

A COMPARATIVE STUDY INTO THE HATE CRIME POLICIES AND PRACTICES BETWEEN DIFFERENT POLICE FORCES IN ENGLAND AND WALES

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LIST OF ABBREVIATIONS

CJS= Criminal Justice System

CPS= Crown Prosecution Service

CSEW= Crime Survey of England and Wales

E&W= England and Wales

IAG= Independent Advisor Groups

NPCC= National Police Chiefs Council

PSNI= Policing Service of Northern Ireland

SPSS= Statistical Package for Social Sciences

ABSTRACT

The impact that police officers have on victims of hate crime during the judicial process from reporting through to the end of the investigative process is one of great importance. The way in which this is achieved is by means of creating and subsequently following expectations of policing policy. Current criminological understanding admits the presence of the gap that exists between policy and practice, but there is a scarcity of information on how or if current policing jurisdictions are meeting policy expectations. Particularly, these expectations are regarding the timeliness with which officers respond to crimes, and the quality of services given to the victims, from reporting through to investigation.

This research therefore highlights to what extent police forces within England and Wales are managing these expectations to prioritise the experience of these victims. Analysis and discussion are derived from a dataset amalgamated from 10 different police forces from England and Wales, detailing over 600 hate crimes within the year 2021 and 2022. Through a mixed methods approach, several qualitative and quantitative variables were explored. Quantitative variables included; Time of Arrival, and Enquiry Filed, and qualitative variables included; Reporting Quality, and Quality of Investigation at CJS. Evaluation of these policing expectations will inform future researchers and officers in a practical way what can and should be expected and adhered to within the realm of hate crime.

Overall, this research finds that there is a generally high quality of standards that are met by officers leading to a 62% 'Excellent' or 'Good' rating by victims at the end of the process. At the conclusion of this dissertation, it was deemed that whilst there are inevitably areas that require improvement, for example in terms of adherence to recording practices, and overall compassion given to victims themselves, the general view of hate crime policing is one of great positivity.

CHAPTER 1: INTRODUCTION

1.1 INTRODUCTION

Having spent 6 months of my placement year working with the NPCC under the branch of True Vision on Hate Crime, it was here that I was able to develop my own academic interest within this field. Undertaking the auditing of different policing forces within the UK, as well as writing up the reports on their individual police force reviews post audit, I began to view the hate crime policies and practices through a critical lens, feeling inspired to further interpret the understandings and experiences of the victims of hate crime through my own research project.

This dissertation is sectioned into five chapters. The first chapter is an introduction of the topic and what will be explored, the second dives into existing literature surrounding hate crime, policy, practice, and policing legitimacy. The third sets out the methodology used, whilst the fourth describes the findings with analysis, and finally, the fifth chapter draws the research together with a conclusion. Therein, the aim of this research is to discover whether expectations surrounding hate crime policies on timeliness and quality of service are being met, and to what extent.

1.1.1 AIM AND OBJECTIVES

The main aim for this dissertation is to research into the existing Police hate crime data that I have been granted access to, to analyse whether the expectations of the above policies align with the observed practices.

The objectives of this dissertation are therefore as follows;

- To discover the frequencies of certain variables (For full list of Variables and Research Questions, see Appendices 2.1 & 2.2) within this dataset, for example, Hate Motivation, or Secondary Hate Motivation.
- To visually interpret the data via graphs and visual aids.
- To establish quantitative results that allow definitive answers for whether expectation has been met.

1.2 DEFINING HATE CRIME

In accordance with the Crown Prosecution Service (CPS, 2022), hate crime is defined as ‘any crime where the offender has either demonstrated hostility [...] or been motivated by hostility based on race, religion, disability, sexual orientation or transgender identity.’ Defining and setting parameters for the basis of hate crime is important, as Jacobs and Potter (1998) set out because setting the boundaries of definition, sets out the scope of how researchers measure hate crime and its effects. Cause and effect are more likely to be determined once the parameters for what is being studied is agreed upon.

However, academics such as Perry & Alvi (2011), Jacobs & Potter (1998), and Walters (2011) are critical of the prevailing definition of hate crime. Believing it more accurate to be

labelled as *prejudice* crime, for *hate* itself is not a necessary component of hate crime as it stands. Stern (2003) commented that hate crime should perhaps be defined as 'otherism' (Stern, 2003, p.3) in so far that 'hate' is difficult to conceptualise. For the purposes of this academic research, whilst it is important to understand that there is much theoretical and philosophical debate surrounding the terms 'hate' and 'hate crime', the definition used for this research are in line with those used by the CPS (2022).

Between the years 2021 and 2022, the Home Office, (2022) recorded a total of 163,322 hate motivated offences: an increase from 129,786 between the years 2020 and 2021. All five characteristic strands witnessed an increase (Home Office, 2022), but transgender motivated offences saw an increase of 56% during this period, the greatest percentage increase in total. Police forces across England and Wales have improved the methods and reliability of the way in which hate crimes are recorded across jurisdictions significantly since 2014 (Home Office, 2022) through improving guidelines on what constitutes a hate crime, and improving public understanding of what hate crime is and how to report it. Racially motivated hate crimes continue to display the highest recorded statistics within the data between 2021 and 2022 (Home Office, 2022) with 109,843 recorded in this data.

However, certain police forces, such as the Greater Manchester Police, will also include hate incidents that are motivated based on 'someone's prejudice towards them because of their [...] alternative subculture,' (Greater Manchester Police, 2022). Whilst not recorded as a hate crime per se, the inclusion of an offence motivated because of someone's alternative or perceived alternative subculture, denoting a marked difference from the overwhelming majority of other forces.

1.2.1 THE EVOLUTION OF HATE CRIME LAW AND POLICY IN E&W

Further, researching into hate crime is one of more contemporary debate, with the first comprehensive hate crime laws not within legislature until 2004 (Facing Facts, 2022). For that reason, much debate and criminological understanding is situated within modern application and understanding of society (B. Perry, 2006). However, even still, modern society has evolved enough to render certain areas of theoretical and legislative understanding outdated. For example, the House of Parliament's Gender Recognition Act of 2022 (Fairbairn et al., 2022) enables people to change their legally recognised sex from that with which they were born as. Colliver & Silvestri (2020) argue that transphobic hate crimes and the academic understanding of such, is in its relative infancy within England and Wales and beyond. In this sense, it can be determined that whilst the concepts and understanding of hate crime are still yet to be fully explored by result of its infancy within research, academic understanding still needs to be investigated much further to truly understand the magnitude of such issues.

The year 1986 (Facing Facts, 2022) saw the first beginnings of hate crime legislation, passing the 1986 Public Order Act prohibiting certain expressions of racial hatred, taking until the year 2000 to draft the first Hate Crime Manual. Religiously motivated offences were then added to legislature and data recording in 2001 in response to the terrorist attacks of 9/11 in

America (Facing Facts, 2022). 2003 saw the introduction of sexual orientation and disability motivated offences into the law through the amendment of the Criminal Justice Act (Facing Facts, 2022). Finally, 2012 marked the introduction of transphobic crimes through further amendment of the 2003 Criminal Justice Act (Facing Facts, 2022) to result in what is currently understood as the parameters for hate crime in contemporary understanding.

1.3 OVERVIEW

Therefore, this dissertation will critically assess current hate crime policies and practices within England and Wales, reviewing existing literature, and analysing trends in the data as obtained through my professional placement year. I will look to explore themes of both policy and practice individually and in conjunction, determining the extent to which expectations are thereby being met. All whilst analysing changes in trust and legitimacy that exist within society surrounding the police, past and present.

CHAPTER 2: LITERATURE REVIEW

2.1 INTRODUCTION

Throughout this literature review, areas of hate crime policies and their practical application will be explored with reference to relevant existing literature. Hate crime as a defining concept is explored, with attention paid briefly to those areas of shortcoming that are understood within academic literature.

Since the Macpherson Inquiry of 1999 (Cook et al., 1999; Macpherson, 1999) in response to Stephen Lawrence's murder, there have been systemic and institutional changes, with a political push within the agenda for hate crime laws to become more central, proving highly significant (Rowe, 2013). However, explored further within this review on existing literature, is the idea that not enough has been done to fully explore and protect other groups within society; for example, those of alternative subculture background (Garland & Hodgkinson, 2014) or those within the transgender community (Colliver & Silvestri, 2020; Hall et al., 2015).

It is also acknowledged that within the field of hate crime, there are many countering arguments and debates regarding not only the status of hate crime, but also legislation (Hamm, 1994 cited in Newburn, 2017, p.491). However, for the purposes of this academic research, this discourse was not explored, and written in the context that current legislature is fit for purpose.

2.2 PAST, PRESENT, AND FUTURE

The conversation surrounding hate crime came to the fore after the 1993 murder of Stephen Lawrence (Law Commission, 2021; Facing Facts, 2022). The handling by the criminal justice system of Lawrence's murder highlighted a disparity in treatment that first sparked national outcry, and then an inquiry into the failings by the Metropolitan Police (Cook et al., 1999; Lea, 2000; Macpherson, 1999; Rowe, 2013). What the Macpherson Inquiry found, was that 'a combination of professional incompetence, institutional racism, and a failure of leadership by senior officers' (Macpherson, 1999) sabotaged the investigation into Lawrence's murder, concluding that the long-standing culture of institutional racism created a set of conditions that not only made these failures possible, but further perpetuated them. The Macpherson Inquiry (Macpherson, 1999) also highlighted numerous failings by the police to offer an appropriate service to the secondary victims of the Stephen Lawrence murder (Law Commission, 2021; Macpherson, 1999, pp. 284-285). Particularly, that preconceptions by responding officers (Macpherson, 1999, pp.49 & 108) and a lack of support (Macpherson, 1999, p. 158) left victims dissatisfied and disillusioned.

Many of these findings were then further echoed most recently in the 2021 Law Commission and the 2023 Casey Review.

2.2.1 THE CASEY REVIEW

The most recent 2023 independent review into the procedures and cultures that surround the Metropolitan Police by Baroness Casey, highlighted continuing numerous 'systematic and fundamental problems in how the Met is run', (Baroness Casey, 2023, p.11), throwing a spotlight particularly on the lack of 'public confidence and trust', (Baroness Casey, 2023, p.10) that the London demographic has in its police force. Particularly damning conclusions that were drawn from this research include: a lack of integrity with its own police force, a lack of transparency and accountability, and a toleration to discrimination that has become part of the system itself (Baroness Casey, 2023, pp.12-16).

