

Cambridgeshire Constabulary
Hate Crime & Incident
Tactical Plan



Creating a safer
Cambridgeshire

HATE CRIME & INCIDENT TACTICAL PLAN

1.0 INTRODUCTION

- 1.1 In line with the Constabulary's hate crime strategy, this document details how the Constabulary should routinely investigate and monitor incidents and crimes involving hate.
- 1.2 The force strategic hate crime lead is a Superintendent within the Investigation Standards and Development Department (ISD). The strategic lead is supported by the tactical lead (ISD Detective Inspector) and the hate crime co-ordinator (ISD Detective Constable).
- 1.3 The strategic lead will chair the quarterly hate crime steering group meetings. Attendees required at this meeting will be the:
- Tactical lead
 - Hate crime co-ordinator
 - Force crime managers and Community & prevention/ partnership senior leads from each area
 - Engagement tactical lead
 - Relevant partner agency leads
 - Victims hub manager
 - Corporate Communications
- 1.4 The police strategic lead will in consultation with all members set the agenda, agree the terms of reference, location and seek updates from all attendees. Appendix A details the proposed agenda.
- 1.5 The constabulary is currently split into six different districts with one crime manager covering each district. Each crime manager and operations manager, should identify one detective sergeant and one uniform police sergeant, (ideally based in a cohesion role) to hold the districts hate crime portfolio. These supervisors will be identified as the respective district SPOCs.
- 1.6 The hate crime SPOCs will report to the district Operational Chief Inspector every month to review progress against the Constabulary's hate crime strategy and delivery plan actions to ensure progress is being made. District managers will be held to account for their respective progress at the strategic meeting by the strategic lead/ meeting chair. The updates by the district must reflect the strategic aims and as such include how the district is progressing Prevention, Responding, Increasing Reporting, Improving Victim Support and Building our understanding.
- 1.7 The police tactical lead (DI, ISD) will chair monthly meetings. Each district must be represented at each of these meetings by their hate crime SPOC's. The Victim & Witness Hub and partner agency leads should identify a representative to attend. Meeting actions and minutes will be recorded and disseminated – any actions updates should be obtained approximately 7 days prior to the next meeting. Appendix B details the proposed agenda.

- 1.8 The delivery plan will identify the formal actions and action holders to support the strategy. The delivery plan actions are split into 5 key pillars of prevention, response, increasing reporting, supporting victims and building our understanding of hate crime. These actions will be disseminated to the action holders prior to the tactical meeting by the hate crime co-ordinator. The hate crime co-ordinator will ensure all the previous actions are updated on the delivery plan prior to the next meeting. Any actions of note will be discussed during the meeting. The tactical lead in consultation with the relevant district, department and strategic lead will decide on which actions can be discharged following updates from the action holders.
- 1.9 Each district's Operational Chief Inspector will, direct the hate crime SPOC's to write and deliver a local action plan, in line with Constabulary's strategic aims and delivery plan.
- 1.10 District SPOC's must attend and be active in force-level groups, such as tactical meetings or other meetings where determined as necessary and appropriate by the crime manager.
- 1.11 District SPOC's must make full use of intelligence through regular scrutiny of incident data and seek to identify incidents of hate at the first available opportunity. All recorded incidents will be managed through Incident File. Where crimes are committed SPOC's will ensure that NCRS compliance is complete and timely. Where offences are not recorded, they will ensure that activity that may be a precursor for future offending or sub-criminal hate-based behaviour is challenged through providing clear direction and guidance on options and remedies to local community teams for action and preventative activity.
- 1.12 The College of Policing, Hate Crime Operational Guidance can be found on: <http://library.college.police.uk/docs/college-of-policing/Hate-Crime-Operational-Guidance.pdf>

2.0 THE ROLE OF THE CRIME MANAGER

- 2.1 Improve the quality of investigations:
- Provide an exceptional service to victims of hate crime by working with them to get the best possible criminal justice outcome and ensure that all victims are updated regularly as per the Victims Code.
 - Ensure that all investigations are allocated to the most appropriate investigator and that ownership of the investigation is continually accessed. Attack hate crime criminality by proactively targeting those offenders who commit offences. Ensure that offenders are prioritised and brought to justice at the earliest possible opportunity.
 - To give victims the confidence that their complaints will be taken seriously work with victims, other agencies and the Crown Prosecution Service to publicise successes in prosecuting hate crime.

2.2 Specifically Crime managers must ensure:

- That the victim is contacted within 24 hours of an officer being assigned to the investigation and this contact is personally made by a supervisor.
- That every hate crime is personally overseen and managed by a supervisor throughout the life span of the investigation.
- That taking in to account the complexity of the crime and vulnerability of the victim, the most appropriate investigator is assigned to carry out the investigation.
- That every hate crime victim is personally called by a supervisor to initially manage the needs of the victim and ensure the investigation is both supportive, expeditious and proactive.
- That investigations are thorough, rigorous and expedient and staff are sufficiently trained.
- That every hate crime victim is called at the end of an investigation and prior to closure, by the supervisor to ensure that the victim is aware of the investigation to date and is satisfied they understand the action we have taken. Contact must be documented on the crime.
- Where post investigation, dissatisfaction is noted, then an officer of the rank of at least Inspector must make contact with the victim to review the cause for dissatisfaction, address any immediate issues and ensure learning is taken and embedded across the force (via the hate crime tactical group forum).
- That the investigating officer continues to monitor the level of risk to the victim and any witnesses throughout the investigation and puts in place appropriate interventions to reduce or remove any real anticipated risks.
- That a victim personal statement is offered to the victim.

