

APPENDIX A – RECOMMENDATION UPDATES

HATE CRIME DEEP DIVE		
Recommendation	Updates Received	COMMISSIONER'S TEAM ASSESSMENT
<p>1. Hate Crime Officers should routinely be brought together for force-wide information and community tension sharing.</p>	<p><u>Review Meeting Update</u> Hate Crime Officer meetings are taking place quarterly. The focus is generally on hate crime itself.</p> <p><u>Commissioner's Team Comment</u> The Commissioner's Team would still emphasise the benefits of wider community tension/impact issues being brought to Hate Crime Officer attention as Hate Crime Officers are central to minority community relationship-building and maintenance.</p> <p>The Commissioner's Team has requested that minutes of Hate Crime Officer quarterly meetings are regularly shared with them for information. Attendance invites to the meetings would also be welcomed where topics may be relevant.</p>	<p>DISCHARGED</p>
<p>2. Training and messaging should reinforce that follow-up and updates are particularly important for hate crime victims due to their vulnerability (as well as informing victims if something is categorised as 'No Further Action').</p>	<p><u>Review Meeting Update</u> It was confirmed that all Hate Crime Officers were aware of this and have been briefed by Victim Support and know the pathways for referral. The Hate Crime Officers have recently had this message reinforced at a quarterly meeting and from the Hate Crime lead.</p> <p>The Force Equality, Diversity & Inclusion (EDI) Manager felt there were process issues and that training did need to be clearer on these issues. At the meeting it was also agreed that language when speaking to victims needed to be considered, including more emphasis on language barriers and</p>	<p>ONGOING</p>

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	<p>communication needs. In addition, it is agreed that managing the <i>expectations</i> of victims is a key component in the managing of hate crime cases. Victims need to be told when updates should and should not be expected, and what action can and cannot be taken etc.</p> <p>It was also noted that there is a proposal for a series of levels of Equality, Diversity & Inclusion awareness raising for officers and staff. Training such as unconscious bias, vulnerability, EDI for supervisors etc. is covered, and should assist with some elements of this recommendation.</p> <p><u>Commissioner’s Team Comment</u> It is clear that Hate Crime Officers have been made aware of this point but the original recommendation went further than Hate Crime Officers. The need for victim updates to be prioritised for vulnerable victims is an ongoing need and is of particular importance for response officers and officers attached to investigations. Thus this messaging still needs to be communicated more widely.</p> <p>The suggested hate crime seminar with the Force Hate Crime Lead and EDI Manager may be an additional way of reinforcing this message.</p>	
<p>3. Training and messaging should emphasise that victims’ additional vulnerability should not be overlooked and officers should avoid focussing solely on crime ‘type’ e.g. online harassment has additional impact for hate crime victims.</p>	<p><u>Review Meeting Update</u> It was unclear how far this message had been communicated wider than for Hate Crime Officers.</p> <p><u>Commissioner’s Team Comment</u> Again, as with Recommendation 2, this is about response officers in particular, considering the bigger picture when responding to individual incidents where victims are ‘vulnerable’ so that incidents are not seen in isolation and seemingly ‘minor’ issues are not overlooked.</p>	<p>ONGOING</p>

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	<p>This recommendation will need to be factored into the Race Equality Action Plan work (hate crime section). The proposed hate crime seminar may again be a way to emphasise this point.</p>	
<p>4. Lived experience should be a part of officer training – victims feel it is not enough to learn about this subject in terms of processes and procedures as personal input is essential.</p>	<p><u>Review Meeting Update</u> It was noted that lived experiences will form part of the new EDI Signature training programme, although it is not clear how much will specifically focus on hate crime victims.</p> <p>The Commissioner’s Vulnerability & Victims team is currently reviewing how to better promote/publicise victim experiences in their commissioning of South Wales Victim Focus. This should be outlined more clearly in 2021 and could feed into any force hate crime training/awareness.</p> <p>The College of Policing has reviewed its Hate Crime training package, with a new syllabus to be built in, which will include lived experiences.</p> <p>It was agreed by Learning & Development that hate crime training should be included in the EDI training review and all parties also agreed that a hate crime seminar could look to incorporate lived experience learning.</p> <p><u>Commissioner’s Team Comment</u> It is not yet clear how hate crime lived experience will be incorporated into learning but there are options that need to be agreed e.g. additional inputs in EDI training and/or a hate crime seminar. It is not known whether lived experience is included in hate crime training for new recruits/trainees.</p>	<p>ONGOING</p>
<p>5. Specialist training and objective recruitment should be required for Hate Crime Officer roles. Officers should</p>	<p><u>Review Meeting Update</u> The Hate Crime Lead fed back that there is no national course that offers specialist training and stated it was part of the BCU Commander’s role to ensure resources were there to meet operational demand. The issue of</p>	<p>ONGOING</p>

