



Freedom of Information Request Reference N^o: FOI 001263-18

I write in connection with your request for information received by Norfolk and Suffolk Constabularies on the 05th April, 2018 in which you sought access to the following information:

The Metropolitan Police Force claimed it had "900+ specialist officers across London dedicated to investigating all hate crime" in 2017.

<https://twitter.com/metpoliceuk/status/920992101709635584>

Please provide the following information:

- 1 *Exactly how many hate crime officers or SPOCs for hate crime does your force employ, according to the most recent available statistics?*
- 2 *How many of these officers count towards the force's total for operational frontline officers, as per the HMIC definitions described in Appendix 2 of this document? <http://www.parliament.uk/briefing-papers/SN00634/police-service-strength>*
- 3 *How many civilian support staff directly support the work of these officers, if any?*

If answering all three questions would fall outside the scope of the Freedom of Information Act in terms of cost/time, I will be satisfied if only the first question is answered.

Response to your Request

The response provided below is correct as of 20th April 2018

Norfolk and Suffolk Constabularies have considered your request for information and our response is below.

Suffolk and Norfolk Constabularies do not have a separate unit / team dedicated to the investigation of Hate Crime, however, Norfolk does have an Equality and Diversity Team within Community Safety, that are responsible for monitoring trends and changes in Hate Crime across the County. It consists of a civilian manager and police officer that provide support/advice to all front line staff investigating crimes, training to relevant departments and staff, and a link to appropriate partners and communities. The scope of this team extends beyond just Hate Crime. In comparison with the Metropolitan Police Force we have a lower overall establishment. Likewise we have a much lower rate of reported Hate Crime in the counties.

Any hate crimes or incidents will go through the 'THRIVE' process prior to allocation which is a process used to assess all incoming calls into the control room based on Threat, Harm, and Risk.

An officer will be allocated depending on the nature of the report. If it is a call requiring immediate attendance then the response team on duty would deal with it. If it did not require immediate attendance then the investigation would be allocated to an appropriate resource in either Force, depending on the seriousness of the crime and level of investigation required. Investigative allocation will depend on the type of crime and seriousness. For example a Hate Crime which involves stalking may be allocated to a detective to investigate.

In Suffolk, each Safer Neighbourhood Team throughout the counties has a Vulnerable Communities SPOC and part of their role involves visiting vulnerable victims of hate crimes. They will offer reassurance and advice on things like personal safety, crime prevention and online safety. For example the Central SNT SPOC attends the Ipswich Befriending group, which is a group for those with learning disabilities, on a regular basis and delivers inputs around Hate/Mate crime and other aspects of safety/engagement.

In Norfolk, each district has a dedicated Engagement Officer that has responsibility for managing engagement with different communities and it is through their close link with the Neighbourhood Policing Teams and response officers, that support and reassurance is provided to those affected by hate crime.

Should you have any further queries concerning this request, please contact Clair Pack, FOI Decision Maker, quoting the reference number shown above.

A full copy of the Freedom of Information Act (2000) can be viewed on the 'Office of Public Sector Information' web-site;
<http://www.opsi.gov.uk/>

Norfolk and Suffolk Constabularies are not responsible for the content, or the reliability, of the website referenced. The Constabulary cannot guarantee that this link will work all of the time, and we have no control over the availability of the linked pages.

Your Right to Request a Review of Decisions Made Under the Terms of the
Freedom of Information Act (2000).

If you are unhappy with how your request has been handled, or if you think the decision is incorrect, you have the right to ask the Norfolk and Suffolk Constabulary to review their decision.

Ask Norfolk and Suffolk Constabularies to look at the decision again.

If you are dissatisfied with the decision made by Norfolk and Suffolk Constabularies under the Freedom of Information Act (2000), regarding access to information, you must notify the Norfolk and Suffolk Constabulary that you are requesting a review within 20 days of the date of its response to your Freedom of Information request. Requests for a review should be made in writing and addressed to:

*Freedom of Information Decision Maker
Information Management Department
Suffolk Constabulary
Police Headquarters
Martlesham Heath
Ipswich
Suffolk
IP5 3QS
OR
Email: information@suffolk.pnn.police.uk*

In all possible circumstances Norfolk and Suffolk Constabulary will aim to respond to your request for us to look at our decision again within 20 working days of receipt of your request for an internal review.

The Information Commissioner.

After lodging a request for a review with Norfolk and Suffolk Constabulary, if you are still dissatisfied with the decision, you can apply to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act.

For information on how to make application to the Information Commissioner please visit their website at www.ico.org.uk or contact them at the address shown below:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 01625 545 700