

WILTSHIRE POLICE MINUTES

MEETING	BAME IAG Advisory Group
VENUE	Microsoft Teams
DATE	Tuesday 1 December 2020
TIME	18.00–20.00 hours

ATTENDANCE

Paul Mills (PM)	Deputy Chief Constable - CHAIR
Jerry Herbert (JH)	Deputy PCC
Clare Mills (CM)	Head of Corp Comms and Engagement
Ben Huggins (BH)	Diversity and Inclusion
Andy Grant (AG)	Corp Comms and Engagement
Simon Cowdrey (SC)	Hate Crime Lead
Abdul Amin (AA)	BAME IAG Chair
Sam Pearce-Kearney (SPK)	BAME IAG Vice Chair
Liz Cook (LC)	Corp Comms and Engagement
Wendy Colyer (WC)	PA to Mr Mills

WELCOME TO ALL BAME IAG MEMBERS**INTRODUCTIONS AND WELCOME**

PM, JH, AA and SPK are in the chair this evening, with Inspector Simon Cowdrey, tactical lead for Hate Crime giving an input.

BAME IAG name and membership. As discussed at the last meeting and subsequent action set for BH, working with SPK and AA, to look at membership of the group, making sure there is representation across the board. In terms of the name change there has not been too much traction but BH has outlined some considerations for the meeting. BH will be putting those names out for voting to enable members to give their views on them or give suggestions themselves:

- Wiltshire Ethnic IAG
- Wiltshire Racial Equality IAG
- Wiltshire Equality IAG
- Wiltshire Diverse Communities IAG

All agreed to go forward with the 4 options put forward by BH.

ACTION: BH, working with AA and PM, draft a joint letter to send to members to ask them to vote for one of the four options for the group name change– update at next meeting.

ACTION: PM, JH, AA and SPK – 30 minute meeting to discuss membership development.

PM is keen the membership does need to be moved forward and asked that BH review before the next meeting.

ACTION: BH to review the membership development.

SERVICE DELIVERY - Introduction from DCC Paul Mills**Hate Crime and discussion:**

SC has been the tactical lead for Hate Crime from February/March this year and is conscious the presentation he is about to deliver has a lot of information. However, SC has included his email address and urges members to get in touch should they require his assistance:

simon.cowdrey@wiltshire.pnn.police.uk

SC gave an overview of what the definition of Hate Crime is. It is a criminal offence which is perceived by the victim or by another person or reports behaviour towards another person. Only those with the 5 characteristics outlined below, hit the current Hate Crime definition:

- a person's race or perceived race, or
- a person's religion or perceived religion, or
- a person's sexual orientation or perceived sexual orientation, or
- a person's disability or perceived disability, or
- a person who is transgender or perceived to be transgender,

The Law Commission launched a consultation on 23 September 2020 with a closing date of 24 December 2020. This is the biggest re-vamp of Hate Crime since 2014 and SC urges members to circulate this as widely as possible such that communities can feedback:

<https://consult.justice.gov.uk/law-commission/hate-crime/>

There are different methods to reporting Hate Crime: reporting by telephone to 999 emergency or 101 non-emergency, Enquiry Offices, and internet reporting which is a growing area. True Vision are trying to get the word out to victims of Hate Crime who do not necessarily feel confident reporting to police via telephone.

Hate Crime represents 1.5% of total crime recorded in Wiltshire with the crime year being from April-March. The reason there has been a 5-year gradual increase is due to the increased drive in how the organisation records Hate Crime, through investment internally on processes. HMICFRS have asked forces to look at what is done internally and improve recording. Many forces, when significant events occur nationally and locally, do experience a spike in Hate Crime.

It is known Hate Crime is an under-reported area where approximately 43% goes unreported to police, for various reasons such as lack of confidence in the police, people feeling the Hate Crime was not serious enough, victims not perceiving having been a victim of Hate Crime, repercussions of reporting and concerns around loss of independence; it is difficult for police to target.

SC went on to explain the spike in June/July that saw the rise in Hate Crime rise to 60-70%: June saw the end of the first lockdown period due to the global pandemic where notable Hate Crime increases in the neighbourhood. There was also the Black Lives Matter (BLM) movement globally, experienced in Wiltshire where there were peaceful demonstrations around the larger cities of Salisbury and Swindon. On those days, the view from central government was the BLM movement empowered people to stand up and be counted.

The monthly reports show a similar pattern. Racial abuse is by far the biggest category reported, then sexual orientation. SC points out a health warning in the statistics where if each of the categories are added up, it will not give the total of Hate Crime, i.e. one victim could call up and the incident reported could be in 2 categories of reported Hate Crime.

