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NOTICE OF MEETING

Date and Time Friday, 13th April, 2018 at 2.00 pm

Place Ashburton Hall, Elizabeth II Court, The Castle, Winchester

Enquiries to members.services@hants.gov.uk

FILMING AND BROADCAST NOTIFICATION

This meeting may be recorded and broadcast by the press and members of the public.

AGENDA

1. APOLOGIES FOR ABSENCE

2. DECLARATIONS OF INTEREST

To enable Members to declare to the meeting any disclosable pecuniary interest they may have in any matter on the agenda for the meeting, where that interest is not already entered in their appointing authority's register of interests, and any other pecuniary or personal interests in any such matter that Members may wish to consider disclosing.

3. MINUTES OF THE PREVIOUS MEETING (Pages 5 - 14)

To confirm the minutes from the previous meeting.

4. QUESTIONS AND DEPUTATIONS

To receive any questions or deputations in line with Rule 31 and 31A of the Panel's Rules of Procedure.

5. TRAFFIC RELATED CRIME AND NUISANCE - RESPONSE FROM THE POLICE AND CRIME COMMISSIONER (Pages 15 - 20)

To consider a paper outlining the Police and Crime Commissioner's response to the recommendations of the Police and Crime Panel on Traffic related crime and nuisance.

6. CYBER FRAUD - RECOMMENDATIONS AND OUTCOMES (Pages 21 - 26)

To agree the outcomes and recommendations of the Panel's review of 'Cyber Fraud'.

7. HATE CRIME (Pages 27 - 110)

This proactive scrutiny session will allow the Police and Crime Panel to scrutinise and support the Police and Crime Commissioner (PCC) in his intention to prevent and tackle hate crime across Hampshire and the Isle of Wight.

This scrutiny will consider how the PCC is listening to and engaging partners, community associations and members of the public across the two counties in efforts to enhance outcomes for victims and to encourage them to come forward to report their concerns. The review will also consider how effectively the PCC is holding the Chief Constable to account for policing strategy focussed upon tackling and preventing hate crime.

The scope for this session is attached as Appendix One. Written evidence has been received and is attached as Appendix Two.

The Panel will hear oral evidence from the below stakeholders:

- a) Age UK Isle of Wight
- b) Hampshire Constabulary
- c) KROMA
- d) Muslim Council of Southampton
- e) Police and Crime and Commissioner for Hampshire and the IOW

8. PROACTIVE SCRUTINY WORK PROGRAMME (Pages 111 - 116)

To consider a report setting out the proposed proactive scrutiny work programme of the Panel.

ABOUT THIS AGENDA:

This agenda is also available on the 'Hampshire Police and Crime Panel' website (www.hants.gov.uk/hampshire-pcp) and can be provided, on request from 01962 847336 or members.services@hants.gov.uk, in alternative versions (such as large print, Braille or audio) and in alternative languages.

ABOUT THIS MEETING:

The press and public are welcome to attend the public sessions of the meeting. If you have any particular requirements, for example if you require wheelchair access, please call the telephone number/use the e-mail address above in advance of the meeting so that we can help.

Appointed Members of the Police and Crime Panel attending this meeting qualify for travelling expenses in accordance with their Council's 'Member's Allowances Scheme', as set out in the agreed Police and Crime Panel Arrangements.

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HAMPSHIRE POLICE AND CRIME PANEL

2.00pm – 27 January 2018

**Held in Ashburton Hall, Winchester
(Hampshire County Council)**

PRESENT

Councillors:

Chairman

p David Stewart
(Isle of Wight Council)

Vice Chairman

p Jan Warwick
(Hampshire County Council)

p John Beavis MBE
(Gosport Borough Council)

a Adrian Collett
(Hart District Council)

p Simon Bound
(Basingstoke & Deane Borough Council)

a Lisa Griffiths
(Winchester City Council)

d Ken Carter
(East Hampshire District Council)

a Ryan Brent
(Portsmouth City Council)

p Trevor Cartwright MBE
(Fareham Borough Council)

a Ken Muschamp
(Rushmoor Borough Council)

p Steve Clarke
(New Forest District Council)

p Dave Shields
(Southampton City Council)

a Tonia Craig
(Eastleigh Borough Council)

p Leah Turner
(Havant Borough Council)

p Ian Richards
(Test Valley Borough Council)

Co-opted Members:

Independent Members

Local Authority

p Michael Coombes
p Bob Purkiss MBE

a Reg Barry
p Frank Rust
a Lynne Stagg

At the invitation of the Chairman:

James Payne
Natasha Fletcher
Margaret Filley
Lloyd Tobin

*Office of the Police and Crime Commissioner
Office of the Police and Crime Commissioner
Hampshire and Isle of Wight Neighbourhood Watch
Hampshire Constabulary*

BROADCASTING ANNOUNCEMENT

The Chairman announced that the press and members of the public were permitted to film and broadcast the meeting. Those remaining at the meeting were consenting to being filmed and recorded, and to the possible use of those images and recording for broadcasting purposes.

143. APOLOGIES FOR ABSENCE

Apologies were received from:

- Councillor Reg Barry, Additional Local Authority Co-opted Member
- Councillor Ken Carter, East Hampshire District Council. Councillor Alan Waterhouse was in attendance as his deputy.
- Councillor Adrian Collett, Hart District Council
- Councillor Tonia Craig, Eastleigh Borough Council
- Councillor Lisa Griffiths, Winchester City Council
- Councillor Ken Muschamp, Rushmoor Borough Council
- Councillor Leah Turner, Havant Borough Council

144. DECLARATIONS OF INTEREST

Members were able to disclose to the meeting any disclosable pecuniary interest they may have in any matter on the agenda for the meeting, where that interest is not already entered in their appointing authority's register of interests, and any other pecuniary or non-pecuniary interests in any such matter that Members may wish to disclose.

Councillor Steve Clarke declared a non-pecuniary interest in item four of the agenda. Councillor Clarke declared that he knew the member of the public who had raised a question to the Panel, under item four, through association at his local community speedwatch group and residents association. He further declared that he was aware, before the meeting, of the question which was to be asked.

No further declarations were made.

145. MINUTES OF THE PREVIOUS MEETING

The Minutes from the 6 October 2017 meeting were confirmed as a correct record and signed by the Chair.

146. QUESTIONS AND DEPUTATIONS

One question was received to the meeting.

“Could the P & CC indicate his support or otherwise for Community Speedwatch Schemes (CSW) operated by Volunteers. Mr Lane has been reported as suggesting that Speedwatch Schemes present a difficulty and as a result, Schemes may not be as successful as they could be in helping cut speeds in residential areas. Recent restrictions placed on Schemes, have resulted in sessions being cancelled and this has a detrimental impact of improving safety.”

(For example, limits being placed on maximum Public Liability for Volunteers to £50,000!)"

The member of the public who had submitted the question joined the meeting to ask it and provided further context to his request:

"Rightly or wrongly, correctly or incorrectly you have been quoted as making remarks which could be construed as not being supportive of the of the voluntary speedwatch schemes across the county"

In New Milton we have encountered numerous problems in relation to CSW Operation – mainly in the areas of lack of feedback from our operations, questions relation to public liability insurance and the and the selection of sites for approved CSW monitoring. We accept that locally our safer neighbourhood teams are stretched to the limit.

I would like to ask you sir whether you and your office could investigate a possible partnership with CSW online and consider Hampshire becoming part of the CSW online operation. The CSW online operation is being very successful in both Surrey and Sussex Constabularies and with Kent Police and I am led to believe it is being considered urgently by Thames Valley Police.

Partnership with CSW Online could assist in better supporting our local speedwatch operations and perhaps reduce the time and effort needed to be provided to local CSW operations by the under-resourced local police operations"

James Payne, Chief Executive of the OPCC, responded to question on behalf of the Police and Crime Commissioner:

"The Police and Crime Commissioner wholeheartedly supports members of the community who are volunteering and anything to enhance our support to citizens who are supporting the police will be looked at. I have not been made aware previously of CSW Online but will ask my team to liaise with the other neighbouring forces who you have mentioned to understand more about it. The OPCC are currently developing a tool that seeks to draw together all of the CSW data from the 96 voluntary groups across Hampshire and the Isle of Wight. We hope that the outcome of this analysis will enable us to highlight the impact CSW has had on speeding both within each individual area, and to the Hampshire policing area as a whole. On behalf of the Commissioner I would like to thank all the CSW schemes across Hampshire and the Isle of Wight, including those attending today."

No further questions or deputations were received.

147. TRAFFIC CRIME AND RELATED NUISANCE - RECOMMENDATIONS AND OUTCOMES

The final draft of the outcomes and recommendations from the 'Traffic Crime and related nuisance' proactive scrutiny was presented before the Panel, by the Police and Crime Plan working group.

Following the recommendations proposed, Members of the Plan working group asked a question to the Chief Executive of the OPCC:

“We understand it was agreed during the multi agency meeting held in December 2016, to consider concerns relating to traffic on the A32, that a further meeting was to be held at the OPCC in June. We understand that this meeting has not yet taken place. What are the reasons behind the delay in this meeting being scheduled?”

The Chief Executive explained that this had been a multi-agency meeting and that Hampshire County Council had taken away a number of lead actions to be resolved. Members heard the follow up meeting had been delayed to allow the County Council more time to complete these actions, and that the additional time to reconvene the meeting was factored in to allow the outcomes from these actions to be enhanced. The OPCC felt they had received a good response from the County Council and felt assured that they were updating local communities. It was confirmed that the meeting would be reconvened at an appropriate time.

Members agreed the outcomes and recommendations from the ‘traffic crime and related nuisance’ proactive scrutiny. The Chairman explained that these would be sent to the Police and Crime Commissioner for Hampshire for response.

The Chairman further explained that the Panel’s letter of recommendation would be published on the Panel’s website and shared with those who provided evidence to the review. Further it was heard that a copy of the Panel’s findings would be sent to Nick Hurd MP, Minister of State for Policing and the Fire Service, to the County, Unitary, District and Borough Councils, Town and Parish Councils and be shared with other Police and Crime Panels with whom the Hampshire Police and Crime Panel meet collaboratively.

148. **CYBERCRIME - CYBER FRAUD**

Members heard that this proactive scrutiny session would be focused on the topic of ‘Cyber Fraud’. A scope for this review (see Appendix One to Item Six in the Minute Book) had been agreed by the Plan working group, who had written to stakeholders in the previous weeks to collate evidence (see Appendix Two to Item Six in the Minute Book).

The key questions asked of witnesses were:

- How well has the PCC, through holding the Chief Constable to account, ensured that operational policing plans are sufficiently robust to meet the strategic threat posed by cyber-enabled fraud?
- How effective have the PCC and his office been in engaging with appropriate partners to ensure a joined-up approach to identifying and tackling cyber-enabled fraud?
- What efforts have been made by the PCC to educate and inform the residents of Hampshire and the Isle of Wight to recognise and protect themselves from cyber-enabled fraud?

- What are the key priorities which need to be considered by the PCC to reduce the threat posed to the residents of Hampshire and the Isle of Wight through cyber-enabled fraud?
- What best practice exists which could also be considered by the PCC in his approach to preventing and tackling cyber-enabled fraud?

It was heard that this proactive scrutiny session would allow the Panel to scrutinise and support the Commissioner, given his intention to keep the residents and communities of Hampshire and the Isle of Wight safer, through preventing cyber fraud. This scrutiny aimed to consider how the PCC was working with partners to identify and prevent these crimes, and further review how effectively the PCC was holding the Chief Constable to account for ensuring that operational policing plans were reflective of the strategic priority placed upon tackling cyber fraud. It was heard this scrutiny would also consider how the PCC is seeking to educate and inform the residents of Hampshire and the Isle of Wight to recognise and protect themselves from cyber fraud.

The Chairman explained that the oral evidence giving session would take the format of a witness expert panel, with all representatives present being given the opportunity to answer questions from the wider Panel. Discussion was encouraged, and any questions that were not answered on the day would be fed back to witnesses for a written response after the meeting.

The expert witnesses were provided with the opportunity to introduce themselves and invited to give a short presentation to the Panel discussing the role of their organisation in preventing and tackling cyber fraud. Through these presentations Members heard:

- Cybercrime activity is growing fast and evolving at pace, becoming both more aggressive and technically proficient. Although general cyber awareness is improving in the UK, there remains a lack of understanding of cybercrimes, including cyber enabled fraud.
- Approximately 1000 victims from Hampshire and the Isle of Wight report fraud each month. Of those reporting 39% were individuals, with the remainder being businesses and organisations.
- Much of this defrauding is taking place online. Identifying that nobody is immune from being defrauded it was recognised by all witnesses that the vulnerability to cyber fraud was wide and so it was important to communicate prevention message to all.
- Dating and sexting are both being exploited by criminals to defraud individuals, with one case recording £130,000 loss to the victim through romance fraud.
- Another area of increasing concern highlighted was mandate fraud, where individuals or businesses are fraudulently persuaded to change a direct debit or other mandated payment to send funds to the perpetrators account.

- Criminals will look to layer their fraud to prevent detection. The constabulary had seen a rise locally of students being targeted and unknowingly agreeing to have high value fraudulently obtained items delivered to their address for a very small monetary value, which would later be collected by the perpetrators. Such activity has worsened the criminal aspect, by engaging others unwittingly into a fraudulent scheme.
- Action Fraud are the nationally agreed body to take reports of fraud and record them before disseminating them to local forces as necessary.
- The criminality elements were the responsibility of Hampshire Constabulary with the OPCC are focussing on educating and informing residents to keep themselves safe online.
- Hampshire Constabulary were one of the first forces to have digital investigation strategies at force level. The force's Digital Investigation team benefits from a Detective Sergeant, four specialist investigators and an individual officer proficient in the understanding of use of the internet and cyber technology. It was heard that this team was an expensive resource, but an essential part of the Constabulary's approach to tackling cyber crime. The officers engaged in the team required a lot of regular training and access to the latest equipment to identify and keep up with criminals.
- It was recognised that due to the growing shift away from traditional crime types and the rapid increase of cyber crime, that cyber offences would need to be mainstreamed by the Constabulary in the future. The complexity and technological elements of digital crime mean that it will remain specialised until a level of understanding exists across the force and to know where they can go to seek specialist advice when needed. It was recognised that the Chief Constable has a significant challenge ahead to meet the changing criminal landscape. The OPCC highlighted that the transformation fund was being considered as a source of funding where possible to support innovation to meet the threat and keep communities safer.
- Op Signature is Hampshire Constabulary's campaign to identify and support vulnerable victims of fraud within the two counties. It was initially developed by Sussex Police in response to scam mail and has since been extended to include all vulnerable victims of fraud. Hampshire is one of six forces who have adopted the scheme with many other forces are looking to adopt it in the near future. The OPCC are jointly working with Hampshire Constabulary and now Hampshire and Isle of Wight Neighbourhood Watch (NHW) in the public launch of Operation Signature in April 2018
- A number of real life examples were provided by the witnesses, highlighting how residents from across the Hampshire policing area were falling victim to cyber fraud, with witnesses demonstrating the impact upon the victims.

- NHW had observed increasing concern from residents regarding the growth of online crime. In response to the concerns of residents a Deputy Chief Constable went into the community and spoke to 100+ residents to raise awareness and provide reassurance regarding the constabularies approach to cyber crime. Residents expressed their appreciation for this engagement by the Constabulary and the recognition of the extent of the problem.
- Following this meeting Hampshire Constabulary invited NHW to work alongside them strategically to raise awareness and spread cyber crime prevention messages and the two organisations have now worked closely for the last two years. Until November 2017, NHW had no engagement with the PCC on the topic. Since that date they have been actively engaged with the PCC and his office and have already held two meetings with them during January.
- Hampshire Constabulary's Communications team and the PCCs Communications team are developing their working relationship to better coordinate campaigns jointly and collaboratively, developing and building upon the landscape of cyber and fraud, including cyber enabled fraud. The first jointly developed online campaign around 'online shopping' and the related fraud and cybercrimes took place in December 2017.
- At recent older person's fayres, in late 2017, the older driver's awareness event the OPCC engaged with local communities specifically around fraud and cyber enabled crimes. The OPCC have also visited secondary schools and people working with young children to share cyber safety messages and will be holding their first cyber protect and young person's conference in collaboration with Hampshire Constabulary on January 30th 2018.
- The Constabulary felt the PCC had a genuine interest in the Constabulary and had demonstrated his support of the force's approach.

The Chairman thanked the witnesses for preparing their presentations and sharing their thoughts with the Panel. The expert witness panel were then asked a number of questions relating to the written evidence received. Members heard:

- There is a national publicity campaign due to be rolled out in the spring focussed upon cyber safety. In readiness for this campaign Action Fraud will be rolling out the facility for victims to report incidents of fraud online, as well as to continue reporting by phone.
- OPCC supported Hampshire Constabulary in producing their "Little book of Big scams". This booklet, reproduced with permission of the Metropolitan Police Service, gives help and advice to members of the public on protecting themselves from a wide range of fraud types and encourages reporting of fraud offences. The booklet was handed out and well received at the recent communication events with older residents.
- Compared nationally, Hampshire and the Isle of Wight have seen a higher than average take up of victim support, with the greatest area of uptake being for online shopping fraud. The OPCC are working alongside NHW

and Hampshire Constabulary to identify opportunities to further enhance this take and reach more people.

- If the Constabulary are able to investigate and prosecute the perpetrator/s then they will try and recover the monies lost for the victim. If there is no identified offender then the Constabulary will provide advice on how a victim may be able to recover funds, for example through credit card providers or criminal compensation schemes, but recovery of losses is not always possible.

Mr Bob Purkiss left the meeting at this point.

- NHW explained that their ethos is that crime cannot flourish in communities that care. They've noticed that more and more people are coming forward to discuss concerns around cyber safety. It is felt that more public awareness is needed, not to raise the fear of crime but to help people feel stronger.
- Locally messages have been circulated by the Constabulary and OPCC to encourage residents to report all offences, so ensure that everything is recorded and logged, as it is recognised that cyber crime is significantly under reported.
- Hampshire Constabulary noted that they are working with small to medium business to raise awareness of how they can protect themselves and to provide advice on how to manage a fraudulent incident if it occurs.
- The OPCC is a partner in the Safer Hampshire Business Partnership, led by the Constabulary, Chief Inspector Patrick Holdaway. This group has recently undertaken a Safer Hampshire Business Partnership survey. Their focus has been on encouraging and enabling businesses to protect themselves and gives businesses a network for discussion. The OPCC also explained that they are currently working in partnership with the Federation of Small Businesses.
- It was recognised that sharing best practice is a vital tool, because most cyber fraud offences are preventable if business and residents are well informed and educating on spotting the signs of fraudulent activities. A key focus of communications is helping people to help themselves and to help individuals and business to understanding how to avoid becoming victims.
- Discussion was held around what measures had been put in place to respond to potential system failures in essential public services, following the recent attack on NHS systems. It was heard that detailed refining has been undertaken on any identified vulnerability on hardware and software. Police ICT has changed its management with fundamental reinvestment across the whole of policing with a focus on risk and protection, driven by the PCC.
- Crime is moving online and cyber enabled crime is going increase in impact. It was considered that there would an ongoing increase in cyber crime and the reporting of it over the next 12 months. Crypto currency fraud in particular is anticipated to increase and is a growing area of concern. This area of crime is only expected to grow and education will be vital to prevent and protect our communities and businesses.

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**POLICE & CRIME
COMMISSIONER**

Serving Hampshire
Isle of Wight
Portsmouth
Southampton

RESPONSE TO

Hampshire Police and Crime Panel
recommendations on:

Traffic-related crime and nuisance

Enquiries To	Richard Andrews - Acting Head of Governance and Policy Police and Crime Commissioner for Hampshire, St. George's Chambers, St. George's Street, Winchester, Hampshire, SO23 8AJ - www.hampshire-pcc.gov.uk - Tel: 01962 871595
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Police and Crime Commissioner's response to Police and Crime Panel recommendations:

a. Given the level of public interest and concern over traffic crime and nuisance, the PCC should seek opportunities for greater engagement with communities, both directly and through working with partners to understand the issues facing residents. Consideration should be given to encouraging two-way conversation, to enable responses and concerns to be relayed back to the OPCC and to allow the Commissioner to assure residents that their concerns are being heard.

The panel will be aware of the efforts made by the Commissioner and his office to reach out to the full breadth and depth of communities within Hampshire, the Isle of Wight, Portsmouth and Southampton, and the communication channels utilised to do this. As was also reflected in the volume of evidence responses to the panel, road safety issues are often the biggest topics of concern raised by residents.

