



**SUFFOLK  
CONSTABULARY**  
*Taking pride in keeping Suffolk safe*

## **Freedom of Information Request Reference N°: FOI 000684-20**

I write in connection with your request for information received by Suffolk Constabulary on the 14 February 2020 in which you sought access to the following information:

*“We would like to obtain the below information between the period 01/01/2013 to 31/12/2018.*

### **1. Training**

*Could you please provide information about police officer hate crime training which includes the following:*

- a) Date of hate crime training?*
- b) Type of hate crime training (e.g. online, workshop, seminar, practical etc.)?*
- c) Was the training optional or mandatory?*
- d) Number of police officers that participated in the training?*
- e) Was the training internal (e.g. run by Police Force) or external (e.g. College of Policing)?*

### **2. Outreach**

*Could you please provide information about hate crime community outreach events or communications which includes the following:*

- a) Date of hate crime outreach event or communication?*
- b) Type of outreach event or communication (e.g. community event, school talk, public meeting, poster, leaflet, social media campaign, website article etc.)?*
- c) Who delivered the outreach event or communication (e.g. police community support officer, police officer, neighbourhood policing team, communications department etc.)?”*

## **Response to your Request**

The response provided below is correct as of 19 February 2020

Suffolk Constabulary has considered your request for information and the response is below.

Towards the end of 2017 Supt. Kerry Cutler was asked to take the thematic lead for Hate Crime. Since this time significant progress has been achieved in co-ordinating a Suffolk wide approach to hate crime working jointly with Suffolk County Council. This has resulted in a joint continuous improvement plan and developments in key partnership areas to ensure the work around hate crime is more joined up, informed by data and victim led.



Our vision is to: Provide a quality service to victims, their families and the wider community.

The plan has 3 key objectives:

- 1) Raise awareness of hate crime.
- 2) Encourage reporting.
- 3) Prevent and challenge prejudices that lead to acts of hate crime.

This plan encompasses the recommendations from the HMICFRS thematic 2018 report 'Understanding the difference- the initial police response to hate crime'. The plan focusses five key areas to tackle hate crime from beginning to end – from understanding the drivers of hate crime and dealing with its causes to providing improved support to victims:

#### **Governance, Leadership and Accountability:**

To provide system wide strategic support to a multi-agency Hate Crime Network (HCN) and ensure there is co-ordination and communication between stakeholders within the system. This section also includes an action to monitor the adherence to the victim's code of practice by Suffolk Police.

#### **Preventing Hate Crime**

Actions within this section reflect the importance of preventing hate crime happening in the first place. It looks at the role the wider partnership arena, such as CSPs, Schools and front line officers, can play to prevent and challenge those attitudes that can lead to discrimination and divisions within society. It also gives direction towards cyber related hate incidences to better understand the levels and response.

#### **Increasing knowledge**

Through a closer working relationship between Suffolk County Council, Suffolk Police and the wider Hate Crime Network we have the ability to draw upon a wide range of data (police recorded hate crime and non-police reported incidences) and expertise to better understand the drivers of hate crime and how it can be addressed. Enhancing the ability to flag incidences of hate crime on Athena will allow better direction of resources and prevalence of incidences.

#### **Increasing reporting and improving support**

In order to respond to victim's we need to ensure that we make the process of reporting crimes and incidents is as easy as possible, whether that's through the police or other reporting mechanisms. The ambition for Suffolk is to have third party reporting through a wide range of partners, enabling victims to have the ability to report and receive support at the same time. Work needs to be done to encourage reporting from groups who may under-report, such as disabled people, Muslim women and new refugee communities.



Norfolk and Suffolk Victim Care (previously known as Victim Support) have been commissioned by the Police Crime Commissioner to offer emotional and practical support to victims of Hate Crime. The service is free and confidential, referrals can be made by the Police, partner agencies and self-referral. They play an active part in the network.

We will also look to work effectively with perpetrators, working with youth offending and through the principles of restorative justice where appropriate.

We will also look to publicise good news stories to increase victim's confidence to report.