What we do in terms of supporting victims of Hate Crime and the importance of reaching out to them; HORIZON is our Victim and Witness Care unit who are alerted the next day to all new hate crime victims. Crimes are allocated to individual officers who telephone the victim and are the voice on the end of a telephone to assist and signpost them to other networks. There are also Hate Crime Advisors in the Force, currently 108 who are primarily Police Community Support Officers (PCSOs) and cover a wide area and liaise with the victim either by telephone or face to face, COVID compliantly. The continuity is that every PCSO is trained in Hate Crime before they start their roles.

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Nationally, the Force feed Hate Crime data into the National Police Chiefs Council (NPCC) where a Community Tensions Team collate for every force. Once a year they produce a report giving an overview of Hate Crime in England and Wales every October; the report is available now. From extracted key statistics with 43 reporting forces, Wiltshire is the eighth in terms of volume of recorded Hate Crime. HMICFRS have the most similar forces who they group together and are similar in terms of variables, highlighted by the yellow stars on the presentation. Out of the similar, Wiltshire come second lowest in terms of the volume of Hate Crime, with the caveat that it is known Hate Crime is under-reported.

Future of Hate Crime and essentially looking at different variables factored with Hate Crime, ie, political, economic, austerity, pandemic, social factors, high profile national incidents, there is a rise in online Hate Crime, including social media of some posting inappropriate comments on a chat forum. Environmental examples include the A303 development that can potentially cause issues with Hate Crime. The Law Commission is changing the Hate Crime outlook with legislation changes and the College of Policing has just released an Authorised Professional Practice (APP) guidance on Hate Crime. The College of Policing's website is a public website and SC will be looking at that guidance to see where it can improve.

Finally, SC is keen to start an external scrutiny panel where he has been talking with BH offline around bringing some case studies that can be collectively reviewed and get members' feedback. Any member from this group who is interested in being a part of the scrutiny panel is to let BH know.

JH facilitating questions:

Tim is a parish councillor from west Swindon stated it is good to have this panel and asked if schools around Wiltshire are visited. Tim went on to give examples where his son was the victim of racial abuse that was originally dealt with by the school. However, this year the abuse was physical, witnessed by teachers, who did not want to report the lad to the police for fear of a criminal record. Tim did call the police who were proactive and helpful and asked if there is a programme where police go out to schools in order to provide understanding to the pupils of the consequences of Hate Crime.

SC thanked Tim and explained he does not see many reports from schools where they may potentially be dealing with issues in-house, without involving the police. He is seeing a rise in Hate Crime with youngsters and they do need to be addressed early. LS and BH are already looking at changing attitudes in the school environment with LS explaining they do go into schools to give an input around healthy relationships across peers and acceptance for years 7-9 but can make it bespoke around Hate Crime. When there are any intensification weeks or days of action, LS provides Comms to schools and parents that include any signposting. Each school has a PCSO linked to a specific school, and the school can work with that PCSO. There are safeguarding mechanisms within a school, but LS is always looking to do more and is always happy to expand.

SPK thanked SC for his presentation and wanted to ask, following on from Tim's questions on schools. Whilst SC said there were not many Hate Crimes reported from schools, does that mean there are some and can it be reported on separately.

SC explained, since school started in September, he does not think any Hate Crimes have been reported in schools. There has been Hate Crime victims or suspects that have been children and can pull the statistics and bring back to this group to give a steer on numbers and what type of crime it is, ie verbal, physical or online.

SPK – slide 12 said 1.5% of total crimes is Hate Crime, does that go up every year, or is it always 1.5%?

SC confirmed this does fluctuate depending on the volume of the total crime figure which is approximately 200K. SC believes, in previous years, the number was 2% because the overall crime had gone up.

Wellington thanked SC for a good presentation and explained his question is around the data presented. There seems to be more on the front end and asked if there is information on the outcomes of reported crime? Does the organisation have their own Force adjudicators?

SC stated the organisation does have a useful performance tool that can analyse lots of data and with further analysis, it can provide the data. SC can certainly do that in future meetings if that is what the group would like. There are investigation challenges due to the burden of proof. Some victims do not

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want to come forward for fear of repercussions and the police do need to reassure and give confidence to that person.

AA wanted to expand on the last point, in terms of Hate Crime to a victim, big or small, is interested at what point would police get involved and treat as serious. Is there any data to show the number of times it has ended up in court, didn't go as far as court, caution or warning?