It is not feasible within the Commissioner's resources to respond to and co-ordinate an action plan for each individual road safety issue raised – local delivery organisations such as local policing teams and local authorities are better placed to do this. However, the strategic nature of the Commissioner's role does enable him to bring together like-minded organisations, and a broad spectrum of community representatives to facilitate discussions that may lead to a suite of solutions available across the entire Hampshire policing area that can be rolled out locally.

To aid the Commissioner to build a greater understanding of the road safety environment across the Hampshire policing area, a report titled 'Road Safety Report – What Do We Know' is being produced by his office that summarises the road safety priorities for each local authority, and examines the differences between partners, organisations and the public perception of road safety.

A draft recommendation in the report is to scope and review the existing road safety related meetings across the policing area. This in turn will identify any gaps relating to road safety and data sharing. If deemed necessary, a Road Safety Working Group could be set up, co-ordinating input from standing members dealing with enforcement (Police), rescue (Fire and Rescue), accident and emergency (South Central Ambulance Service) and local highway authorities (prevention and enforcement). On a rolling basis, an invite could be extended to community representatives and organisations that focus on a specific geographical area or subject matter.

Each authority brings a unique perspective to road safety and it is our aim to fully maximise productivity within this field. A key priority for the Commissioner is to strengthen partnerships and a group would be a clear example of this, enhancing partnership working on a topical and emotive issue, if such a provision does not already exist.

The Commissioner's office will also be working closely with the Corporate Communications team at Hampshire Constabulary to support campaigns throughout the year relating to the 'fatal four', helping to reinforce the important road safety messages around the areas that account for the majority of incidents on our roads where people are killed or seriously injured, aligning with national monthly campaigns on a local level.

b. That the PCC should continue to develop and lead partnership working with other organisations that have a shared interest in addressing traffic crime and related nuisance. An initial focus for such partnerships should include addressing concerns regarding illegal activity on the A32, seeking to better protect vulnerable road users, and reducing speeding and animal casualties within the New Forest National Park.

c. In particular, following the public meeting regarding concerns over road safety and noise disturbance on the A32, the PCC and his office should take a lead in supporting relevant partners to devise a fully coherent action plan, ensuring that any actions agreed are addressed by those partners in a timely manner.

The Commissioner recognises the desire of a large number of local organisations to work with him to resolve local road safety issues. Should a Road Safety Working Group be developed, a rolling membership would seek to ensure the widest possible number of vulnerable road users are represented, either direct users or their representatives, together with local community groups. The specific recommendations to focus on the A32 and the New Forest National Park could be taken to the Working Group for consideration.

d. Further, the PCC should seek to encourage those partners responsible for parking enforcement to enhance their communication with members of the public, to ensure that it is clearly understandable who is responsible for addressing parking infringements. This should be with the intention to reduce demand on police time and enable concerns to be addressed more quickly by the appropriate organisation. Consideration should be given through partnership working as to whether a '101' style service for the reporting of parking infringements and anti-social driving would enable a more effective response to parking concerns within Hampshire and the Isle of Wight.

The Commissioner is grateful for the Panel recognising the impact that the reporting to police of parking-related nuisances has on its resources, and for the suggestion that partners responsible for enforcement should consider a reporting tool that diverts such reports to the right agency.

The Commissioner will consider the most effective way to communicate this issue to members of the Community Safety Alliance, a forum chaired by the Commissioner that brings together representatives from local authorities who would be responsible for taking this matter forward. In doing so, he will draw their attention to the report of the Police and Crime Panel and its recommendation, and encourage them to collectively consider if a feasible solution can be found that delivers efficiencies for themselves, and the Constabulary as a consequence.

e. The PCC and his office should also consider engaging with those town and parish councils willing to fund road safety measures, to ensure that any funding available can have the most immediate and effective impact on enhancing road safety.

The Commissioner was encouraged to hear of the willingness of town and parish councils to contribute financially towards roads safety measures within their communities. Partnership solutions often deliver the most effective outcomes due to the broader level of community buy-in. There are examples that exist of match-funded initiatives in the county in road safety, the Community Speedwatch scheme between the police and local councils/community groups is one such example.

In working in partnership, the Commissioner has committed to making decisions based on local intelligence and a sound evidence base in terms of identifying both the reported problem and range of potential solutions. The Road Safety Working Group, or similar set-up within existing arrangements, may be an appropriate mechanism to collate the list of recommended measures that local communities can bid for. This recommendation will be taken to the most appropriate forum for discussion.

f. That the PCC should, through his role in holding the Chief Constable to account, review in partnership the concerns raised regarding the current operation of the Community Speedwatch Scheme. The Panel welcomes the suggestion that the OPCC's performance team offer their support in analysing the data produced by CSW teams, with the view to this data being used to assess the effectiveness of the scheme in delivering both an immediate and sustained reduction in speeding across Hampshire and the Isle of Wight. Once the data is fully analysed, the PCC should consider, in conjunction with Hampshire Constabulary, the viability of the use of mobile average speed cameras.

The Community Speedwatch scheme is a Hampshire Constabulary-led initiative, established in response to local community concerns about speeding and the impact on their quality of life.

The feedback received at the scrutiny session and directly to the Commissioner shows there continues to be a strong level of enthusiasm for the initiative but that a review of the operation of the Community Speedwatch scheme in its entirety would be beneficial to ensure it remains an effective deterrent to speeding and continues to meet the needs of local communities and the Constabulary.

The Commissioner will therefore formally contact Hampshire Constabulary and recommend that such a review takes place, and ask for an update within six months. The Commissioner, through his Performance and Information team, will lend his support to the Constabulary as part of the review, particularly in the area of data analysis and making best use of information collected by Speedwatch volunteers.

g. Road safety is mentioned as one of three key public concerns within the Police and Crime Plan, however no specific projects currently feature in the Delivery Plan under this heading. Therefore it is recommended that the PCC and his office should consider the inclusion of specific projects within the Delivery Plan which would seek to remedy the concerns raised through this review.

The actions identified through this exercise and the production of the Road Safety Report, together with any recommendations arising from it, will be captured in the Delivery Plan under the Evidence Based Community Safety strand. Progress against these will be reported in the standard format to the Plan Working Group and the wider Panel if considered appropriate.

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Date XX April 2018

Michael Lane
Police and Crime Commissioner for
Hampshire
(by email)

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Dear Mr Lane,

Hampshire Police and Crime Panel's Proactive Scrutiny of Cyber Crime

At the 26 January meeting, Members of the Hampshire Police and Crime Panel reviewed the evidence received from yourself and other organisations in relation to cyber crime within the Hampshire policing area.

This review aimed to scrutinise and support you in your role as Police and Crime Commissioner (PCC) in your intention to keep the residents and communities of Hampshire and the Isle of Wight safer, through preventing cyber fraud. This scrutiny considered how well you have worked with partners to identify and prevent these crimes, and reviewed how effectively you have held the Chief Constable to account for ensuring that operational policing plans are reflective of the strategic priority placed upon tackling cyber fraud. Further this scrutiny looked at how the residents Hampshire and the Isle of Wight have been educated and informed to recognise and protect themselves from cyber-enabled fraud.

The review looked at the following key questions:

- How well has the PCC, through holding the Chief Constable to account, ensured that operational policing plans are sufficiently robust to meet the strategic threat posed by cyber-enabled fraud?
- How effective have the PCC and his office been in engaging with appropriate partners to ensure a joined-up approach to identifying and tackling cyber-enabled fraud?
- What efforts have been made by the PCC to educate and inform the residents of Hampshire and the Isle of Wight to recognise and protect themselves from cyber-enabled fraud?
- What are the key priorities which need to be considered by the PCC to reduce the threat posed to the residents of Hampshire and the Isle of Wight through cyber-enabled fraud?

- What best practice exists which could also be considered by the PCC in his approach to preventing and tackling cyber-enabled fraud?

Following a review of the evidence received, the Panel have outlined their findings below for your consideration.

Findings

Through this evidence it was noted that:

- Cybercrime activity is growing and evolving at a fast pace, becoming both more aggressive and more technically proficient. As a result organisations seeking to prevent cyber fraud needed to evolve rapidly to keep up with those looking to cause harm.
- Recognising this, Hampshire Constabulary was one of the first forces to implement digital strategies at force level and was in the process of creating a Digital Investigation Team (DIT), to be operational during the first quarter of 2018. Whilst recognised as an expensive resource, in terms of regular training and access to the latest technology, it was considered an essential component of the Constabulary's approach to tackling cyber crime.
- Hampshire were also the first Force in South East region to have a 24/7 Digital Medium Investigators (DMIs) response, to provide tactical advice if responding to a major investigation.
- It was understood, that with the growing shift away from traditional crime types, that cybercrimes would, in the future, need to be mainstreamed within the Constabulary and that the Chief Constable faced a significant challenge, along with forces across the country, to equip Hampshire Constabulary to meet the changing criminal landscape.
- Current figures suggest that approximately 1000 reports are made each month within Hampshire and the Isle of Wight (IOW) by victims of fraud. Of this 39% were made by individuals and the remainder being reported by businesses and organisations. It was recognised that a significant proportion of this defrauding had occurred online, and that cyber fraud was an area that was considerably under reported and therefore the true figures were likely to be much higher.
- Compared with national figures, Hampshire and the IOW had seen a higher than average take up for victim support, with the greatest area of uptake being in relation to online shopping fraud. It was heard that the OPCC were working alongside Hampshire and IOW Neighbourhood Watch (NHW) to identify opportunities to further encourage uptake of the support available by victims.

Whilst it is recognised that general cyber awareness is improving across the UK, a lack of understanding and recognition of cyber fraud still exists. Members of the Panel noted that evidence received has strongly suggested a need for greater

engagement by the PCC with both residents and partner organisations, in raising awareness of the profile of cyber fraud and sharing prevention messages:

- A number of town and parish councils responded to the Panel's request for information, stating that they felt unable to provide a response due to lack of engagement from the PCC around cyber fraud. Those who provided a response also highlighted this as a concern. Many town and parish councils, who responded to the Panel's request for information, further suggested that they would be happy to disseminate information from the PCC within their local communities.
- AgeUK IOW also stated that they don't receive any communication from local police regarding cyber crimes and have identified an opportunity for the PCC to work with them through their Digital Inclusion Project. Doing so would enable key messages from the PCC and Constabulary to be relayed to vulnerable older residents across the island.
- A number of those responding to the review highlighted that they had not seen any evidence of the PCC communicating directly with residents around the topics of online safety and cyber fraud.
- It has been suggested that improvements could be made to the PCC's website, in particular through incorporating links to other service providers who can provide additional support. It was also suggested that cyber crime should feature more prominently within the Constabulary's homepage.

The Panel were, however, also provided with a number of examples demonstrating how the PCC and his office are working with and supporting partners to prevent cyber fraud, as well as seeking to enhance engagement with residents:

- The OPCC are jointly working with Hampshire Constabulary and Hampshire and Isle of Wight Neighbourhood Watch (NHW) to support the public launch of Operation Signature in April 2018. Hampshire is one of six forces who have adopted the scheme, initially developed by Sussex Police, which aims to identify and support vulnerable victims of fraud across the two counties.
- The OPCC are a partner in the Safer Hampshire Business Partnership, led by the Constabulary, which focusses upon encouraging and enabling businesses to protect themselves from crime, including cyber fraud.
- Isle of Wight Council Trading Standards received funding from the OPCC, to support the establishment of the Isle of Wight Against Scams Partnership (IWASP). This partnership brings together Police, Fire, Citizens Advice Bureau and other organisations to provide prevention advice, encourage the reporting of concerns and help victims' access appropriate support.
- Southampton City Council stated the OPCC have worked closely with the Safe City Partnership to prevent online sexual exploitation. In particular they highlighted that Hampshire Constabulary's Sextortion awareness campaign had been viewed by at least 238,000 people online and their related radio advert was listened to by over 27,000 people. They have also highlighted their

strong relationship with Hampshire Constabulary, particularly in safeguarding supporting victims of financial abuse.

- Hampshire and Isle of Wight NHW had raised concern within their initial evidence over lack of engagement from the PCC, however through oral evidence it was heard that this had significantly improved since November 2017 and that engagement between the organisations had been very active since this time.
- The OPCC provided examples demonstrating how they have sought to increase engagement with residents around the topics of fraud and cyber safety through attendance at older driver awareness events, visiting secondary schools and early years settings. They also highlighted that, in collaboration with Hampshire Constabulary, they would be holding their first cyber protect and young persons conference in January 2018.

Further, the evidence suggested the following should be considered within the PCC's priorities:

- Romance fraud is a growing area of concern, with dating and sexting both being used as methods of exploitation. One example was given in which an individual was defrauded of £130,000 as a result of a romance fraud.
- Other areas of increasing concern were mandate fraud, which had been targeted towards both individuals and business within Hampshire and the IOW, and crypto currency fraud.
- The profile of those vulnerable to cyber fraud is wide, with nobody immune from being targeted. Therefore communications on cyber safety should be targeted to the widest possible audience, be available through online and offline media sources and give consideration to keeping both individuals and businesses safer. Hampshire Constabulary highlighted, within their evidence, that they were undertaking enhanced engagement with small to medium sized businesses to share advice on how to better protect themselves and how to manage a fraudulent incident should one occur.
- The sharing of best practice between partners and enhancing education of the public in relation to cyber fraud were both considered to be vital, as it was recognised most cyber fraud offences were preventable if businesses and residents are well informed on spotting the signs of potentially fraudulent activity.

Recommendations

In reviewing the evidence received, Members brought forth a number of recommendations, which they wish to raise for your consideration:

- a. The PCC and his office should seek to enhance their engagement with the residents of Hampshire and the IOW in relation to cyber safety and cyber fraud. Consideration should be given to how messages can be targeted to reach the widest possible audience, with a focus on educating the public and local businesses upon how to keep themselves safe from the risk of cyber fraud and encourage the reporting of fraudulent activity.
- b. Further the PCC and his office should also consider how they might better engage with Town and Parish Councils, to raise the PCC's profile in relation to cyber fraud. Consideration should be given to whether Town and Parish Councils might be willing to support the PCC in his intention to keep communities safer through the dissemination of information within local communities. The evidence would suggest that sharing information in this way may better enable the PCC to access those residents harder to reach through other mediums, and who may therefore be particularly vulnerable to cyber fraud.
- c. In his role to support and empower partners, the PCC should continue to encourage and facilitate the sharing of best practice between partners. Through greater sharing of information the PCC should encourage partners to deliver consistent messages Hampshire and IOW wide regarding the approach to tackling cyber fraud and urge members of the public to come forward to report concerns.
- d. Through his responsibility to hold the Chief Constable to account, the PCC should regularly review the force's strategic provision for cyber fraud, and assure himself that the Chief Constable's strategic direction will enable Hampshire Constabulary to meet future demand in tackling cyber fraud.
- e. The PCC and his office should review the information currently available within the Commissioner's website for those seeking advice and guidance in relation to staying safer online and/or reporting concerns. This review should also consult Hampshire Constabulary upon the relevance of the information contained within their webpages and consider whether sufficient links are available to enable self referral to partner organisations.
- f. That the results of the PCC's cyber survey should be shared with the PCP, in due course, highlighting how the PCC intends to incorporate the findings within the strategic priorities of his Police and Crime Plan.

We look forward to receiving, in due course, your response to the recommendations outlined above, including consideration as to how the recommendations made will be incorporated into related activities within your Delivery Plan.

Yours Sincerely,

A handwritten signature in black ink, appearing to read 'David Stewart', written over a faint circular stamp.

Councillor David Stewart
Chair, Hampshire Police and Crime Panel

DRAFT

Police and Crime Panel: Proactive Scrutiny 2017/18

Hate Crime

Following public consultation, the Police and Crime Commissioner (PCC) launched his Police and Crime Plan in December 2016, within which he set out his key priorities for delivery to 2021. Within the Plan the Commissioner stated that he would prioritise addressing hate crime within Hampshire and the IOW, "as something we all have a responsibility to challenge and overcome", with a view to offering better outcomes for victims and those vulnerable to hate crime within our communities. Hate Crime was also determined a high risk area within Hampshire Constabulary's Force Control Strategy 2016-17, with the Commissioner affirming his responsibility to hold the Chief Constable to account for delivery of the strategy.

Definition: The Association of Chief Police Officers and the CPS have agreed a common definition of hate crime: "Any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice based on a person's race or perceived race; religion or perceived religion; sexual orientation or perceived sexual orientation; disability or perceived disability and any crime motivated by hostility or prejudice against a person who is transgender or perceived to be transgender."

Aims: Through holding an evidence-gathering session the Panel aims to scrutinise and support the PCC in his intention to prevent and tackle hate crime across Hampshire and the Isle of Wight. This scrutiny will consider how the PCC is listening to and engaging partners, community associations and members of the public across the two counties in efforts to enhance outcomes for victims and to encourage them to come forward to report their concerns. The review will also consider how effectively the PCC is holding the Chief Constable to account for policing strategy focussed upon tackling and preventing hate crime.

The Panel seeks to add value to efforts to prevent and tackle hate crime by providing feedback to the PCC on where improvements can be made, identifying any opportunities to enhance the victims journey, as well as making suggestions on how partner agencies may be better engaged to prevent hate crime and enhance community cohesion.

Scope: The session will invite written evidence from a range of stakeholders who may be able to assist the Panel with their proactive scrutiny.

The review will operate at a strategic level, and collate and analyse information that stakeholders will be expected to produce. Several stakeholders will be invited to provide oral evidence based on the level of information that can usefully be provided to the Panel.

The Panel will analyse the evidence provided in order to identify recommendation areas for action to the PCC.

1. Key Stakeholders:

Oral Evidence

(To be determined by plan working group)

Written Evidence:

Action Hampshire

Age UK Hampshire

Age UK IOW

Awazz Fm community radio

Basingstoke Multicultural Forum

Breakout Youth

Chaos Support

Chrysalis

Citizens Advice

Communities First Wessex

Crimestoppers

Crown Prosecution Service

Community Security Trust (CST)

First Steps New Forest

Gosport and Fareham Motiv8

Hampshire and IOW CRC

Hampshire and Isle of Wight Communities Foundation

Hampshire and Isle of Wight Community Safety Partnerships

Hampshire Association of Local Councils (HALC)

Hampshire Constabulary

Hampshire County Council

Hampshire Fire and Rescue

Hampshire Fire and Rescue Service

Hampshire LGBT+ Alliance

Hampshire Neighborhood Watch Association

Hampshire Pride

Heartstone

Her Majesty's Courts and Tribunal Service

HMP Winchester

Isle of Wight Association of Local Councils (IWALC)

Isle of Wight Council

Isle of Wight Neighborhood Watch Association

IW Pride

Jewish Gay and Lesbian Group

KROMA

Ministry of Justice

Motiv8 South

Muslim Council of Southampton

National Probation Service

NOMS

One Community

Police and Crime Commissioner for Hampshire and the IOW

Portsmouth City Council

Portsmouth Pride

Saints Foundation

SOS Polonia

South Central Ambulance Service

South Central Ambulance Service NHS Foundation Trust

South Hampshire Reform Jewish Community

Southampton City Council

Southampton Connect

Southampton Council of Faiths

Southampton Pride

Southern Health NHS Foundation Trust

SPECTRUM CIL

Spring Arts and Heritage Centre

Stonewall

Street Pastors

Town and Parish Councils

Unity 101 Radio Station

University of Portsmouth

Victim Support

West Hampshire Clinical Commissioning Group

Y Services for Young People

YMCA Fairthorne

Youth Commission

Youth Offending Teams

2. Key Questions

The key questions of the proactive scrutiny are:

- 1) Since the publication of the Police and Crime Plan in 2016, how successful do you feel the PCC has been in his pledge to address hate crime? What changes have you observed, since this time, in the approach to supporting victims and those vulnerable to hate crime within our communities?
- 2) Are you aware of the current strategic approach to policing hate crime? Can you identify any areas where the policing provision, within Hampshire and the Isle of Wight, in response to hate crime could be improved?
- 3) How effective do you feel the PCC and his office have been in engaging with partners to enhance the approach to preventing hate crime and to encourage greater community cohesion? What opportunities do you feel exist for greater engagement?