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<p>choose the post and continuity should be encouraged.</p>	<p>tackling continuity in post was considered to be a Chief Officer responsibility and difficult to address. Selection processes were considered to have improved and include application processes rather than officer movement.</p> <p><u>Commissioner’s Team Comment</u> Community engagement continues to show us that our minority communities expect Hate Crime Officers to have received an enhanced level of equality training so that they understand the varied needs of those they support. It appears to be something that many other forces provide. The Hate Crime Officer role should be more immersed in EDI learning than many other officer roles, and EDI specialist training for these officers should therefore be a requirement.</p> <p>At the Scrutiny & Accountability Board meeting, the Commissioner’s team suggested that this could take the form of Hate Crime Officers attending equality training by third sector providers. It does not have to mean a new course provided by Learning & Development.</p>	<p></p>
<p>6. Training and messaging should reinforce the disproportionate impact of an incident for hate crime victims and likely escalations that has led to the report.</p>	<p><u>Review Meeting Update</u> The force Hate Crime lead has met with Learning & Development to ensure that this message is built in to Hate Crime training. All Hate Crime Officers have been briefed to monitor the response given to hate crime victims so they are fully aware of the impacts of hate crime on them, and the different pathways for victims.</p> <p><u>Commissioner’s Team Comment</u> As with earlier recommendations, it is important that this point reaches other officers, particularly response officers, so that they can consider any additional information they may need to obtain from victims at initial reporting stages. As outlined in the original hate crime report this</p>	<p>ONGOING</p>

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	<p>recommendation came as a result of direct engagement with victims with lived experience.</p> <p>The Scrutiny & Equality team attended the Public Service Centre at the end of 2019 to speak to call takers about their experience of taking reports of hate crime. It came to light that there is no obvious question ‘script’ when dealing with calls of this nature and that information recorded very much depended on the personal commitment and understanding of the call taker. They felt they would benefit from guided questions on the screen that would enable them to get the best out of the call and grade hate crimes appropriately.</p> <p>The Commissioner’s team has requested sight of the current hate crime training package for officers.</p>	
<p>7. Communication campaigns for the public should be revisited with a view to providing more upfront information on how the force will support them if they report hate crime.</p>	<p><u>Review Meeting Update</u></p> <p>It has been confirmed that the Communications Team will be refreshing hate crime messaging and materials and then implementing a schedule for posting across both the force and Commissioner's Social Media Channels during the year. In preparing this messaging, the Communications Team will be looking at best practice from the True Vision Website.</p> <p>In addition, the Comms team have produce a shortened version of the Hate Crime animation for use on Twitter & Facebook, which the Commissioner’s Team originally commissioned through Blu Egg and wrote the narrative for in October 2018. The Commissioner’s Team also developed this in additional languages.</p> <p>In addition to the above, there is also a national (Wales) Hate Crime campaign that has been developed by Dyfed Powys with Welsh Government and Victim Support. This is yet to launch formally but the force crest will</p>	<p>DISCHARGED (with the understanding that this continues to form part of core business around hate crime and that all opportunities are taken to publicise support for victims that report)</p>

