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SI2117

Hate Crime

This service instruction provides detailed operational guidance as to how the Police Service of Northern Ireland should respond to, report and investigate hate crime incidents, together with overarching principles. The principles make clear that the new procedures will prioritise the perception of the victim and will accept without challenge this perception throughout the investigation of the hate crime incident.



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1. Why does the investigation of Hate Crime matter?

The impact of hate motivated crimes or incidents goes beyond the initial occurrence, the victims of such remain living in fear that it will happen again as they cannot change the fact that who they are has made them a target.

Our work supporting victims of hate crimes and incidents and working with Partners, continuously reinforces the importance of the investigation stage. Research carried out shows again and again that many people tolerate 'low level' incidents and crimes and do not report to the authorities as they do not think that anything can be done. Additionally, research shows that the majority of people are repeat victims. This accounts for the high level of under reporting.

It is the **first response**, how the investigation is carried out and the **communication with the victim** during this process that **can increase or destroy the communities' confidence** in the Police Service of Northern Ireland (PSNI). It is not only the direct victim but also anyone who shares or is perceived to share their identity that is affected.

The partnership that has been fostered through the [Hate Crime Advocacy Scheme](#) shows that people have more confidence and feel safer in their communities when the PSNI gets these first steps right.

2. Our Key Priorities

The key priority for the police in terms of hate and signal crime (see [Appendix A](#)) is to ensure that the needs of the victim are paramount, this in turn will shape the nature of the police response and subsequent investigation:

- To assess and manage the risks to the victim/s and to manage those risks through appropriate interventions.
- To effectively investigate all reported hate incidents in line with investigative standards and ensure victims are updated at key stages e.g. arrest, bail.
- To work in partnership with other agencies and organisations to collaboratively address Hate Crime.

3. The Perception Test

Evidence is NOT the test when reporting a hate incident; when an incident or crime has been reported to police by the victim or

by any other person and they perceive it as being motivated by prejudice or hate, it will be recorded and investigated as a hate incident or crime. The perception of the victim or any other person is the defining factor in determining whether an incident is a hate incident, or in recognising the hostility element of a hate crime. Perception-based recording refers to the perception of the victim, or any other person.

It would not be appropriate to record a crime or incident as a hate crime or hate incident if it was based on the perception of a person or group who;

- had no knowledge of the victim, crime or the area,
- may be responding to media or internet stories,
- are reporting for a political or similar motive.

The other person could, however, be one of a number of people, including;

- police officers or staff,
- witnesses,
- family members,
- civil society organisations who know details of the victim, the crime or hate crimes in the locality, such as a third-party reporting charity,

- a carer or other professional who supports the victim,
- someone who has knowledge of hate crime in the area – this could include many professionals and experts such as the manager of an education centre used by people with learning disabilities who regularly receives reports of abuse from students,
- a person from within the group targeted with the hostility, e.g. a Traveller who witnessed racist damage in a local park.