- 4) What engagement is currently being undertaken with local residents and victim support groups to better understand their concerns regarding hate crime? How could the PCC support or improve the current approach?
- 5) What do you think should be the priorities for action to address hate crime and enhance community cohesion within Hampshire and the Isle of Wight? What challenges exist which could prevent or delay these actions from being delivered?
- 6) Are there any examples of successful approaches in tackling, and supporting victims of hate crime which you or your organisation are aware of, either within Hampshire and the Isle of Wight or in other areas?
- 7) Is there anything further that you can provide to the Panel that will assist us with our proactive scrutiny of this topic?

3. Approach:

- Invite the key stakeholders listed at 1 to respond to (some or all of) the key questions listed at 2. Provide 6-8 weeks for written responses.
- Provide a webpage for the review, giving access to information about the timescales, publishing relevant documents etc and to provide a channel through which the public can make comment.
- Identify key witnesses to attend oral evidence session (afternoon of 13 April 2018).

4. Outcome

The Panel will go into private session after they have held their oral evidence session in order to formulate and agree recommendations to the Commissioner. The outcomes will be published on the Panel's website.

Hampshire Police and Crime Panel
'Hate Crime' Proactive Scrutiny - Evidence

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Police and Crime Commissioner for Hampshire and the IOW	13/03/2018
Portsmouth City Council	13/03/2018
Ringwood Town Council	12/03/2018
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Youth Commission	13/03/2018

Disclaimer

The opinions expressed in this publication are those of their authors. They do not purport to reflect the opinions or views of the PCP or any of its Members.

Age UK IOW

- 1) *Since the publication of the Police and Crime Plan in 2016, how successful do you feel the PCC has been in his pledge to address hate crime? What changes have you observed, since this time, in the approach to supporting victims and those vulnerable to hate crime within our communities?*

Through our working relationship with the PCC here at Age UKIOW we have observed that addressing hate crime is a key component of The Police & Crime Plan. That is also manifest in the outcomes attached to our current LGBT Domestic Abuse and Hate Crime Project. We have received excellent support and interest from the PCC office in the progress of this project and the impact it makes here on the IOW. Addressing hate crime through support to victims of crime through the Restorative Justice Project is also a key sub text which runs through service delivery for this project as well.

- 2) *Are you aware of the current strategic approach to policing hate crime? Can you identify any areas where the policing provision, within Hampshire and the Isle of Wight, in response to hate crime could be improved?*

We are aware here at Age UKIOW of the current strategic approach to policing hate crime. We are aware that it is a priority for Hampshire Police and the PCC. Our only area of concern relates to feedback we have had from some of the client group from the LGBTQI project. It has been fed back to the project that some crimes reported to the police call handling centre are not immediately identified as LGBTQI 'hate crime' incidents, even though the initial information provided by the caller clearly indicates this. This has led to a small but significant confidence gap in the service resulting in some LGBTQI Islanders saying they would not bother to report anything similar.

- 3) *How effective do you feel the PCC and his office have been in engaging with partners to enhance the approach to preventing hate crime and to encourage greater community cohesion? What opportunities do you feel exist for greater engagement?*

Our experience here at Age UKIOW is that the level of awareness of Hate Crime and its implications are actually quite high with our partners. Some work still needs to be done in giving some of those partners the skills (and toolkit) to know how to effectively support someone after a Hate Crime has been disclosed.

- 4) *What engagement is currently being undertaken with local residents and victim support groups to better understand their concerns regarding hate crime? How could the PCC support or improve the current approach?*

The Island has a number of ongoing engagement forums which take place at regular intervals in local venues. The PCC could look to use some of these as opportunities to engage with stakeholders to address concerns over Hate Crime. Age UKIW for instance has recently held quarterly stakeholder engagement sessions, as part of our Age Friendly Island project. Sessions held in six different locations allow local residents to come along and take part. Each session is themed, a future session could be around Hate Crime for instance.

- 5) *What do you think should be the priorities for action to address hate crime and enhance community cohesion within Hampshire and the Isle of Wight? What challenges exist which could prevent or delay these actions from being delivered?*

Support for victims of Hate Crime, robust investigations and positive action taken against offenders is vitally important in combating this problem. However to successfully tackle hate crime as a society we need to find a way to prevent hate crime for the future. We can only really do this by dealing with the beliefs and attitudes that can lead to hate. Much more work need to be done in schools and educational establishments, working with young pupils to challenge those things which have a strong negative influence on them (fake news stories about migrants & refugees, social media platforms which propagate hateful and damaging racial messages or extremist views etc). Our young people live out significant portions of their lives online and social media has a very strong hold on them. We need to create a more positive and inclusive world for our young people over a sustained, long period of time. Also these online influences can create a situation for members of minority communities where they feel in danger and under threat, when they are not, leaving them feeling unsafe and unsupported. This needs to be a long term strategic approach.

- 6) *Are there any examples of successful approaches in tackling, and supporting victims of hate crime which you or your organisation are aware of, either within Hampshire and the Isle of Wight or in other areas?*

At Age UKIW we are very proud of the results to date of our LGBTQI project. It still has a way to go yet but it has demonstrated the ability of a modest sized project to deliver significant impact across the Isle of Wight with a marginalised demographic. A key element of any 'hate crime' project is gaining the trust of the client group. This takes time, but happy, supported clients who feel your project has made a difference will always be your best advocates.

One good idea from Bradford to prevent hate crime is to introduce a joint five strand protected characteristic working group to understand and develop common support needs and to build resilience amongst people. The aim is to develop a signed agreement between partners and groups which would become a charter for tackling hate crime in the area. This would also form part of an action plan.

[http://www.bradfordhatecrimealliance.org.uk/documents/851_W35586%20Hate%20Crime%20Strategy%202017-20_V2%20\(1\).pdf](http://www.bradfordhatecrimealliance.org.uk/documents/851_W35586%20Hate%20Crime%20Strategy%202017-20_V2%20(1).pdf)

7) *Is there anything further that you can provide to the Panel that will assist us with our proactive scrutiny of this topic?*

The aspiration should be to make hate crime everyone's business, not just the PCC and Police. Somehow we need to promote a cultural shift in attitude which will encourage everyone at a local level to see that reducing hate crime, increasing public safety, & creating vibrant, inclusive communities is everyone's business.

Arreton Parish Council

The members of Arreton Parish Council are of the opinion that engagement with the Isle of Wight on any issue would be greatly enhanced if there were more representatives from the Island on the panel. Two out of twenty members is somewhat light. We appreciate that this is partly due to a lack of district councils on the Island but it does make our voice rather weak.

Awazz FM

- 1) *Since the publication of the Police and Crime Plan in 2016, how successful do you feel the PCC has been in his pledge to address hate crime? What changes have you observed, since this time, in the approach to supporting victims and those vulnerable to hate crime within our communities?*

We feel that the PCC has made positive steps to tackling hate crime especially in its approach. The PCC has reached out more actively to local groups in particular those that are vulnerable or supporting vulnerable community members. There is an increased level of noticeable support for such communities.

- 2) Are you aware of the current strategic approach to policing hate crime? Can you identify any areas where the policing provision, within Hampshire and the Isle of Wight, in response to hate crime could be improved?

Yes we are aware but this may be purely because we are a media organisation. The general public is not likely to be aware of strategic priorities. In our opinion, the PCC strategic approach could be improved with some visible presence in faith institutions that serve the vulnerable communities on a more regular basis to gain trust and raise confidence levels. It may also be helpful for the PCC to put up posters in such institutions to signpost people – some of these posters can/should be in ethnic languages.

- 3) How effective do you feel the PCC and his office have been in engaging with partners to enhance the approach to preventing hate crime and to encourage greater community cohesion? What opportunities do you feel exist for greater engagement?

The PCC has made quick moves in his approach to reaching out to partner organisations and this can only be seen as a positive move. In our opinion, greater engagement can be achieved if partner organisations are invited to monthly meetings where information can be shared and updates received on current and future strategies.

- 4) What engagement is currently being undertaken with local residents and victim support groups to better understand their concerns regarding hate crime? How could the PCC support or improve the current approach?

As a media organisation, we can only speak for ourselves with regard to this question. The PCC has helped us to support local residents and victim support groups with funding that allowed us to broadcast adequate, up-to-date and relevant messages that reached more people more effectively and was free of cost to the beneficiaries. More importantly, it came from a 'trusted' source (Awaaz radio) as this is a name that is recognised within the community. The PCC can further improve this engagement by highlighting in its own Newsletters such partner activities i.e. the PCC can deliver leaflets to households in known areas of vulnerability and signpost people to agencies/partners where help and support may be available if people are reluctant to come directly to the Police or the PCC itself.

- 5) What do you think should be the priorities for action to address hate crime and enhance community cohesion within Hampshire and the Isle of Wight? What challenges exist which could prevent or delay these actions from being delivered?

The priorities should be women and language barriers. Quite simply, the large proportion of the vulnerable group is women. Provision should be made to address their reluctance to come forward such as having more women from ethnic minorities in the force and/or using women role models. The biggest challenge is the cultural stereotype and this can often be overcome by delivering targeted messages in women only groups by female officers who are bi-lingual.

- 6) Are there any examples of successful approaches in tackling, and supporting victims of hate crime which you or your organisation are aware of, either within Hampshire and the Isle of Wight or in other areas?

Awaaz has a history of successfully working in partnership with Hampshire Constabulary in the past. In 2010, we ran a campaign against domestic violence and during a Live broadcast where we were interviewing a police officer, we had a young child call in who was fearful of the problems that her Mother was experiencing and did not know what to do about it. The officer

spoke to the child Off-Air and advised of the action to take and help and support that was available. Emphasis here is placed on the importance of using local ethnic media as a tool for reaching out to the target communities. Together with the beat officers, this is an effective and important approach.

- 7) Is there anything further that you can provide to the Panel that will assist us with our proactive scrutiny of this topic?

From our experience, we are aware of the concerns especially within the Muslim communities of the PREVENT program. Because the large majority of people do not understand this program or its implications, many see it as targeting Muslims in particular and feel victimised and 'spied upon'. We feel that a more proactive approach to explaining this is overdue and necessary.

Basingstoke Multicultural Forum

- 1) *Since the publication of the Police and Crime Plan in 2016, how successful do you feel the PCC has been in his pledge to address hate crime? What changes have you observed, since this time, in the approach to supporting victims and those vulnerable to hate crime within our communities?*

I can see that there is definitely more support out there for communities/individuals who are victims of hate crime. I had a personal experience myself in 2016 where I was subjected to hate crime beside my children's school and I have to say the Basingstoke Police supported me 100% throughout the whole process.

I can also confirm from liaising with the Basingstoke Mosque, they always speak highly of the Basingstoke Police for the level of support they provide esp since all terror attacks in London etc

- 2) *Are you aware of the current strategic approach to policing hate crime? Can you identify any areas where the policing provision, within Hampshire and the Isle of Wight, in response to hate crime could be improved?*

I am not currently aware of the current strategic approach to policing hate crime, so cannot comment on what areas may require improvement?!

- 3) *How effective do you feel the PCC and his office have been in engaging with partners to enhance the approach to preventing hate crime and to encourage greater community cohesion? What opportunities do you feel exist for greater engagement?*

As mentioned above, being part of the Basingstoke Multicultural Forum and working alongside various communities (especially the Basingstoke Mosque) it is quite evident that the police are doing their utmost best to engage with communities, show their presence at events and offer all levels of support. Another example is from the Basingstoke Mosque Open Day, where the police made an effort to attend and chat with the local muslim community – and they have regular contact with the Imam of the mosque.

- 4) *What engagement is currently being undertaken with local residents and victim support groups to better understand their concerns regarding hate crime? How could the PCC support or improve the current approach?*

We at the Basingstoke Multicultural Forum held the Mayoress Coffee Morning this month. We had an individual attend as a guest speaker from the Police to address hate crime.

- 5) *What do you think should be the priorities for action to address hate crime and enhance community cohesion within Hampshire and the Isle of Wight? What challenges exist which could prevent or delay these actions from being delivered?*

Holding regular meetings/workshops is always key. This allows communities to be made aware of what support is at hand and let them know that crimes do not go unnoticed. Some communities shy away from interaction with the police. Holding coffee mornings for informal chats could also be a good way of connecting communities.

- 6) *Are there any examples of successful approaches in tackling, and supporting victims of hate crime which you or your organisation are aware of, either within Hampshire and the Isle of Wight or in other areas?*

As mentioned above, from my own experience of hate crime I can say the approach of the police was very supportive and successful.

- 7) *Is there anything further that you can provide to the Panel that will assist us with our proactive scrutiny of this topic?*

It is important to continue reaching out to BME communities and creating regular contact with leaders of these communities. Open communication is good and therefore attending events etc will help draw more awareness to the Hate Crime policy.

Citizens Advice Hampshire

- 1) *Since the publication of the Police and Crime Plan in 2016, how successful do you feel the PCC has been in his pledge to address hate crime? What changes have you observed, since this time, in the approach to supporting victims and those vulnerable to hate crime within our communities?*

Citizens Advice Hampshire was successful in applying for a (one off) grant to develop Independent Hate Crime reporting centres. We have worked closely with the Office of the Police and Crime Commissioner who have supported the work throughout the project. Its early days but already we are seeing a higher rate of reporting, in addition to that through the police or True Vision.

- 2) *Are you aware of the current strategic approach to policing hate crime? Can you identify any areas where the policing provision, within Hampshire and the Isle of Wight, in response to hate crime could be improved?*

As above. All Citizens Advice staff (220) and volunteers (1,000) across the county and the IOW are now much more aware of hate Crime, the impact and how they can help.

- 3) *How effective do you feel the PCC and his office have been in engaging with partners to enhance the approach to preventing hate crime and to encourage greater community cohesion? What opportunities do you feel exist for greater engagement?*

Citizens Advice Hampshire would welcome an opportunity to work further with the Office of the Police and Crime Commissioner to develop this initial good work on Hate Crime, reaching out into the community and engage with vulnerable groups.

- 4) *What engagement is currently being undertaken with local residents and victim support groups to better understand their concerns regarding hate crime? How could the PCC support or improve the current approach?*

As above.

- 5) *What do you think should be the priorities for action to address hate crime and enhance community cohesion within Hampshire and the Isle of Wight? What challenges exist which could prevent or delay these actions from being delivered?*

As above. The not for profit sector are well placed to engage with the most vulnerable in our community and the Office of the Police and Crime Commissioner

should use this asset more; recognising the need for financial support to achieve success.

- 6) *Are there any examples of successful approaches in tackling, and supporting victims of hate crime which you or your organisation are aware of, either within Hampshire and the Isle of Wight or in other areas?*

As above.

- 7) *Is there anything further that you can provide to the Panel that will assist us with our proactive scrutiny of this topic?*

The Office of the Police and Crime Commissioner team have been really supportive. NAME REDACTED in particular.

Comments from Members of the Public

- 1) *Since the publication of the Police and Crime Plan in 2016, how successful do you feel the PCC has been in his pledge to address hate crime? What changes have you observed, since this time, in the approach to supporting victims and those vulnerable to hate crime within our communities?*

Non Noticed

- 2) *Are you aware of the current strategic approach to policing hate crime? Can you identify any areas where the policing provision, within Hampshire and the Isle of Wight, in response to hate crime could be improved?*

None

- 3) *How effective do you feel the PCC and his office have been in engaging with partners to enhance the approach to preventing hate crime and to encourage greater community cohesion? What opportunities do you feel exist for greater engagement?*

Poor

- 4) *What engagement is currently being undertaken with local residents and victim support groups to better understand their concerns regarding hate crime? How could the PCC support or improve the current approach?*

None that I am aware of

- 5) *What do you think should be the priorities for action to address hate crime and enhance community cohesion within Hampshire and the Isle of Wight? What challenges exist which could prevent or delay these actions from being delivered?*

None I am not aware of any hate crime nor challenges as to prevention methods

- 6) *Are there any examples of successful approaches in tackling, and supporting victims of hate crime which you or your organisation are aware of, either within Hampshire and the Isle of Wight or in other areas?*

None

- 7) *Is there anything further that you can provide to the Panel that will assist us with our proactive scrutiny of this topic?*

Do not believe so

(Wessex) Crown Prosecution Service

- 1) *Since the publication of the Police and Crime Plan in 2016, how successful do you feel the PCC has been in his pledge to address hate crime?*

The conviction rate for hate crime in Hampshire and the IOW since 2016 has risen from 89.6% in the calendar year 2016 to 92.4% in the calendar year 2017. As a result Hampshire and the IOW was the fourth best performing police force in this category in 2017 out of 42. It was also encouraging that in 2017 Hampshire and the IOW police prosecuted through the CPS 431 hate crime cases compared with 418 in the previous year. In 2017 Hampshire and the IOW was the fourth best force from the point of view of the caseload of homophobic and trans gender hate crime cases which demonstrates that there is a degree of public confidence in these communities in reporting hate crime resulting in a better than average level of reporting.

What changes have you observed, since this time, in the approach to supporting victims and those vulnerable to hate crime within our communities?

Since the Pan-Hampshire and IOW Multi Agency Hate Crime Group was established by CPS and Police in June 2015 the OPCC have taken ownership of the group including administration and chairing of the group. This has provided leadership on the agenda and facilitated a collaborative approach to Hate Crime across Hampshire and the IOW, with a number of pieces of proactive work aimed at increasing awareness of and supporting victims of Hate Crime.

- 2) *Are you aware of the current strategic approach to policing hate crime? Can you identify any areas where the policing provision, within Hampshire and the Isle of Wight, in response to hate crime could be improved?*

The delivery plan states the following:

“The aim, through this portfolio, is to increase the reporting of hate crimes to either the police or third party reporting centres. This will ensure perpetrators are brought to justice, victims receive the support they need and authorities have a better understanding of the level of the problem in our communities. Victims need to feel confident that if they report a hate crime to the police they will be taken seriously and something will happen.”

The plan does not give any detail of ‘how’ the PCC will increase the reporting of hate crimes. We would encourage having detailed plans around increasing public confidence by publishing data and examples of successful cases. We would also like to see an emphasis on encouraging third party recording, and

on education in schools and colleges around what hate crime is and how to deal with it.

We are aware that the Hampshire and IOW Multi Agency Group has focussed on increasing third party reporting in the past and that there have been public facing awareness events, as well as a periodic newsletter, but we would encourage and support more of this type of engagement.

- 3) *How effective do you feel the PCC and his office have been in engaging with partners to enhance the approach to preventing hate crime and to encourage greater community cohesion? What opportunities do you feel exist for greater engagement?*

We would welcome the PCC to observe and/or contribute to a CPS Hate Crime Scrutiny Panel (held quarterly) and would recommend regular contact between the OPCC and CPS in order to explore opportunities for partnership working, community engagement and to best publicise the work of criminal justice partners in Hampshire and IOW. We would encourage the police to always send a representative of an appropriate rank to the CPS panel meeting and would suggest that the PCC would like to consider the recommendations/learning outcomes that are identified at each meeting.

The joint Wessex CPS and police Hate Crime Service Level Agreement (SLA) needs to be reviewed and the OPCC could be involved in that process – the SLA could be expanded to include the OPCC.

- 4) *What engagement is currently being undertaken with local residents and victim support groups to better understand their concerns regarding hate crime? How could the PCC support or improve the current approach?*

Nothing to add in relation to this question.

- 5) *What do you think should be the priorities for action to address hate crime and enhance community cohesion within Hampshire and the Isle of Wight? What challenges exist which could prevent or delay these actions from being delivered?*

Increase public confidence in the delivery of successful hate crime prosecutions by publishing the data and some examples of successful cases from each strand to increase reporting of incidents from communities that may be reluctant to report.

Increase third party reporting avenues.

- 6) *Are there any examples of successful approaches in tackling, and supporting victims of hate crime which you or your organisation are aware of, either within Hampshire and the Isle of Wight or in other areas?*

We have mentioned many of the successful approaches in our comments above – the CPS Hate Crime Scrutiny Panel, the Multi-Agency groups that already exist in Wiltshire and Dorset and the hate crime SLA.

The events organised during Hate Crime Awareness Week in October 2017 across Wiltshire and Dorset (and the Regional Conference in Exeter) seemed to be well supported and received – these events can only help raise awareness of hate crime and assist to encourage confidence in reporting.

Wiltshire Police have created an action plan as a result of their Hate Crime Conference 2017, which includes multi-agency pledges that we have committed to delivering. This will help to track progress and keep us accountable for the actions we are responsible for leading on.

- 7) *Is there anything further that you can provide to the Panel that will assist us with our proactive scrutiny of this topic?*

Nothing in addition to the above.