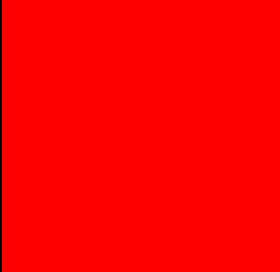
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	<p>feature along with those of the other Forces in Wales – materials identify local victim services (including South Wales Victim Focus).</p> <p>There has also recently been a new appointment of a Digital Engagement Manager to the Comms Team. This person will look to reinvigorate hate crime messaging.</p>	
<p>8. Accessible formats for reporting should be promoted, as should the offer of assistance for form completion for those with communication needs</p>	<p><u>Review Meeting Update</u> This recommendation has largely been subsumed into the above work and will continue to form part of ongoing Comms around hate crime.</p> <p><u>Commissioner’s Team Comment</u> It is likely that more work could be done with partner agencies who can promote our hate crime reporting channels on our behalf. Their understanding of accessible formats and communication needs would be highly beneficial and would hopefully encourage disabled people to report as well as those whose first language is not English. It is recommended that more could be done on this issue and aspects of it could sit under the Joint Equality Plan e.g. the objective on learning disabilities.</p>	<p>DISCHARGED (with the understanding that this will be picked up with the above work and also under the Joint Equality Plan and wider hate crime review planning).</p>
<p>9. Stories of hate crime outcomes to be publicised e.g. where hate crime victims have been well supported and/or offenders have been tackled. This would hopefully encourage more people to report.</p>	<p><u>Review Meeting Update</u> Again, this recommendation has largely been subsumed into the previous recommendations.</p> <p><u>Commissioner’s Team Comment</u> Subsequent deep dives have also uncovered the need for more positive stories to be publicised as part of our communications material – stories that showcase positive treatment and outcomes for victims, thus hopefully encouraging reporting and confidence. It is recommended that a wider Positive Victim Stories Strategy/Project should be adopted by Comms for this purpose. Joint working with the Commissioner’s Victims Lead would be welcomed.</p>	<p>ONGOING (to be part of a wider positive stories strategy)</p>

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<p>10. Force to consider the response to victim queries regarding if they could send a designated friend or third party associate to meet with the offender in a restorative justice scenario if they did not wish to attend in person.</p>	<p><u>Review Meeting Update</u> It has been confirmed that it is possible for a victim to nominate a friend or third party advocate to attend a Restorative justice process on their behalf (RJ).</p> <p><u>Commissioner’s Team Comment</u> This original recommendation arose from a query at a disability hate crime focus group conducted by the Commissioner’s Team. The confirmation that victims do not have to attend RJ in person if they feel intimidated but still wish to convey their feelings is welcome. This has now been shared with Disability Wales who assisted in hosting the original focus group. The Commissioner’s Team has requested that the message is widely shared with focus group attendees and wider groups.</p>	<p>DISCHARGED</p>
<p>11. Hate crime sub categories should be reconsidered to enable more accurate understanding of community tension issues and where to target efforts.</p>	<p><u>Review Meeting Update</u> The force has been in touch with the national MINERVA team. There is still no nationally defined list for Hate Crime sub categories, which has been raised with them. They have advised that they are going to issue new comms on this issue. There is a recognised MINERVA list of hate crime categories but some NICHE-using forces deviate from that list. It is noted that ‘Irish travellers’ and ‘Romany people’ are not part of the Minerva Hate Crime list. The force NICHE team is linking in with Gwent Police NICHE team and the hate crime lead to agree a joint requirement and MINERVA have been asked for a further update.</p> <p><u>Commissioner’s Team Comment</u> There has been local community feedback on the lack of hate crime category breakdown on a number of recent occasions, including during this original hate crime review (hence the recommendation), and during the Zoom community meetings with Black & Minority Ethnic communities in 2020. The need for sub categories to better analyse hate crime incidents is important</p>	<p>ESCALATE for attention</p>