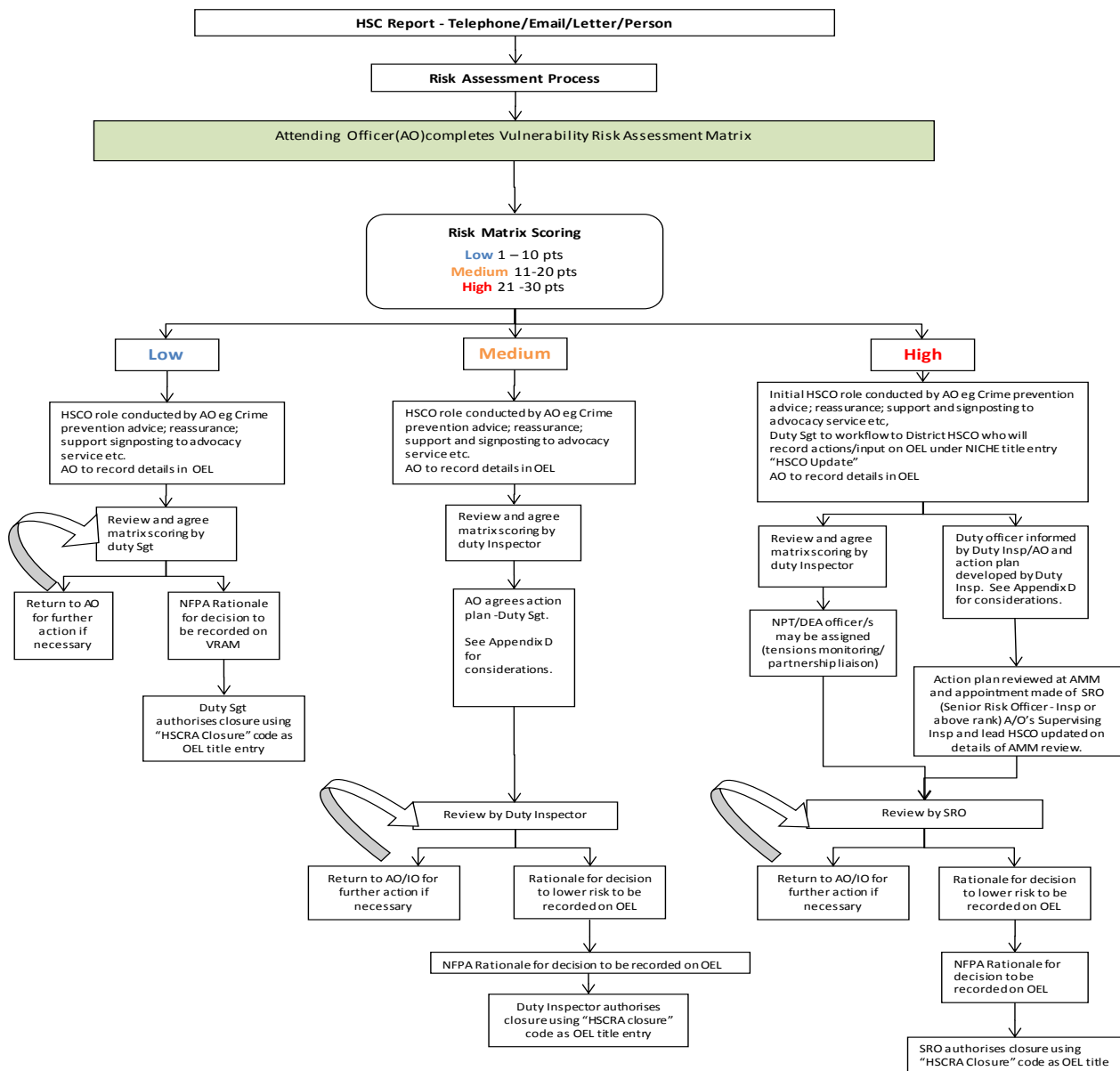
When an incident or crime has been reported to police by the victim or by any other person and they perceive it as being motivated by prejudice or hate, it will be recorded and investigated as a hate incident or crime.

Similarly crimes or incidents directed towards Police/Police Staff motivated by prejudice or hate will be recorded and investigated as a hate incident or crime. (See [Appendix E](#)).

PSNI will accept without challenge the view of a victim or any other person that the crime was motivated by hate on one of the defined grounds. (See [Appendix A](#)).

4. Vulnerability Risk Assessment Matrix

A Vulnerability Risk Assessment Matrix (VRAM) will be used to assess the risk and impact of hate and signal crime/incident on the victim and the wider community and will provide an audit of the actions taken by PSNI personnel to mitigate further victimisation. If there is no specifically identifiable person or group at risk a VRAM will not be required, e.g. flag or poster related incident. Details of the action taken by personnel where a hate crime/incident have been scored as LOW; MEDIUM or HIGH are in the following flow chart.