Gosport Community Safety Partnership

- 1) *Since the publication of the Police and Crime Plan in 2016, how successful do you feel the PCC has been in his pledge to address hate crime? What changes have you observed, since this time, in the approach to supporting victims and those vulnerable to hate crime within our communities?*

I believe there has been a focus on addressing hate crime from the PCC. This is evidenced by the small grants round in 2016 which was specifically for projects that targeted hate crime. Gosport Community Safety Partnership (CSP) received a share of the £30k available to engage with residents around hate crime and promote the third party reporting centre at Gosport Discovery Centre.

- 2) *Are you aware of the current strategic approach to policing hate crime? Can you identify any areas where the policing provision, within Hampshire and the Isle of Wight, in response to hate crime could be improved?*

I am aware that a Hate Crime Strategy has been produced by the PCC although I could not readily find a link to this on the PCCs website. The communications have focused on increasing understanding amongst the public of what is a hate crime and of the different reporting mechanisms available.

- 3) *How effective do you feel the PCC and his office have been in engaging with partners to enhance the approach to preventing hate crime and to encourage greater community cohesion? What opportunities do you feel exist for greater engagement?*

There is a Hate Crime Working Group which works with partners to tackle hate crime. This is good practice but as a CSP representative I am unaware of any recent work that has been undertaken to encourage greater community cohesion but there is the potential to forge closer links with the PREVENT Board and Community Engagement work being undertaken at a county level.

- 4) *What engagement is currently being undertaken with local residents and victim support groups to better understand their concerns regarding hate crime? How could the PCC support or improve the current approach?*

The focus at this stage appears to have been on encouraging increased reporting of hate crime as it is important to be able to quantify the extent of the issue. This is evidenced by the PCC providing the funding for Hampshire Citizens Advice offices to become third party reporting centres for hate crime.

- 5) *What do you think should be the priorities for action to address hate crime and enhance community cohesion within Hampshire and the Isle of Wight? What*

challenges exist which could prevent or delay these actions from being delivered?

Often hate crime is influenced by national and international events and therefore ensuring that victims are able to access the appropriate support once they empowered to report a hate crime is vital. Funding for specialised support services will be challenging given the current climate of austerity in relation to the public sector.

- 6) *Are there any examples of successful approaches in tackling, and supporting victims of hate crime which you or your organisation are aware of, either within Hampshire and the Isle of Wight or in other areas?*

There is a new school initiative which has just been launched in Portsmouth to build community cohesion and challenge hate crime called the Heartstone Odyssey Project. Please see:

<http://www.saferportsmouth.org.uk/images/PDF/THE-HEARTSTONE-ODYSSEY---SCHOOLS-PROJECT-2017-summary.pdf>

- 7) *Is there anything further that you can provide to the Panel that will assist us with our proactive scrutiny of this topic?*

There has been frequent communications from the office of the PCC about the investment in third party reporting centres but unfortunately this is not replicated on the Hampshire Constabulary website which when discussing reporting a hate crime lists 101, 999 or True Vision. There should be a consistent message provided by the OPCC and Hampshire Constabulary via all engagement forums.

Hartley Wespall Village Council

Thankfully we are a small Parish Council and cover some 60 houses only. I have been in the village of Hartley Wespall for over 20 years, and Clerk of the Council for some 8 years.

I can assure you that the village population is friendly and helpful to anyone in need.

Thus, my summary is that there has never been a Hate Crime in the village, and highly unlikely ever to be one.

Isle of Wight Community Safety Partnership

- 1) *Since the publication of the Police and Crime Plan in 2016, how successful do you feel the PCC has been in his pledge to address hate crime? What changes have you observed, since this time, in the approach to supporting victims and those vulnerable to hate crime within our communities?*

There has been a good deal of progress with the development of the Hate crime strategy group and delivery plan which is managed by OPCC.

2 Stakeholder events .held, one in IOW

Third party reporting centre training and set up of centres.

- 2) *Are you aware of the current strategic approach to policing hate crime? Can you identify any areas where the policing provision, within Hampshire and the Isle of Wight, in response to hate crime could be improved?*
- 3) *How effective do you feel the PCC and his office have been in engaging with partners to enhance the approach to preventing hate crime and to encourage greater community cohesion? What opportunities do you feel exist for greater engagement?*

The stakeholder events were effective and there are further events planned for this year.

Use of social media appears to be beneficial directly targeting particular communities with social media would be worth exploring and also perpetrators

- 4) *What engagement is currently being undertaken with local residents and victim support groups to better understand their concerns regarding hate crime? How could the PCC support or improve the current approach?*

Information and awareness materials are shared with voluntary sector, Parish and Ttown Councils.

- 5) *What do you think should be the priorities for action to address hate crime and enhance community cohesion within Hampshire and the Isle of Wight? What challenges exist which could prevent or delay these actions from being delivered?*

- Awareness raising and capacity building of local communities to report crime and also establish community liaison groups to inform influence and lead on priorities for local areas.
- Setting up hate crime centres
- Developing a Hate crime pledge across the Force (similar to Southampton)
- Training and awareness rolled out to all stakeholders

- Communications plan to engage all communities.
- 6) *Are there any examples of successful approaches in tackling, and supporting victims of hate crime which you or your organisation are aware of, either within Hampshire and the Isle of Wight or in other areas?*

By promoting community cohesion, providing inclusive engagement events for communities to participate in has been effective in reducing hate crime in other force areas e.g. Cambridgeshire

- 7) *Is there anything further that you can provide to the Panel that will assist us with our proactive scrutiny of this topic?*

The knowledge and expertise of the team from OPCC leading on this area of work is of a high quality. All CSP's across the force are engaged with the delivery plan process and shaping stakeholder events.

IWALC

- 1) *Since the publication of the Police and Crime Plan in 2016, how successful do you feel the PCC has been in his pledge to address hate crime? What changes have you observed, since this time, in the approach to supporting victims and those vulnerable to hate crime within our communities?*

The answer is I have not heard any comments so it must have been successful.

- 2) *Are you aware of the current strategic approach to policing hate crime? Can you identify any areas where the policing provision, within Hampshire and the Isle of Wight, in response to hate crime could be improved?*

No not aware. Everybody wants more officers on the beat to deal with this.

- 3) *How effective do you feel the PCC and his office have been in engaging with partners to enhance the approach to preventing hate crime and to encourage greater community cohesion? What opportunities do you feel exist for greater engagement?*

I don't know how effective you have been I can't measure that. But we should be embracing your approach to this matter.

- 4) *What engagement is currently being undertaken with local residents and victim support groups to better understand their concerns regarding hate crime? How could the PCC support or improve the current approach?*

We are not at the moment talking to residents apart from talking to neighbourhood officers who attend our council meetings.

- 5) *What do you think should be the priorities for action to address hate crime and enhance community cohesion within Hampshire and the Isle of Wight? What challenges exist which could prevent or delay these actions from being delivered?*

More police on our streets and less cuts to central government funding, A return to the village bobby would make the public feel safer.

- 6) *Are there any examples of successful approaches in tackling, and supporting victims of hate crime which you or your organisation are aware of, either within Hampshire and the Isle of Wight or in other areas?*

I only know of an incident in Newport where as some foreign Taxi drivers were targeted I understand the police dealt with that matter very well. And nothing since has occurred.

- 7) *Is there anything further that you can provide to the Panel that will assist us with our proactive scrutiny of this topic?*

As I said in question 5 it's all about funding and bodies in our Town and Villages' to address any problems quickly.

KROMA

1)

Increase in reporting of hate crime incidents. Apart from information disseminated from OPCC that I then share around the LGBT+ groups, very little appears in media to give the vulnerable confidence to report.

Hate Crime reporting centres introduced during Hate Crime Awareness week was a once off report that was not necessarily seen by those that need it. Needs to be more proactive and hard-hitting in areas that see the most reports, with current figures for LGBT+ Hate Crime incidents being Portsmouth, Southampton, Winchester and the New Forest. Need to educate that hate crime in whatever form is socially unacceptable.

2)

Portsmouth – the only LAGLO presence for people to speak about issues or concerns happens at HB (pub / nightclub) at 9pm once a month. Have tried to engage with the local LAGLO's about holding meetings during the day or coming along to one of our meetup groups and have never seen anyone. The current meeting place is not the most appropriate as 75% of the LGBT+ communities do not go out to HB. Those that need support or advice will not venture out at this time of night or will not go to a pub because of issues surrounding personal lives such as drug / alcohol addiction.

Needs to be more proactive and hard-hitting in areas that see the most reports, with current figures for LGBT+ Hate Crime incidents being Portsmouth, Southampton, Winchester and the New Forest. Need to educate that hate crime in whatever form is socially unacceptable.

3)

Brilliant to see Michael Lane attending Hampshire Pride in February. Hopefully will see at IOW Pride in July and Southampton Pride in August – also Portsmouth if that happens.

The partnership approach with reporting centres is brilliant.

More needs to be done to work with partners to find out where and how to encourage greater cohesion, not just with large organisations but also small groups too. Is the PCC reaching out to these small groups? Do they have a list from local voluntary hubs of all organisations?

4)

Attending local colleges, voluntary organisation networking or public events, help to promote that we are a reporting centre but very few are aware of the process or what a hate crime is.

As an organisation we constantly state that if it is done or said once (minor / verbal), it can be forgiven but if it is repeated or is serious then it should always be reported. Kroma offers support through the reporting process.

Kroma works with Victim Support (one of our mentors works for VS) have made them aware of what we do and of the issues around LGBT+ hate crimes. We refer and liaise between the two organisations so that individuals receive the correct support.

There needs to be more joined up working so that individuals can see that when they report to the police, through to CPS, the court system and the support provided by VS, Kroma and other organisations are all working closely so that they feel supported by all and not just the voluntary organisation that they encounter. Greater cooperation between all especially with resources limited, perhaps have an advocate / point of contact that can support them through the whole process. For example an LGBT+ hate crime refer to the local LGBT+ organisation to act as a liaison / point of contact, who will then support the individual through knowing that they are supported by the police, as the organisation is supported by the police. Very important when there is still poor feeling, especially amongst older generations, about the police based on historical relationship between LGBT+ and police

5) Local organisation supported

Greater presence in areas with high hate crime incidents

More media / education about what a hate crime is, that it is socially unacceptable, the outcomes of someone being found guilty of a hate crime. The fact that it can increase the sentence outcome.

Muslim Council of Southampton

- 1) *Since the publication of the Police and Crime Plan in 2016, how successful do you feel the PCC has been in his pledge to address hate crime? What changes have you observed, since this time, in the approach to supporting victims and those vulnerable to hate crime within our communities?*

MCS has heard very little from the PCC on meaningful engagement on hate crime with the Muslim community particularly since MCS has been visible and attended a number of OPCC meetings throughout last year.

- 2) *Are you aware of the current strategic approach to policing hate crime? Can you identify any areas where the policing provision, within Hampshire and the Isle of Wight, in response to hate crime could be improved?*

Not aware of any current strategic approach to policing on hate crime, although In Southampton through the local police engagement officer OC Sasso, we have some support and guidance around hate crime

- 3) *How effective do you feel the PCC and his office have been in engaging with partners to enhance the approach to preventing hate crime and to encourage greater community cohesion? What opportunities do you feel exist for greater engagement?*

There has been no meaningful engagement with the wider Muslim community or the MCS

- 4) *What engagement is currently being undertaken with local residents and victim support groups to better understand their concerns regarding hate crime? How could the PCC support or improve the current approach?*

Not aware of any engagement with local residents or victims support groups from the OPCC office, although there is representation from the OPCC with newly locally formed Southampton Community hate crime third party reporting network

- 5) *What do you think should be the priorities for action to address hate crime and enhance community cohesion within Hampshire and the Isle of Wight? What challenges exist which could prevent or delay these actions from being delivered?*

Over the last 12 months Southampton has developed a strong 3rd party hate crime reporting network of community organisations which is community owned and community led with no financial support from the OPCC. However further development can take place if the PCC makes a genuine commitment for this

network as he has done for the CAB group, so that the network can continue developing and expanding into other areas impacting on the lives of Southampton citizens (Muslim community) and strengthen further community cohesion in the city and beyond.

Locally support from PC [Name Redacted], the Police Community Engagement Officer has been vital in initiating, developing and supporting the Southampton Hate Crime Network, enabling and empowering key community groups to lead with this project for the safety and welfare of all those who live, work and or visit Southampton.

6) *Is there anything further that you can provide to the Panel that will assist us with our proactive scrutiny of this topic?*

The PCC has too make a serious commitment to improve the community engagement, cohesion and involvement approach and also ensure visible presence at local events and community activities (e.g. PCC and his officers with relevant publicity materials and make available anonymous hate crime reporting there), which currently is not something that is shared by many.

Ensure all staff at OPCC and the PCC too are educated around demographics, community development and community structures and behaviour in order to help with their decision making from an informed base and target investment

To provide financial support for development for reporting of hate crime at relevant and appropriate places and agencies/ businesses where people visit e.g. food shops, shopping areas, faith centres etc. to make reporting easy and accessible.

To provide financial support in the community for them to involve and ensure their members get trained to support those affected by hate crime (e.g. train the trainers programmes, keep safe programmes) and encourage a member/s as champions with a lead on hate crime in their organisations

Hate crime is a safeguarding issue and PCC should consider requesting regular reports with data and information from local agencies and safeguarding boards on hate crime incidents in order to draw up a comprehensive picture across the county and the 2 cities and highlight any trends and patterns so investment and other resources can be targeted

One Community

- 1) *Since the publication of the Police and Crime Plan in 2016, how successful do you feel the PCC has been in his pledge to address hate crime? What changes have you observed, since this time, in the approach to supporting victims and those vulnerable to hate crime within our communities?*

Roll out of the third party hate crime reporting centres

- 2) *Are you aware of the current strategic approach to policing hate crime? Can you identify any areas where the policing provision, within Hampshire and the Isle of Wight, in response to hate crime could be improved?*

Wider promotion of where to go for support

Understanding it is not just racial hatred, i.e disability

- 3) *How effective do you feel the PCC and his office have been in engaging with partners to enhance the approach to preventing hate crime and to encourage greater community cohesion? What opportunities do you feel exist for greater engagement?*

Wider engagement with diverse groups, maybe directly working with CVS'

- 4) *What engagement is currently being undertaken with local residents and victim support groups to better understand their concerns regarding hate crime? How could the PCC support or improve the current approach?*

Cannot comment in detail, varied approaches

- 5) *What do you think should be the priorities for action to address hate crime and enhance community cohesion within Hampshire and the Isle of Wight? What challenges exist which could prevent or delay these actions from being delivered?*

Promotion of the message that the police will take it seriously

- 6) *Are there any examples of successful approaches in tackling, and supporting victims of hate crime which you or your organisation are aware of, either within Hampshire and the Isle of Wight or in other areas?*

Raise the issue in schools

7) *Is there anything further that you can provide to the Panel that will assist us with our proactive scrutiny of this topic?*

Many people do not want to report a crime, they just want it to stop. This needs to be understood by all working in the field.

Owslebury Parish Council and the Owslebury & Morestead Neighbourhood Watch

Owslebury & Morestead are small places, with a combined population of well less than a thousand people, including children.

This Neighbourhood Watch has not recorded any incidents of hate crime.

Thus we have no experience against which we can honestly answer the question posed in the Survey.

Police and Crime Commissioner for Hampshire and the IOW

**POLICE & CRIME
COMMISSIONER**

Serving Hampshire
Isle of Wight
Portsmouth
Southampton

RESPONSE TO

Hampshire Police and Crime Panel

Proactive Scrutiny

Hate Crime

Date	13 March 2018
Enquiries To	Office of the Police and Crime Commissioner for Hampshire, St. George's Chambers, St. George's Street, Winchester, Hampshire, SO23 8AJ – opcc@hampshire.pnn.police.uk www.hampshire-pcc.gov.uk Tel: 01962 871595

Context

The Commissioner made a clear commitment within his Police and Crime Plan (A plan to keep us safer) 2016 – 2021 to address hate crime¹, this is reflected in the following Police and Crime Plan priorities “*to strengthen partnerships to work together to reduce crime, promote public safety and create vibrant, inclusive communities*” and “*to support victims and those affected by crime and disorder*”.

The impact of a hate crime on a victim can be very personal and long lasting. Across the country it is widely acknowledged by criminal justice agencies that hate crime is under reported by victims. Hate crime levels are on the rise across the country and in Hampshire. The latest national figures showed a 29% year-on-year increase in police recorded crimes², across the Hampshire policing area, hate crime has increased by 40% between 2014/15 – 2016/17³. Following the EU referendum result last year, national police recorded hate crime levels were 41% higher (5,468 crimes) in July 2016 compared with the same month in 2015⁴.

Any crime can lower the quality of life for a victim but a hate crime attacks a person’s core sense of identity and belonging within society. Hate crime victims have higher levels of depression, stress and anger, and for longer than victims of other types of crime⁵. This can leave an individual, families and even communities feeling detached and isolated from society and potentially make them further vulnerable to being victimised.

1) Since the publication of the Police and Crime Plan in 2016, how successful do you feel the PCC has been in his pledge to address hate crime? What changes have you observed, since this time, in the approach to supporting victims and those vulnerable to hate crime within our communities?

Between 2015/16 – 2016/17, the number of hate crimes recorded by Hampshire Constabulary increased by 23.0%, as victims have become more confident to come forward and report their experiences to the police directly or through third parties. During this period the Commissioner and his office have run campaigns to increase awareness of hate crime amongst communities of Hampshire and the Isle of Wight and have helped to facilitate the reporting of hate crimes by setting up a network of Third Party Reporting Centre’s (TPRCs) and through the promotion of other forms of

¹ For the purposes of this document hate crime is defined as “*any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice based on a personal characteristic, specifically actual or perceived race, religion/faith, sexual orientation, disability and transgender identity*”, this is a common definition which was agreed by all agencies which make up the Criminal Justice System in 2007.

² Home Office – Statistical Bulletin 2016/17 (released 17th October 2017).

³ Business Objects Report “Hate Crime, Incidents and Outcomes” taken 14/11/17: Increase from 1538 to 2163.

⁴ Home Office data Hub and statistical bulletin.

⁵ Home Office, Office for National Statistics and Ministry of Justice, An Overview of Hate Crime for England & Wales (2013).

reporting, such as through the True Vision website and the Hate Crime reporting App. Whilst the Commissioner's campaigns cannot take sole responsibility for this increase in reporting at a local level they have helped contribute towards increased victims confidence and reporting.

Since May 2016, the number of TPRC's have increased from 3 in March 2017 to 48 in March 2018. This increase has in part been due to the Commissioner's grant award to Citizens' Advice Hampshire to help set up their bureaux to function as TPRC's and individual partner organisations establishing themselves as TPRC's.

The Commissioner has dedicated a section of his website to hate crime. The provision of information and literature is freely available to any organisation wishing to set up as a TPRC and includes useful materials to help support victims. Alongside these materials, the Commissioner has created a poster⁶ (aimed at professionals) which for the first time shows the number of TPRC's within the Hampshire policing area and contact details. The intention is to support professionals increase their knowledge base and signpost any victims who they may come into contact with to TPRC to report their experience if they do not want to report directly to the police.

Through the TPRC's and the Commissioner's website, victims are signposted to the Victim Care Service which is run by Victim Support and funded by the Commissioner. Hate crime is regarded as a priority crime and as such victims receive a priority service.

The Commissioner has emphasised tackling hate crime as a key priority within his grant and commissioning services function. Grants have been awarded to organisations and projects to raise awareness of, to tackle and support victims of hate crime. In 2016/17 the Commissioner ran a small grants round dedicated solely to tackling hate crime, 12 organisations received just under £30,000 between them, the first time this has occurred. Hate crime was identified and included as a priority commissioning theme within the 2017/18 Safer Communities Fund commissioning round, this has been repeated for the 2018/19 round. A complete list of organisations and projects funded can be found under question 7.

An increased emphasis on stronger partnership working has been made by the Commissioner, through the Hate Crime Working Group which is hosted by his office. Bringing together a cross section of over 20 organisations and professionals to work closely together to address and tackle hate crime.

Hampshire Constabulary have recently reconvened the Trust and Confidence Board where amongst other priorities which impact confidence, the constabulary's approach and response to tackling hate crime will be regularly discussed as a result of the Commissioner's sustained scrutiny into this area of business.

⁶ See TPRC poster

2) Are you aware of the current strategic approach to policing hate crime? Can you identify any areas where the policing provision, within Hampshire and the Isle of Wight, in response to hate crime could be improved?