What this particularly demonstrates, is a lack of progress in the 24 years since the Macpherson report (Cook et al., 1999; Rowe, 2013) that transpired as a result of the Stephen Lawrence murder and the subsequent independent review in the Metropolitan Police force back in the late 90's. Baroness Casey also draws links to the similarities of her findings to that of Macpherson, commenting that her findings and concerns are not being raised for the first time as a result of this review (Baroness Casey, 2023, p.7). Therefore, an interpretation of the Casey Report (Baroness Casey, 2023) against the context of the Macpherson report; finds that there has fundamentally been little to no change over the past 24 years within the Metropolitan police, despite the importance that these issues highlighted. Whether or not this is an accurate representation of the national picture of hate crime policing is the focus of this research. Particularly, what is greatly apparent is that both the Macpherson Inquiry (1999) and the Casey Review (2023) are both focussed only on the Metropolitan Police, whereas this research aims to broaden the scope to gain a more national overview. Thereby eluding the problems that this hyper focus has created, such as a lack of generalisability, and a deterministic view for how the rest of the police within E&W are viewed.

To delve further, within the issue of hate crime, there are two levels to the changes necessary. The first at a criminal justice level: including the Police forces, the law, the courts; all those at the level where they are in a position of governmental change and legitimacy (Hough & Roberts, 2005), and the second at a societal level; the everyday interactions that those within society to shape the general, more personal and felt understandings of hate crime. However, what the Casey Report (Baroness Casey, 2022, 2023) findings signify, is the failure for both the levels to connect and respond together. This disparity not only demonstrates an inability for the criminal justice system to progress forward since the Macpherson report (Cook et al., 1999; Rowe, 2013) but it also suggests an unwillingness to. It is this disparity with which this research wishes to draw attention to.

2.3 TRUST IN THE POLICE

The Police exist as enforcers of legislation that are put in place for the safety and wellbeing of a functioning society through exercising authority (Kääriäinen, 2007, p.410). To carry out their purpose well, officers need the trust of society that they will carry out their duty without taking advantage of it (Cao, 2015; Kääriäinen, 2007). It was noted by Hough and Roberts (2005, p.4) that society does not exist as one single entity such as the 'British Public', but exists as multiple entities within society, broken down by factors such as age, class,

gender, race, and ethnicity (Hough & Roberts, 2005, p.4). Moreover, it would be expected that each of these societal entities would have their own relationship with the police depending on their status. When the individual feels that they are being given the appropriate status level of information and legitimacy, they in turn feel more obliged to respond favourably to the police (Hough, 2012). Thereby, individuals will believe the Police to be trustworthy and legitimate, if they first respond to the individual in a manner which they believe they are entitled to.

Trusting the police and believing they are a legitimate societal force is extremely important for a functioning society. As mentioned by Jackson et al (2013, p.187) the police depend upon cooperation from society to function, but conversely, this cooperation signals that society believes in the legitimacy of the policing organisation (Hough & Roberts, 2005, p.30). Moreover, should the relationship between the police and society break down, the whole system would collapse, from the lower rungs of the criminal justice system to the higher rungs (Jackson et al., 2013). Thus meaning, that without cooperation, individuals wouldn't report crimes, and wouldn't act as witness at the lower rungs of the system, and at the higher end, there wouldn't be any convictions at trial. There also must remain a balance in the distribution of services and officers, in order to avoid risking exacerbation of existing problems, such as 'distributive fairness' (Charman et al., 2022) which explains the perception of society in how justice is distributed across 'multiple publics' (Charman et al., 2022, p.348). Furthermore, a functioning trust between the two sections of society is vital for a society to be able to function without corruption and high levels of everyday crime (Bawa, 2021; Hough & Roberts, 2005; Kääriäinen, 2007). Hough and Roberts (2005) make an interesting contention in that they say that 'without legitimacy, the police wield power but command no authority,' and would therefore have to 'police by force rather than consent,' (Hough & Roberts, 2005, p.53). Freeman (cited in Jacques, 2023) describes the ideal of officers as 'guardians of our culture and behaviours' (Freeman, cited in Jacques, 2023), and that for the police and society to work cohesively, it is important that society 'compl[ies] with the law not out of fear of punishment but because they feel they ought to,' (Hough, 2012, p.342). Therefore, trust that the police will wield their power in a way that is for the betterment of society within the confines of the law is imperative for the relationship between themselves and society to function in a manner that will benefit the whole population.

2.3.1 DIFFERENCES IN TRUST IN THE POLICE

It stands to reason that over the course of time, trust in the police fluctuates. Given certain political and societal events globally, such as the murders of Sarah Everard and George Floyd, and the subsequent Black Lives Matter protests, the policing of the pandemic (Farrow, 2022) and most recently, the exposing of the 49 rape and sexual assault cases by former Metropolitan Police Officer Carrick (Jacques, 2023). Thus, because policing depends upon public cooperation, the fact that post- George Floyd's murder 'public opinion on policing was at or near its lowest point in decades' (Brantingham et al., 2022, pp.2-3) is not surprising. This was especially noticeable unsurprisingly, among Black, Hispanics, and Asian, Americans (Brantingham et al., 2022), however, it is likely that the full extent of this case will not be obvious for many years to come.

By comparison, Policing legitimacy has been significantly damaged within British societal understanding by result of the former officer Carrick's rape and sexual assault conviction. The charity Rape Crisis stated that the 'Metropolitan Police, who were aware of allegations but took no action, have admitted to errors,' (Rape Crisis England and Wales, 2023). Meanwhile, Reiner (cited in Jackson et al., 2012, p.1051) states that Police legitimacy depends upon 'the myth that police and people share a single set of coherent and consistent norms and values' (Reiner cited in Jackson et al., 2012, p.1051). However, if the Police themselves are admitting their lack of coherence with what is expected within the force as outside of the force, this serves to undermine the legitimacy that society should expect from those that enforce their laws and norms. Moreover, cases such as those of Carrick, and the murder of Sarah Everard by another officer, serves to distance the police from the expectation that they operate as 'right and proper' (Jackson et al., 2012, p.1051) citizens within society, to the actions of the very criminals they are there to protect the rest of society from (Kääriäinen, 2007, p.410).

Further, particular cases such as these have undermined trust in the police for women and as Bawa (2021) argues that when one trusts an institution, they expect positive treatment (Bawa, 2021, p.97) leading to a greater likelihood of reporting as the officer facing them will respond to them in ways that are appropriate and positive for that particular situation (Bawa, 2021, p.97). However, in cases such as Carrick's and Sarah Everard's, these expected boundaries were pushed in ways that were inappropriate and negative; in Carrick's case, against at least 17 different women in over 49 cases (Jacques, 2023; Rape Crisis England and Wales, 2023). Moreover, an institution that should protect women the same as any other group within society, has demonstrated an ability to undermine this trust in cases such as these to serve the purpose of making this societal group wary of future treatment should they need the services of the police in the future.

More optimistically however, the CSEW observes that 'more victims having the confidence to report these crimes' (Home Office, 2022) demonstrating a significant shift from previous years as the year 2014 concluded that around 33% of cases involving violence were not reported to the police (Home Office, 2022). The improvement of statistics and data are as a result of improvements within the reporting and recording processes that have then directly translated into greater confidence of the victims in the police, and therefore greater recording and reporting numbers (Home Office, 2022).

2.4 ANALYSING POLICY

In respect then to policy, and not limited specifically to just hate crime policy, it is noted by Gilling (1997) that policy exists in the 'gap between prediction and intervention,' (Gilling, 1997, p.2). That where proactive and reactive policing and understanding of human nature meets, lies policy. However, there are several criticisms of policy; that it is fundamentally inadequate (Perry, 2006), that the law and hate 'don't mesh' (Stern, 2003, p.29) and that policy comes down to 'self-regulation' (Bacchi, 2009, p.29). That whilst policies are created by policy makers, they are regulated by self (Bacchi, 2009, p.29) and by the selective discretion of street-level bureaucrats (Lipsky, 2010, p.17).

2.4.1 WHY IS THERE A GAP BETWEEN POLICY AND PRACTICE?

Thereby, whilst in theory, policies are carried out in the same respect across all jurisdictions to every crime, and to the same degree regardless of situation, it is noted by Lipsky (2010) and others (Stoker, 2004, and Goss, 2001, cited in Durose, 2011; and Durose, 2011) that street-level enforcement of governmental-level and police policies are, at best, muddled (Stoker, 2004, cited in Durose, 2011, p.978), and selective (Lipsky, 2010, p.14). That whilst theoretically, policy and practice should have a small gap wherein the distance between 'prediction and intervention' exists (Gilling, 1997, p.2), this gap is in fact much wider when considering those criminal events wherein the street-level enforcers use their discretion to selectively determine that that situation can be overlooked, or responded to via an alternative method, resulting in variance within quality of service.

As previously mentioned, whilst it is commonly understood that gaps exist between policy and practice, it is imperative to also understand *why* they exist. As Lipsky (2010) contends, whilst policy makers dictate hate crime policy in theory, in reality 'street level bureaucrats make policy in two related respects. They exercise discretion in decisions about citizens with whom they interact. Then, [...] their individual actions add up to agency behaviour,' (Lipsky, 2010, p.13). That it is individual discretion that determines how well hate crime policy is implemented (Durose, 2011; Lipsky, 2010), moreover, that the shortcomings of policy perhaps lie in the individual inability to respond to all crimes within the same period.

Rowe (2012) argues that policing practice is entangled within the constraints of policy paperwork, restraining police from their real-world application of these such policies (Rowe, 2012, p.10). Further echoed in Hood's (2006) research, that targets set of paperwork and goal setting interferes with the ability of officers to best help and protect those affected by the breakers of those policies. Banton (cited in Maguire et al., 2012,) further ascertained that another role of policing was that it was more about 'peacekeeping' than law enforcement (Banton cited in Maguire et al, 2012, p.807). As Goss (2001, cited in Durose, 2011, p.981) agrees, the role of policing agencies has expanded outwards, covering a wider range of roles and tasks and performance goals, to succeed within the political agenda of policy. That governmental crime policies are more about perception than practicality is a rhetoric becoming ever more present within criminological literature (Durose, 2011; Hood, 2006; Rowe, 2012). Bowling (1993; Bowling et al., 2010) further contends that there is not enough being done to understand the complexities and intricacies of racial victimisation particularly, for example systematic and repeat victimisation, as well as the social, historical, and cultural context with which it occurs in (Bowling, 1993; Bowling et al., 2010). Policy therefore sits apart from practice (Bacchi, 2009; Lipsky, 2010) creating a gap wherein which victims and perpetrators of such crimes are becoming ever more present.

