

**HATE CRIME - THIRD PARTY REPORTING PROVISION**

**To:** Communities and Partnership Committee

**Meeting Date:** 30th May 2019

**From:** Rob Hill, Assistant Director Public Protection  
Tiff Lane, Hate Crime Officer, Cambridgeshire  
Constabulary

**Electoral division(s):** All

**Forward Plan ref:** Not applicable      **Key decision:** No

**Purpose:** To provide a report on the Hate Crime 3rd Party reporting provision across Cambridgeshire

**Recommendation:** The Committee is asked to:

- a) Note the work of Community Champions to identify 3rd party reporting centres; and
- b) Support the conclusions of this report, and to support the relaunch of the 3rd Party reporting initiative

<b><i>Officer contact:</i></b>	<b><i>Member contacts:</i></b>
Name: Rob Hill Post: Assistant Director, Public Protection Email: rob.hill@peterborough.gov.uk Tel: 07815 558081	Name: Cllr Kevin Cuffley Post: Vice Chairman Email: kevin.cuffley@cambridgeshire.gov.uk Tel: 01223 706385

## 1. BACKGROUND

1.1 In 2016 the Home Office launched the national Hate Crime Action Plan. This identified 5 key areas and called upon the police and partners to focus activity on these:

- Preventing hate crime
- Responding to hate crime in our communities
- **Increase the reporting of hate crime**
- Improving the support for victims of hate crime
- Building an understanding of hate crime

1.2 The Home Office action plan calls for authorities to work together to increase reporting of hate crime. To achieve this we have needed to look at how we engage publicly with vulnerable groups and victims. This includes looking at where the public can engage with services to seek help, independently from the Police.

1.3 In 2016, a number of 3rd party reporting centres were set up on non-police premises around the county. However, there was not a coordinated approach to this and as such they have proven to be largely unsuccessful. Part of this issue was due to a lack of publicity and promotion, and lack of training and support given to staff. It is also noteworthy that whilst some district council areas had multiple reporting centres, three areas had none.

1.4 In November 2018 a report was presented to this Committee recommending that the County Council leads a review of provision with the Police. Councillor Community Champions were nominated for each area to help lead this work:

- Cambridge City: Cllr Claire Richards
- East Cambs: Cllr Lis Every
- Huntingdonshire: Cllr Adela Costello
- Fenland: Cllr Jan French
- Peterborough - CSP led (not responsible to this committee)

In the absence of a Community Champion for South Cambridgeshire, Cllr Ian Manning agreed to support this review in that area.

The Peterborough City Council area was also included in this work.

1.5 The HMIC has warned of a “real possibility” that Britain’s exit from the European Union will trigger a spike in hate crimes. The working group has been cognisant of the timing of EU exit in reaching its conclusions, and therefore presents solutions that enable us to offer adequate provision now, acknowledging that ongoing development will further enhance this beyond the anticipated exit date.

## **2. MAIN ISSUES**

### **2.1 Working Group Activities**

- 2.1.1** Officers and Members have engaged with local stakeholders to review current provision and to identify new 3rd party reporting centres. This included communication with district councils, community safety partnerships, parish councils, community groups and faith groups.
- 2.1.2** The working group was provided with a set of questions and a briefing sheet to help collate opinions (**Appendix 1** refers).
- 2.1.3** The working group agreed that each District Council area would have at least one main physical reporting centre, with identified staff who will be provided with training to support the public. It also agreed that a hub and spoke approach would maximise support - i.e. a main hub per area would be identified as the supported / publicised reporting centre, but that where possible other locations would be identified as 'ambassadorial' locations to signpost people to the main hub.
- 2.1.4** Additional to the local engagement, activity has been ongoing to refresh the Constabulary policies and procedures for hate crime reporting, including a focus on training and information to provide to the newly identified 'hub locations' (**Appendices 2-5**).