5. Key Role Responsibilities

Contact Management Centres/Dispatchers (CMC)/Station Enquiry Assistants/Station Duty Officers	✓
Upon receipt of a hate incident/crime a new command and control serial will be commenced.	
Obtain necessary information to ensure the appropriate action is taken and to identify repeat victims and vulnerability issues. If in doubt simply ask the victim sensitively/carefully about their needs/worries/concerns.	
When closing it is essential that the appropriate qualifiers are correctly entered to ensure that the incident is properly recorded. <ul style="list-style-type: none"> • Racist – HARC; • Homophobic – HAHO; • Disability – HADB; • Sectarian – HASE; • Religion – HARL; • Transphobic – HATR. 	
Contact Management Centre Supervisors should regularly check that Command and Control serials are fully completed and comprehensively updated and that the appropriate closing codes and qualifiers are included.	
Co-ordination Tasking Centre	✓
Co-ordination and Tasking Centres (CTCs) will be the interface between CMCs and attending officers and will co-ordinate and direct resources to key priorities as per threat, risk, harm and opportunity.	
Attending / Investigating Officer	✓
Attending Officer (AO) will attend the scene of the hate crime/Incident.	
Commence investigation, add and complete the Vulnerable Risk Assessment Matrix (VRAM) Appendix C refers. Complete both initial investigation and hate and signal crime record on OEL using F3 drop down. VRAM to be discussed with supervisor for agreement and direction.	
Consider and implement mitigating actions to manage risk to victim – update OEL.	
Retain and progress investigation of the hate incident/incident unless otherwise directed by supervisor.	
Record detail of victims’ ethnicity; nationality; religion and disability type where applicable.	
If a withdrawal statement is recorded from the victim it should include: <ul style="list-style-type: none"> • Alleged crime • Reasons for withdrawal 	

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<ul style="list-style-type: none"> • Clarity - is victim stating the offence did not occur or does not wish the investigation to continue • Was victim pressurised, directly or otherwise • An account of how the crime has impacted on the victim. 	
Update victim in line with current guidelines i.e. 10 day updates.	
Ensure records updated and NICHE workflows managed, including Contact Management Support Unit (CMSU).	
Supervising Sergeant	✓
Review the initial investigation, VRAM and actions to support the victim.	
Record reviews and directions on NICHE OEL: Supervise the investigation of the hate incident to completion unless otherwise directed.	
Action Plan considerations to be included in OEL for those assessed as medium risk. (Appendix D).	
Review current risk and, if appropriate, authorise closure of risk assessment process of hate incidents/crimes assessed as low risk. Actions to mitigate risk must be recorded. (OEL entry HSC RA Closure). This does not close the investigation.	
Duty Inspector	✓
Record advice provided or direction made as an OEL entry on NICHE.	
Action Plan considerations to be included in OEL for those assessed as high risk. (Appendix D).	
Review current risk and, if appropriate, authorise Risk Assessment closure of hate incidents/crimes assessed as medium risk. Actions to mitigate risk must be recorded. (OEL entry HSC RA Closure). This does not close the investigation.	
Brief the Duty Officer and District/HQ Corporate Communications if incident is assessed as High Risk.	
District Hate Crime Champion – Chief Inspector	✓
Ensure Hate Crime interventions are developed with Policing and Community Safety Partnerships (PCSPs), statutory, voluntary and community support agencies within their District, in order to establish good working practices and innovative initiatives in handling hate incidents and crimes.	
Ensure an appropriate District Engagement Strategy (see Appendix G) is developed based on the framework in the PSNI Operational Guidance Manual.	
Ensure that PCSPs updates are provided to District Policing Command (In Belfast this will be DPCSPs).	
Appoint at least one District Lead Hate and Signal Crime Officer and ensure there is a pool of Hate and Signal Crime Officers relevant to the hate crime trends in the District.	
Monitor District performance to ensure compliance against the service procedure.	