2.4.2 HATE CRIME POLICY SHORTCOMINGS

As the hate crime laws currently stand (CPS, 2022) there is the potential for the oversight of the law to protect other minority groups that potentially are at risk of victimisation by

motivation of hate. For example, particular groups that have been highlighted as being at risk include; alternative subcultures (Chakraborti & Garland, 2012; Garland & Hodkinson, 2014), and women (Mullany & Trickett, 2018; Zempi & Smith, 2022). These are just two examples of groups that are at risk of offences and crimes every day, that are currently not protected under hate crime legislature. This protection of some groups and not others therefore draw attention to those omitted (Mason-Bish cited in Hall et al., 2015, p.28), potentially characterising these as 'others'- the very idea that hate crime legislation and academia wishes to refrain from.

Further literature (Colliver & Silvestri, 2020; Garland & Hodkinson, 2014; Perry, 2006) states that there needs to be an expansion of formally recognised hate crimes and support for victims of hate motivated offences and incidents; to be able to better support these victims and protect them within the confines of the law. Omitting certain minority groups and not others will continue to create shortcomings that could be averted should a revised idea be maintained within law and not just academic understanding.

2.4.3 POLICY VS PRACTICE

In exploring the links between policing policy and practice, within the England and Wales context, there is a growing body of academic literature since the early 2000's (Chakraborti, 2014; Garland, 2015; Hall, 2009; J. Perry, 2009; Roulstone et al., 2011). Yet many more focus on the links between academic scholarship and governmental legislature or policy. However, from the academic studies that exist, there is a general consensus that there is not enough being done for the victims of hate crime (Hall, 2009; J. Perry, 2009; Roulstone et al., 2011) and that there needs to be an addressing of the issues that interfere with the ability of policy makers and practitioners to be able to work together more effectively (Garland, 2015; Walters et al., 2017).

Within the latter point, that there needs to be a bridging between policy making and practical application, Garland (2015) and Walters et al (2017) make several recommendations as to how these differences can be addressed. For example, Walters et al (2017) suggest that 'the CPS provide police [...] with a direct and open line to CPS area hate crime leads in order to ensure that credible evidence of hostility is collated early on in the investigation process,' (Walters et al, p.87, 2017), as currently, in hate crime recording done by the police at the time of the crime, it is only once they reach the point where they are preparing a case file for the CPS that they are required to evidence the hostility or hate factor explicitly. Bridging such a practical gap that here exists would permit a smoother transition between offence and charge, that would evidence a greater increase in policy making.

2.5 POLICING

The 1999 Macpherson Inquiry into Stephen Lawrence's murder was a pivotal point in policing, seeking to address institutional and systemic racism that had led to several breakdowns in trust and communication between police forces and the Black community

(Bowling et al., 2010; Cook et al., 1999). Since the inquiry, officer racial equality targets were set (Mawby & Wright, 2008, p.227) to reduce perception of systemic racism within the police. However, Bowling (1993; 2010) argued that since this, there has not been enough done to bridge the gap of mistrust and lack of communication between the police and Black communities, even with such targets. Since Bowling's writing, there have been further academic publications (Kapoor, 2013; Rowe, 2013) that highlight the lack of effort made in furthering better communicative methods between the police and governmental institutions, and Black and ethnic communities.

2.5.1 POLICING JURISDICTIONS

Within England and Wales, the police force does not exist as one unit (Mawby & Wright, 2008) but within 43 distinct territories. Each unit responds to the same hate crime laws and legislation, however, as noted previously, some, such as the Greater Manchester Police (Greater Manchester Police, 2022) have amended their own policies to include a broader set of parameters as to what they will record and consider a hate incident if not a hate crime.

Interestingly, the Greater Manchester Police hate crime statistics for the period 2018-2019, include hate motivators past the recognised 5 strands, to include also: alternative subculture, Islamophobia, Asylum Seeker/Refugee, Gypsy Traveller, Migrant Worker, and Anti-Semitism (Greater Manchester Police, 2019). It is imperative to note, that whilst they record these additional motivations as hate motivated crimes, these characteristics are not protected against English and Welsh law in the same respect once you travel outside of the Manchester jurisdiction.

2.6 CONCLUSION

In the context of this understanding, it is clear to note that by result of hate crime's relative infancy within academic and political theorising, there are still major shortcomings that exist in this field. With particular attention necessary to better understand and protect not only the transgender or alternative subculture communities (Chakraborti & Garland, 2012; Colliver & Silvestri, 2020; Garland & Hodkinson, 2014; Woods and Herman cited in Hall et al., 2015) in a time where new policies and societal understanding is emerging, but also racial and ethnic minorities whom are still in the relative background of political and governmental understanding even since the Macpherson Inquiry (Cook et al., 1999; Kapoor, 2013; Rowe, 2012, 2013). Further, those that fall within the gaps between policy and practice, where 'street-level bureaucrats,' (Lipsky, 2010) are the deciders of those worthy of policing intervention, or whether they are overlooked (Lipsky, 2010, p.13) also must be addressed.

It is also key to note that due to recent political and societal events, policing legitimacy has suffered majorly (Brantingham et al., 2022; Jacques, 2023; Rape Crisis England and Wales, 2023). Thus, much needs to be done to breed comfort and trust in the policing institution over the years to come. As Hough particularly noted (Hough, 2012; Hough & Roberts, 2005;

Jackson et al., 2012) legitimacy of the policing institution is imperative for a society to function in a beneficial manner. Moreover, whilst policing legitimacy currently stands in uneven territory, it is not at the stage where damage is irreparable and will be something that can and should be returned to in the future.

CHAPTER 3: METHODOLOGY

3.1 INTRODUCTION

This chapter is for the purpose of outlining the data used in this study, as well as outlining the research methods, ethical considerations, limitations and strengths of each aspect, and conclusions drawn, to further explore hate crime policies surrounding quality of service from beginning to end of officer involvement, and the timeliness with which these services are carried out. The expectations that are held of these policies will then be compared against the observed practices from the 10 different police forces within the data.

3.1.2 HYPOTHESIS

This dissertation is aiming to analyse the extent to which it can be agreed that hate crime practices are being enacted in a way that allows it to flourish under the expectations of hate crime policies. What this means at a more ground level, is whether the quality of services that officers are providing to the victims of hate crime is above expectations, meeting expectation, or below expectation. Furthermore, this research will highlight whether there are certain areas of policing practice that are doing better or worse than the expected standard and therefore need to be improved. This research therefore delves into quantitative and qualitative measures to determine how well hate crime policies and practices are being followed and whether expectations are thus being met.

3.2 RESEARCH DESIGN

To further explore and analyse this dataset, a secondary analytical approach was used, a 're-analysis of data for the purpose of answering the original research question', (Glass, 1976, p.3) or that of a new question. This is because this data was collected for the research purposes of another organisation during my professional training year. Further, Johnston (2014) makes note of the fact that the goals of secondary analysis are much the same as the rest of the analytical approaches, the only difference being in the method of data collection (Johnston, 2014).

Whilst this research design is that of secondary data analysis, the approach of this research was also from a mixed methods point of view, to establish the generalisable results that are only available from the 'consistent and iterative process of a mixed methods approach' (Hodgkinson et al., 2020, p.205). Requirements of this dataset, therefore, are that there are a combination of qualitative and quantitative results to analyse. This requirement is thus met as most of the results gained do fall within nominal or ordinal categories, through 'Yes/ No' (nominal) answers, or 'Poor/ Acceptable/ Good/ Excellent' categories (ordinal). The opportunity for the qualitative aspect is met within the dataset during the Victims Survey, an opportunity wherein the victims were able to directly quote their experiences of the services offered to them.

Overall, therefore, the mixed methods approach allows for a truer inspection of the nature of hate crime from both internal and external sources of information. Creating space for the

exploration of the boundaries and, thereby, the expectations that are created for adherence to those policies that exist in the policing of hate crime.

3.2.1 JUSTIFICATION

Moreover, a secondary mixed-methods approach is the most suitable decision for this analysis due to the large-scale nature of this research. Using pre-existing data will allow for an extension of the current understanding that is already held (Glass, 1976) regarding the gaps between hate crime policy and practice, but from an academic-over-policing perspective. As scholars note, much of what is observed within statistics to do with crime are 'difficult to observe', (Riedel, 2000, p.4) and overall, expensive to fund. What these and other scholars (Glass, 1976; Johnston, 2014; Jol & Stommel, 2016; Riedel, 2000) thereby touch upon, is the difficulty of creating meaningful research by reason of scope, scalability, and human resources. Furthermore, to carry out this research in a way that held any sort of value, would be difficult to achieve without the use of secondary data.

Thus, there were many considerations that were necessary before completion of this research. For instance, Riedel (2000) justified their use of secondary data by reason of the fact that primary data collection can be expensive, culturally, and temporally bounded (if not a longitudinal or transnational study, both of which would be impossible to carry out under the confines of this academic work) and unethical (Johnston, 2014; Riedel, 2000). Therefore, this research justifies the usage of pre-existing victim data to take on a broader range of values allowing for a more generalisable, comparative, and useful analysis, in an area of research that otherwise is difficult to explore. An analysis can thereby be carried through policing cultural understanding to influence policy and practice beyond that of the smaller scope that would only be possible through a primary dataset.

Conversely, as there always can be expected with research methods, there are a range of limitations to secondary analysis that could weaken this research. A key disadvantage of secondary data analysis as identified by Johnston (2014) is that 'the secondary researcher did not participate in the data collection process and does not know exactly how it was conducted,' (Johnston, 2014, p.625). Whilst this is not a key disadvantage in this circumstance due to personal involvement in the data gathering process, there are still fundamental issues that cannot be ignored. For example, I cannot be certain that all data collection was carried out with the same integrity and thoroughness as those areas with which I participated in, but my involvement leads to a certain level of trust in not only the data that I helped collect myself, but also those with which I did not. Moreover, whilst Johnston (2014) identifies uncertain data collection as a major disadvantage of secondary analysis in general, it cannot be assumed with the same level of severity in the case of this research project. Moreover, whilst there are certain potential limitations, a secondary mixed-methods analysis is the best approach for this type of data.