### **Improve the quality of investigations**

This section is mainly led by Suffolk Police but will be supported by the wider system where appropriate and supports the overall vision. Using internal scrutiny processes (Appendix two) for Suffolk Police we can work on the quality of investigations and ensure a better approach to dealing with the criminal proceedings for hate crime offenders and support to victims. Most recently a HMICFS report identified ways in which the initial police response to victims could be improved, sharing best practice to ensure a consistent approach is given to victims.

1. The Constabulary does not deliver specific hate crime training, rather issues surrounding hate are incorporated within a wider inclusion inputs that form part of the national police curriculum for new recruits, or within the wider development programmes for specific development. For example, an officer to a Detective. Information surrounding inclusion can be found on the College of Police website:
  - a) The Constabulary does not have specific dates.
  - b) The hate crime training is a blended approach of digital, classroom based and practical.
  - c) The training is mandatory as is part of the wider curriculum.
  - d) As above, this is mandatory training for all police officers.
  - e) The training is delivered internally from curriculum packages from the College of Policing.
2. Information concerning hate crime community outreach events or communications is only held from September 2018 onwards and therefore the information provided is for this time frame only.

The PCC funded hate crime awareness training in Autumn 2018, this training was offered to organisations represented in the Hate Crime Network. Some of the organisations we provided training with/to includes; ACE Anglia and Suffolk Coalition of Disabled People, and the training was delivered by the diverse communities' officers and Neighbourhood Policing Team (NPT) Inspectors.

The following information relates to all hate crime awareness training, campaigns, meetings etc that we have recorded over the last 2 years.

### **Hate crime Awareness Week (NHCAW) – 13 – 20 October 2018**

The Constabulary worked alongside Suffolk County Council on a Twitter awareness campaign #NHCAW, #SuffolkStandsTogether, incorporating NHCAW branding and resources. The graphics produced and utilised over the week were as follows:

- Supported by Constabulary colleagues e.g. (Chief Officers and NPT Team).
- Supported by Ipswich MP and Suffolk County/Ipswich Borough Councillors.
- Supported by Community and Voluntary Sector partners.

The Diverse Communities Coordinator Engagement Activities included:

- NHCAW Awareness posters produced, displayed and distributed with partners. Engagement at GYROS Suffolk Migrant Drop-in with Hate Crime Awareness resources given to clients.
- Input given to new clients at Suffolk Refugee Support on the subjects of; Hate Crime, Personal Safety, Home Security, Safeguarding and Domestic Abuse.
- Engagement at Suffolk Refugee Support International Women's Group, with a Hate Crime Awareness input and group activity facilitated.
- Engagement with Chair of Ipswich Faith and Community Forum with awareness information to be cascaded to trustees and members.
- Engagement with Management at YMCA Trinity with awareness information to be cascaded to trustees and members.
- Engagement with Ipswich Community Media with Hate Crime Awareness sessions and general engagement sessions planned.

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### **Strategic Equalities & Ethics Board – 02.11.2018**

Diverse Communities Co-ordinator Update

- Introducing partners to the role Diverse Communities Co-ordinator.
- Arranging ongoing engagement opportunities with our Community Sector Partners.
- Ongoing Liaison with Community Engagement Officers around events and opportunities for engagement.
- Suffolk University Careers Fairs – supported HR with recruitment advice to students for Police Officer/Special Constabulary/Support Volunteers recruitment.



- Attended Workshop for Raising Awareness of Prevent (WRAP) workshop, giving an input into how WRAP will be delivered in Suffolk moving forward.
- Supported ISCRE/Suffolk Law Centre and Suffolk Refugee Support at their respective AGM events.
- Undertaken training to be able to customise and update the team's internal Intranet page, to raise awareness internally of the work of the NPT Team and the Diverse Communities Co-ordinator role.
- Undertaken internal LGBT Hate Crime Training.