### **2.2 Working Group Conclusions / Findings**

- 2.2.1** It is recommended that each District will have one main reporting centre, with the exception of Fenland who have requested two owing to its geographical spread. The final locations are recommended to be:
  - **East Cambridgeshire:** Lighthouse Centre, 13 Lynn Road, Ely, CB74EG
  - **Huntingdonshire:** Pathfinder House, St Mary's Street, Huntingdon, PE29 3TN
  - **Cambridge City:** Mandela House, 4 Regent Street, Cambridge, CB21BY (moving to the city library at a later date)
  - **South Cambridgeshire:** Melbourn Community Hub, 30 High Street, SG8 6DZ
  - **Fenland:** Fenland Hall, County Road, March, PE15 8NQ / Rosmini Centre, 69A Queens Road, Wisbech, PE13 2PH

In addition, and for information, Peterborough's main location will be at the Customer Service Centre, Bridge Street, Peterborough PE1 1HF.

- 2.2.2** The above centres will receive enhanced support from the Constabulary to ensure all staff are provided with the training and tools to operate effectively.

- 2.2.3** There needs to be countywide promotion of '*True Vision*' to coincide with this relaunch. True Vision is the online 3rd party reporting service which should be promoted by all key agencies, in addition to the provision of physical centres.

## **2.3 Next Steps**

- 2.3.1** The Constabulary's hate crime officer is in preliminary contact with the proposed locations and is scoping out the work required to support staff. This programme, if approved, will be complete by the end of June 2019.
- 2.3.2** Consideration should be given to the ongoing development of methods to engage with hard to reach or vulnerable communities. This could include:
- Targeted methods for engaging groups such as Travellers and LGBT
  - Use of all our assets to offer other engagement opportunities - e.g. Mobile Libraries
- 2.3.3** 3rd Party fixed locations should be subject to ongoing review. For example, in areas such as Cambridge, Mandela House offers more limited access due to its opening hours and plans are being made to move this into the library at a future date.
- 2.3.4** Work needs completing to define support or ambassadorial locations to promote hate crime reporting and refer the public to the 3rd party centres. In established areas such as Fenland these are well defined, but in new 3rd party reporting areas these are yet to be identified.

## **3. IMPLICATIONS**

### **3.1 Equality and Diversity Implications**

Evidence indicates that some communities feel isolated and uncertain regarding where to obtain support. Multiple authorities / partners can lead to confusion and a lack of clarity. The County Council are positively working to mitigate this risk - leading work to redefine 3rd party reporting centres and simplifying access to service support. In doing so it has considered how to maximise alternative reporting options such as the promotion of online reporting via True Vision.

### **3.2 Engagement and Communications Implications**

A detailed communications plan will be developed in partnership with the police to:

- Promote the newly refreshed centres, both internally and externally
- Promote the use of 'True Vision'

### **3.3 Local Member Involvement**

The role of Members is key to promoting the new centres to communities and groups, including district and parish councils. A briefing paper will be circulated to County and District Councillors and to Town and Parish Councils identifying the new reporting centres and seeking help to implement and promote this initiative.

### 3.4 Public Health Implications

Hate Crime is a public health issue that can have a considerable long term effect upon the physical and mental health of those who experience it, as well as their families and friends. The establishment of a process would mitigate its effect especially upon those most vulnerable

<b>Implications</b>	<b>Officer Clearance</b>
<b>Have the resource implications been cleared by Finance?</b>	Yes Name of Officer : Martin Wade
<b>Have the procurement/contractual/ Council Contract Procedure Rules implications been cleared by Finance?</b>	No – Awaiting clearance from Paul White or Gus de Silva
<b>Has the impact on statutory, legal and risk implications been cleared by LGSS Law?</b>	Yes Name of Officer : Amy Brown
<b>Have the equality and diversity implications been cleared by your Service Contact?</b>	Yes Name of Officer: Adrian Chapman
<b>Have any engagement and communication implications been cleared by Communications?</b>	Yes Name of Officer : Jo Dickson
<b>Have any localism and Local Member involvement issues been cleared by your Service Contact?</b>	Yes Name of Officer: Adrian Chapman
<b>Have any Public Health implications been cleared by Public Health</b>	Yes Name of Officer : Val Thomas

## **COMMUNITY CHAMPION BRIEFING NOTE**

The plan sets out a need to increase reporting of hate crime, and specifically to extend the ways for victims of hate crime to access services through the development of 3rd party reporting centres.