3.2.2 SAMPLING AND DATASET

For my dataset, I was given access to the NPCC/IAG Hate Crime Audit Toolkit - National Record of Crimes (Sample in Appendix 6) with the consent of the National Policing Advisor for Hate Crime from the NPCC. This data is comprised of 620 crime investigations from 10 different Policing forces within England and Wales, also including the PSNI. Whilst I was also given access to the data on Hate Crime Incidents, for the purpose of this research, I have only focussed on recordings of Hate Crimes.

It is worth noting that the dataset used for the purposes of this dissertation, was a set of data that I personally partially collected, and wholly worked with throughout the placement year research done with the NPCC. The focus being on how hate crime statistics differ between different policing jurisdictions, through creating and amalgamating reports based on this data. With their informed consent, this dissertation uses the data gathered to explore more explicit connections in this data from both a qualitative and a quantitative standpoint.

The sampling of this dataset was carried out by auditors of the NPCC, IAG's and members of the police force they were researching. A sample from the total number of recorded hate crimes was then taken and analysed to produce the dataset shown as Appendix 6. This method of sampling was designed to be representative of each police force's general recorded hate crime trends, rather than to generalise from the amalgamated statistics of England and Wales.

Further, due to scale, secondary analysis is therefore an appropriate choice of research method since obtaining this size of a sample would not only be costly financially, but also in terms of time (Stevenson & Cole, 2018, p.90). The nature of the data would also be extremely difficult to obtain due to the aspects of sensitivity that exist when navigating the field of hate crime and its victims.

Additionally, to make this dataset easier to manage, I condensed the data into 20 lines of enquiry. Including, the hate motivation behind the crime, whether an officer was deployed to the scene, or, the quality of the processes used, from recording, to response, to investigation, to the quality of the services offered to the victims from their point of view (Appendix 6). Overall, this enabled a clearer line of investigation for myself as a researcher, and a more streamlined translation into SPSS.

3.3 PROCESS

The process of this analysis followed first an exploration into the quantitative aspect, and then the qualitative. The quantitative analysis began with frequencies of selected descriptive variables and was followed by descriptive statistics and crosstabulations. The analysis then deviated into the qualitative field to better understand the responses from the view of the auditors and victims themselves. Finally, both fields of analysis were compared together in a discussion at the conclusion of this chapter.

It was concluded that these statistical tests were the most appropriate tests for analysis in SPSS for the scale of this dataset. Collating frequencies allowed for comparison against year-on-year trends, as well as a general oversight of what this data demonstrates. Descriptive statistics allowed decisive observations of whether these frequencies of certain variables were dispersed in a pattern that dictated further necessary investigation. Finally, crosstabulations allowed for the visualisation of how certain variables interacted with each other, and whether certain facets of each variable could potentially demonstrate a cause-and-effect pattern. These created the basis for the analysis conducted in Chapter 4 (p.22).

These quantitative process on SPSS were carried out as follows:

Frequencies:

Analyse > Descriptive Statistics > Frequencies
> Variable (Add here variable of interest, e.g., HATEMTVTN)
> Continue > OK.
OUTPUT

Descriptive Statistics:

Analyse > Descriptive Statistics > Descriptives
> Variable (Add variable of interest, e.g., ENQRYFLD)
> Options; tick Mean, Std. Variation
> Continue > OK.
OUTPUT

Crosstabulations:

Analyse > Descriptive Statistics > Crosstabs.
> Rows; (Add variable e.g., HATEMTVTN)
> Columns; (Add second variable e.g., CRIMETYPE)
> OK.
OUTPUT

3.3.1 ETHICAL CONSIDERATIONS

Ethical considerations of social research can generally be categorised into either something that will physiologically or psychologically harm the participant, or something that will deviate the researcher away from their scientific integrity (Broom, 2006). Within this research project, due to the secondary aspect of the data, there was no necessity for direct link between the participants and researcher. Moreover, there was little likelihood of there being any physiological or psychological harm of either the participants or researcher. Thereby making the risk of ethical harm very low in this research project.

Further, when regarding secondary research, because there is no direct link between participant and researcher, certain ethical issues can still be raised, such as the idea of informed consent (Jol & Stommel, 2016, p.180). As a participant removed spatially and temporally from the researcher, will struggle to consent to their data being used for a study other than the one initially consented to. However, all police forces consent to their hate

crime data being public and therefore to be used for the purposes of research and improvement (Giannasi, 2023).

Secondly, the victims whose data created these audits were not required to participate in this data collection, nor are they even contacted should there be any sense of safeguarding issues in question. Therefore, due to the initial consenting by police forces for their data to be used, there is an acceptance that this data can be used for future research, especially given that no individual officers nor victims are named, and that this data is purely used for the academic improvement of policies and practices for the future of hate crime.

Regarding the right to anonymity, all data was given already anonymised, no personal identifiers nor police forces were named in the database. Additionally, consent was given by the National Policing Advisor for Hate Crime from the NPCC, allowing for the use and analysis of this data for the purposes of this dissertation. In using this dataset, the utmost respect and confidentiality was adhered to to protect the individuals and police forces within the data analysed.

Additionally, regarding anonymity, for the everyday layperson reading the statistics, or even including myself as a researcher, whilst the data is identifiable through the force number with which it originates from and then the occurrence number. Only those within the specific force number and occurrence number may potentially understand or recognise even, the case and what occurred within this crime. Thereby, the only way a crime would become identifiable, and therefore a potential breach of anonymity for the criminal or victim, would be for someone that already had insider knowledge and access. This was consequently not a risk that would apply to myself as the researcher due to my lack of those necessary conditions.

Supplementary to this, the ethical checklist has been completed and returned as of the date 28/04/2023 (Appendix 1.2).

3.4 REFLECTIONS

Throughout this exploration of the methodology, there were few issues that needed to be overcome to be successful. For example, there were limited ethical issues that needed to be considered due to the structure of the research methodology. Furthermore, due to prior understanding and work with the NPCC, I already had knowledge of the circumstances, procedures, and background to the Hate Crime statistics that were being analysed, leading to a more enhanced understanding of the data and methodology used in this dissertation.

CHAPTER 4: ANALYSIS AND DISCUSSION

4.1 INTRODUCTION

This section focusses on the data and the analysis that can be derived from the results gained through the process outlined in Chapter 3. This analysis places focus on both the quantitative and qualitative aspects to gain a fuller, broader view of the scope of the question. It will delve into the qualitative themes of quality of provided services and their reasons for such recordings, as well as the quantitative themes surrounding time of arrival, primary and secondary hate motivations, as well as comparing variables such as crime type and listed hate motivation for example. Emphasis has thus been placed on the importance of discussing whether expectations surrounding policing policies and practices have been met in the quality of services provided in response to a hate crime.

As mentioned in the Chapter 3, this body of research is analysing to what extent it can be agreed that hate crime policies are being followed in a way that matches the expectations made of them, and to what extent therefore, that the quality of service is appropriate. The following statistical and analytical tests done are therefore in pursuit of an answer to this question.

4.1.1 EXPECTATIONS

The parameters to determine whether expectations were met are that anything graded as 'Excellent' or 'Good' are above expectations, anything recorded as 'Acceptable' will be meeting expectations, and anything graded as 'Poor' are below expectations. Therefore, anything below expectations will need to be addressed within police forces immediately, anything that is just meeting expectations can be improved in the future, and anything above expectations should be celebrated. These will be the quantitative standards with which I understand these results and the subsequent discussion.

4.2 POLICY VS PRACTICE

As Giannasi (2023) stated at a briefing for the PSNI in Belfast, after 2014, individual reviews of different police forces attendance policies were altered at force level to accommodate changes in police austerity and staffing, causing jurisdictional differences in the way that crimes were attended. Resulting in general consensus that standards for attendance were; under 10 minutes from reporting would demonstrate 'Excellence', under 60 minutes would demonstrate a 'Good' to 'Acceptable' level, and anything after that would fall under the idea of a 'Poor' response, with variance by individual force. This is with the exception that by circumstance and case, there is the potential for attendance to be scheduled at a better time for the victim in non-emergency situations. Allowing a more flexible approach towards how hate crimes are responded to, to better accommodate the facilities and abilities of the policing staff by force.

For the purposes of this research therefore, I will be taking the above assumptions of time to understand whether policies and expectations were met in general, rather than in a fixed manner.

4.4 QUANTITATIVE ANALYSIS

For this first section of analysis, the focus is on the quantitative aspects of the motivations behind hate crime and the quantifiable responses by police forces. The variables chosen to highlight the statistics and responses by officers are; **Hate Motivation** (Primary and Secondary), **Enquiry Filed**, and **Time of Arrival**, to name a few. These variables commence the broader analysis here conducted, highlighting the immediate and long-term responses by the officers. These variables were either categorised (see variable: Motivations of **Hate Crime**), or ranked by scale (see **Enquiry Filed**, or **Time of Arrival**). However, these variables were ordered, they create the scale within which it becomes possible to objectively state termination points, thereby objectively discerning whether expectations were met or not.

4.4.1 HATE MOTIVATION

The first variable explored is that of the primary hate motivation. The majority was demonstrated overwhelmingly as Race at 59.7% (n=363), only followed distantly by Sexual Orientation at 16.0% (n=97) (see Table 1.1). The national statistics for the year prior to this data (Home Office, 2022) demonstrate the same trends with only minor differences.