The current strategic approach to tackling hate crime by the Commissioner and his office is defined within the Commissioner's **Hate Crime Strategy 2017 – 2021**⁷. This is the first time that such a strategy has existed within the Commissioner's office and sets out five strategic objectives to help tackle hate crime, these are:

- To raise awareness of hate crime / incidents
- To increase confidence amongst victims to report hate crimes or hate incidents
- To work with young people to educate and challenge attitudes and prejudices
- To support victims
- To challenge and re-educate perpetrators

The importance of **partnership working** cannot be over emphasised. Since 2010 a number of public sector partners have seen their budgets slashed and have had to respond by scaling back on a number of their statutory functions, including tackling hate crime. This has resulted in limited proactive campaigns and activities to tackle hate crime and support victims in local communities.

Tackling hate crime is not the sole responsibility of any single agency or organisation, it can only be addressed and successfully tackled through a multi-agency approach. In spite of budgetary cuts all partners need to work closer together, to share resources, experience and knowledge to make a serious impact in the fight against hate crime. Meaningful partnership where each agency is aware of its roles and responsibilities in tackling hate crime is very important, particularly if agencies work with certain communities or vulnerable groups.

Before hate crime can be effectively addressed and tackled, it is important to know what the true extent of the problem is in society. It is widely acknowledged that hate crimes are chronically under reported. Increasing awareness of hate crimes can help contribute towards higher levels of confidence amongst victims and result in increased reporting by them.

Improving the **confidence** of victims to report crimes is the single most important priority for all partners and agencies concerned. Similarly increasing the number of locations independent of the police which are accessible and convenient to the victims to **report** these crimes can instil confidence in them to come forward and report their experience. Providing victims with a **wraparound support package** from the beginning of the process right to the end is a multi-agency task which should ensure victims are supported through their entire experience.

⁷ A copy of the strategy is attached to this submission of evidence.

Implied consent: Unlike victims of other crimes for whom implied consent is assumed for their personal details to be forwarded onto Victim Support (to receive counselling, help, advice and support under the Victim Care Service), victims of hate crime have to provide explicit consent for their details to be forwarded on. The reason for this is to prevent anyone from being 'outed'. Changing this current policy for victims of hate crime so that implicit consent is assumed will mean more victims are able to access and receive support from the Victim Care Service than currently do so.

3) How effective do you feel the PCC and his office have been in engaging with partners to enhance the approach to preventing hate crime and to encourage greater community cohesion? What opportunities do you feel exist for greater engagement?

Set up in 2015, the Commissioner's **Hate Crime Working Group** is a multi-sector tactical group working together across Hampshire and the Isle of Wight to challenge prejudice so that all individuals can go about their daily lives safely with confidence and to enhance individual's feelings of safety. The administration of the group is undertaken by the Commissioner's office but is chaired by a partner organisation to emphasise the Commissioner's commitment and belief in partnerships. The group meets twice a year and the following are its aims:

- 1). To raise awareness within the Group and better understand the nature of hate incidents occurring across Hampshire and IOW, ensuring an appropriate response to individuals and the wider community.
- 2). Through use of best practice initiatives, engagement and involvement educate and increase confidence of communities to understand hate crime, how to report it and the support they will receive.

Membership of the group currently consists of the following agencies:

- Office of the Police and Crime Commissioner for Hampshire
- SPECTRUM CIL
- West Hampshire Clinical Commissioning Group
- Hampshire Fire and Rescue Service
- Southern Health NHS Foundation Trust
- Hampshire Constabulary
- CPS Wessex
- Hampshire County Council
- Community Rehabilitation Company (CRC)
- South Central Ambulance Service
- Portsmouth University
- Citizen's Advice
- Portsmouth City Council
- Eastleigh BC
- Community Safety Partnership's

- HMP Winchester
- Hampshire Probation Service
- Southampton City Council

The work of the group has been divided into the four works streams, these are:

- Communications and Engagement
- Prevention and Training
- Reporting
- Victims and Perpetrators

In June 2016, the Commissioner with the support of the group hosted **two “Tackling Hate Crime Together” stakeholder conferences** (in Winchester and Newport, Isle of Wight), which aimed to demonstrate how partners were working together to tackle hate crime and to encourage other organisations to get involved either directly with the working group or through other means, such as setting up as a third party reporting centre. In total 105 people representing different agencies attended both events.

The Commissioner’s **Youth Commission** chose hate crime as one of their priorities to tackle in 2017/18. The Youth Commission’s hate crime group has delivered training sessions aimed at young people at the following schools: Portsmouth High School, UTC Portsmouth and St Johns School Portsmouth and have engaged with the following partners to tackle hate crime: Hampshire Constabulary, Y Services and third party reporting centres. The Youth Commission also attended Hampshire Pride, a lecture by Neville Lawrence and Unity 101 radio station to discuss hate crime. The Youth Commission have also been engaging partners to complete their hate crime survey the results of which are currently being analysed.

The Commissioner has worked in partnership with **C5 Consultancy** to match fund and pay for the reproduction and reprinting of copies of the “**Helping Victims of Hate Crime**” booklet which was then distributed to all TPRC’s across Hampshire and the Isle of Wight free of charge, to be given to any victims of hate crime that access their services. As alluded earlier, the Commissioner has made available literature through his website which partners can access and use, within their TPRC’s.

During October 2017, packs of these materials were sent to each of the third party reporting centres free of charge and these materials are now available to partners and the public to download free of charge from the Commissioner’s website:

<https://www.hampshire-pcc.gov.uk/hatecrime>

The production of this information has been to support partners who have either had budgets cuts or don't have the budget to produce these materials, it also ensures there is greater level of consistency in the messages being given out by partners to the public and especially to victims. Regardless of where you are a victim of hate crime in Hampshire or the Isle of Wight if you see the hate crime logo. As a victim you know you can report your experience there and receive help and support.

The Commissioner has commissioned Victim Support to run the Victim Care Service, to which any partner can signpost a victim of crime, including hate crime to receive free help, support, advice and counselling.

4) What engagement is currently being undertaken with local residents and victim support groups to better understand their concerns regarding hate crime? How could the PCC support or improve the current approach?

It is recognised that the level of engagement with both local residents and victims of hate crime needs to be improved by the Commissioner and his team, more can and will be done. The Commissioner's new Hate Crime Strategy intends to address the level of engagement through the promotion of the Victim Care Service, running of bespoke focus groups and workshop to understand the concerns of residents, barriers to reporting, victim experiences of the criminal just system and improvements which could be made.

Hate crime is a very unique type of crime which cannot be addressed through traditional means of generic engagement with residents or victims. Targeted bespoke engagement with residents and victims is required.

The Commissioner regularly uses his stall at the Southampton Mela to discuss and raise issues of hate crime with both local residents and victims from diverse communities. The Commissioner attended Spectrum CIL's AGM in October and spoke to members of the disabled community regarding matters of importance to them including hate crime

In June 2017, the Commissioner engaged with Island residents and support organisations before holding a COMPASS meetings on the Isle of Wight where residents' concerns regarding LGBT hate crime were raised with the Chief Constable.

The Commissioner's Youth Commission ran a hate crime survey targeted at young people's views and experiences of hate crime, the findings of which will be presented to the Commissioner and the Chief Constable. The Commissioner's team engaged with local young residents from inner city Southampton to help create the logo which is currently used on all of the Commissioner's hate crime literature and website

Victim satisfaction surveys are conducted with victims of hate crime by Hampshire Constabulary. These are telephone interview surveys with interviews being carried out continuously throughout the year but are conducted within 6 - 12 weeks of the

report of the incident. Victims are asked how satisfied they were with the police response, actions taken, being kept informed and their overall experience. Feedback from these surveys are fed back to the constabulary to help them address any areas which require improvement. Similarly, the Victim Care Service engages with victims of hate crime and surveys those post engagement to ascertain any improvements which could be made in the delivery of its services to them.

Informal engagement activities also take place with victims at TPRC's where victims are helped with advice and support. With the help and support of the Commissioner and his team, the independent TPRC network in Southampton is seeking to increase its dialogue with local residents and improve awareness of hate crimes through a proposed engagement exercise covering the entire city.

Currently the Commissioner's team and Hampshire Constabulary are working with Restorative Solutions to develop and trial a restorative programme for hate crime.

5) What do you think should be the priorities for action to address hate crime and enhance community cohesion within Hampshire and the Isle of Wight?

What challenges exist which could prevent or delay these actions from being delivered?

The five strategic objectives (referred to earlier) which underpin the Commissioner's Hate Crime Strategy (2017 – 2021), should be the focus of helping to address hate crime and enhancing community cohesion.

Raising awareness: Unlike theft or assault most people are unaware of what a hate crime is and some people may not recognise when they have been a victim of such a crime. Hate crimes are under reported across the country, the latest national figures show in 2016/17⁸, police forces in England and Wales recorded 80,393 hate crimes a 29% increase on 2015/16 (n62,518) figures and 81% increase compared 2013/14 (when there were 44,480 recorded offences). Using combined data from the Crime Survey of England and Wales for 2012/13 – 2014/15, it was estimated that on average there were 222,000 hate incidents⁹, which clearly indicates the disparity between incidents and offences recorded by the police.

In Hampshire the number of reported hate crimes has been steadily rising over the last three years¹⁰ but it is still recognised that this is not an accurate reflection of the true level of hate crimes being committed. Raising awareness may help reassure victims and witnesses that if they report a hate crime, where possible, action will be taken and offenders are brought to justice.

⁸ Hate Crime, England and Wales, 2016/17 Home Office statistical bulletin: 17th October 2017

⁹ Hate Crimes, England and Wales, 2014/15 Home Office statistical bulletin

¹⁰ Between 2014/15 – 2016/17, recorded Hate Crime increased by 43% within the Hampshire Constabulary policing area – Source Business Objects data

Increased reporting: Hate crimes are under reported by victims, and there are certain communities which are less likely to report crimes to the police or authorities (members of the Gypsy and Traveller community, new migrants, asylum and refugee communities, transgender and disabled community¹¹). A number of reasons have been put forward as to why victims choose not to report crimes, these include a lack of confidence that they will be taken seriously by authorities (the police), failing to recognise they have been a victim of a crime or a lack of knowledge about how or to who such reports are to be made too.

Raising awareness of successful hate crime prosecutions and uplifts in sentences handed down by the courts would also help increase confidence and the number of victims coming forward to report their experiences to either the police, a third party or directly through the True Vision website¹². Boosting the confidence of victims to report and addressing the under reporting of these crimes is a priority.

Education to challenge attitudes and prejudices: Educating young people at an early age is key to challenging long-term hate crime by exposing them in a positive way to different personal characteristics, and demonstrating the negative consequences and impact that hate crimes have on the lives of both victims and perpetrators.

Young people are more receptive to changing their attitudes and views at this stage in their lives rather than later on when those views and attitudes have become ingrained and more difficult to change. As society becomes more diverse, young people need to be provided with the tools and knowledge to help them confidently challenge such behaviour, attitudes and prejudices which either they may face personally or come across in their future lives.

Supporting victims: All agencies including the police have an important role in supporting victims after crime has been reported and especially after the crime has been investigated by the police. Victims need to feel confident that if they report a hate crime to the police they will be taken seriously and something will happen. Victims need a complete support package through the criminal justice system and beyond. Victims need the initial support to have the confidence to come forward and report a crime, they need to be supported through the criminal justice process and they need to be supported once the process has ended particularly repeat victims. Raising awareness of the Victim Care Service and the fact that victims can self-refer is important.

¹¹ Challenge it, Report it, Stop it. The Government's Plan to Tackle Hate Crime (2012).

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/97849/action-plan.pdf

¹² <http://www.report-it.org.uk/home>

Some preliminary research indicates that victims often feel more vulnerable, anxious, and angrier, in some instances even shame after an investigation has ended¹³. The effects on an individual being targeted because of their personal characteristic should *not* be underestimated. Victims have felt the need to alter their lifestyles¹⁴, appearance and movements. In some cases victims have removed themselves from society completely, leave their homes or even harmed themselves, in extreme cases it can even lead victims to commit suicide (**Fiona Pilkington** – October 2007) or be murdered by perpetrators (as was **Bijan Ebrahimi** – July 2013).

Challenging / Educating perpetrators: Victims of any crime are rightly the focus of criminal justice and support services, however without checking the behaviour of perpetrators the cycle of offending can often continue and be replicated by generations to follow. Perpetrators need to be challenged about their underlying behaviour, attitudes and stereotypes. Whilst service provision exists to support victims very little is available to perpetrators to help them address their behaviour and challenge their views.

The three biggest challenges which could either prevent or delay actions to tackle hate crime are a **lack of funding**, hate crime **not being a priority** for authorities and a lack of **partnership working**.

To help deliver these priorities it is essential that sustained funding remains in place. Without this, momentum cannot be built to address and tackle hate crime through awareness raising campaigns or education programmes. This is becoming ever more challenging as budgets decrease and either new priorities emerge or existing priorities vie for funding from a diminishing pool of funding. No single agency or organisation can address hate crime on its own with reducing budgets. The pooling of budgets and resources will ensure a sustained consistent response exists to hate crime.

Unfortunately the effects of hate crimes on an individual or society at large are still not understood by many people which results in it not being recognised a key priority within many organisations to tackle. Until the effects of hate crime are understood by all it will not be considered a key priority to be addressed and individuals and communities will continue to suffer in silence.

To tackle any major issue it is important that partners play a key role and partnerships remain effective however it is unfortunate in this age of diminishing budgets that there are still some individuals and agencies who are unable to move away from a mentality of silo working and see the bigger prize which can be attained through working in partnership.

¹³ The Sussex Hate Crime Project, University of Sussex, January 2018.

¹⁴ Outside Looking In: The Community Impacts of Anti-Lesbian Gay and Bisexual Hate Crime James G Bell & Barbara Perry

6) Are there any examples of successful approaches in tackling, and supporting victims of hate crime which you or your organisation are aware of, either within Hampshire and the Isle of Wight or in other areas?

The following are example of successful approaches to addressing and tackling hate crime and supporting victims.

Independent Third Party Reporting Network in Southampton: In May 2017, local community and voluntary groups within inner city Southampton came together to set up a network of Third Party Reporting centres independent of any statutory organisations. Frustrated by a lack of activity by statutory agencies, increase in hate crimes within the inner city area and to help address community concerns, a grass roots network consisting of over 20 organisations was set up. Whilst this network is supported by both the Commissioner’s office and Hampshire Constabulary it is led and run entirely by the community.

Victims are encourage to report any incidents they may have experienced directly to any of the organisations with whom they share a protected characteristic e.g. a victim of religious / faith based hate can report their experience directly to a mosque. Enabling a victim to not only report a crime in place where they feel comfortable but also enabling them to receive support and help from within that community. It prevents victims feeling isolated and abandoned.

Restorative Justice: Victims of hate crimes are less likely to be satisfied by the police handling of their incident / crime compared to victims of other crimes¹⁵. Restorative justice remains in its infancy but early pilots and approaches have demonstrated its potential to help victims and rehabilitate offenders, government research has shown that restorative justice can result in 85% satisfaction rates for victims and a 14% reduction in the frequency of re-offending amongst perpetrators¹⁶ as well as improve the emotional wellbeing of hate crime victims¹⁷.

A recent study indicated that that LGBT and Muslim victims of a hate crime would prefer a restorative justice solution rather than an enhanced prison sentence of for the offender¹⁸. Within the Hampshire and the Isle of Wight the use of restorative justice is slowly increasing, last year there were two restorative justice conference dedicated to hate crime held which had mixed results, nonetheless the use of restorative justice to respond effectively to hate crime should be further explored.

Lancashire Constabulary are about to embark on a restorative justice project with “Why Me¹⁹”, a restorative justice provider to deliver the first phase of the “Access to Justice Hate Crime” and RJ project. The aim of the Access to Justice Project is to

¹⁵ CSEW 2014/15

¹⁶ <https://restorativejustice.org.uk/resources/moj-evaluation-restorative-justice>

¹⁷ Hate Crime and Restorative Justice, Exploring Causes, Repairing Harms – Mark Austin Walters

¹⁸ University of Sussex Hate Crime Report 2018

¹⁹ <https://why-me.org/restorative-justice-service/>

improve access to restorative justice for victims of hate crimes, allowing them to make an informed choice about their recovery²⁰.

Examples of successful hate crime restorative justice conferences can be read by clicking on the links below:

<https://restorativejustice.org.uk/resources/daniels-story-1>

<https://restorativejustice.org.uk/resources/elyns-story>

<https://restorativejustice.org.uk/resources/shads-story>

<https://restorativejustice.org.uk/resources/eileens-story>

Heartstone Odyssey Project: Based on a fantasy story centred on a female heroine, it charts her quest to overcome intolerance, prejudice, xenophobia and racism in collaboration with her allies. The book is specifically focussed on school children in years 5, 6 & 7 in the critical transitioning phase between primary and secondary school. The core message of the story is “live and let live” and provides multiple fictional scenarios which allow children to explore how they would deal with racism / incidents of intolerance that they encounter from any perspective and background and confronting other uncomfortable ideas in a safe and sensitive way.

The project has been successfully delivered in schools across the country and has been endorsed by the Mayor of London who is looking to roll it out in schools across the 32 boroughs. The Commissioner has match funded the delivery of the project in 40 schools across the Hampshire policing area, 10 within each local education authority area.

7) Is there anything further that you can provide to the Panel that will assist us with our proactive scrutiny of this topic?

Misogyny: Hampshire Constabulary has no plans to expand the definition of hate crime beyond the five recognised characteristics however some Forces (Nottinghamshire and North Yorkshire) have moved towards classing and recording misogyny as hate crime whilst in Greater Manchester offences against alternative sub cultures are recorded as hate crimes by the police.

Online Hate: The online platform has provided perpetrators with a veil of anonymity to both provoke and commit hate crimes. Online hate perpetrators can reach more people and can negatively impact the lives of a much greater number of people. Victims can live in fear that online behaviour can materialise in the real world. Perpetrators can hide in cyber space making it difficult to identify them and bring them to justice.

²⁰ <https://why-me.org/2017/access-justice-hate-crime-rj-lancashire/>

Despite the Home Office setting up a national police hub to crack down on online hate crimes in October 2017, online hate crimes are increasing and are a growing concern for police forces across the country. Similar to other forms of cyber-crimes police forces nationally do not fully understand the scale of the problem and necessarily how to respond. In the most recent Home Office annual Hate Crime figures, only 23 out of 44 Forces were able to provide any statistics relating to online hate crimes. 1,067 online hate crimes were recorded by police forces in 2016/17 which accounted for 2% of all recorded hate crimes²¹.

Perpetrator Programmes: Targeting interventions at a young age through education can help challenge peoples prejudice and attitudes but if this fails or if young people fall through the net, there are no adult based programmes to challenge and address ingrained hate views and opinions. Supporting victims is one part of the process, helping to rehabilitate perpetrators is just as important, to break the cycle of hate. Similar to domestic violence intervention programmes, further research needs to be conducted and pilot intervention programmes need to be run to help create successful programmes to help reform perpetrators of hate.

Grants: The Commissioner has recognised hate crime as a key priority and funded numerous projects and organisations to tackle hate crimes. The Commissioner has provided the following grants:

Hate Crime Small Grants Round 2016/17

A Hate Crime focused small grants round was run in 2016/17 to tackle Hate Crime across the Hampshire policing area. 12 organisations successfully bid and received funding totally just under £30,000 to deliver projects which tackled Hate Crime within their local areas. The 12 successful organisations were:

- **Awaaz FM Community Radio (Southampton) (£2,000)**

“Shout Out Against Hate Crime” – Radio programme targeted at minority ethnic audience / communities to raise awareness of Hate Crime.

- **Communities First Wessex (covering East Hampshire) (£2,952)**

“Love Diversity” Supporting LGBT young people by providing emotional and mental health support to those experiencing Hate Crime and discrimination.

- **Cultural Media Enterprises (Southampton) (£3,000)**

Devising, writing, recording and broadcasting a radio drama incorporating verbatim accounts of the experiences of hate crime victims and experiences of reporting crimes alongside original drama and music created by a cast of local young people.

²¹ Hate Crime, England and Wales, 2016/17 Home Office statistical bulletin: 17th October 2017

- **Eastleigh Community Safety Partnership** **(£2,000)**

Development of Hate Crime leaflets and literature for Third Party Reporting Centres in the borough.