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	<p>and, arguably, urgent. It is not currently possible to understand the details of what hate crime types are and are not rising/being reported etc. For example, the force is not aware of what proportion of religion-related hate crime is Islamophobic. The issue has been continually discussed between the force and Commissioner's Team (and with MINERVA) for a number of years and it is felt that this should now be an escalated issue for resolution, perhaps to be taken up nationally via the Commissioner.</p>	
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STALKING, HARASSMENT & COERCIVE CONTROL		
Recommendation	Updates Received	COMMISSIONER'S TEAM ASSESSMENT
<p>1. Internal Comms to raise awareness of the purpose of Stalking & Harassment Single Points of Contact (SPOCs), including the support and advice they can offer. SPOCs to also be supported by BCUs to disseminate learning from working group case studies.</p>	<p><u>Review Meeting Update</u> A significant amount of work has been undertaken in relation to internal comms. This has been replicated through external channels with the assistance of corporate comms. Stalking information videos have been shared on the intranet.</p> <p>The working group for SPOCs has been postponed, however the Public Protection Department is currently sampling cases for review instead of the group. A 10-point plan has been actioned and is now live for practitioners, and a presentation and further guidance has been created regarding the SPOCs. This will be consulted with SPOCs with a view that they deliver locally. SPOCs are also to be included in Domestic Abuse Matters training</p> <p>SPOCs are appointed across the force and the Public Protection Department felt that some BCUs used them better than others. There is some current consideration to turning SPOCs into more of a 'Champion' role and discussions are taking place about whether these should be voluntary or nominated roles.</p> <p><u>Commissioner's Team Comment</u> The SPOC role and the working group were recognised as positive practice in the deep dive. The issue was that the SPOCs themselves did not feel that enough people knew they existed or how they could be used. This is being addressed and alternative avenues for the role are also being considered.</p>	<p>DISCHARGED</p>
<p>2. The impact of training on stalking, harassment and coercive control to be better measured and monitored.</p>	<p><u>Review Meeting Update</u> Over 700 front line officers have now received internal Stalking and Harassment training. The package features elements of Stalking and Harassment and</p>	<p>ONGOING (it is recommended this should be</p>

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	<p>Coercive Control. There was no update on how the impact of this training had been measured.</p> <p><u>Commissioner’s Team Comment</u> This recommendation related to the need to measure the effectiveness of the training. The Vulnerability & Victims Strategic Lead has suggested that there could be surveys to measure delegate understanding before and after the training, and to also perhaps revisit understanding 6 months later etc.</p> <p>Subsequent deep dives have also highlighted the need for training impact measures to be developed as it is not known how effective training is otherwise. It is recommended that mechanisms to measure the effectiveness of training as a whole are given further consideration.</p> <p>At the Scrutiny & Accountability Board meeting in March 2021, Corporate Development representatives stated that the new ‘Cognito’ system had recently been introduced into the force and this was designed to measure training learning. The Commissioner’s team will pick this up to look at the system and what it provides.</p>	<p>part of a wider piece of work on measuring the effectiveness of training)</p>
<p>3. Develop greater corporacy of messaging and delivery in relation to stalking, harassment and coercive control across the BCUs.</p>	<p><u>Review Meeting Update</u> Intranet Stalking/Harassment information has been updated and enhanced in relation to stalking cases. The message that the information is there has been widely circulated.</p> <p>There is a view from Public Protection that it has not been helpful for existing force terminology to group the separate issues of stalking, harassment and coercive control together. It is felt this has not given each individual subject the attention they deserve and they feel there is still learning to embed across the force on all 3 issues.</p> <p><u>Commissioner’s Team Comment</u></p>	<p>DISCHARGED (but consideration needs to be given to ongoing awareness raising of the 3 individual subject matters)</p>