Table: 1.1 Hate Motivation of the Crime

		Frequency	Valid Percent %
	1= Race	363	59.7
	2= Religion	50	8.2
	3= Disability	56	9.2
H a t e Motivation	4 = S e x u a l Orientation	97	16.0
	5= Transgender	40	6.6
	99 = * Missing Values	15	2.7
	Total	621	100.0

Table: 1.2 Values for Hate Motivation Coding

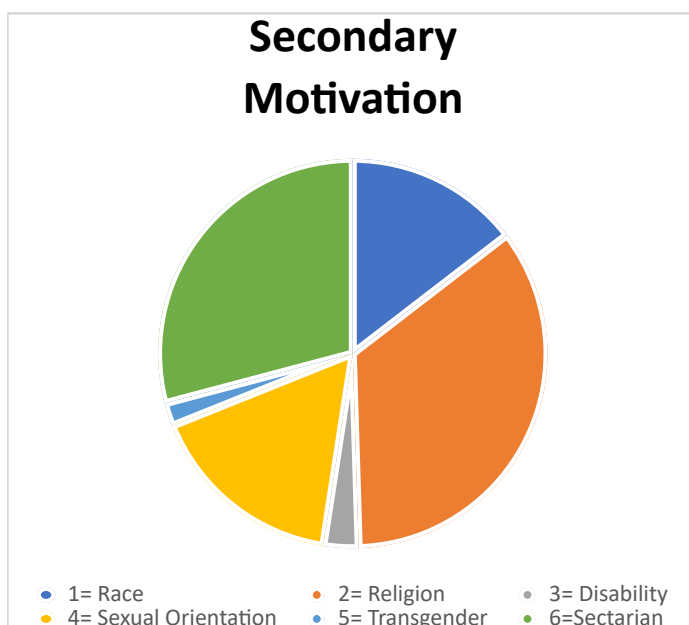
Value	Motivation
1.0	Race
2.0	Religion
3.0	Disability
4.0	Sexual Orientation
5.0	Transgender
99.0	*Missing Values

This difference lies in that the Home Office (Home Office, 2022) found that 70% of all offences were racially motivated, compared to roughly 60% within this dataset (n=363), as shown by Table 1.1. Yet, whilst this is worthy of noting to create a backdrop of comparison, it is not a point of contention to focus on.

However, one aspect that is worthy of understanding, is that when attention is placed on the secondary motivational factors (Figure 1.3) behind the hate crime, the greatest motivational factor becomes Religion at n=36, making up 34.3% of all secondary motivations. Further, once combined with the 6th factor Sectarianism, one only recognised under Northern Irish law (Public Prosecution Service, n.d.), Religion becomes the overwhelming secondary factor behind the reported Hate Crimes. Religion= 34.3%, and Sectarianism= 28.6%, combining to 62.9%, composing almost two thirds of the motivation behind hate crimes.

These frequencies allow for a basis of context for the rest of this research.

Figure 1.3: Secondary Motivational Factors



4.4.2 QUALITY OF STANDARDS

For all measures of quality except **Quality of Services for Victim** (Other variables include; **Investigation at CJS, Investigation, Record, and Response**) the measure was decided by an auditor of that particular police force. **Quality of Services for Victim** was the only variable that was reviewed by the victims themselves and a chance for an overview of the whole judicial process. Interestingly, this variable saw a higher level of 'Excellent' service reporting, at 37.9%, compared to the next highest of 25.5% for **Quality of Investigation at CJS**. This suggests that despite the analytical review of the auditors, the victims themselves viewed the services as generally 'Excellent', demonstrating a greatly positive net outcome as it determines that whilst auditors may have a more critical overview, victims themselves generally left with a positive outlook of the process.

This reflects what was discovered during the literature review (see Chapter 2) as the CSEW (Home Office, 2022) observed significant increase in the likelihood of victims reporting, and conversely thereby, the likelihood of their satisfaction in the services offered by police. Further suggesting that despite the misgivings of the Casey Report (Baroness Casey, 2022) the pleas of scholars (Colliver & Silvestri, 2020; Garland & Hodkinson, 2014; Perry, 2006) for better support and understanding for victims was heard. Demonstrating a significantly positive growth in the services that victims are receiving in current policing.

4.4.3 ENQUIRY FILED

This variable is concerned with how many days it took the investigating officer to submit their enquiry file once the crime had been reported. The standard deviation given by SPSS shows SD=2.6 (Table 2), suggesting that there was great variance in the number of days it

took for officers to file an enquiry. Therefore, implying great outliers to the dataset, rendering this measurement as one with too great a degree of variability to take any reasonable notice of.

Secondly, the mean number of days taken to file an enquiry n= 4.7. Suggesting that the days it took to file an enquiry after a report was created was around 20 days (see Appendix 2 for How Days were Coded). Thus, demonstrating a lack of urgency with filing the report post-investigation, potentially explaining why at the **Quality of Investigation** and **Quality of Investigation at CJS** level, both recorded only a majority of ‘Good’ answers (53.3% and 47.3% respectively) rather than ‘Excellent’.

Table: 2 Descriptive Statistics on time taken for Enquiry Filed

		Time (Days)
	Mean	4.7
Level of Measure	Median	5.0
	Mode	2.0
	Standard Deviation	2.6

However, mode=2, demonstrating that the majority of enquiries were filed between two and seven days (n=83) (see Appendix 2 for How Days were coded) with n=141 cases filed under one week of report. This suggests a much more optimistic statistic, in that most officers were timely with processing their cases through investigation and cases were filed within a week of opening. This establishes a great level of management and priority that has been given to the status of these cases, fulfilling expectations set by those at policy level. Validating, that despite the misgivings of certain scholars (Goss, 2001, cited in Durose, 2011; Hood, 2006) reporting and recording standards have not come at the expense of practical policing.

4.4.4 CROSSTABULATION- CRIME TYPE X HATE MOTIVATION

A further avenue of analysis that was explored were crosstabulations, where **Crime Type** was analysed against the variable **Hate Motivation**. This crosstabulation allows us to view by

frequency, which motivation of hate crime resulted in which crime type, and whether there was any differences or trends in how the person was likely to be victimised depending on what they were targeted for. For example, Sexual Orientation Hate Crimes were the most likely to record Rape or Sexual Offences against the person (n=3), and Transgender Hate Crimes as second most likely to (n=2). The most common offence was Public Order offences (n=296), most likely to be carried out against those targeted because of Race (n=203) or Sexual Orientation (n=31).

Table: 3 Crosstabulation of Crime Type X Hate Motivation

		Crime Type									
		Missi ng Value s	Crimin a l Damag e / Arson	Assa ult	Publ i c Ord er	Theft/ Burgla r y / Robbe ry	*Harra ss.	* * Mal. Com ms.	*** Rap e/ S.O.	Total	
	Missing Values	Cou nt	1	0	2	9	0	2	1	0	15
		%	6.7%	0.0%	13.3 %	60.0 %	0.0%	13.3%	6.7%	0.0 %	100. 0%
	Race	Cou nt	0	34	91	203	3	20	12	0	363
		%	0.0%	9.4%	25.1 %	55.9 %	0.8%	5.5%	3.3%	0.0 %	100. 0%
	Religion	Cou nt	0	11	13	11	3	4	8	0	50
H a t e Motivat ion		%	0.0%	22.0%	26.0 %	22.0 %	6.0%	8.0%	16.0%	0.0 %	100. 0%
	Disability	Cou nt	0	5	10	27	1	11	2	0	56
		%	0.0%	8.9%	17.9 %	48.2 %	1.8%	19.6%	3.6%	0.0 %	100. 0%
	Sexual Orientati on	Cou nt	0	9	28	31	1	12	13	3	97
		%	0.0%	9.3%	28.9 %	32.0 %	1.0%	12.4%	13.4%	3.1 %	100. 0%
	Transgen der	Cou nt	0	1	7	15	1	6	8	2	40
		%	0.0%	2.5%	17.5 %	37.5 %	2.5%	15.0%	20.0%	5.0 %	100. 0%
	Total	Cou nt	1	60	151	296	9	55	44	5	621
		%	0.2%	9.7%	24.3 %	47.7 %	1.4%	8.9%	7.1%	0.8 %	100. 0%

(Terms shortened for length and clarity)

* Harassment

** Malicious Communications

*** Rape / Sexual Offence

4.4.5 CROSSTABULATION- HATE MOTIVATION X QUALITY OF INVESTIGATION

A second crosstabulation explored linked the variables **Hate Motivation** and **Quality of Investigation**. What became apparent, was that there were meaningful differences in the percentages between the different strands of Hate Crime motivation (see Appendix 3). Transgender hate crime noted the highest rating of 'Poor' gradings at 22.9% of cases, with Disability hate crime second at 20.8% 'Poor' (Appendix 3). What these statistics both suggest, is that potentially there may be issues arising in the way that these crimes are being investigated.

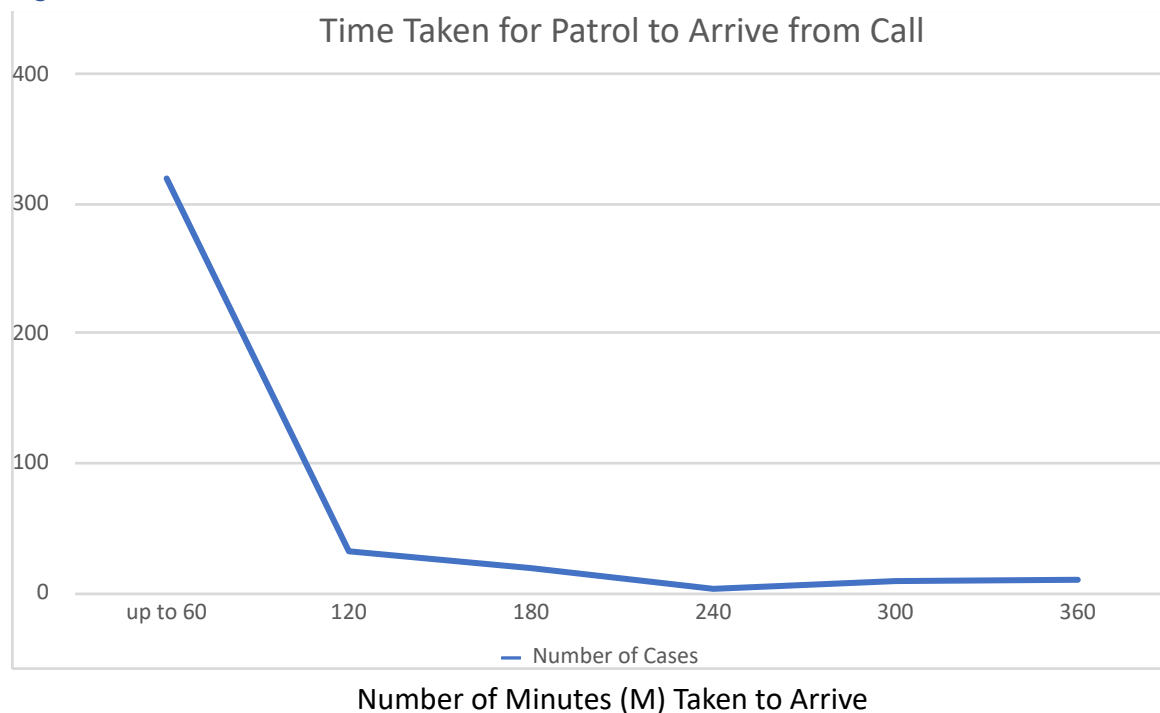
However, before these results are taken without context, whilst Disability and Transgender hate crimes noted the highest levels of Poor gradings for their qualities of investigation, they simultaneously noted the two highest levels of 'Excellent' gradings out of the five strands of hate crime (27.1% and 28.6% respectively (Appendix 3)). Suggesting that perhaps the investigation of these crimes is one of great volatility, and rather than the investigations settling around the mean, they are likely to disperse towards the outer realms of possibility.