#### Upcoming work streams

- Liaison with ACE Anglia to produce and present an input on Hate Crime and Personal Safety for clients.
- Present and Input on Hate Crime to Disability Liaison Group.
- Supporting Inter-Faith Week activities/events.
- Input and activity sessions to be delivered on Hate/Mate Crime awareness to the Befriending Group (Ipswich Hub).
- Undertaking of 'Introduction to Safeguarding Vulnerable Groups' training course.
- Engagement at SRS International Women's Group – assisting workshop focussing on staying safe online.
- Attending Roma Cultural Awareness Workshop.
- To produce proposal for new Easy Read Hate Crime reporting booklet.
- Collaboration with HR on promoting Police Officer recruitment to a wide and diverse audience.
- Collaboration with Specials and Volunteering Team on promoting opportunities to a wide and diverse audience.

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During March 2019, Stop Hate UK delivered a presentation to the Hate Crime Network.

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#### **Hate crime Awareness Week (NHCAW) – October 2019**

October 2019 was hate crime awareness week and community engagement officers across Suffolk took part in engagement events relating to hate crime, including the following:

Lowestoft	16 <sup>th</sup> – Britten Centre street meet
Stowmarket	18 <sup>th</sup> – Event at Barclays to greet customers
	19 <sup>th</sup> – Street meet in Stowmarket Town Centre



Halesworth	14 <sup>th</sup> – Radio show on 14 <sup>th</sup>
Ipswich West	23 <sup>rd</sup> – ITFC fanzone
	26 <sup>th</sup> – Lighthouse Refuge Children’s Presentation
	27 <sup>th</sup> – Crimebeat- BBC Radio Suffolk
	16 <sup>th</sup> – Multi-agency IBC stand at Cornhill with hate crime selfie board and public survey with 300 individuals taking part.

Suffolk Constabulary hosted a hate crime awareness conference on 17 October 2019 with key partners. A range of individuals and organisations delivered presentations. A theatre company gave a hate crime performance, This was held at Martlesham Police Headquarters and the organisations who held stalls were as follows:

Suffolk Local Citizens Advice
Norfolk and Suffolk Victim Care
Suffolk Pride
Suffolk Refugee Support
Suffolk Guide Dog Forum
Terrence Higgins Trust
Ace Anglia
Police- Prevent
Travel Training
BS Centre
Suffolk Law Centre

Additionally, during hate crime awareness week, the Home Office partnership pack and posters for hate crime awareness week were delivered to all schools in Suffolk.

The Constabulary worked across the partnership on a Twitter Awareness Campaign - #NoHateInSuffolk.

Materials created and shared during Hate Crime Awareness week -

- A partnership video was created
- Hate Crime reported Tri Fold Leaflet.
- First Principle Leaflet

These are available via the Suffolk Police website hate crime page or via Norfolk and Suffolk Victim Care

<https://www.nsvictimcare.org/suffolk-hate-crime-conference-17-oct-2019-nohateinsuffolk/>



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The following Community Safety Planning days were held and included a hate crime presentation to community groups and key partners, delivered by the NPT Inspector.

- 4/11/19- Community Safety Planning day for Western area held at Elmswell.
- 9/1/20 - Community Safety Planning day for Southern area held at Ipswich.
- 3/2/20 - Community Safety Planning day for Eastern area held at Stratford St Andrew.

On 29 January 2020 there was a Holocaust Memorial Day at University of Suffolk. Police and partners delivered a presentation regarding Standing Together Against Hate Crime. This community event was open to the public.

On 11 February 2020 there was a hate crime outreach event hosted by the community engagement constable and diverse communities coordinator for Bangladesh Multicultural services drop in session for taxi drivers and individuals working in late night refreshment houses. This is an ongoing project.

Further information concerning the diverse coordinators activities are contained within their quarterly reports, which have been attached for reference and are dated from November 2018.

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/>

Suffolk Constabulary is 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.



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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 Suffolk Constabulary to review their decision.

Ask Suffolk Constabulary to look at the decision again.

If you are dissatisfied with the decision made by Suffolk Constabulary under the Freedom of Information Act (2000), regarding access to information, you must notify Suffolk Constabulary that you are requesting a review within 40 working 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](mailto:information@suffolk.pnn.police.uk)*

In all possible circumstances 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 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](http://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