

Rt Hon Nick Hurd MP,
Minister of State for Policing and the Fire Service
2 Marsham Street
London
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5th September 2018

Dear Nick

SUBJECT: HMICFRS Inspection Report: Understanding the difference – the initial police response to hate crime – July 2018

I write in response to the recently published inspection report which looked at the initial police response to hate crime. Greater Manchester Police (GMP) was one of the forces visited as part of the inspection to examine how it responded to reports made in relation to hate crime directed towards the transgender community.

Greater Manchester is well known for its hugely diverse and welcoming communities and with our local partners we want to promote messages of inclusion and togetherness in all that we do.

We have strong partnerships in place that meet regularly through a Greater Manchester-wide Hate Crime Working Group to monitor incident and crime data, share best practice and combine efforts and resources to raise awareness and support victims. This is evident with activity seen at the Greater Manchester Hate Crime Awareness Week held in February 2018 where over 300 events were held around the conurbation to get communities together and get them talking.

I was pleased to see an acknowledgement of the good work undertaken by GMP within the report, particularly around the training for officers and the commitment and support to the national Online Hate Crime Hub.

I have reviewed the findings of the report with the Deputy Chief Constable and can respond to the recommendations relating to the police service as follows:

Within three months, chief constables make sure hate crimes are correctly flagged, and that forces have good enough processes in place to make sure this is done.

We are clear in Greater Manchester that hate crime will not be tolerated. Local police policy now ensures that all hate crimes reported to Greater Manchester Police are considered for further investigation. Every hate crime passes through a Crime Progression Team on each district which ensures that all lines of investigation are explored whilst also quality assuring each crime for compliance with the Victim Code of Practice (VCOP) and Flagging. Hate crimes are now also reviewed at District Daily Management meetings to ensure a collective partnership response. I am confident that these measures will ensure that GMP achieves a consistent and accurate approach to the recording and categorisation of hate crime.

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Within six months, chief constables adopt a system of risk assessment for vulnerable victims of hate crime. The NPCC lead for hate crime and the College of Policing should give chief constables advice about how best to do this AND within six months, chief constables incorporate risk management into a risk assessment process for vulnerable victims of hate crime.

I am aware that discussions are already underway with the College of Policing and the police service, including GMP, to develop a consistent means of risk assessing reports made to the police. In the meantime, call takers in Greater Manchester are continuing to make use of STRIVE (Safeguarding, Threat and Harm, Risk, Investigation, Vulnerability and Engagement) as a risk assessment tool when recording reports made to the police.

The current GMP Hate Crime Policy also provides guidance to officers in relation to assessing risk by utilising the National Decision Model (NDM) and guidance has been provided to officers in relation to the categorisation of what a low, medium or high risk hate incident or crime could be. To ensure a consistent approach to risk assessment nationally, I would support the College and the NPCC lead for hate crime in this work and request that it be completed as soon as is practicable.

Within six months, chief constables work with partner organisations to adopt a system of risk management for vulnerable victims of hate crime. The NPCC lead for hate crime and the College of Policing should give chief constables advice about how best to do this.

Whilst this work is being developed, GMP will continue to employ the STRIVE risk assessment process in the initial handling of calls made by the public. In addition, the SARA (Scanning, Analysis, Response, Assessment) model is familiar to local partner organisations working with the police and is utilised for problem solving.

Additionally, it is expected that victims of hate crime will receive contact from the local neighbourhood policing team to provide reassurance as well as assessing the extent of victimisation to inform further support that may be required. Additional guidance is also being disseminated to operational staff in relation to repeat victimisation, focussing on the importance of Revisiting, Referring and Recording Rationale.

Within three months, chief constables make sure that the Home Office cyber-enabled flag is consistently applied, and that forces have adequate systems in place to make sure that this is done.

There is a collective need to understand better the extent of online hate crime and abuse. The hosting of the National Online Hate Crime Recording Hub in Greater Manchester demonstrates a strong commitment to that. The Cyber Crime Lead within Greater Manchester Police has provided training to the Crime Standards Board, Crime Subject Matter Experts Forums and to each District Crime Progression Team to provide consistency regarding the use of the cyber-enabled flag. The data is regularly monitored and results reported to the Crime Standards Board.

That chief constables make sure officers know it is important to find and record more intelligence about hate crime and use it to inform the police response.

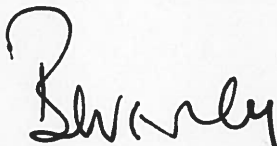
The use of good quality intelligence is key for the police service to record accurately, categorise and effectively investigate reports of hate crime. In Greater Manchester police analysts regularly produce and share hate crime profiles which examine the effect on the victim, location and the offender. This supports strategic products from the Force Intelligence Bureau that provide insight to the threat and risk for hate crime relating to specific police operations and police deployment at events and demonstrations.

I want to ensure that tackling hate crime remains a key priority and support the work undertaken locally to assess it as part of the development of the Force Strategic Threat Assessment. Hate crime is also a priority theme under GMP's Strategic Priority of Vulnerability.

I meet regularly with the Chief Officer team at Greater Manchester Police to discuss hate crime and the devastating impact it can have on victims. In order to support the victims effectively, the police must investigate the crimes efficiently and bring the offenders to justice.

As Deputy Mayor, I want to ensure that the issue of hate crime is not looked at in isolation or solely as a policing matter. It is important that any initiatives and funding provided to tackle hate crime across the partnerships complement and support the findings of the recently published 'A Shared Future' report, produced by the Preventing Hateful Extremism and Promoting Social Cohesion Commission. This will enable us to put the victim at the centre and ensure a consistent read across between different work streams within local partnerships.

Yours sincerely



Baroness Beverley Hughes
Deputy Mayor of Greater Manchester
Policing, Crime and Criminal Justice