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Task Compliance & Audit function to dip sample hate crime/ incident reports.	
Area Management Meetings(AMM)	✓
Review high risk hate incidents at AMM with a view to ensuring all actions in terms of mitigating this risk are being progressed accordingly. Record on Niche OEL.	
Appoint a Senior Risk Officer (SRO) (Inspector or above depending on incident/crime) who will have responsibility for reviewing and authorising Risk Assessment closure of hate incidents/crimes assessed as high risk.	
Senior Risk Officer	✓
Review current risk and, if appropriate, authorise Risk Assessment closure of hate incidents/crimes assessed as high risk. Actions to mitigate risk must be recorded. (OEL entry HSC RA Closure). This does not close the investigation.	
Hate and Signal Crime Role Officer(s) (HSCOs)	✓
HSCO will be appointed in incidents assessed as High Risk and will update OEL using the NICHE OEL title entry "HSCO update" They will complete tasks assigned to them by the SRO.	
Lead HSCOs will be a single point of contact (SPOC) for internal District and HQ reference, training purposes as well as being the link for the advocacy services.	
Criminal Justice Branch	✓
Where OCMT personnel update NICHE regarding the hate statistic classification tab on NICHE, a notification of the change to the Investigating Officer and Supervisor will be confirmed via a manual work-flow on NICHE.	
Compliance and Audit Function (C&A)	✓
Hate crimes/incidents will be dip-sampled in accordance with organisational requirement and forwarded to the District Hate Crime Champion for appropriate action. Key Controls are found in section 6 . Investigation files will be subject to audit and inspection as directed by Service Hate Crime lead. Key learning points to be forwarded to Service Hate Crime lead via District Hate Crime Champions.	
Area Intelligence Hubs	✓
Research and link intelligence with the corresponding incidents/crimes. Process intelligence requests and brief the investigating officer accordingly.	

6. Priority Action Checklist

	Responsible	Compliance – Low, Medium, and High
1	CMC	Appropriate qualifiers used on C&C when closing
2	Attending Officer	VRAM added to NICHE and completed
3	Investigating Officer	“Stats Classification Misc” tab appropriately completed on NICHE (via CMSU)
4	Investigating Officer	Victim updated within 10 days
5	Sergeant	Supervisory updates on OEL
	Responsible	Compliance – Low
6	Sergeant	Following a review of current risk the risk assessment can be closed using “HSC RA Closure”
	Responsible	Compliance – Medium
6	Sergeant	Action plan considerations noted on OEL.
7	Inspector	Following a review of current risk the risk assessment can be closed using “HSC RA Closure”
	Responsible	Compliance – High
6	Duty Inspector	Action plan considerations noted on OEL.
7	AMM	Subject to AMM
8	SRO	Action plan considerations noted on OEL
9	Lead District HSCO	Input using “HSCO Update”
10	Senior Risk Officer	Following a review of current risk the risk assessment can be closed using “HSC RA Closure”
	Responsible	Compliance - Additional
1	C&A	Dip Sampling as per direction of Service Hate Crime Lead

Appendix A Definition of Hate Crime

Title	Definition	Included subjects
<p>Hate incident/crime</p> <p>NB This includes incidents, which the police have no statutory power to deal with however other agencies may have (eg Equality Commission)</p>	<p>RACIST Any non-crime incident/criminal offence which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a person’s race or perceived race, or</p> <p>RELIGIOUS Any non-crime incident/criminal offence which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a person’s religion or perceived religion or</p> <p>HOMOPHOBIA Any non-crime incident/criminal offence which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a person’s sexual orientation or perceived sexual orientation or</p> <p>DISABILITY Any non-crime incident/criminal offence which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a person’s disability or perceived disability or</p> <p>TRANSPHOBIA Any non-crime incident/criminal offence which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice against a person who is transgender or perceived to be transgender.</p>	<p>Any racial group or ethnic background or national origin, including countries within the UK, and Gypsy and Traveller groups. Any religious group, including those who have no faith.</p> <p>Any person's sexual orientation.</p> <p>Any disability including physical or sensory disability, learning disability, long-term illness and mental health. It is the victim that has to have the disability, not the suspect.</p> <p>People who are transsexual, transgender, transvestite and those who hold the gender recognition certificate under the Gender Recognition Act 2004.</p>