Therefore, the implications they have for police forces would suggest that whilst Disability and Transgender hate crimes have the potential to be investigated to a very high standard, they may also be investigated to a very low standard, something that would need to be addressed to achieve a consistent service for victims. What both of these crosstabulations signify, is still a societal lack of understanding and oversight of certain minority groups, for example, Transgender people (Colliver & Silvestri, 2020; Woods & Herman, cited in Hall et al., 2015). Moreover, more must be done in order to achieve consistency and to reach better understanding in future policing.

4.4.6 TIME OF ARRIVAL

One of the key areas of statistical importance within the data, is the variable **Time of Arrival**. This variable shows how long it took officers to attend the scene of a crime once the call was placed. As earlier stated by Giannasi (2023), arrival in under 10 minutes demonstrates 'Excellence', within the hour is 'Good', between one hour and 24 hours can be seen as 'Acceptable', and thereafter as 'Poor' (depending on the situation and excluding scheduled attendance). From this data, n=111 crimes were attended in under 10 minutes, of which n=15 police were already in attendance. This demonstrates that 17% of crimes would therefore fall under the 'Excellent' categorisation.

Figure 4: Time Taken for Patrol to Arrive from Call



What Table 4 illustrates, is that within the first 6 hours, the majority of cases are seen to, with n=320 cases attended within the first 60 minutes of reporting. This is equivalent to over 50% of cases and demonstrates an extremely positive outcome. However, a visibly recurring theme that occurs throughout the qualitative analysis (see below) is the idea that there is a lack of explanation in why certain results occur. To demonstrate the way in which this occurs within the variable **Time of Arrival**, n=45 cases are recorded as taking between 2 days and over 1 week to arrive but are not recorded as scheduled (Appendix 4). The argument that can therefore be made here, is that whilst officers may be responded as appropriate to that crime, for example one that records as low priority in the risk assessment, the lack of rationale behind these reasons may result in an oversight of care and protection that that victim is entitled to. These themes are discussed further below within the qualitative analysis.

4.5 QUALITATIVE ANALYSIS

For this section of analysis, focus is on the qualitative aspects of the quality of service by the police. Particularly, the variables **Incident Response Quality**, and **Service Quality**, for brevity of discussion. These variables are two of great importance as the variable **Incident Response** demonstrates how well the officers in attendance at the scene of the crime and the immediate aftermath dealt with everything, and the variable **Service Quality** demonstrates the interpretation and the opinion of the victims in how they found their overall experience to be. These variables were firstly ranked on a scale of either 'Excellent', 'Good', 'Acceptable', or 'Poor', and then the auditors of the original data were given the opportunity to give further comment should they deem it necessary to the understanding of the data.

4.5.1 INCIDENT RESPONSE QUALITY

With 80% of the Incident Responses deemed as either ‘Excellent’ or ‘Good’, clearly the forces included within this study are doing an overwhelmingly good job. Therefore demonstrating a clear adherence to the expectations surrounding their service. However, there are also margins for improvement as 7.6% of incident responses were graded as ‘Poor’, and 12% as ‘Acceptable’. Thus, resulting in a combined total of 19.6%, almost one fifth of the responses. To understand these scores better, these were the responses given to the ‘Poor’ gradings;

Table: 5.1 Incident Response Quality- Details for ‘Poor’ Responses

1.	Not much evidence of online analysis to locate accounts complained of. Reluctance from victim and mother lead to closing down of enquiries. No risk assessment recorded.
2.	Potential overemphasis of threat management at the expense of the investigation.
3.	Risk assessment carried out but with missing info - No record of referrals. Incident response delayed at request of victim but then this has led to a poor response. No record of approach to perps or action taken to progress this or possible future harassment.
4.	No follow up on CCTV to identify suspects. No attempts to identify the further victims mentioned by informant. Considerations for press release.

These direct quotations from the original dataset demonstrate visible themes of impartial or incomplete risk assessments (Responses 1 and 3, Table 5.1), and a lack of completion within the records (Responses 1 and 3, Table 5.1) that has then impacted the quality of responses given. Therefore, insinuating a lack of attention for detail and care given towards the investigation by some, and by default, to the victim; potentially by result of what Giannasi (2023) has referred to as ‘Conveyor Belt Policing’. Conveyor belt policing is the idea that each officer will only deal with certain aspects of the investigation, passing it over to the next officer once their duty of care has ended. Effects of conveyor belt policing can quantify as a lack of perceived empathy by officers (As shown by Tables 5.1 & 5.2), or as simply feeling part of a process (Giannasi, 2023). This can be seen within this dataset, potentially directly causing what can be seen by the victim as a lack of care and ‘sympathy’, (as shown in Response 3, Table 5.2) as there is little time for the victims and officers to create a bond.

4.5.2 SERVICE QUALITY FOR VICTIMS

Next in analysis is to turn attention to the perception of the quality of services throughout by the victim. With 37.9% of services being deemed as ‘Excellent’, the overall quality is evidently quite high; however, with a 13.8% ‘Poor’ response rate, attention to the negative is necessary. Below are some of the reasons given as to why they were deemed Poor:

Table: 5.2 Service Quality Response by Victims- Details for ‘Poor’ Responses

1.	<p>Took long to arrive - very stressful this was one of several calls and the others were emergency calls over about.</p> <p>IP is very concerned about retribution for this case as the offender is due to come out of prison in March 2021 and IP has been told that he has been informed he will be released to his fathers address across the road.</p> <p>He intends to call the local police to seek reassurances about what will happen as he is already losing sleep because of the distress and fear of what will happen on his release.</p> <p>He decided he did not want to complete the survey but asked that I share the ongoing harm caused by this crime with [<i>the police</i>]</p> <p>I advised him to make contact with local police to discuss his fears and he said he intended to do so.</p>
2.	<p>Absolutely disgraceful - phoned after wife died and family were saying vile comments. Family were saying daughter had Downes syndrome. When reported police did not arrive for three days and complainant had received counter-complaint. Police did not attend initially but he was told it was a civil matter and no one attended. 3 days later he was visited and arrested because of the counter allegations - He accepts he used offensive language, but he was charged and got probation. He does not think RJ was done but restraining order was put in as part of court case.</p>
3.	<p>Totally useless - the area was covered by CCTV, and they did not investigate. They don't care - they showed me no sympathy</p>
4.	<p>I don't know what has happened in this case</p>

Observations from these responses demonstrate themes of lacking urgency (Response 2, Table 5.2) with additional inferred themes of confusion and disjointedness (Responses 1, 2, 3, and 4). Whilst these accounts are worrying in their insinuations, they do not represent the majority, as noted by the 62% ‘Excellent’ or ‘Good’ responses. Moreover, whilst these responses demonstrate recurring themes of confused policing responses, these represent a minority within the statistics and overall demonstrate a high quality of response by the police and an ability to meet the expectations set upon them by the police and society.

What these tables (Table 5.1 & 5.2) therefore demonstrate, is that in a minority of cases, victims are being given inadequate support, partnered with a lack of understanding (Bowling, 1993; Bowling et al., 2010; Garland & Hodkinson, 2014; Macpherson, 1999;

Rowe, 2012, 2013). Scholars Rowe and Bowling particularly highlight the difficulties faced by those targeted by Racism (Bowling, 1993; Bowling et al., 2010; Rowe, 2012, 2013), but this is also extended to other victim groups, for example the Disability strand (see Table 5.2, Response 2). Moreover, these results conflate certain aspects of the literature review (see Chapter 2) to highlight recurrence of certain issues, such as a lack of understanding in areas of policing.

4.6 SUMMARY

Overall, therefore, what this data demonstrates, is that there is a generally high standard of responses by each of the police forces, both from a quantitative and qualitative viewpoint. Particularly, this can be noticed within variables **Time of Arrival** and **Enquiry Filed**, as both demonstrated timely responses and interventions by the officers themselves. Once again showing that despite scholarly misgivings (Goss, 2001, cited in Durose, 2011; Hood, 2006) recording and reporting practices have not come at the expense of practical and physical policing. This can additionally be seen from a more qualitative perspective when regarding the opinions displayed by the auditors as well as the victims themselves. Responses and opinions reflected the high standards and expectations that have been set and reached throughout the entire process.

When delving further into the results of this analysis, overall, high standards can be remarked upon from both aspects to paint a generally positive picture of the status of hate crime policy and practice. Whilst there are evidently areas for improvement, such as the treatment and understanding of how certain minorities are understood and treated (Bowling, 1993; Bowling et al., 2010; Garland & Hodgkinson, 2014; Macpherson, 1999; Rowe, 2012, 2013), and additionally, the percentages and reasons for any 'Poor' gradings (Appendix 3) it is noted throughout that expectations are meeting the high standards necessary to determine the best outcomes possible.

To conclude, these results demonstrate apparent high levels of expectation and standards, reflecting the ability of officers at an individual force, as well as at a national level, to respond effectively and with consideration to those involved. These themes are further deliberated within the next chapter (Chapter 5, p.33) to give a more in-depth discussion. Moreover, the implications of this research are that overall, expectations are being met by police forces across England and Wales to a high standard, and therefore, victims of hate crime receive the care and justice they so rightly deserve post-victimisation.