- **Gosport Safety Partnership** **(£300)**

Promoting of the Third Party Reporting Centre at the Gosport Discovery Centre.

- **Motiv8 South (Portsmouth)** **(£2,878)**

Development and delivery of the Respect Programme which is part of the PREVENT agenda, delivering 10 workshops to young people which will also include Hate Crime.

- **Motiv8 (Gosport and Fareham)** **(£2,996)**

Creating a DVD around the growing problem of hate crime for wide distribution.

- **Saints Foundation (Southampton)** **(£2,100)**

Delivery of 12 interactive Hate Crime workshops at 12 Southampton schools / venues aimed at young people.

- **Spring Arts & Heritage Centre** **(£2,976)**

Theatre in schools, performance of the play "Labels", to 800 students in four schools which raises awareness of intolerance in various guises.

- **Ventnor Town Council (IOW)** **(£700)**

Setting up a Third Party Reporting centre in Ventnor library and training up their staff.

- **Y Services for Young People (Gosport)** **(£3,000)**

Refurbishment of Y Services double deck mobile Third Party Reporting centre. The bus will be used as a centre for reporting crime and will also be used by 500 young people as a one-stop advice centre.

- **YMCA Fairthorne** **(£2,920)**

Hate crime literature and providing a safe space for an estimated 100 people for reporting instances of hate crime at Newtown Community Centre aimed at inner city young people.

Safer Communities Fund 2016/17

- **Age UK IOW** **(£21,000)**

LGBT Domestic Abuse & Hate Crime Support Project. Improved understanding and practical solutions to counteract homophobic hate crime and domestic violence against the older LGBT community.

Safer Communities Fund 2017/18

- **Age UK IOW** **(£26,000)**

Older Person's LGBTQI Hate Crime & Domestic Abuse Project. To raise awareness and develop practical solutions to enable victims of homophobic hate crime/domestic abuse feel protected and supported.

- **Citizens Advice (Hampshire)** **(£50,000)**

Establishing Independent Third Party Hate Crime Reporting Centres in Hampshire. Third Party Hate Crime Reporting Centres hosted at Local Citizens Advice (LCA) centres providing a universal service accessible to all communities.

Safer Communities Fund 2018/19

Two projects have successfully bided for funding but this information is yet to be made public

Hate Crime Strategy 2017 – 2021

“The only thing necessary for the triumph of evil, is for good men to do nothing”

(Edmund Burke 1729 - 1797)

Commissioner's Foreword

Hate crime today is much more on people's consciousness. It's increasingly being reported, and I am glad that more people have the confidence to report it, either to the police or to another organisation they trust and who can support them through the experience. The existence of hate crimes are a clear indication that society is not functioning, this dysfunctional mindset exists in small pockets of our society and has the potential to spread if left unchecked

Disappointingly, hate crime is also rising in some areas, and I am deeply concerned about that. Hate crime is unacceptable. It has no place in our society; it doesn't reflect the values of our communities. Accepting individuals irrespective of who they are and how they choose to live their lives is a sign of a mature and inclusive society, one which every human being should strive for. Everyone has a right to live their life free of discrimination and prejudice, to be proud of their identity and not to live in fear.

For those that become victims of a hate crime, the experience can affect the very core of their identity. The same is true for families and even entire communities. Communities are at the foundation of everything we do, and we therefore must work with them to tackle the rise in hate crime by promoting tolerance and inclusivity.

In my Delivery Plan I have made a commitment to facilitate easier reporting of hate crime and ensuring that victims feel confident that they will be taken seriously and something will happen as a result of reporting it.

This hate crime strategy sets out the detailed steps of work that will take place over the next three years to achieve that. It demonstrates my commitment to driving this vital work forward, to support others in their efforts to create vibrant and inclusive communities, and to really make a difference to the communities I serve.

The Purpose:

This strategy supports the Police and Crime Commissioner's priorities within his Police and Crime Plan 2016 – 2021 and its vision for a SAFER policing area *"to ensure that Hampshire, the Isle of Wight, Portsmouth and Southampton are amongst the safest places to live, work and visit, and that people are empowered to realise their life opportunities."*

In particular, it reflects the following priorities *"to strengthen partnerships to work together to reduce crime, promote public safety and create vibrant, inclusive communities"* and *"to support victims and those affected by crime and disorder"*.

The purpose of this strategy is to support victims and communities to feel confident and SAFER. To increase public awareness and understanding of hate crime. To put into place mechanisms which help and support victims to come forward without any hesitation to report any experiences that they may have had, to ensure they are aware of and receive the support that they need.

Whilst it is important to challenge perpetrators the main aim of this strategy is to educate and not legislate. To challenge the views, attitudes and prejudices of individuals at an early stage in their lives before they become perpetrators.

For professionals and authorities the purpose of this strategy is to ensure they have a true understanding of the level of the issue in our communities and are prepared to work together to find long term sustainable solutions. The current scale of the hate crime issue within Hampshire and the country are set out within **Appendix 1**, which is attached to this strategy.

Encouraging and supporting increased reporting by victims and witnesses will allow agencies to respond much more consistently and target resources much more effectively to challenge and respond to hate crime.



Community Strategy:

This strategy forms part of an overarching and wider Community Strategy being developed and delivered by the Police and Crime Commissioner and his office. The purpose of this broader strategy is to support communities become more resilient and connected with each other. By helping communities become stronger and resilient, it is hoped that more people will be able to identify and support victims of hate to come forward and to feel confident enough to inform perpetrators that their behaviour will not be tolerated in their communities.

Background:

The impact of a hate crime on a victim can be very personal and long lasting. Across the country it is widely acknowledged by criminal justice agencies that hate crime is under reported by victims. Hate crime levels are on the rise across the country and in Hampshire. The latest national figures showed a 19% year on increase in police recorded crimes¹, across the Hampshire policing area recorded hate crime levels have increased by 43% between 2014/15 – 2016/17². Following the EU referendum result last year, police recorded hate crime levels were 41% higher (5,468 crimes) in July 2016 compared with the same month in 2015³.

¹ Home Office – Statistical Bulletin 2015/16 (released 13th October 2016)

² Business Objects Report "Hate Crime, Incidents and Outcomes" taken 04/08/17: Increase from 1582 to 2255

³ Home Office data Hub and statistical bulletin

Any crime lowers the quality of life for a victim but a hate crime attacks a person's core sense of identity and belonging within society. Hate crime victims have higher levels of depression, stress and anger, and for longer than victims of other types of crime⁴. This can leave an individual, families and even communities feeling detached and isolated from society and potentially make them even more vulnerable to being victimised.

The effects on an individual being targeted because of their personal characteristic should *not* be underestimated. Victims have felt the need to alter their lifestyles⁵, appearance and movements. In some cases victims have removed themselves from society completely, leave their homes or even harmed themselves, in extreme cases it can even lead victims to commit suicide (**Fiona Pilkington** – October 2007) or be murdered by perpetrators (as was **Bijan Ebrahimi** – July 2013).

Hate crimes and incidents are fuelled by a number of factors which cannot be considered in isolation. A perpetrator's lack of exposure to diverse populations and lack of education and understanding about individuals with distinctive/differing personal characteristics is a key factor in hate crimes. Changes in the local population demographic due to increased economic migration, asylum seekers and refugees can lead to feelings of resentment due to growing demand and pressure on public services and competition for employment. Political change, national and international events such as the EU referendum 2016, attacks on specific diverse groups (Orlando nightclub LGBT attack 2016) and terror attacks can all lead to increased hate crime as those who harbour ill feeling towards anyone they perceive to be different are encouraged to either voice their opinions or, at worst, commit physical attacks against them. Very often hate crimes are not reported to the police, meaning victims don't receive the support they need and offenders are not caught and are able to continue with their behaviour unchecked.

Working in partnership:

Hate crime can only be prevented, challenged and tackled if partners work together. Challenging and overcoming hate crime is the responsibility of every organisation, it is not a bolt on to their core services. Partners need to work together to prevent hate crimes from occurring and to protect / support victims.

The Hate Crime Working Group was set up in 2015 by the Police and Crime Commissioner to bring together strategic partners both within the Criminal Justice System and wider field, to work together to tackle hate crime. At present there are nearly 20 different organizations who are members of the working group. The strategic objectives of this strategy and the four current work streams⁶ of the working group are

⁴ Home Office, Office for National Statistics and Ministry of Justice, An Overview of Hate Crime for England & Wales (2013)

⁵ Outside Looking In: The Community Impacts of Anti-Lesbian Gay and Bisexual Hate Crime James G Bell & Barbara Perry

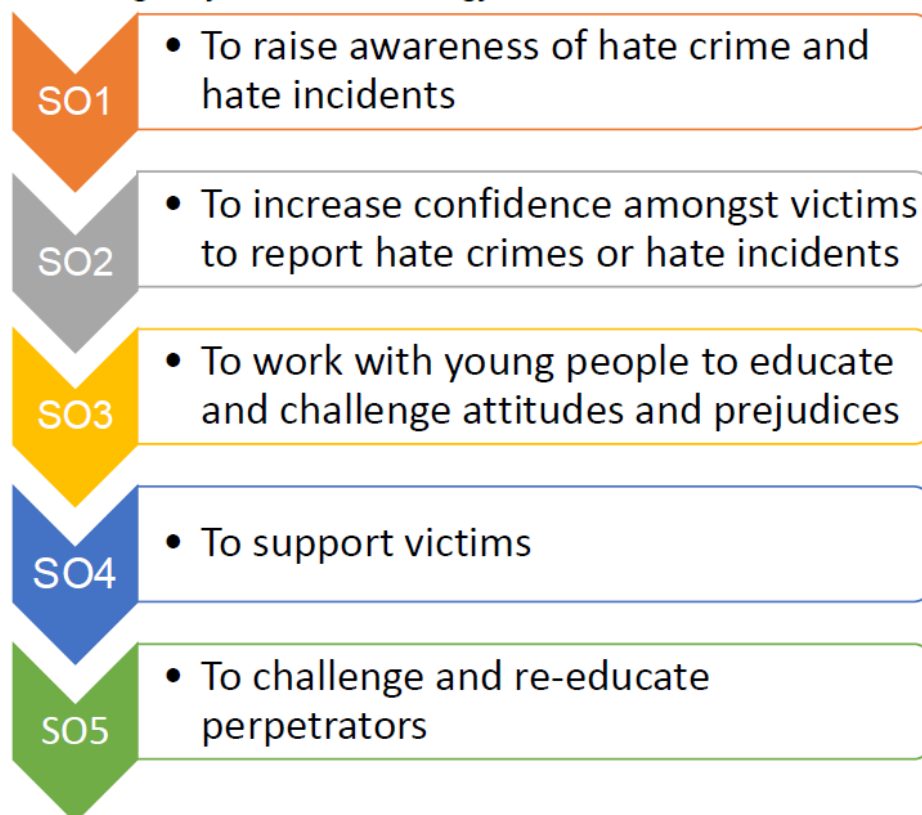
⁶ The four work stream areas are Prevention & Training, Victims & Perpetrators, Reporting and Communications & Engagement

closely aligned. The working group will help support the monitoring and delivery of this strategy, challenging when necessary.

Work will continue to expand the Hate Crime Working Group and increase its influence on the problem.

As part of this process, the Police and Crime Commissioner will use his extensive local contacts to work in partnership with local community organisations to promote awareness of hate crime and to eliminate its causes. Often networking between different local groups and organisations can develop outreach and greater community cohesion, than strategic level interventions. The development of the network of third party reporting centres across the counties will provide an opportunity to highlight the issue of hate crime on the national level.

The strategic objectives of this strategy are:



What is a hate crime / hate incident?

For the purposes of this strategy, hate crime is defined as⁷:

⁷ This common definition was agreed by all agencies which make up the Criminal Justice System in 2007

“any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice based on a personal characteristic, specifically actual or perceived race, religion/faith, sexual orientation, disability and transgender identity”

and a hate crime incident is defined as⁸:

“any non-crime incident which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a personal characteristic, specifically actual or perceived race, religion/faith, sexual orientation, disability and transgender identity”

The five personal characteristics currently under which a person can be prosecuted in a court in England and Wales are:

- Race or ethnicity
- Religion or beliefs (this includes places of worship)
- Sexual orientation
- Disability (this includes individuals with learning disabilities and / or mental and emotional distress)
- (Trans) Gender identity.

A hate crime or hate incident can take many forms including:

- **Physical abuse**
- **Threats**
- **Verbal abuse**
- **Sexual abuse**
- **Written/printed abuse**
- **Indirect attacks**
- **Harassment**
- **Exclusion or isolation**

⁸ This common definition was agreed by all agencies which make up the Criminal Justice System in 2007

Online Hate:

The explosion in the use of social media over the last ten years has enabled more people to easily communicate with one another and has brought together a larger number of people online with similar thoughts. However social media has also provided perpetrators with a platform and a veil of anonymity to both provoke and commit hate crimes.

Online hate perpetrators can reach more people and can negatively impact the lives of a much greater number of people. Victims can live in fear that online behaviour can materialise in the real world. Perpetrators can hide in cyber space making it difficult to identify them and bring them to justice. Nationally police responses to online hate crime (as well as all forms of online crime) has in general been inconsistent.

Strategic objectives⁹

SO1

- To raise awareness of hate crime / incidents

Unlike theft or assault most people are unaware of what a hate crime is and some people may not recognise when they have even been a victim of such a crime. Hate crimes are under reported across the country, in Hampshire the number of reported hate crimes has been steadily rising over the last three years¹⁰ but it is still recognised that this is not an accurate reflection of the true level of hate crimes being committed. Raising awareness may help reassure victims and witnesses that if they report a hate crime, where possible, action will be taken.

What will we do:

In order to raise awareness amongst the population of Hampshire, the Isle of Wight, Portsmouth and Southampton regarding hate crime / incidents, the Police and Crime Commissioner and his office will:

- Develop and run targeted hate crime awareness campaigns
- Launch and promote Third Party Reporting Centres across the policing areas
- Promote and support Hampshire Constabulary's hate crime booklet and app¹¹
- Increase the availability of information available to victims, the public and partners about hate crime

⁹ 2016 will be used as a baseline against which the outcomes of this strategy will be measured against in the delivery plan.

¹⁰ Between 2014/15 – 2016/17, recorded Hate Crime increased by 43% within the Hampshire Constabulary policing area – Source Business Objects data

¹¹ A pocket sized booklet providing victims and professionals with information and advice regarding hate crime, see Appendix One for further details

- Raise awareness amongst public and community sector staff
- Link in with academic research and information (such as the International Network for Hate Crime Studies)

How:

- By developing a (sustainable) raising awareness campaign which will highlight hate crime throughout the year and during key events, such as Hate Crime Awareness Week or in response to high-profile incidents
- By creating web pages on the Commissioner's website dedicated to hate crime
- By making available data on the PCC's webpage regarding hate crime levels within the Hampshire Policing Area
- By sharing information and data through the Hate Crime Working Group with partners
- By promoting the work of the Hate Crime Working Group to partners and the public to increase awareness
- By organising and supporting training days to increase and spread knowledge amongst staff and public / community sector professionals
- By joining the International Network for Hate Crime Studies and promote / distribute their reports
- By promoting and supporting Hampshire Constabulary's hate crime ambassadors (when they are launched)

Outcomes:

- Increased reporting either directly to the police or through third party reporting centres
- Increased media coverage
- Increased awareness amongst public and staff
- Increased sharing of information and data amongst partners

SO2

- To increase confidence amongst victims to report hate crimes or hate incidents

Hate crimes are under reported by victims, and there are certain communities which are less likely to report crimes to the police or authorities (members of the Gypsy and Traveller community, new migrants, asylum and refugee communities, transgender and disabled community¹²). A number of reasons have been put forward as to why victims choose not to report crimes, these include a lack of confidence that they will be taken seriously by authorities (the police), failing to recognise they have been a victim of a crime or a lack of knowledge about how or to who such reports are to be made too.

¹² Challenge it, Report it, Stop it. The Government's Plan to Tackle Hate Crime (2012). https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/97849/action-plan.pdf

Boosting the confidence of victims to report and addressing the under reporting of these crimes is a priority

What will we do:

In order to increase confidence amongst victims to report hate crimes / incidents the Police and Crime Commissioner and his office will work with partners to:

- Increase the number of independent third party reporting centres
- Increase the number of hate crime reports especially amongst the under-reported strands: disability and gender identity
- Work with victims to understand what the barriers are to reporting and seek to overcome these
- Provide victims with alternative and convenient platforms and mechanisms of reporting (e.g. True Vision website)
- Work with diverse communities to increase reporting

How:

- By running campaigns targeted at diverse communities
- By raising awareness of uplifts in sentences and conviction rates
- By promoting prosecutions of hate crime
- By investigating easily accessible means to report hate crime
- By actively promoting hate crime ambassadors in diverse communities
- By setting up a network of linked third party reporting centres under a single umbrella and promoting them

Outcomes:

- Increased reporting either directly to the police or through third party reporting centres
- Increased number of third party reporting centres across Hampshire and the Isle of Wight

S03

- To work with young people to educate and challenge attitudes and prejudices

Educating young people at an early age is key to challenging long-term hate crime by exposing them in a positive way to different personal characteristics, and demonstrating the negative consequences and impact that hate crimes have on the lives of both victims and perpetrators. Young people are more receptive to changing their attitudes and views at this stage in their lives rather than later on when those views and attitudes have become engrained and more difficult to change. As society becomes more diverse, young people need to be provided with the tools and knowledge to help them

confidently challenge such behaviour, attitudes and prejudices which either they may face or come across in their future lives.

What will we do:

In order to educate young people and challenge attitudes and prejudices amongst young people the Police and Crime Commissioner and his office **will:**

- Work with schools and young people to challenge discrimination
- Raise awareness of hate crime amongst young people (through campaigns and attendance at events)
- Make hate crime reporting easy and accessible
- Ascertain current level of understanding of hate crime amongst young people
- Seek to understand and address barriers to reporting

How:

- By supporting the delivery of the Heartstone Odyssey Project in 40 schools across the Hampshire policing area
- By running focus groups and surveys with young people to ascertain their current level of understanding
- By working with and supporting Youth Commission campaigns to raise awareness
- By providing young people with alternative and convenient platforms and mechanisms for reporting.
- Review Hampshire Constabulary's "Stay Safe" Education pack hate crime content to ensure it is fit for purpose
- By producing hate crime literature in young person friendly format
- By attending college and university events such as fresher's fairs
- By commissioning work to understand barriers to reporting for young people and how these can be overcome
- By promoting youth led initiatives to raise awareness such as the Y Services (TPRC) bus and Unity 101 radio play about hate

Outcomes:

- Increased reporting either directly to the police or through third party reporting centres
- Increased awareness of hate crime amongst young people (Heartstone Project)
- Increase in alternative reporting mechanisms
- Increased amount of hate crime literature in a young person friendly format

SO4

- To support victims

Victims need to feel confident that if they report a hate crime to the police they will be taken seriously and something will happen. Victims need to be supported initially to have the confidence to come forward and report and then to be supported through the criminal justice process, in particular repeat victims. The police have an important role in supporting victims.

What will we do:

In order to support victims the Police and Crime Commissioner and his office will:

- Raise awareness of the Victim Care Service and hate crime advocates
- Raise awareness of hate crime amongst under reported strands (disability and gender identity)
- Sign post victims to support organisations
- Learn from victim experiences
- Promote restorative justice to victims

How:

- By promoting the Victim Care Service
- By ensuring Police Officers signpost victims to the Victim Care Service
- By running campaigns targeting specifically under reported strands
- By highlighting and promoting support services on the Commissioner's website
- By running focus groups with victims to ascertain their experiences and identify improvements
- By raising awareness of uplifts in sentences and conviction rates
- By linking up with the RJ co-ordinator within the Commissioner's office to promote RJ specifically to hate crime victims and ensure hate crime features in RJ publications

Outcomes:

- Increased number of hate victims being supported by hate crime advocates
- Increased number of victims being referred to and taking up the Victim Care Service
- Increase number of hate crime reports from under represented strands (disability and gender identity)
- Increased victim satisfaction
- Reduction in repeat victimisation



- To challenge and re-educate perpetrators

Victims of any crime are rightly the focus of criminal justice and support services, however without checking the behaviour of perpetrators the cycle of offending can often continue and be replicated by generations to follow. Perpetrators need to be challenged about their underlying behaviour, attitudes and stereotypes. Whilst service

provision exists to support victims very little is available to perpetrators to help them address their behaviour and challenge their views.