	<p>SECTARIANISM Any non-crime incident/criminal offence which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a person’s religious denomination or political opinion or perceived religious denomination or political opinion</p>	<p>It is broadly accepted that within the Northern Ireland context an individual or group must be perceived to be:</p> <ul style="list-style-type: none"> - Catholic or Protestant; - Nationalist or Unionist; - Loyalist or Republican <p>However can also relate to other religious denominations for example Sunni and Shi’ite in Islam</p>
Hate Crime Prosecution	A hate crime prosecution is any hate crime which has been charged in the aggravated form or where the prosecutor has assessed that there is sufficient evidence of the hostility element to be put before the court when the offender is sentenced.	
Non – monitored hate crime	Any crime or incident where the perpetrator’s hostility or prejudice against an identifiable group of people is a factor in determining who is victimised.	
Signal Crime	A ' signal crime ' can be defined as any criminal incident that causes change in the public's behaviour and/or beliefs.	

Additional guidance on defining hate incidents including crimes and signal crimes is available here.

Guidance in relation to recording sub-categories of religions; disabilities and ethnicity is available here.

Examples of hate incidents including crimes are available here.

Appendix B Legislation and Evidence for Hate Crime

Legislation on hate crime and offences that may be considered for hate crime offences can be found by clicking [here](#).

Details of a hate motivated case where an offence is aggravated by hostility must be clearly and fully included at the beginning of the '**structured outline of the case**' on the NICHE case papers. The PPS can then properly consider whether the case can be opened in court as an offence aggravated by hostility.' under the Criminal Justice (No 2) (Northern Ireland) Order 2004. The first line in **structured outline of the case**' should say the following ' This is perceived to be a XXXXX (insert which hate crime). PPS require the following to be set out in the hate crime case files:

- Who perceives the hate crime.
- Why there is the perception it is a hate crime.
- Evidence to back up the demonstration of the aggravation by hostility or the motivation of the offender. This should be a verbatim lift from the statements of evidence.
- Details of evidence to back up the demonstration of the aggravation by

hostility or the motivation of the offender being put to the suspect at interview.

- Record of the response to the evidence to back up the demonstration of the aggravation by hostility or the motivation of the offender provided by the suspect at interview.
- If the case is flagged as a hate crime, but there is no evidence available regarding the aggravation element, include this fact in the structured outline of the case.

The better the evidence to the PPS, the more effectively the case can be prosecuted.

Alternative disposal methods e.g.

Community Resolution Notices may be relevant given the circumstances of the investigation. Any decision should be conducted in line with the current Criminal Justice Branch guidance.

Appendix C Vulnerability Risk Assessment Matrix



Name of Injured Party:

DOB

Reference Number:

Address:

NICHE Number:

This scorecard should be used as a guide, and in combination with your own judgement to help ascertain what support and protection is required in any given situation. All action taken as a result of your assessment should be discussed with the complainant to ensure it meets their needs.

Vulnerability Index – Tick as appropriate

<input type="checkbox"/>	Sectarianism	<input type="checkbox"/>	Racism	<input type="checkbox"/>	Homophobic	<input type="checkbox"/>	Religious/Faith	<input type="checkbox"/>	Transphobic	<input type="checkbox"/>	Disability
<input type="checkbox"/>	Learning Mental Illness	<input type="checkbox"/>	Physical	<input type="checkbox"/>	Sensory	<input type="checkbox"/>	Long Term Illness	<input type="checkbox"/>	Refused		
<input type="checkbox"/>	Domestic	<input type="checkbox"/>	Older Person	<input type="checkbox"/>	Young Person-Child	<input type="checkbox"/>	Living Alone	<input type="checkbox"/>	Interface	<input type="checkbox"/>	Interpreter