CHAPTER 5: CONCLUSION

5.1 INTRODUCTION

This chapter draws conclusions from the data gathered within the context garnered from the literature review. This section will draw attention to areas where the data is overwhelming in parts, and further to aim a spotlight at areas for future research for better understanding. Additionally, future steps are suggested to improve the overall perception of the police in general, as well as steps that can be taken to improve how hate crime is policed and understood.

5.1.1 EXPECTATIONS

To reiterate the expectations with which this research was created within, and whilst there are no official guidelines for policy as noted by Giannasi (2023), there are still internal standards that can be adhered to, as well as a general understanding of expectations. These expectations were described earlier in the Analysis Chapter (see Chapter 4, p. 22), but largely follow the premise that 'Excellent' and 'Good' ratings are well above standards, 'Acceptable' is what is expected at a minimum, and 'Poor' is below standards. Thus, these parameters created the basis for this research and analysis.

5.2 RESULTS

What the analysis chapter (see Chapter 4, p. 22) demonstrates, is that in general, there is a high standard fulfilled in both the quantitative and qualitative aspects of the forces included in the research. Victims record an extremely high level of 'Excellent' ratings (n= 37.9%) demonstrating extreme satisfaction in the overall way in which their case was handled throughout the process, from recording through to prosecution in the cases which made it there. Moreover, those cases that did receive lower ratings for their overall Service Quality, were rare to record Poor at any other further rating opportunities. Suggesting that whilst the victim may have had a Poor perception of their quality of service by the end of the process, there were not consistent failings throughout the process that would indicate a much larger problem. Therefore, throughout this research, there is a largely positive picture being painted of the hate crime policies and practices throughout England and Wales, and that whilst there are minor improvements that can be made in all areas to improve overall standards, there is no one particular section where failings are majorly apparent enough to cause concern.

5.3 FUTURE STEPS

Moving forward from this research, to improve the overall general quality of services for those victimised by a hate crime, I have created a three-step plan for improvement that can be carried out at a force level. Whilst I appreciate the aspirational nature of this plan, many scholars have highlighted the importance of ambition in the field of hate crime to improve the services given. Ultimately, it would be more impactful at a governmental and legal level, however, as commented by Lipsky (2010) and others (Stoker, 2004, and Goss, 2001, cited in Durose, 2011, and Durose, 2011) the ability to translate governmental policies into physical

action is difficult, and a timely process. Therefore, I suggest these changes incrementally and at an individual force level primarily before it can be suggested to move into a more national sphere of understanding.

1. **Education:** One of the greatest barriers to understanding, is education (Cuerden & Blakemore, 2020). Therefore, to raise the standards of hate crime policing, educating officers in areas that have the least amount of knowledge and consequently the lowest gradings as seen within the Analysis Chapter (see Chapter 4), will improve the way in which these officers are treating and investigating the crimes.
2. **Building Community Relationships:** As has been the subject of great academic discourse, trust in the police and their legitimacy within society has been significantly impacted in the wake of several political and societal events (Kääriäinen, 2007; Farrow, 2021; Jacques, 2023). Moreover, rebuilding a culture of community and strengthening their relations within society can only help to raise the standards of hate crime policing.
3. **Improving Policing Cultures:** And finally, the third proposed step for improving hate crime policing, is one that is more idealistic and at the face of it, little to do with hate crime at all, altering the way in which the culture of the profession exists and is subsequently viewed. As was discovered by the Macpherson Inquiry (Cook et al., 1999; Lea, 2000; Macpherson, 1999; Rowe, 2013) and ultimately reiterated within the Casey Review (Baroness Casey, 2023) the culture and reputation of the police force has a reputation that precedes its officers. Changing this perception would signify an important and serious shift in the pride with which it holds itself.

What all three of these suggestions will hopefully create is an atmosphere of acceptance and safety, a better culture of trust, through which victims will feel better inclined to report, as well as work with the police throughout both the investigative and justice processes (Charman et al., 2022; Bawa, 2021; Hough & Roberts, 2005; Kääriäinen, 2007). These suggestions target both inside and outside the police force, at a fundamental and informational level, improving perceptions of both the officers individually, and as a collective.

5.3.1 EVALUATION OF THIS STUDY

Throughout this research, exploring both qualitative and quantitative themes allowed for a broader and more generalisable approach to the results (Glass, 1976; Johnston, 2014; Jol & Stommel, 2016; Riedel, 2000), allowing more constructive feedback than simply one approach without the other. The wider impacts that this research will therefore have, has been broadened to fit the research subjects better. Reflecting on this process in general, it has been clear to see that this was the best approach for this topic, as to break down the experiences of those victimised by hate crime, they deserve a more holistic approach than simply one or the other may offer.

Yet, whilst this study aims to create an overview of the current standards and expectations of hate crime policies and practices within England and Wales, there are inevitably limitations to this research. One of those major limitations was the scope and scale with which this research was confined to. For example, 10 out of 38 police force territories were analysed, with a stratified sample of little over 600 cases. For a greater analysis, this research could look to expand the scope and scalability in any future research. This would consequently result in a greater generalisability than is offered here. Similarly, another avenue for potential research, would be an exploration into the after-effects of the Casey Review (Baroness Casey, 2022) and how or if this has impacted hate crime procedures from either a policing, offender, or a victim point of view. A review into these different experiences post-Casey Review could then enable a direct comparison to the post-Macpherson Inquiry to demonstrate whether there was any temporal change in policing via a longitudinal approach.

5.4 CONCLUDING REMARKS

To conclude this research, there were many interesting results acquired, but all generally spoke of similar themes. A need for better recording practices (Goss, 2001, cited in Durose, 2011) has been highlighted by the confused and often incomplete records as seen by Tables 5.1 and 5.2, as well as a small but recurring theme of a lack of urgency or sympathy (see Tables 5.1 and 5.2), though overall, the picture that this research is able to paint is one of great relevance and optimism. Officers are seen to be timely (Figure 4, p.29) and proactive, and to follow general standards and expectations to a high degree. Therefore, whilst recommendations have been made for there to be further progression, this should not be mistaken as a call to arms for a broken or flawed process. These suggested improvements are to be seen as a positive and optimistic look into the future to improve the policing system holistically, not because there are significant failings in this field. The current hate crime policing practices should therefore be regarded with great optimism and maintenance of the high standards that have been created for itself.

END OF TEXT

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APPENDICES

Appendix 1.1: Risk Assessment

1. Identified Risks	2. Likelihood	3. Potential Impact/ Outcome	4. Potential Severity of Outcome	5. Risk Management/ Mitigating Factors
<i>Identify risks/ hazards present</i>	<i>Identify how likely the event is i.e. Very likely/ Likely/ Possible/ Unlikely</i>	<i>Who might be harmed and how? Ensure you have considered the research team, participants and anyone</i>	<i>Classify the severity of outcomes identified in 3. i.e. High/ Medium/ Low</i>	<i>Evaluate the risks and decide on the precautions.</i>
Data Dispersion	Unlikely	Impact would be low as the data is anonymized and coded in a way that it would be unlikely a lay person would understand. The potential outcome would be that the data would be dispersed in a setting	Low	The risks would surround the potential for other people to get a hold of the data and to interpret it in their own way. Precautions would be as follows: The data will be kept and stored on a personal computer, not to be used in public settings. This data will not be shared or discussed with anyone outside of whom has been granted access. All data will remain anonymised; i.e. force name.

Appendix 1.2: SAGE Form and Answers

SAGE-HDR (v3.8 24/04/23)

Response ID Completion date	
1046015-1045997-109752458 28 Apr 2023, 12:44 (BST)	
1	Applicant Name Caitlin Jilbert
1.a	University of Surrey email address cj00414@surrey.ac.uk
1.b	Level of research Undergraduate
1.b .i	Please enter your University of Surrey supervisor's name. If you have more than one supervisor, enter the details of the individual who will check this submission. Dr Nathan Hall
1.b .ii	Please enter your supervisor's University of Surrey email address. If you have more than one supervisor, enter the details of the supervisor who will check this submission. nathan.hall@surrey.ac.uk
1.c	School or Department Sociology
1.d	Faculty FASS - Faculty of Arts and Social Sciences

2

Project title

A Comparative Study into the Hate Crime Policies and Practices Between Different Police Forces in England and Wales.

3

Please enter a brief summary of your project and its methodology in 250 words. Please include information such as your research method/s, sample, where your research will be conducted and an overview of the aims and objectives of your research.

Summary:

This project is looking into the differences between policy and practice within the hate crime laws. I will look to compare the current status of hate crime, against the historical status, delving into an exploration of police legitimacy and trust. The issue of policing legitimacy once again being thrown into question by the Casey review, this research will look at the hate crime aspects of this review and it's in/accuracy.

Aims/objectives:

To determine whether current hate crime policies are being followed, or whether more could be done to align the practice to policy.

Sample:

I have been granted permission by the National Policing Advisor for Hate Crime from the NPCC to use the data with which I partially helped gather during my placement year. This data is comprised of 620 crime investigations from 10 different Policing forces within England and Wales. All of this has been gathered with informed consent and is completely anonymised.

Methodology:

This dissertation uses secondary, desk based, quantitative data. I will be looking to compare the above data against itself, and to gain conclusions from this about the current status of hate crime in England and Wales.

6	Does your research involve any animals, animal data or animal derived tissue, including cell lines?	N O
8	Does your project involve human participants (including human data and/or any human tissue*)?	N O

4

Are you planning to join on to an existing Standard Study Protocol (SSP)? SSPs are overarching pre- approved protocols that can be used by multiple researchers investigating a similar topic area using identical methodologies. Please note, SSPs are only being used by 3 schools currently and cannot be used by other schools. Using an SSP requires permission and sign-off from the SSP owner

NO

9

Will you be accessing any organisations, facilities or areas that may require prior permission? This includes organisations such as schools (Headteacher authorisation), care homes (manager permission), military facilities, closed online forums, private social media pages etc. This also includes using University mailing lists (admin permission). If you are unsure, please contact ethics@surrey.ac.uk.

YES - you will need to provide ethics@surrey.ac.uk with gatekeeper approval before you commence your research. This may be an email confirmation, formal letter or other depending on the organisation.