What will we do:

In order to challenge and re-educate perpetrators the Police and Crime Commissioner and his office **will:**

- Challenge the behaviour of perpetrators
- Understand where perpetrators views and attitudes come from
- Promote restorative justice to perpetrators
- Scrutinise the outcomes of hate crime investigations

How:

- By commissioning work to understand perpetrators views
- By working with academia to research perpetrator rehabilitation programmes (with a view to explore commissioning these in the future)
- By offering restorative justice to perpetrators (subject to victims approval)
- By promoting uplifts in sentences and conviction rates

Outcomes:

- Increased victim satisfaction
- Reduction in repeat victimisation
- Increased remorse and understanding by perpetrators of the impact of their actions

Performance Measures:

The following performance indicators will be used to monitor the delivery and success of the strategy. A performance dashboard will be created through the use of Tableau¹³ to demonstrate performance against these key indicators.

- An increase in the number of reported hate crimes (including through third party reporting centres)
- An increase in the number of third party reporting centres across the Hampshire Policing area
- An increase in the number of disability and gender identity reported hate crimes
- A decrease in the number of repeat victims
- An increase in the number of victims being referred to and making use of the Victim Care Service
- An increase in victim satisfaction

¹³ Only where data is available

- An increase in the number of young people reporting hate crimes
- An increase in the use of Restorative Justice for hate crimes
- An increase in awareness of hate crimes (monitored through the number of campaigns run, use of materials and engagement with communities through focus groups)
- An increase in uplift in sentences and conviction rates

Governance:

The Hate Crime Working Group will be the primary mechanism through which this strategy and its deliverables will be governed and monitored. Updates against a delivery plan will be provided to the group every six months, regarding actions which sit beneath the five strategic objectives. The Hate Crime Working Group forum will also allow effective cross partner delivery of the strategy through engagement and collaborative working.

In addition, an annual report on progress against the strategic objectives will be forwarded to the Commissioner's Community Alliance meeting where performance against the delivery plan will be monitored and scrutinized by the Commissioner.

The Context:

The National Picture:¹

In 2016/17 there were 80,393² offences recorded by police forces in England and Wales, in which one or more hate crime strands was a motivating factor this is an increase of 29%³, compared with 62,518 offences recorded in 2015/16

The number of recorded offences is broken down by the following personal characteristic strands:

- 62,685 (78%) were race hate crimes;
- 9,157 (11%) were sexual orientation hate crimes;
- 5,949 (7%) were religious hate crimes;
- 5,558 (7%) were disability hate crimes; and
- 1,248 (2%) were transgender hate crimes.

There was an increase in all five monitored strand compared with previous year and a continued upward trend in all five strands since 2012/13. The number of police recorded hate crime offences has increased by 90% (n =38,138) between 2012/13 and 2016/17. It is possible for a hate crime offence to have more than one motivating factor which is why the above numbers sum to more than 80,393 and 100 per cent.

This increase in the number of offences has been attributed to improved compliance by police forces with the National Crime Recording Standard (NCRS) which has led to improved crime recording across all offences, greater awareness of hate crime and improved confidence of victims to come forward and report incidents and crimes.

Recorded hate crimes are broken down by the following offence types:

- fifty-six per cent of hate crimes were public order offences⁴
- thirty-three per cent were violence against the person offences,
- six per cent were criminal damage/arson offences
- five per cent were other notifiable offences

¹ Data in this section has been taken from the Home Offices "Hate crime, England and Wales 2016/17 – statistical bulletin"

² According to the Home Office's Hate crime 2016/17 statistical bulletin, published on the 17th October 2017.

³ All %'s are rounded up to the nearest whole figure

⁴ Includes: public fear, alarm or distress, violent disorder and other offences against the State or public order.

The Local Picture (Hampshire Policing Area) ⁵:

	2014/15	2015/16	2016/17	Total
	1538	1763	2163	5464

Recorded hate crimes have risen by 40% or 625 crimes, over the three year period across the Hampshire Constabulary policing area, as victims have become more confident to report incidents to the police, this includes the volume of repeats which have also increased. The total figures per year are shown above.

The figures below are for the same period broken down by each individual protected characteristic. It is possible for a hate crime offence to have more than one motivating factor which is why the below figures sum up to more than 5464

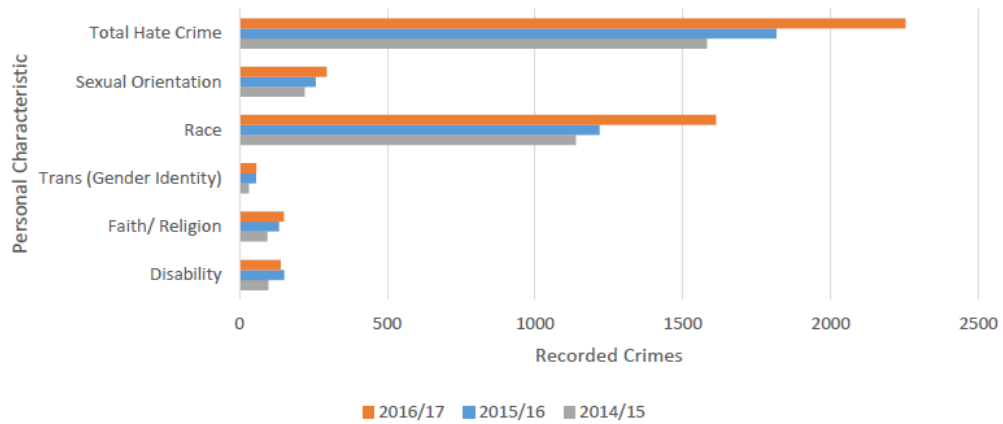
	2014/15	2015/16	2016/17	Total
Disability	97	151	139	387
Faith/ Religion	94	134	150	378
Trans (Gender Identity)	32	56	57	145
Race	1138	1218	1612	3968
Sexual Orientation	221	258	295	774
Total	1582	1817	2253	5652

The three districts with the largest number of recorded hate crimes are Southampton, Portsmouth and Basingstoke, unsurprisingly as these are the three districts with the largest populations within the Hampshire policing area. Each of the five personal characteristic strands has increased as follows:

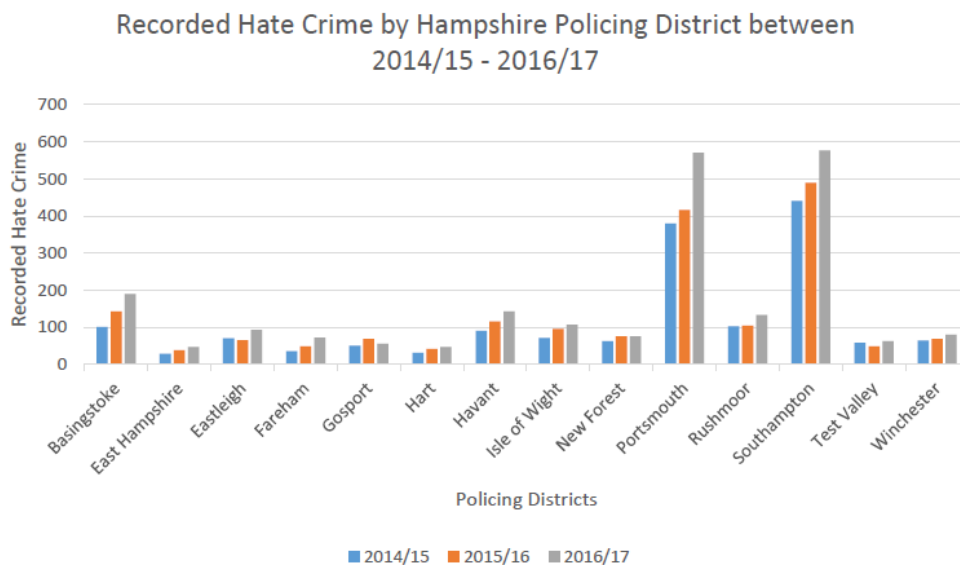
- 42 (43%) increase in disability hate crime
- 56 (60%) increase in faith / religion hate crime
- 25 (78%) increase in trans (gender identity) hate crime
- 474 (42%) increase in race hate crime
- 74 (33%) increase in sexual orientation hate crime

⁵ Figures taken from Hampshire Constabulary's Business Objects data base on 14/11/17 & do not include HBV

Police Recorded Hate Crime in Hampshire between 2014/15 - 2016/17



	2014/15	2015/16	2016/17
Basingstoke	101	142	190
East Hampshire	28	38	47
Eastleigh	70	65	93
Fareham	35	49	72
Gosport	50	69	56
Hart	31	41	47
Havant	90	116	143
Isle of Wight	71	96	107
New Forest	62	75	76
Portsmouth	379	416	570
Rushmoor	102	104	133
Southampton	441	489	577
Test Valley	58	48	62
Winchester	64	69	80
Total	1582	1816	2253



Our Duty:

Equality Act 2010:

The Equality Act 2010, brought together and replaced previous equalities legislation, such as the Disability Discrimination Act 1995 (DDA), The Race Relations Act 1976 and the Sex Discrimination Act 1975.

The Act requires all public bodies to take a proactive approach towards equality and diversity, it creates a new single specific duty, the Public Sector Equality Duty (PSED). This replaces all previous race, disability and gender equalities duties and came into effect in April 2011.

Public Sector Equality Duty:

The PSED set out in Section 149 of the Equality Act requires public sector organisations *using public funds and delivering on behalf of the public sector* to work towards the following aims and have due regards towards:

- Eliminating unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

The nine protected characteristics are:

- Age

- Disability
- Gender reassignment / Identity
- Marriage and civil partnership (aim 2 only)
- Pregnancy and maternity
- Sex
- Sexual orientation
- Race and ethnicity (including Gypsies and Travellers)
- Religion and belief

Crime and Disorder Act 1998:

Section 17 of the Crime and Disorder Act, places a duty upon each authority (this includes the local policing body), to do all that it reasonably can to prevent crime and disorder in its area.

The exact wording of the section is as follows:

s17 (1) Without prejudice to any other obligation imposed on it, it shall be the duty of each authority to which this section applies to exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent,

- *crime and disorder in its area (including anti-social and other behaviour adversely affecting the local environment); and*
- *the misuse of drugs, alcohol and other substances in its area; and*
- *re-offending in its are*

Hate Crime – Consequences:

It is widely accepted that Police recorded levels of hate crime are not a true reflection of actual levels of crimes being committed. There are many reasons which prevent victims from coming forward and reporting their experiences of hate crime, such as incidents happen too often to report each one, victims doubt they will be taken seriously or that they have been a victim of a crime, concerns that the police will not be able to do anything, victims fear (e.g. they will be “outed” as being gay)⁶ and lack of access to support to help make a report (e.g. interpreters), this is not an exhaustive list.

Hate based crime and incidents are underpinned by underlying negative attitudes, prejudices and stereotypes which exist within individuals and society. These attitudes have to be addressed, challenged and tackled to prevent escalation of behaviours into serious crimes (see diagram⁷ on the next page).

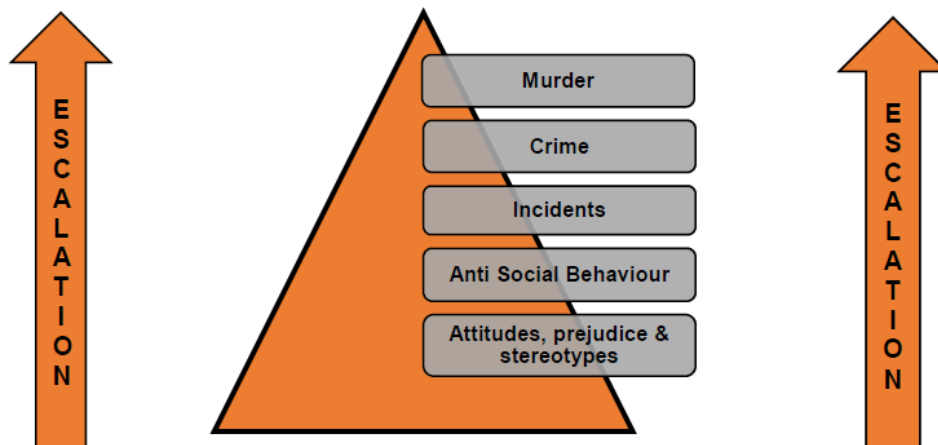
Examples of this include Fiona Pilkington, who committed suicide in October 2007 with her daughter who had learning difficulties following years of torment and abuse from a group of young people who targeted her and her disabled daughter. Despite several calls for help to local authorities nothing was done. Mrs Pilkington and her daughter became virtual prisoners in their home, they slowly became isolated and retreated from society. With no end in sight to this torment, Mrs Pilkington killed herself and her daughter.

⁶ Victim Experiences in Hate Crimes Based on Sexual Orientation (2002) – GM Herek, JC Cogan & JR Gillis

⁷ Adapted from the levels of prejudice, Gordon Allport, 1954

Bijan Ebrahimi was a disabled vulnerable Iranian refugee who was murdered in July 2013 by his neighbour. Despite repeatedly calling the police and informing them of reported death threats and racial abuse over a seven year period, nothing was done to help protect

Mr Ebrahimi, the police response to his calls for help was poor⁸. Instead of the Police recognising Mr Ebrahimi as a vulnerable repeat victim of abuse *“he was considered to be a liar, a nuisance and an attention seeker”*⁹. With the behaviour of his neighbours unchecked by the police they eventually attacked and murdered Mr Ebrahimi.



Hate Crime Booklet – Link to be added

⁸ <https://www.ipcc.gov.uk/news/poor-responses-over-seven-years-avon-somerset-constabulary-vulnerable-man-who-was-murdered> & <https://www.ipcc.gov.uk/investigations/bijan-ebrahimi-avon-and-somerset>

⁹ Quote from IPCC Commissioner Jan Williams – full quote "Instead, his complaints about abusive neighbours were disbelieved and he was considered to be a liar, a nuisance and an attention seeker."
<http://www.bbc.co.uk/news/uk-england-bristol-40494218>

Portsmouth City Council

- 1) *Since the publication of the Police and Crime Plan in 2016, how successful do you feel the PCC has been in his pledge to address hate crime? What changes have you observed, since this time, in the approach to supporting victims and those vulnerable to hate crime within our communities?*

The Hate Crime Awareness week was positive as it not only increased information around reporting but also showed that agencies other than the police have an interest in this area. For example police partnered with schools to complete a project and deliver a social media campaign.

Portsmouth has one hate crime worker who supports victims who are Portsmouth City Council tenants, otherwise victims are supported through Victim Support. In Portsmouth the Hate Crime Working Group has been proactive in encouraging scrutiny of hate crime cases and applying learning from this process to officers.

- 2) *Are you aware of the current strategic approach to policing hate crime? Can you identify any areas where the policing provision, within Hampshire and the Isle of Wight, in response to hate crime could be improved?*

We feel a focus should be on increasing reporting of hate crime and on victim satisfaction. Hate crime is known to still be under reported and this could be addressed through supporting ongoing development of 3rd party reporting sites, information around what hate crime is for the public and continuing to offer regular training to officers around recognising hate crime.

- 3) *How effective do you feel the PCC and his office have been in engaging with partners to enhance the approach to preventing hate crime and to encourage greater community cohesion? What opportunities do you feel exist for greater engagement?*

Some good engagement has taken place, especially during campaigns such as hate crime awareness week(HCAW), but there is a need for greater consistency over a longer period of time. For example, social media campaigns or other campaigns that continue on an ongoing basis rather than just for HCAW.

It would be useful if there was a single point of contact to invite to key meeting/events. Funding for projects with a focus on community engagement would be very beneficial, particularly where there is a focus on community dialogue and capturing community voice and community led solutions/responses to hate. This would provide support for partners who are working to prevent hate crime and promote greater community cohesion.

- 4) *What engagement is currently being undertaken with local residents and victim support groups to better understand their concerns regarding hate crime? How could the PCC support or improve the current approach?*

A hate crime working group (HCWG) and community cohesion groups exist within Portsmouth both of which have good levels of attendance and engagement from a variety of partners. Work is underway to establish more third party reporting centres within Portsmouth and community engagement events are being planned. The Police IAG is also being relaunched.

The Safer Portsmouth Partnership runs a Community Safety Survey biennially, whereby approximately a thousand Portsmouth residents are interviewed face-to-face at various locations across Portsmouth. The 2016 Community Safety Survey found that people with disabilities were significantly more likely to be victims of crime, in particular: mugging, hate crime and online harassment/intimidation, than people without disabilities. BME respondents were also significantly more likely to be victims of hate crime than those who were British White. The fieldwork for the survey is currently being completed so it will be interesting to see if there is any change.

The PCC could support these approaches in a number of ways. Providing funding/resources for centres that have been trained as 3rd party reporting centres to apply for promotional material would support the increasing of reporting.

The PCC could also gather information from events such as big conversations or IAG's in order to capture victims and local residents' voices across Hampshire. This could then be used to further inform the work of the PCC from local residents and victims' perspectives.

- 5) *What do you think should be the priorities for action to address hate crime and enhance community cohesion within Hampshire and the Isle of Wight? What challenges exist which could prevent or delay these actions from being delivered?*

- Increasing reporting, especially around disability hate crime
- Ongoing support for police officers who attend faith groups and community organisations
- Greater opportunity for community dialogue and support for frontline partners to arrange these events.
- Continuing to hear the victims' voice and take this into account when planning responses to hate crime.
- Challenges -
 - lack of understanding around the impact of hate crime
 - lack of funding to create community dialogue events.
 - Ongoing reluctance to report hate crime

- 6) *Are there any examples of successful approaches in tackling, and supporting victims of hate crime which you or your organisation are aware of, either within Hampshire and the Isle of Wight or in other areas?*

Portsmouth University's "Step up, Speak up" project is an excellent example of an "active bystanders initiative" encouraging reporting of hate crime and sexual violence. Although in its infancy it has begun to make steps to change the culture of the university rather than just respond to incidents.

Sussex embrace restorative justice in their responses and have developed the 'Restore Diversity' intervention which they report as having a positive impact.

- 7) *Is there anything further that you can provide to the Panel that will assist us with our proactive scrutiny of this topic?*

It would be useful to have a summary of what the PCC is focussing on with regards to hate crime and how they intend to provide support to partners so that the support available can be taken up by partners.

Ringwood Town Council

- 1) *Since the publication of the Police and Crime Plan in 2016, how successful do you feel the PCC has been in his pledge to address hate crime? What changes have you observed, since this time, in the approach to supporting victims and those vulnerable to hate crime within our communities?*

It was a pledge that held little relevance for those who do not live within the city centres

- 2) *Are you aware of the current strategic approach to policing hate crime? Can you identify any areas where the policing provision, within Hampshire and the Isle of Wight, in response to hate crime could be improved?*

Whilst important to those that suffer from hate crime it is a strategy that takes up scarce resources whilst not addressing the issues that face a significant percentage of the population within Hampshire. Indeed, it is more dealing with the symptoms of a breakdown in law and order than the cause.

- 3) *How effective do you feel the PCC and his office have been in engaging with partners to enhance the approach to preventing hate crime and to encourage greater community cohesion? What opportunities do you feel exist for greater engagement?*

Given the level in hate crime that affects our area, the level of engagement is negligible.

- 4) *What engagement is currently being undertaken with local residents and victim support groups to better understand their concerns regarding hate crime? How could the PCC support or improve the current approach?*

None that we are aware of

- 5) *What do you think should be the priorities for action to address hate crime and enhance community cohesion within Hampshire and the Isle of Wight? What challenges exist which could prevent or delay these actions from being delivered?*

Given the lack of relevance that this has to our community the challenge would be to find any suitable actions

6) *Are there any examples of successful approaches in tackling, and supporting victims of hate crime which you or your organisation are aware of, either within Hampshire and the Isle of Wight or in other areas?*

No

7) *Is there anything further that you can provide to the Panel that will assist us with our proactive scrutiny of this topic?*

You may believe that our response is fatuous however those that respond to this questionnaire will, in all probability, be those that are affected by hate crime. We are concerned that, based on the response, there will be a disproportionate emphasis placed on this area of crime which holds little relevance to the community that we represent.