Circumstances			
Victim and Suspect known to each other		Victim awareness	
History of intimidation/harassment		Victim/Community Knowledge	
Repeat Victim		Timescale of another incident immediate	
Suspect/Group Identified		Victim perception	
Venue of incident identified		Possibility of further incident	
Others in Victims' Group likely to be targeted		Suspect intent/motivation	
Additional vulnerabilities identified		Victim currently/previously witness in criminal investigation	

Rating Score = Probability of Risk x Impact + Community Impact =

Probability of Risk			Impact of Consequences			
Very Unlikely	1		Minor	1	Victim appears unconcerned	
Unlikely	2		Appreciable	2	Victim in fear	
Possible	3		Major	3	Normal life affected	
Likely	4		Severe	4	Severe disruption /potential psychological injury	
Very Likely	5		Catastrophic	5	Threat to life	
Community Impact						
Minor	1		Local media interest			
Appreciable	2		Community tension / property damage			
Major	3		Retaliatory attacks minority groups			
Severe	4		Vigilantism Loss of public confidence			
Catastrophic	5		Major public disorder			
					Rating	Score
					LOW (1-10)	
					MEDIUM (11-20)	
					HIGH (21-30)	

LOW – (0-10)

AO to follow protocols as per investigation standards and provide crime prevention advice, reassurance; support and signposting.

Victim to be updated as per investigation requirements within 10 days.

AO to record details in OEL.

Duty Sergeant to authorise closure with audit of rationale included in OEL entry on NICHE entitled “HSC RA Closure”.

MEDIUM (11-20)

AO to follow protocols as per investigation standards and provide crime prevention advice, reassurance; support and signposting.

Victim to be updated as per investigation requirements within 10 days.

AO to record details in OEL

Action Plan relating to proactive measures to be implemented and audited on OEL - to reduce risk.

Duty Inspector to authorise closure with audit of rationale included in OEL entry entitled “HSC RA Closure”.

HIGH (21-30)

AO to follow protocols as per investigation standards and provide crime prevention advice, reassurance; support and signposting.

Victim to be updated as per investigation requirements within 10 days.

AO to record details in OEL.

Duty Officer to be informed as soon as practicable by Duty Insp/AO.

Action plan relating to proactive measures to be implemented and audited on OEL, to reduce risk.

AMM to review existing action plan - SRO appointed.

Investigation plan to be completed on OEL by IO and work-flowed to lead HSCO.

OEL Entry title “HSCO Update” to be used by lead HSCO to record action taken.

Senior Risk Officer to authorise closure with audit of rationale included in OEL entry entitled “HSC RA Closure”.

Further historical; vulnerability; support; information

Conclusion including rationale for decisions made * please include risk and protective factors and your justification for any changes to your overall assessment score*

Officer/Staff Completing

Name/Rank/Grade/Number:

Appendix D Action Plan - Elements for Consideration.

Police Officers may wish to consider mitigations to reduce the risk relating to the following areas:-

1. Community - local, national, international level
2. Communications - Media/ PR/Social Media
3. Intelligence - Requests/Form A submissions
4. Taskings - to other Officers/Units/external agencies
5. Way-markers - identify hot-spot areas for targeted patrolling
6. Reassurance - Support/Sign-posting/Advice to the victim/Advocacy Service [click here](#)

Appendix E Investigation Standards

1. Actions of the initial officer(s) attending the scene – the Primary investigation

Steps should be taken to ensure that a forensic recovery strategy has been implemented and the scene properly secured.

Crime Scene Investigation (CSI) to be tasked for all hate crime incidents where it is believed that forensic evidence can be recovered.

Imaging and Mapping to be considered Names etc. to be taken of all persons present at the scene and descriptions of clothing noted.

2. Statements from Victims or Witnesses

Consideration must be given to conducting ABE interviews with any vulnerable victims in line with current Service guidelines.

Otherwise, comprehensive witness statements should be recorded. If interpreters are required refer to the Interpretation and Translation resources on PoliceNet: Additional Hate Crime Information and Guidance.