3.0 THE ROLE OF THE OPERATIONAL CHIEF INSPECTOR

3.1 Prevent hate crime by: Recognising the importance of preventing hate crime happening in the first place and commit to challenging those attitudes that can lead to discrimination and divisions within our society by working with communities and our partner agencies.

3.2 Respond to hate crime in our communities: With the aim of reducing the number of hate crime incidents, work to improve confidence amongst targeted communities and enhance their feelings of safety and confidence. Focus on settings that have emerged as high risk environments for hate crime, including public transport, the night-time economy and the internet.

3.3 Increase the reporting of hate crime: Work to make it easier for those affected to report incidents of hate crime including through third party reporting centres.

3.4 Build our understanding of hate crime: Increase the understanding of the scale and nature of the problem by improving the data the force collects on hate crime. Ensure that education and training are given to our staff to identify hate crime and incidents by enhancing their knowledge and understanding.

4.0 ROLE OF THE VICTIM AND WITNESS HUB

4.1 Improve support for the victims of hate crime:

- Maximise the service offered by the Cambridgeshire Victim and Witness Hub to victims of Hate Crime and incidents and will work in partnership with statutory, voluntary agencies and victims to reduce the risk of incidents of Hate Crime.
- Work to ensure victims are provided with timely and effective support both at the time of reporting their crime and through the criminal justice system.

5.0 GOVERNANCE

5.1 The strategic lead will report and update the Chief Officer Team of emerging issues and performance against the delivery plan.

5.2 The tactical lead will attend the strategic group in order to update the strategic group on progress against the delivery plan.

5.3 The hate crime SPOC's will report to the district crime manager and Ops Chief Inspector where there will be a standing monthly review of progress against the delivery plan.

APPENDIX A

Hate Crime Strategic Group Meeting

Date:

Time:

Location:

Invitees:

Regular key leaders:

- **Tactical lead**
- **Hate crime co-ordinator**
- **Force crime managers representative & prevention/ partnership reps from each area**
- **Engagement tactical lead**
- **Relevant partner agency leads**
- **Victims hub manager**
- **Corporate Communications**

AGENDA

1.	<p>Introductions and apologies</p> <ul style="list-style-type: none"> • Confirm terms of reference (draft to be completed by Lead & deputy & finalised in meeting) • Update from tactical meeting • Partner updates
2.	<p>Performance Update</p> <ul style="list-style-type: none"> • Crime/Incident review (trends, locations, nominals)
3.	<p>Delivery Plan Emphasis on Activity against force/ national strategy - Taking Action against Hate crime – 6 key actions:</p> <ol style="list-style-type: none"> 1 Preventing hate crime 2 Responding to hate crime in our communities 3 Increasing the reporting of hate crime 4 Improving support for the victims of hate crime 5 Building our understanding of hate crime 6 Improve the quality of our investigations <p>High level updates on partnership activity. Delivery plan copy - discuss</p>
4.	<p>Communications:</p> <ul style="list-style-type: none"> • Good News Stories and Media • Exceptional reporting eg Worldwide events

5.	Any Other Business:
6.	Date of Next Meeting:

APPENDIX B

Hate Crime Monthly Tactical Meeting

Date:

Time: Location:

Invitees:

AGENDA

1	<p>Introductions and apologies:</p> <ul style="list-style-type: none"> • Apologies from: <p>Aim & purpose of the meeting:</p> <ul style="list-style-type: none"> • 6 Strategic Aims • Delivery Action Plan • Monitor Performance & add key themes
2	<p>Summary of last meeting</p> <ul style="list-style-type: none"> • Previous actions • Actions brought forward
3	<p>Promoting the key strands of the National Hate Crime Plan 6 key actions:</p> <ol style="list-style-type: none"> 1 Preventing hate crime 2 Responding to hate crime in our communities 3 Increasing the reporting of hate crime 4 Improving support for the victims of hate crime 5 Building our understanding of hate crime 6 Improve the quality of our investigations
4	<p>District Updates</p> <ul style="list-style-type: none"> • Investigation quality • Crime scrutiny
5	<p>Delivery plan updates</p>
6	<p>Raising the profile of public confidence and satisfaction Good News Stories and Media & Positive CJ Outcomes</p>
7	<p>Third Party reporting</p>
8	<p>Funding opportunities</p>
9	<p>Partnerships</p> <ul style="list-style-type: none"> • Engagement • Key Contacts/KINS
10	<p>AOB</p>
11	<p>Date of Next Meeting:</p>

NOT PROTECTIVELY MARKED