Southampton City Council

1. *Since the Publication of the Police and Crime Plan in 2016, how successful to you feel the PCC has been in his pledge to address hate crime? What changes have you observed, since this time, in the approach to supporting victims and those vulnerable to hate within our communities:*

A total of 574 incidents of hate crime in Southampton were recorded by the Police in 2016/17. This represents an increase of over 15% on the 492 hate crimes in 2015/16 and 30% increase from 441 reported hate crimes in 2014/15. In comparison, the most recent Home Office report on Hate Crime, 46 showed a 29% increase nationally over the same period. In 2016/17, the majority of hate crimes nationally were race hate crimes (78%), 11% were sexual orientation related, 7% were religious hate crimes, 7% of hate crimes were disability related and 2% were transgender hate crimes.

Although hate crime is increasing in Southampton we note that this is happening nationally. The Safe City Partnership recognises that the police have been taking robust action in address hate crime, however, the Partnership has had limited engagement with the OPCC on this topic.

2. *Are you aware of the current strategic approach to policing hate crime? Can you identify any areas where the policing provision, within Hampshire and the Isle of Wight, in response to hate crime could be improved?*

A better and more detailed joined up approach to the collection of statistics on hate crime reports and prosecutions would enable a robust and more targeted response from the network. Current data is limited and more needs to be done around explaining what 'hate crime' is, where it is reported and what the complainant can do.

3. *How effective do you feel the PCC and his office have been in engaging with partners to enhance the approach to preventing hate crime and to encourage greater community cohesion? What opportunities do you feel exist for greater engagement?*

The Southampton Safe City Partnership recognises that community cohesion can be supported by communication and raising awareness of hate crime, including what hate crime is and how to report it. The OPCC could therefore support community cohesion through improved communication and messaging on hate crime across the whole county.

4. *What engagement is currently being undertaken with local residents and victim support groups to better understand their concerns regarding hate crime? How could the PCC support or improve the current approach?*

Southampton has an active hate crime network which is well established within local communities. 3rd party hate crime reporting centres were established in January 2017 and the network was set up in partnership between Hampshire Constabulary and Southampton City Council and is led by SPECTRUM, as a new way of supporting people to report hate crime incidents.

Those organisations within the initiative have training to support victims and encourage the reporting of hate crime. This helps to improve their knowledge about what is meant by hate crime, how they can seek support and encourage the reporting of incidents. SPECTRUM have taken lead in facilitating the 3rd party hate crime reporting centres in Southampton.

There is an opportunity for OPCC to improve community engagements by working with and supporting this network.

Engagement with a wider stakeholder group has also taken place to raise awareness of hate crime, what it is, the effect it has on individuals and communities, reporting mechanisms and how organisations can support their staff and the people they come into contact with. A number of organisations including Chamber of Commerce and Southampton General Hospital have benefitted from input.

5. *What do you think should be the priorities for action to address hate crime and enhance community cohesion within Hampshire and Isle of Wight? What challenges exist which could prevent or delay these actions from being delivered?*

- Communication and messaging;
- Partnership working, including with communities; and
- Developing and engaging community champions.

6. *Are there any examples of successful approaches in tackling, and supporting victims of hate crime which you or your organisation are aware of, either within Hampshire and the Isle of Wight or in other areas?*

- National Probation Service has an established Victims Unit;
- Southampton has a 3rd party reporting centre network initiative (see question 4); and
- The Diversity and Inclusion Advocacy Service at Yellow Door have supported individuals affected or at risk of hate crime. They also run sessions on hate crime especially amongst individuals with learning disabilities.
- Awareness raising sessions with stakeholders (as detailed above)

7. *Is there anything further that you can provide to the Panel that will assist us with our proactive scrutiny of this topic?*

Southampton Safe City Partnership believes that the citywide approach to tackling hate crime could be strengthened by bringing together the 3rd party hate crime reporting initiative with other partners in the city and county, such as Safe Places (for people with Learning Disabilities), Autism Awareness and Dementia friendly initiatives. This would provide joined up support services irrespective of the type of abuse / tolerance / discrimination or fear the customer might be experiencing.

Sparsholt Parish Council

1) *Since the publication of the Police and Crime Plan in 2016, how successful do you feel the PCC has been in his pledge to address hate crime? What changes have you observed, since this time, in the approach to supporting victims and those vulnerable to hate crime within our communities?*

A) It would be helpful to have a clear definition of what the phrase “hate crime” actually means.

B) Is hate crime a collective for a group of criminal offences and a distraction from dealing with and reporting them?

C) I’m not aware any changes.

2) *Are you aware of the current strategic approach to policing hate crime? Can you identify any areas where the policing provision, within Hampshire and the Isle of Wight, in response to hate crime could be improved?*

No, I’m not aware of the strategic approach to hate crime

3) *How effective do you feel the PCC and his office have been in engaging with partners to enhance the approach to preventing hate crime and to encourage greater community cohesion? What opportunities do you feel exist for greater engagement?*

In my experience the PCC and his office has not engaged with this community.

4) *What engagement is currently being undertaken with local residents and victim support groups to better understand their concerns regarding hate crime? How could the PCC support or improve the current approach?*

None, see my response to previous question.

5) *What do you think should be the priorities for action to address hate crime and enhance community cohesion within Hampshire and the Isle of Wight? What challenges exist which could prevent or delay these actions from being delivered?*

A)To address Crime and its main causes, need and greed.

B) Financial! Not helped by diverting £0.5million of much needed funds to running the PCC’s office and reducing the number of police officers.

- 6) *Are there any examples of successful approaches in tackling, and supporting victims of hate crime which you or your organisation are aware of, either within Hampshire and the Isle of Wight or in other areas?*

None that I'm aware of.

- 7) *Is there anything further that you can provide to the Panel that will assist us with our proactive scrutiny of this topic?*

Perhaps the panel members should consider, individually or collectively, their position in light of the PCC's response to the Panel's negative reaction to his proposed budget.

West End Parish Council

- 1) *Since the publication of the Police and Crime Plan in 2016, how successful do you feel the PCC has been in his pledge to address hate crime? What changes have you observed, since this time, in the approach to supporting victims and those vulnerable to hate crime within our communities?*

The Parish Council is not aware of any hate crime incidents in West End and therefore unable to comment on any changes.

- 2) *Are you aware of the current strategic approach to policing hate crime? Can you identify any areas where the policing provision, within Hampshire and the Isle of Wight, in response to hate crime could be improved?*

The Parish Council is not aware of the current strategic approach to policing hate crime. Is this something that should be being reported to the Council by the Neighbourhood Police Team ? The Parish Council is not aware whether the Neighbourhood Police Team actually deal with hate crime.

- 3) *How effective do you feel the PCC and his office have been in engaging with partners to enhance the approach to preventing hate crime and to encourage greater community cohesion? What opportunities do you feel exist for greater engagement?*

The PCC has not engaged directly with this organisation at any time. If there is evidence of hate crime within West End, the Parish Council would be interested in figures of local incidents.

- 4) *What engagement is currently being undertaken with local residents and victim support groups to better understand their concerns regarding hate crime? How could the PCC support or improve the current approach?*

The Parish Council is unaware of any engagement with local residents/victim support groups and therefore unable to comment on how to improve the current approach

- 5) *What do you think should be the priorities for action to address hate crime and enhance community cohesion within Hampshire and the Isle of Wight? What challenges exist which could prevent or delay these actions from being delivered?*

The Parish Council fully understands the financial restraints on delivery of any type of policing and consider that this would be the main challenge. As the Parish Council has no experience of hate crime, it is not able to comment on what the priorities should be.

- 6) *Are there any examples of successful approaches in tackling, and supporting victims of hate crime which you or your organisation are aware of, either within Hampshire and the Isle of Wight or in other areas?*

The Parish Council is unaware of any examples.

- 7) *Is there anything further that you can provide to the Panel that will assist us with our proactive scrutiny of this topic?*

No

Whitehill Town Council

- 1) *Since the publication of the Police and Crime Plan in 2016, how successful do you feel the PCC has been in his pledge to address hate crime? What changes have you observed, since this time, in the approach to supporting victims and those vulnerable to hate crime within our communities?*

Whitehill Town Council (WTC) believe this to be unsuccessful as we are not aware that the PCC even has an initiative or plan on dealing with hate crime.

- 2) *Are you aware of the current strategic approach to policing hate crime? Can you identify any areas where the policing provision, within Hampshire and the Isle of Wight, in response to hate crime could be improved?*

NO – not enough PCC publicity.

- 3) *How effective do you feel the PCC and his office have been in engaging with partners to enhance the approach to preventing hate crime and to encourage greater community cohesion? What opportunities do you feel exist for greater engagement?*

We have not noticed the PCC has made any serious attempt to engage with our local community over hate crime.

We have had a very useful meeting with Chief Inspector

NAME
REDACTED

- 4) *What engagement is currently being undertaken with local residents and victim support groups to better understand their concerns regarding hate crime? How could the PCC support or improve the current approach?*

WTC are not aware of any.

- 5) *What do you think should be the priorities for action to address hate crime and enhance community cohesion within Hampshire and the Isle of Wight? What challenges exist which could prevent or delay these actions from being delivered?*

HATE CRIME

- *Need much higher visibility from PCC/Police.*
- *The Police have no presence on social media, e.g. Next Door or Facebook where cyber bullying and hate crime is prevalent.*
- *Action with cyber bullying in schools.*
- *Legal protection for Councillors who are subjected to hate crime and abuse.*
- *Code of conduct for residents addressing elected Councillors to treat everyone with respect and not to use abusive or disrespectful language.*
- *More work with moderator of Next Door and social media sites to remove libellous or defamatory foul or abusive language and the perpetrators from the site.*

COMMUNITY COHESION

- *More police and PCSOs visible on the beat rather than spending tax payers' money on the PCC and office.*
- *More police presence at community events.*

- *Regular meetings with Police as discussed with Chief Inspector*

NAME REDACTED

as
CTCG meetings poorly timed and too broad. WTC needs to have agenda items.

- *Clamp down on anti-social behaviour/neighbour disputes and vandalism – name*

- *More work with social housing providers on siting of “problem families” in the community.*
 - *Change 101 as no-one ever comes out and no Police response apart from registering a crime. Little follow up – residents have lost confidence in it.*
 - *Need faster response to emails.*
 - *Need Police surgeries since PCC sold off our police stations.*
 - *Reinstatement of design out crime for planning e.g. Whitehill & Bordon.*
 - *A commitment to a visible new Police station or combined services village in new town centre with a desk or surgeries that residents can access.*
 - *More work checking on elderly and vulnerable people in our community.*
 - *More work to extend the excellent work of the Blue Lamp and Bobby Trust.*
 - *More work to address community groups e.g, elderly, disabled, GLBT*
- 6) *Are there any examples of successful approaches in tackling, and supporting victims of hate crime which you or your organisation are aware of, either within Hampshire and the Isle of Wight or in other areas?*

No, not aware of any.

- 7) *Is there anything further that you can provide to the Panel that will assist us with our proactive scrutiny of this topic?*
- *Police officers look less professional and therefore lose residents respect and authority.*
 - *Need to look smart e.g. no visible tattoos, ties, etc.*
 - *PCSOs don't seem to have same powers as Police Officers and perpetrators of crime know this.*
 - *Closure of Police stations in Whitehill and East Hants appalling –now have to go to Aldershot or Basingstoke with a violent criminal.*
 - *Need Police input into design of new town centre - meetings with developer and Town Council.*
-

- *Nothing seems to be done about recent ram raids in Lindford and Liphook – will our cash machines be next?*
 - *More needs to be done to roll out of Neighbourhood Watch.*
-

Youth Commission

- 1) *Since the publication of the Police and Crime Plan in 2016, how successful do you feel the PCC has been in his pledge to address hate crime? What changes have you observed, since this time, in the approach to supporting victims and those vulnerable to hate crime within our communities?*

Since being a member of the Hampshire and Isle of Wight Youth commission I have found out that there are people dedicated to working to prevent hate crime which means that something is being done to address hate crime.

- 2) *Are you aware of the current strategic approach to policing hate crime? Can you identify any areas where the policing provision, within Hampshire and the Isle of Wight, in response to hate crime could be improved?*

I am aware of the strategic approach to policing hate crime. I think the strategy is very thorough, however a way to improve with strategy number 3 about working with young people is perhaps to involve parents a bit more in the challenging of prejudice as I imagine many young people learn from their parents attitudes so parental education is also important which will address how they can help their children develop good attitudes towards diversity. Something else that could be an idea to help to support victims of hate crime is to provide more opportunities for self defence classes which may improve confidence in victims.

- 3) *How effective do you feel the PCC and his office have been in engaging with partners to enhance the approach to preventing hate crime and to encourage greater community cohesion? What opportunities do you feel exist for greater engagement?*

I think the PCC and the office have been engaging very effectively. Since joining the youth commission I have become a lot more aware of hate crime so therefore I have been engaged with. The survey the youth commission did on hate crime is a prime example of partners engaging with the community. I feel that it should be covered in schools by teachers themselves as well as the youth commission doing work shops. I also think Hampshire pride was a great way of the PCC engaging with the community.

- 4) *What engagement is currently being undertaken with local residents and victim support groups to better understand their concerns regarding hate crime? How could the PCC support or improve the current approach?*

Hampshire pride was a way of engaging with the community and local residents which was good because the youth commission was able to undertake surveys on hate crime which will be used to understand concerns. A way to support this would

be to continue the growth and awareness of the youth commission. Another way would be to try and engage with local businesses and offices to employees because hate crime may occur in the work place.

- 5) *What do you think should be the priorities for action to address hate crime and enhance community cohesion within Hampshire and the Isle of Wight? What challenges exist which could prevent or delay these actions from being delivered?*

I think the priorities should be challenging and education of perpetrators because if they were effectively challenged and educated hate crime would decrease because they cause hate crime to occur. I also think victim support should be a priority because this can assist in helping them become more resilient to such attacks if they get the right support.

- 6) *Are there any examples of successful approaches in tackling, and supporting victims of hate crime which you or your organisation are aware of, either within Hampshire and the Isle of Wight or in other areas?*

I am aware of an app which helps to report hate crime. The youth commission also campaigns to raise awareness which is successful.

HAMPSHIRE POLICE AND CRIME PANEL

Report

Date considered:	13 April 2018	Item:	8
Title:	Scrutiny Work Programme		
Contact:	Democratic Support Officer to the Panel		
Tel:	01962 846693	Email:	members.services@hants.gov.uk

1. Executive Summary

- 1.1. The purpose of this paper is to detail the proactive scrutiny work programme of the Hampshire Police and Crime Panel (“the Panel”) for the 2018/19 municipal year.

2. Context

- 2.1 The Panel agreed at their 24 January 2014 meeting to build on the ‘statutory functions’ by moving to a fuller work-programme focusing on core elements of the Commissioner’s Police and Crime Plan. This included an agreement to:
- 2.1.1 Hold two sessions at each meeting, with the morning session agenda items relating to the Panel’s statutory functions and the afternoon session hosting a proactive scrutiny evidence gathering session.
 - 2.1.2 Hold additional meetings of the Police and Crime Plan working group in order to set the agenda for the afternoon sessions of the Panel, which would be based on the priorities of the Police and Crime Plan.
 - 2.1.3 Plan scrutiny sessions in advance so that information can be invited from the Commissioner, key partner stakeholders, and the public (written and oral evidence as specified by the members) in a timely fashion.
 - 2.1.4 Report to the Commissioner conclusions and recommendations outlining the Panel’s findings following their scrutiny session.

3. Police and Crime Plan Working Group

- 3.1 The working group met on 2 March 2018 in order to discuss the forthcoming work programme for the 2018/19 afternoon sessions of the Panel. It was agreed that:

- 3.1.1 One theme per meeting would be explored in the afternoon session. This theme would be set and organised by the Plan working group, who aim to convene six weeks in advance of the formal meeting in order to determine review questions and stakeholders of interest.
- 3.1.2 The working group would consult with the Office of the Police and Crime Commissioner (OPCC) once the review topics have been set, in order to understand the key activities of the OPCC per quarter on selected theme, and to ensure that the review is timely.
- 3.1.3 The afternoon sessions would last for 1.5 - 2 hours, and would be preceded by a private briefing for Panel members over a working lunch.

4. Proactive Scrutiny Themes

- 4.1 The Plan working group have agreed an outline work programme for the year, based on the priority areas for delivery outlined by the Commissioner and previously expressed areas of interest to the Panel.

5. Work Programme

- 5.1. The work programme is attached as Appendix One.

6. Recommendations

- 6.1 **That the work programme, subject to any recommendations made at the meeting, is agreed.**

WORK PROGRAMME – POLICE AND CRIME PANEL

Proactive Scrutiny Theme	Description	6 July 2018	5 October 2018	25 January 2019	12 April 2019
N/A	A proactive scrutiny will not be conducted at the July meeting as the afternoon session of the July meeting is dedicated to Panel development, as in previous years.	X			
Community Engagement	<p>Within his Police and Crime Plan the Commissioner stated that “My first and overarching concern is to stand up for every resident: being visible, accessible and accountable to the people I represent, ensuring their concerns are heard and addressed.”</p> <p>In his role, the Commissioner not only has the ability to engage directly with the residents of Hampshire and the Isle of Wight but can share his messages and hear the thoughts, concerns and needs of the public he represents through effective engagement with statutory and community partners.</p> <p>Through this review the working group suggests that the Panel seeks to understand how effective the Commissioner has been in engaging with partners and residents to ensure that their concerns have been heard, and that the Commissioner’s vision and priorities are being shared and understood. Further the working group considers the Panel can support the Commissioner by making recommendation upon how he may enhance his engagement in the future and improve awareness and understanding of the role of the Police and Crime Commissioner across Hampshire and the Isle of Wight.</p>		X		

Proactive Scrutiny Theme	Description	6 July 2018	5 October 2018	25 January 2019	12 April 2019
Homelessness	<p>Homelessness, particularly rough sleeping has been brought to the fore of media attention, following the announcement of the royal wedding and plans to reduce the number of those sleeping rough in the nearby area.</p> <p>Due to the inherent increased instability of the lives of those individuals who find themselves homeless, they are at far greater risk of becoming victims and perpetrators of crime. Reports suggest that people sleeping on the street are almost 17 times more likely to become victims of violence, with one in three reporting that they have been deliberately hit or kicked whilst sleeping rough. Following the Panel's previous review of human trafficking and modern slavery it is also recognised that homeless persons are at a greater risk of being exploited by traffickers and being forced into slavery or criminal activity.</p> <p>This scrutiny will consider how the Commissioner is engaging partners across the two counties in reducing the crime and anti-social behaviour both experienced by and generated by those who find themselves homeless. This scrutiny will also consider the impact of homelessness on the wider community and seek to understand what services are currently available to support and keep safe those sleeping rough within the communities of Hampshire and the Isle of Wight.</p> <p>The working group believes the Panel can support the Commissioner in his intention to keep communities safer through making suggesting upon how partner agencies may be better engaged to prevent homelessness and enhance the support provided to those sleeping rough. The working group also seeks, through undertaking this scrutiny, to identify opportunities to reduce the crime and anti social behaviour which is associated with homelessness and keep</p>			X	

Proactive Scrutiny Theme	Description	6 July 2018	5 October 2018	25 January 2019	12 April 2019
	those experiencing homelessness safe from violence and exploitation.				
Festivals and Public Events	<p>Hampshire and the IOW are home to a number of significant festivals and large scale public each year including the IOW Festival, Boomtown Fair, Common People, The Winchester Hat Fair, the Victorious Festival and Carfest.</p> <p>Organising large scale events of this nature requires partners to work together to ensure that visitors, and the communities in which events are held, are kept safe and to prevent criminals exploiting those attending. In particular theft, violence and drugs are a concern with as many 1 in 500 visitors falling victim to crime at festivals across the UK. The use of illegal substances has also had tragic consequences, with four suspected or known drug related deaths reported at the Boomtown festival since 2011.</p> <p>This scrutiny will consider how well the Commissioner is working with partners from across Hampshire and the IOW to ensure visitor and resident safety is being prioritised when large scale public events are being held. This scrutiny will also consider how well the Commissioner is holding the Chief Constable to account for preventing criminal activity at such events and encouraging members of the public to keep themselves safe.</p> <p>The working group believes that, thorough this scrutiny, the Panel can add value by making recommendations that will support the Commissioner in his pledge to keep residents and communities safer and make suggestion upon how the Commissioner could better engage partner agencies in efforts to maintain public safety at large scale events</p>				X

The following topics were proposed for consideration for future scrutiny:

- Sexual Crime
- Harmful Cultural Practices – e.g. FGM
- Childhood Sexual Abuse (including historical)
- Community Safety – Partnerships and Funding
- Policing in an Island Community
- Elder engagement