SC confirmed that he can supply that data and is something he can ask the data analyst to look at and produce a report. The organisation do work closely with the Crown Prosecution Service (CPS) and SC does sit on their scrutiny panel where they look at cases to see if they could do better. The police cannot make the decision on Hate Crime, but SC is working with them to see what is being done and what is not going so well. An example is disability Hate Crime that gives SC a starter for ten to find out barriers and why it has not been taken to the next stage. Often with Domestic Abuse (DA), as police, they do what is known as an evidence led prosecution where victim is too scared, police will take out of their hands and gather the evidence. This can be done with Hate Crime as well, but SC would always prefer to work with the victim.

AA does know that every Hate Crime will not reach as far as court and asked if contact is kept up with the victim to let them know.

SC confirmed absolutely, yes, when someone reports, there is an investigation then support. The investigation will run its course and with a victim a vulnerability risk assessment is carried out for each person; if they require ongoing support, despite the fact the case is finished, local policing put together a plan to ensure they are still providing a service to that victim. That plan will not end until the risk assessment is re-done or drawn away.

LC wanted to highlight a campaign that was run for a couple of years with Tamara Campe, where lesson plans were shared with different key stages with schools and animated videos. There is an opportunity to refresh, combine materials and update them and use them with the Community Policing Teams (CPT).

Perdeep Tanday (PT) highlighted Slide 14, Hate Crime under-reported, the lack of confidence and trust, suggests SC highlight successes and what has happened to the perpetrators. PT's next point is that some people perhaps do not recognise being the victim of a crime and suggests state what that is and list them. PT would welcome the opportunity of a scrutiny panel that could assist with the disconnect of Hate Crime.

SC can certainly work with Comms to share some good news stories around outcomes.

ACTION: SC look to find suitable data that can be circulate to this group, particularly around outcomes.

ACTION: LC to look when the Force is due to run its next Hate Crime campaign and carry out a material refresh for schools, working with the Youth Engagement Team.

ACTION: BH is to send a short email to all members of the group around the external scrutiny panel explaining what is being asked and what level of commitment is expected.

PM gave a one-minute overview of complaints explain the information is within the pack. There has been a change to how complaints are recorded nationally, and the definition of complaints has widened on elements. The organisation is still getting to grips with what that means. The Office of the Police and Crime Commission (OPCC) has introduced an early resolution team with 40-50% resolved. For the meeting to note at this time.

AA asked for the reason complaints are being made and what they are about.

PM explained it is very difficult to make comparisons, but one key element is around confidence for people to make complaints. Behind each of these, it splits down into a category where there are 40-50 elements where members of the public are unclear around interactions with officers and staff around their rights and if they have been kept up to date. Then at the top end there are allegations of misconduct, these are rare and are investigated by the Professional Standards Department (PSD) and the Independent Office of Police Complaints (IOPC).

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JH explained the COVID-19 factor with complaints where every public body has seen an increase in complaints. It is unclear if more people have more time on their hands, but this time next year will be the time to see the real trend data.

PT noted the discussions and explained there is a culture in society today that if someone does not agree, they complain. PM explained, because the definition of a complaint has been widened to encompass dissatisfaction, there are some things now being recorded, that would not have been recorded before.

Wellington asked around the complaints handling process and the relation to the investigation element linked to officers doing their jobs properly, whether that is the jurisdiction of this meeting.

PM confirmed the information is readily available for the last year and has been released by the IOPC. To give reassurance, the 40-50% figure, the ones that do not meet that threshold go forward to PSD, where they are all assessed at different levels and leads to a formal investigation and outcomes. It is highly regulated and serious ones are always referred to the IOPC and do investigate the Force.

OPEPERATIONS UPDATE

Policing in Lockdown and the impact of COVID-19 on crime recording, there has been a 14% reduction comparative to before went into COVID-19 and now. Slight rises, particularly around DA, Hate Crime and Cyber Crime. On the right-hand side of the slide shows the Force's use of the 4E's and FPN compliance with Regulations from the government that police have been required to police. The figures show a drop off in FPNs as we came out of the first lockdown and a slight increase as we have gone into the second lockdown.

JH does hold the Force to account on behalf of communities and does oversee a scrutiny process ensuring police are not being disproportionate with the most recent meeting held today. The panel looked at 8 issued recently where 3 had been issued to minority communities, all 3 where white non-British and were outside the Force area. The panel do test quite hard to ensure all individuals are being treated in the same way and is very happy with the responses he is getting from the Force and is satisfied with the work the Force are doing.

JH has been through every single FPN and personally looked at individual case, particularly in the ethnic minority communities where there are relatively small numbers. There were 4 individuals in one car together and due to the way they behaved, each were issued with a ticket.