At present, the county has a disjointed approach with inconsistent provision and a lack of training / support. **To improve this, the Police have asked the Communities and Partnership Committee to coordinate a review of 3rd party reporting centres with the aim of providing a more targeted, effective offering.**

### **AIM**

Community Champions are asked to consult and engage with district localities to help redefine 3rd party provision. This will include discussion with all key stakeholders, such as Community Safety Partnerships, District and Parish Councils and existing hate crime centres. (see **Annex A** - current 3rd Party centres).

- We seek to identify a **single fixed hate crime centre per district**. (Police will provide enhanced support to these locations, training and ongoing monitoring of effectiveness)
- We need to consider '**satellite locations**' to maximise accessibility These will take an ambassadorial role to signpost help to the single hub
- We need to consider **alternative means to improve accessibility to services**

### **BACKGROUND**

The Home Office 'Hate Crime Action Plan' 2016 has 5 key objectives:

- Preventing hate crime
- Responding to hate crime in our communities
- **Increase the reporting of hate crime**
- Improving the support for victims of hate crime
- Building and understanding of hate crime

### **KEY QUESTIONS FOR CONSIDERATION**

- Where is the best fixed location for your district?
- What staff can be identified for enhanced training?
- Does your district need 'satellite' locations to help maximise accessibility to services. If so where should these be?
- Do we need to provide alternative support means for special groups who may not engage with a fixed reporting centre? (e.g. - Traveller communities?)

- If yes to above, any suggestions of how we can do this?
- How else might we offer 3rd party reporting opportunities to reach our communities?

**AREA CHAMPIONS - PLEASE CONSULT WITH YOUR KEY STAKEHOLDERS AND COLLATE  
FEEDBACK FOR DISCUSSION AT OUR NEXT MEETING**

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**ANNEX A - CURRENT LISTED CENTRES / CHAMPIONS**

**FENLAND**

**Champion: Cllr Jan French (Key Contacts: David Bailey / Alan Boughen)**

**Wisbech**

- Centre 33 - Young Carers Group
- Citizens Advice
- Job Centre Plus, Wisbech
- FDC One Stop Shop (Wisbech@yourservice shop)
- The Ferry Project
- New Vision Fitness Centre (The Hudson)
- Oasis Centre
- ROSMINI centre
- Town Council
- Fenland Volunteer Centre \*
- March
- Eddies
- FDC Fenland Hall
- FDC One Stop Shop (March@your service shop)
- New Vision Fitness Centre
- Young People March
- Circle Housing\*
- Library (stay safe not TPRC)

**Whittlesey**

- Community Hub
- New Vision Fitness Centre (The Manor)
- Town Council

**Chatteris**

- Chatteris Community Hub

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**PETERBOROUGH**

**Lead officers: Rob Hill / Jawaid Khan**

- Bayard Place
  - Citizens Advice Peterborough
  - Cross Keys Housing
  - Hyde Housing Group
  - PARCA
  - PCVS (Peterborough Council for Voluntary Service)
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**SOUTH CAMBS**

**Lead Member / Officer: Cllr Ian Manning / Elaine Matthews**

**Nil existing locations**

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**HUNTINGDONSHIRE**  
Champion: Cllr Adela Costello

Nil existing locations

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**CAMBRIDGE CITY**  
Champion: Cllr Claire Richards

Nil existing locations

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**EAST CAMBRIDGESHIRE**  
Champion: Cllr Lis Every

Nil existing locations



### HATE REPORTING - SIMPLE AIDE MEMOIR

**Identify that person has been victim or witness to a hate crime/incident.**

**Gain their trust and discuss reporting. Follow their direction as to how to report.**

The “simple reporting form” in the HRC protocol allows for sufficient information to enable the police to make an effective assessment of the incident.

**Only obtain *more detail* when you are reporting on behalf of a person who wishes to remain *anonymous*. This is so police have a better understanding of the incident and can take appropriate action. More detail includes descriptions, names, evidence such as cars, CCTV and so on.**

**IMPORTANT** - advise victim/witness:

- If the victim/witness does not want the perpetrator prosecuted, report anonymously.
- However police operate a Positive Action Policy - a perpetrator WILL be prosecuted if there is evidence that they have committed an offence.