Obtain statements from all key witnesses at the earliest opportunity in order to enhance evidential integrity and content. Probe the witness to ascertain whether any subsequent identification will satisfy the test set out in **R v TURNBULL**.

Use the PEACE model of interviewing to build good rapport, utilising free recall, using open-ended questioning and being sensitive to the negative effects of leading questions.

This will help establish complete and accurate information.

3. House-to-House Enquiries

Ensure that house-to-house enquiries have been conducted in the vicinity of the incident and at any further scenes (vehicles, property etc.) It is important that an accurate record is maintained of what houses have been called and who has been spoken to and what information has been provided. The house should be called at twice (only required if you fail to get all the persons in the house the first time) and if there is still no reply then a calling card should be left to contact police. The second call at the house should be at a time when

you reasonably expect persons to be at home.

4. Location and Seizure of CCTV

Location and seizure of CCTV of evidential value as soon as practicable in order to minimise the risk of corrupting the material by repeated playing.

Many homes now have CCTV and occupants should be asked about this during the house to house.

Public buses should be considered for CCTV retrieval if the offence took place on a bus route etc.

5. Computerised or Artists Composite Likeness – Evofit

Consider using this investigative tool where witnesses have viewed and are able to describe the feature. Do not show a witness photographs before they compile a computerised or artist's composite likeness.

To maximise evidential integrity and value, ensure that the process is completed as soon as practicable, ideally within 24 hours of an unknown offender.

6. Show Photograph Album / Computerised Image Capture – Montage

Only consider where:

- A witness is unable or unwilling to make a computerised or artists composite likeness.
- Time constraints render the use of a computerised or artists composite likeness impractical.

The showing of albums of photographs or digital images must be conducted in accordance with the provision of Code of Practice D of the Police and Criminal Evidence (NI) Order 1989.

7. Forensic/exhibit review

Consider immediate action to secure forensic evidence.

When applicable Low Template Number (LTN) DNA precautions must be taken at all scenes to include disposable scene suit, face mask, double gloves and overshoes. If in doubt consult your District Forensic Manager (DFM) or CSI.

Once scenes have been examined any forensic material available must be reviewed with CSI/DFM for prioritization and authorization to submit for examination.

If the Injured Party has been assaulted then their clothing should be seized and held for 72 hours in the event that suspects are identified.

Consideration should be given to the injuries of the injured party and the requirement for authorization for prioritization within Forensic Science Northern Ireland (FSNI).

Establish the results of any forensic examinations and the significance of the orientation of fingerprints/marks.

- Remember similar fact evidence, have the suspect's fingerprints been found in similar circumstances in the recent past?
- Are there any outstanding forensic hits, including footwear, against the suspect for other types of crimes?
- Does the suspect MO match that of any other crimes?
- Research of databases, consultation with District analysts, and ROU teams may assist.
- Cross-reference descriptions with any seized exhibits, for example suspect clothing.
- Consider comparing footwear with the footwear database.

- Make sure all exhibits are correctly accounted for, entered on Niche, and there is continuity.
- Consider if there is justification for the interrogation of any seized mobiles/computers.

8. Interrogate Intelligence and Crime Recording Systems

- Linking offender to the scene.
- Geographic modus operandi (MO) Links
- Check all available data bases, (NICHE, PNC etc.)
- Property Search
- Source Intelligence
- Forensic Intelligence
- Consider making an Intelligence request
- Priority Offenders and other prolific offenders and Local Targets
- Hot Spot Location
- Crime Series/Incident

Make full use of such systems. Ensure that you submit the information gleaned from your own enquiries. The system is only as good as the information put into it.

Research other crimes occurring in the same area, including the MO, time and day of offence, stolen/damaged property, recovered and abandoned property,

descriptions and details of any suspects and vehicles used etc.

9. Liaise With Others Having Particular Knowledge

Consider liaison with:

- Neighbourhood Policing Team (NPT)
- Local Policing Team (LPT)
- District Intelligence Units
- ANPR Unit
- District Analysts
- CSIs
- Neighbourhood Watch Co-ordinators
- Benefits Agency
- Local Authority Housing Departments

10. Circulate Relevant Information

Circulate descriptions of offender(s), unusual modus operandi, identifiable stolen property and other noteworthy factors promptly.