AA notes there are there many challenges for FPNs.

PM explained there are opportunities for the member of public to either pay or go to court. This goes outside the organisation to ACRO to process. A small number come back to Force to be contested with fines in the regional of £400 for individuals who have not paid.

YOUR VOICE – YOUR COMMUNITIES – YOUR CONCERNS - Introduced by D/PCC Jerry Herbert

Questions led by Chair Abdul Amin and Vice Chair Sam Pearce-Kearney

AA asked if any members have had concerns raised from their communities. From AA's perspective, it has been a calm month because people have not been able meet face to face and is therefore not hearing much.

PM is aware of lockdown protest activity in London and Bournemouth. There was also a shooting in Swindon recently where a lot of engagement has been carried out around community reassurance and wanted to highlight as an opportunity to raise any issues.

Any feedback from IAG members, please raise through your usual channels.

KEY TOPIC DISCUSSION

Since the last meeting LC explained the main activity has been Black History Month (BHM) where they ran their first partnership online conference with Wiltshire Council and is pleased to say there were 250 people in attendance and some excellent speakers. LC will provide a link to presentations. As a flag to members of this meeting, LC will be looking at Comms for next year for the Stephen Lawrence Day in April and next year's BHM.

Hate Crime Awareness Week, LC outlined some activity whereby a victim, a member from this group, shared their story, the Police and Crime Commissioner (PCC) did a blog and some local media activity and released the national statistics as a focus for the awareness week.

Last week Corporate Communications ran a Road Safety Campaign with an input from Fire and Rescue, Roads Policing and the mother of a victim with a hard-hitting video.

Today the national NPCC Drink, Drug and Drive Campaign started with the focus on operational activity, with comms to support that as well as messaging to the public around drinking at home and the after-effects of drinking and drugs.

Forward planning campaigns are on a quarterly basis with the Gold/Silver/Bronze highlighting the level of activity undertaken. Modern Slavery is a focus for the next major campaign in March 2021 and LC is starting to plan for the next Police Officer Recruitment campaign that will be focussed on BAME and females to increase workforce diversity, scheduled to go live July or August 2021.

PT is intrigued with the 'three hard hitting personal blogs' mentioned in the presentation.

PM is the Force lead for Equality, Diversity and Inclusion (EDI) and in discussion with the Force Diversity Strategy Group, recognised that there was more to do to support the awareness raising as a result of the BLM movement.

PM asked members of the Force WEPA (Wiltshire Ethnic Police Association) to share their journey in policing and the challenges and barriers they have experienced. Three wrote individual blogs which were shared with the organisation and got good feedback from staff. PT asked if the meeting could have sight of those blogs where it was agreed for LC to distribute.

ACTION: LC to share the BHM blogs to the group**Community Engagement – Reaching hard to hear communities**

AG gave an overview of the slides for 'hard to hear communities' that has been shared with the Public Service Board giving context of the Swindon and county areas of Wiltshire and highlighting that population is growing, becoming more diverse and is ageing.

Channels – digital snapshot shows Facebook, the top corporate social media channel for Wiltshire Police with 70K followers, with most subscribers having English as their preferred option.

PM explained, historically, 'hard to hear' was termed as 'hard to reach' groups. That language was corrected at the last meeting where members felt it was around the organisation not 'hearing' messages from some communities.

PT asked if the organisation have identified 'hard to hear' groups.

PM explained the organisation have an idea and an understanding and the Census will help with that, there are hidden communities and how do the organisation identify those communities.

PT suggested language barriers and social barriers may be the issue, highlighting that it may not be the right thing for that community to contact the police because of accountability. PT's suggestion is to meet them where they live, work, socialise and pray. He offered an example seen in Swindon of ex Ghurkhas, the vast majority that do not speak English as their first language. Iris Segall (IS) agrees the best idea is to meet with the community's face to face and go to their places of worship. IS went on to explain, in Bristol they give these communities that do not speak English, an App, transmitted by WhatsApp, that can pass through in the language of that community.

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PM and JH noted all the comments from members and thanked them for their feedback. If the wider members think of anything, could they feed back in their usual way through the group chairs.

- **How do we better identify hard to hear communities and groups?**
- **What more do you think we can do to hear the voice and policing experience of hard to reach communities and groups?**

ANY OTHER BUSINESS

PM, JH, AA and SPK gave thanks to all for a very useful meeting and extend their warm wishes for the coming festive season.

End 20.19 hrs

DATE OF NEXT MEETING

Wednesday 3 March 2020