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	<p>The above view from Public Protection was helpful and interesting, and points to the need for ongoing training and information-giving on this subject (not necessarily classroom based but even in the form supervisor updates etc.). The recommendation itself has been developed as far as it can but the need for ongoing attention to this area is evident.</p>	
<p>4. Training and awareness in relation to stalking, harassment and coercive control to ensure the inclusion of accurate statement taking that outlines victim impact, including victim fear where applicable, in order to assist with securing a conviction.</p>	<p><u>Review Meeting Update</u> A Domestic Abuse Matters training proposal has been submitted to chief officers for consideration. The importance of Victim Personal Statements was included and an input given by Public Protection about capturing key points.</p> <p><u>Commissioner’s Team Comment</u> It would be helpful to know the status of the proposal and if this training input is to be delivered. It would be helpful if copies of the training programme could be made available to the Commissioner’s Strategic Leads for Scrutiny and for Vulnerability & Victims.</p> <p>In the Scrutiny & Accountability Board meeting in March 2021 it was confirmed that Corporate Development would look into the status of this training proposal.</p>	<p>ONGOING</p>
<p>5. Monitor positive outcome differentials across BCUs and consider their reasons</p>	<p><u>Review Meeting Update</u> The Public Protection Department confirmed that Daily monitoring will take place following Covid-19 with a view to scrutinising the data. This is also being undertaken nationally, as is the monitoring of the use of Stalking Protection Orders.</p> <p>It was noted that positive outcomes have dropped again, and that Corporate Development were doing some work in relation to this. It was also noted again that positive outcome measures are controversial as it can be difficult to measure what is positive to a victim. Safeguarding was noted as being as important as a positive outcome ‘measure’.</p> <p><u>Commissioner’s Team Comment</u></p>	<p>DISCHARGED</p>

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	<p>It would be useful to revisit the outcome data later in the year and to understand the findings from the work conducted by Corporate Development. This work should be considered as ongoing but business as usual.</p>	
<p>6. Flagging options and the linking of stalking and harassment cases via a Business Intelligence tool to be prioritised</p>	<p><u>Review Meeting Update</u> A Repeat Victim tool has been introduced on the Business Intelligence portal that shows vulnerable victims for all crime types. This is used at Daily Management Meetings. Staff have been consulted in relation to stalker flags on the Police National Computer.</p> <p><u>Commissioner’s Team Comment</u> This original recommendation related to an action in the Stalking Action Plan that was presented to the Board (Deputy Commissioner, Emma Wools, asked for the already-agreed action to be a priority as it seemed to have a high degree of importance).</p> <p>In the Scrutiny & Accountability Board meeting in March 2021 it was confirmed by Corporate Development that the status of this action in the plan would be chased.</p>	<p>ONGOING (Board to receive an update and potentially this can be discharged)</p>
<p>7. Victim updates and feedback to be prioritised in cases where victims are vulnerable, including in cases of stalking, harassment and coercive control.</p>	<p><u>Review Meeting Update</u> It was confirmed that feedback from victim satisfaction surveys was sent to BCU Commanders to review and action any lessons learnt/service recovery where appropriate. This could include victim update learning. The new Victims Codes on NICHE should also assist in ensuring that updates are provided on a regular basis, especially to vulnerable victims.</p> <p><u>Commissioner’s Team Update</u> This recommendation should now be taken in conjunction with recommendation 2 of the hate crime review (referenced above). The same comments above apply here. This individual recommendation can therefore be discharged but will sit within a wider recommendation to address victim updates for vulnerable people.</p>	<p>DISCHARGED (to be amalgamated into one victim update recommendation for vulnerable victims)</p>

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<p>8. Positive examples of stalking, harassment and coercive control conviction outcomes to be publicised in order to encourage reporting.</p>	<p><u>Review Meeting Update</u> Public Protection explained that positive stories were shared within the Stalking & Harassment Working Group SPOCs and on the intranet page. Public Protection is also working with BCUs to develop a central database for recording/disseminating good practice.</p> <p><u>Commissioner’s Team Comment</u> This recommendation relates to providing the public with positive case examples to showcase how victims can be supported by the force if they report Stalking, Harassment or Coercive Control. It is not known how this has been progressed. It is recommended that as this also relates to hate crime recommendation 9, this individual recommendation should sit within a wider recommendation to develop a positive victim stories comms plan.</p>	<p>DISCHARGED (to be amalgamated into one recommendation for the development of a positive victim stories plan)</p>
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