolk that the recommendations of this report are considered and implemented where appropriate. I will be asking the Chief Constable to update me at a future public Police Accountability Forum (PAF).

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- ✓ Response forwarded to HMICFRS
- ✓ Response published on the OPCCN website
- ✓ Response forwarded to Chief Constable
- ✓ Response forwarded to Police and Crime Panel