**Identifying needs and vulnerability**

- Identify communication or additional needs and ensure that appropriate support provided whilst in your care.
- Ask about language support or accessibility needs.

**Risks and safety issues**

- Record concerns the victim has for their safety, and that of others in their household.
- If the victim/witness is in **immediate danger, dial 999 immediately**.

**Recording factual information – things you should know**

- Your report could be disclosed for use within the criminal justice system and that you may be a ‘first complainant witness’.
- Ensure your report is clear and legible.
- The victim/witness may be required to provide evidence in court.
- Ensure that the information recorded is what the victim/witness has stated and that the victim/witness is happy with your interpretation.
- If the victim/witness declines to give some information or doesn’t know the answer, indicate this clearly.

**Notes about the form**

**Details of HRC Officer completing report** – Please specify you are a HRC. Give your name and the agency you work for in case there is a need to contact you for further information.

**Consent** – always complete this.

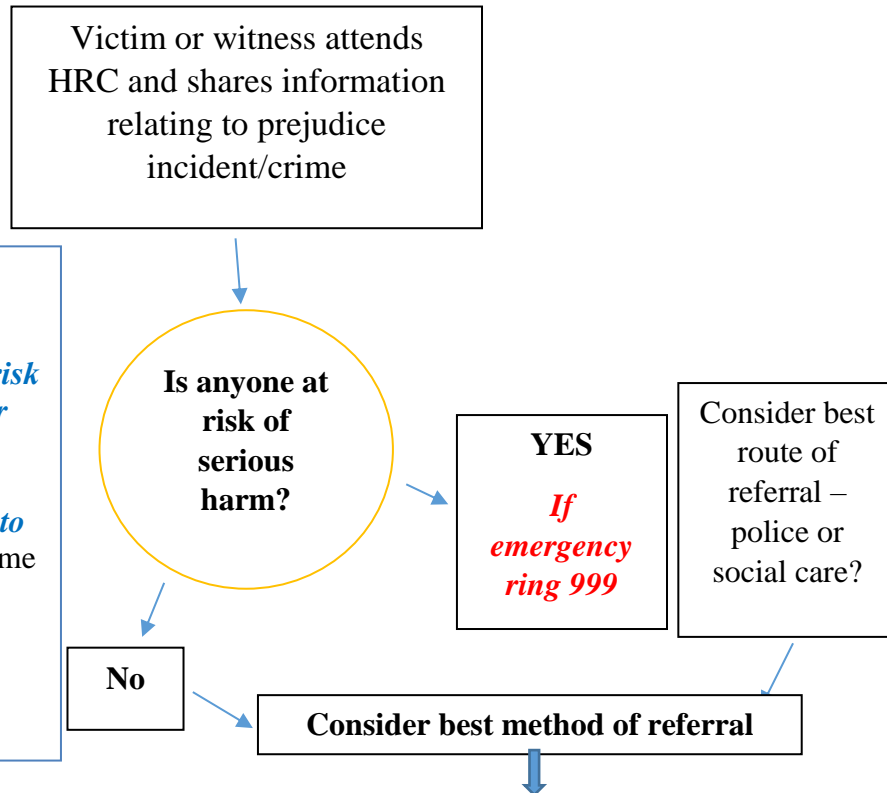
**Details of Incident** - The key is to ask OPEN questions: Who, What, When, Where, How, Which and Why?

**IMPORTANT** - What was the motivation, hostility and/or prejudice behind the incident? Can the victim/witness identify which of their personal characteristics were behind the incident? (e.g. race, religion, gender, disability, sexuality or any other factors)

***NB - If the victim or any other person perceives the incident to be a 'hate crime or incident', it must be recorded as such. So if the reporting person is unaware this is a hate crime or incident and YOU perceive it to be then it is. Just explain why YOU perceive it to be a hate crime or incident. You don't have to explain it to them especially if it will cause distress or worry.***

**Details of complainant** - If they have agreed to their personal data being shared, obtain the victim's/witnesses personal contact details so that investigators and support services can contact them when they need to. Try to get their DOB or AGE.