Consider using the local media where witnesses are sought, PSNI Facebook pages etc. for the identification of offenders and to assist with preventative measures. Co-ordinate all media releases through the Corporate Communications Department (CCD).

11. Record Action Taken

To comply with The Criminal Procedure and Investigations Act (CPIA) 1996, record accurately and completely all actions that have been undertaken.

An Investigation plan is compulsory and is to be completed fully with supervisors recording and resulting lines of enquiry. In more complicated investigations a current situation report (CSR) should be commenced.

These are essential to enable meaningful comparative case analysis and linking of series and scenes of crimes.

Completed Initial Investigation Record (IIR) and the Hate and Signal Crime Record (HSCR) must be included on OEL.

12. Update Supervisor

Investigation plan/CSR reviews must be carried out by supervisors/District Senior Investigating Officer (SIO) in all Hate Crime linked investigations.

Appendix F Police Victims

Police Officers and staff who experience hate crimes or incidents on or off duty, should be treated as any other victim and be provided with the same levels of service and support available to members of the public.

A Police Officer or staff member should report any hate crime or incident at the earliest stage to their supervisor. The supervisor should ensure an investigation is commenced and a VRAM completed. Police staff supervisors should refer the matter to a police supervisor, who will complete the VRAM. If the hate crime or incident occurs while the police officer or staff member is on duty and dealing with an incident, they should deal with the incident/offences being presented at the time. Then at the earliest opportunity they should report the hate incident/crime to their supervisor as above.

Supervisors should also consider the welfare implications of the crime/incident and take steps to manage these.

Consideration should be given to both internal and external avenues of support including Victim Support NI, the Ethnic Minority Police Association and PSNI

Lesbian, Gay, Bi-sexual, Transgender Network. Hate and Signal Crime Officers may also be able to assist in identifying support mechanisms.

Any Police Officer or Police Staff member who perpetrates a hate crime or incident will be investigated in the same way as a member of the public, and in line with PSNI Misconduct Procedures.

Appendix G Hate Crime Engagement Plan

District	
Hate Crime Champion	
Date	

Community Engagement Strategy

Each District will have its own specific local support groups in relation to hate crime. These groups can provide entirely tailored support and assistance to victims of hate crime. Each District should therefore construct an engagement Plan that should:

- Outline the local relevant groups and group SPOC.

Determine the level (Local Policing Team and/or Neighbourhood Team) as Engagement SPOC for that group

- Determine the frequency of engagement.
- Develop a Communication strategy (in line with the hate crime Communication strategy) for each group.

Local Group	Police Point of Contact	Frequency of Engagement	Communication Strategy

Appendix H Supportive Guidance and Additional Reading

Information in relation to hate crime may be accessed on Police Net by clicking on the below links:-

[PSNI Website](#)

[True Vision](#)

PoliceNet: Hate Crime

Quality Assurance in Contact Management Guidance

Service Procedure 10/12 – Critical Incident Management and Community Impact Assessments

Investigation Guidelines - Core Investigative Doctrine

Service Procedure 5/13 – Child Protection Procedures

Service Procedure 15/12 – Threats to Life

(Highlighting the procedures to be followed where the 'incident' is such that there is a threat of this nature, or intelligence to suggest such a threat exists).

Service Procedure 02/11 – Police Response to Honour Based Violence (HBV)

Service Procedure 03/11 – Police Response to Forced Marriages

Service Instruction 0616: Serious Crime Scene

Service Procedure 14/12 – Grievance Procedure

Service Instruction 0817: Youth Justice

Support Agencies

Asylum Seekers; Refugees and Migrant Workers

PSNI: A Guide to Cultural Diversity in Northern Ireland

Interpretation and Translation Services

Appendix I Contact Us

Service Instruction Author

Branch Email

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