## **Reporting Process for HRC's**



- Take your lead from the witness/victim
- Remember CONSENT
- Respect ANONYMITY

Non-urgent **Queries** for **HRC** use:

[thirdpartyreporting@cambs.pnn.police.uk](mailto:thirdpartyreporting@cambs.pnn.police.uk)

**Telephone police “101” (Non-Emergency)**

**Cambridgeshire Police website -**

[http://www.cambs-police.co.uk/victims/report\\_online/](http://www.cambs-police.co.uk/victims/report_online/)

**The True Vision online reporting, Report It**

<http://report-it.org.uk/home>

**Simple reporting form. Email to -**

[ccie01@cambs.pnn.police.uk](mailto:ccie01@cambs.pnn.police.uk)

***Always ring 999 in an emergency***

**2 minute briefing for front office staff Mandela House – Hate Crime**

**HATE CRIMES & INCIDENTS – what does this mean?**

A hate crime is when someone commits a crime against a person because of their **disability, gender identity, race, religion or sexual orientation**. It can be because of an **actual or perceived difference**.

**What might this look like?**

It doesn't just mean physical violence. It can be verbal abuse, taunts, assaults and damage to people's property.

"Abuse" (or "incidents") can be obvious and not so obvious. Blocking the path of a guide dog for example, not allowing a disabled person to sit in an allocated spot on a bus, not including a gay or trans person in a sports team, and so on...

Also of note - the victim may not even be aware that they are being targeted. **Any person** can perceive that someone has been targeted.

Also – if someone perceives they have been targeted then we must respect this. Do not question someone's belief.

You should also be aware of what is known as "**Mate crime**" – where disabled and vulnerable people are harmed in abusive relationships by offenders who set out to, or take the opportunity offered by the relationship to, abuse the victim. These crimes include financial or violent crimes, often with escalation.

Minor hate incidents can often escalate into what the police call critical incidents. Deal sensitively but do take positive action if you hear or see anything that could be hate even if you believe it to be minor.

The vast majority of hate crimes and incidents go unreported because of many reasons – but mostly because the victim does not feel they will be taken seriously or nothing will be done. We need to reverse this. Be supportive and non-judgemental. Help stamp out hate.

**So what to do if someone wants to tell you about a hate crime/incident OR if you feel someone is telling you about a hate crime/incident & they don't know:**

Signpost your person to the police in the first instance (see contact details below).



If your person is not happy with speaking with police – Mandela House has a designated Hate Ambassador. XXX has been trained in taking reports of hate and knows how to signpost your person. Contact XXX on #####

He will come & speak to your person.

#### Recommended methods for reporting hate –

- Telephone police “101” (Non-Emergency)
- Cambridgeshire Police website - [http://www.cambs-police.co.uk/victims/report\\_online/](http://www.cambs-police.co.uk/victims/report_online/)
- The **True Vision** online reporting, Report It - (*Preferred option*) <https://www.met.police.uk/true-vision-report-hate-crime/>

***Always ring 999 in an emergency***

#### Local Support for victims of hate crime:

**Victim & Witness’ Hub** in Cambridgeshire on **0800 781 6818**.

The Victim and Witness Hub is a free service which provides support to anyone who is a:

- Victim of crime, whether you wish to report the crime to the police or not
- Victim or witness attending court

As a victim of crime, you may receive:

- Personalised help including emotional and practical support from a victim and witness care coordinator
- Face to face support from a trained victim and witness hub community volunteer
- Access to other external partner organisations
- Referrals to relevant external services

Lines are open 8am-7pm Monday to Friday, and 9am-5pm on Saturdays.

[victimandwitnesshub@cambs.pnn.police.uk](mailto:victimandwitnesshub@cambs.pnn.police.uk)

**True Vision (specialist website for hate):**

[http://report-it.org.uk/organisations\\_that\\_can\\_help](http://report-it.org.uk/organisations_that_can_help)

<http://report-it.org.uk/home>



**The police don't tolerate  
hate crime**



**Why should you?**

[Visit True Vision](#)