9.a

Please state the organisations/groups/areas/facilities that you will be accessing that require gatekeeper approval.

The NPCC- True Vision

9.b

You have said you will be accessing organisations that may require prior permission as part of your project. Please ensure that you request this permission before you commence the research and forward a copy of the gatekeeper approval to ethics@surrey.ac.uk together with the SAGE-HDR form.

I understand that I have to provide the gatekeeper approval together with this SAGE form to ethics@surrey.ac.uk

1 1	Does your research involve exposure of participants to any hazardous materials e.g. chemicals, pathogens, biological agents or does it involve any activities or locations that may pose a risk of harm to the researcher or participant?	N O
--------	---	--------

10

Does your project involve any type of human tissue research? This includes Human Tissue Authority (HTA) relevant, or non-relevant tissue (e.g. non-cellular such as plasma or serum), any genetic material, samples that have been previously collected, samples being collected directly from the donor or obtained from another researcher, organisation or commercial source.

NO

1 3	Will any participant visits be taking place in the Clinical Research Building (CRB)? (involving clinical procedures; if only visiting the CRB to collect/drop-off equipment or to meet with the research team (i.e. for informed consent/discussion) select 'NO').	N O
--------	--	--------

1 4	Will you be working with any collaborators or third parties to deliver any aspect of the research project?	N O
--------	--	--------

1 5	Are you conducting a service evaluation or an audit? Or using data from a service evaluation or audit?	N O
--------	--	--------

12

Will you be importing or exporting any samples (including human, animal, plant or microbial/pathogen samples) to or from the UK?

NO

1 7	Does your research involve accessing students' results or performance data? For example, accessing SITS data.	N O
--------	---	--------

1 8	Will ANY research activity take place outside of the UK?	N O
--------	--	--------

1 9	Are you undertaking security-sensitive research, as defined in the text below?	N O
--------	--	--------

2 0	Does your project require the processing of special category1 data?	N O
--------	---	--------

2 1	Have you selected YES to one or more of the above governance risk questions on this page (Q10-Q20)?	N O
--------	---	--------

16

Does your funder, collaborator or other stakeholder require a mandatory ethics review to take place at the University of Surrey?

NO

2 3	Are you using a platform, system or server external to the University approved platforms (Outside of Microsoft Office programs, Sharepoint, OneDrive Qualtrics, REDCap, JISC online surveys (BOS) and Gorilla)	N O
--------	--	--------

22

Does your project process personal data? Processing covers any activity performed with personal data, whether digitally or using other formats, and includes contacting, collecting, recording, organising, viewing, structuring, storing, adapting, transferring, altering, retrieving, consulting, marketing, using, disclosing, transmitting, communicating, disseminating, making available, aligning, analysing, combining, restricting, erasing, archiving, destroying.

NO

2 5	Does your research involve any of the above? If yes, your study may require external ethical review or regulatory approval	N O
--------	--	--------

2 6	Does your project require ethics review from another institution? (For example: collaborative research with the NHS REC, the Ministry of Defence, the Ministry of Justice and/or other universities in the UK or abroad)	N O
--------	--	--------

24

Does your research involve any of the above statements? If yes, your study may require external ethical review or regulatory approval

NO

2 8	Does your research involve any of the following individuals or medium-risk methodologies? Select all that apply or select 'not applicable' if no options apply to your research.	NOT APPLICABLE - none of the above medium-risk options apply to my research.
--------	--	--

2 9	Does your research involve any of the following individuals or lower-risk methodologies? Select all that apply or select 'not applicable' if no options apply to your research.	NOT APPLICABLE - none of the above lower-risk options apply to my research.
--------	---	---

27

Does your research involve any of the following individuals or higher-risk methodologies? Select all that apply or select 'not applicable' if no options apply to your research. Please

note: the UEC reviewers may deem the nature of the research of certain high risk projects unsuitable to be undertaken by undergraduate students

NOT APPLICABLE - none of the above high-risk options apply to my research.

30

Declarations

I confirm that I have read the University's Code on Good Research Practice and ethics policy and all relevant professional and regulatory guidelines applicable to my research and that I will conduct my research in accordance with these.

I confirm that I have provided accurate and complete information regarding my research project

I understand that a false declaration or providing misleading information will be considered potential research misconduct resulting in a formal investigation and subsequent disciplinary proceedings liable for reporting to external bodies

I understand that if my answers to this form have indicated that I must submit an ethics and governance application, that I will NOT commence my research until a Favourable Ethical Opinion is issued and governance checks are cleared. If I do so, this will be considered research misconduct and result in a formal investigation and subsequent disciplinary proceedings liable for reporting to external bodies.

I understand that if I have selected 'YES' on any governance risk questions and/or have selected any options on the higher, medium or lower risk criteria then I MUST submit an ethics and governance application (EGA) for review before conducting any research. If I have NOT selected any governance risks or selected any of the higher, medium or lower ethical risk criteria, I understand I can proceed with my research without review and

31	If I am conducting research as a student:	I confirm that I have discussed my responses to the questions on this form with my supervisor to ensure they are correct. I confirm that if I am handling any information that can identify people, such as names, email addresses or audio/video recordings and images, I will adhere to the security requirements set out in the relevant Data Protection Policy
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I acknowledge that my SAGE answers and research project will be subject to audit and inspection by the RIGO team at a later date to check compliance.

Appendix 2.1: Research Questions

Throughout the year, a sample of hate crime and hate incident files from each police force are taken; their force-wide response and often individual officer response; to assess how each force deals with hate crime within their jurisdiction. Each force varies not only between each other, but also within itself due to individual officers and practices.

Victims are then offered a chance to speak with a different officer for a Victim Response Survey at the end of the process, post-judicial proceedings, to give feedback and insight into their thoughts of the process. These surveys also give the police insights into whether there are any explicit links between victim characteristics and their victimisation and whether the police are therefore able to implement better community resolutions, e.g., informational community presentations.

Before the victims are contacted, multiple factors are considered as to whether it is appropriate to contact the victim; for example, whether they are a minor, or have mental health issues. Safeguarding those that are inappropriate to contact again to protect them from further stress. If any of these issues are flagged, the victim will not be contacted, and the line of enquiry will end there.

Of the questions included in the auditing process, the following questions (labelled as Q) and categories (labelled as C) were pulled from the dataset to analyse the results of:

- C1.1 Hate Motivation
- C1.1 Other (or secondary) Motivation
- C1.3 Crime Type
- Q1.4 Is victim a 'repeat victim'?
- Q1.7 Was an Officer Deployed?
- Q1.7 Was this in line with force attendance policy?
- Q1.8 Time taken to Dispatch Patrol?
- Q1.8 Within Target Time?
- Q1.9 Time to Arrival of First Patrol?
- Q1.9 Was this in line with Force Attendance Policy?
- C1.15 Assessment of Quality of Incident Record
- C1.16 Quality of Incident Response
- Q2.4 How long after the report was the enquiry filed (Number of Days)?
- Q2.9 How thorough was the investigation?
- Q3.5 Had the investigating officer sought evidence of hostility to allow sentence uplift?
- Q3.7 How thorough was the investigation?
- Q4.17 How would you rate the service on your initial call?

Appendix 2.2: Variables List and Coding

The variables explored within the data were:

- **Motivation:** the reasons given for which category of hate crime the crime fell under. These were coded into the following categories: Race=1, Religion=2, Disability=3, Sexual Orientation=4, and Transgender=5.
- **Secondary Motivation:** the variables were recoded as above (see Variable: **Motivation**) with the exception that Sectarian=6 was an additional category.
- **Crime Type:** the type of crime committed against the offender. These were recoded into numbers to make for easier grouping and identification. Criminal Damage/Arson=1, Assault=2, Public Order=3, Theft/Burglary/Robbery=4, Harassment=5, Malicious Communications=6, and Rape/Sexual Offence=7.
- **Enquiry Filed:** the number of days it took for an enquiry to be filed after the report. These were grouped and recoded into the following: 0-1 Days=1, 2-7 Days=2, 8-14 Days=3, 15-21 Days=4, 22-28 Days=5, 29-56 Days=6, 57-84 Days=7, Over 85 Days=8, and Ongoing=9.
- **Repeat Victimization:** this variable related to whether a victim had been victimised previously because of a hate crime. The results were dichotomous as either 'Yes' or 'No' answers, and any that were left blank were assigned a missing value to be ignored within the data.
- **Dispatch Time/Dispatch Policy:** as above (see Officers Deployed/Officers Deployed Policy), this variable is about the time it took to dispatch the police officers, and whether this fit in with policy. Again, dichotomous as either 'Yes' or 'No' answers with missing values assigned to both.
- **Officers Deployed/Officers Deployed Policy:** whether an officer was deployed and if this was in line with policing policy. Again, dichotomous as either 'Yes' or 'No' answers with missing values assigned to both.
- **Arrival First Patrol/Arrival First Patrol Policy:** the time it took for the first officers to reach the scene of the incident, and whether this was in line with policy. Again, dichotomous as either 'Yes' or 'No' answers with missing values assigned to both.
- **Incident Record Quality:** the quality of the record of the actual crime incident. the grouped within the categories Excellent, Good, Acceptable, or Poor. Any missing values assigned the code 'N/A'.
- **Incident Response Quality:** the quality of the incident response as assigned by the auditors. These were also grouped within the categories Excellent, Good, Acceptable, or Poor. Any missing values assigned the code 'N/A'.

- **Investigation Quality:** the quality of the investigation from recording to the investigation process. This variable excludes the quality of the investigation at the courts and justice level and process; this is included as a different variable. Additionally grouped within the categories Excellent, Good, Acceptable, or Poor. Any missing values assigned the code 'N/A'.
- **Evidence Uplift:** this variable looks at whether the officers in charge of the investigation sought to find evidence of hate as a motivating factor behind the crime for sentence uplift. This was also a dichotomous variable, with either 'Yes' or 'No' as the responses. Due to the nature of the justice system, not all investigations went through to the courts system, and therefore there were many missing values in this variable. These missing values were assigned the code 'N/A'.
- **Investigation Quality CJS:** relating to the previous investigation variable, this picks up at the point the previous variable left off. Grouped within the categories Excellent, Good, Acceptable, or Poor. Any missing values assigned the code 'N/A'.
- **Service Quality:** This was how the victims themselves felt about the whole process; from reporting all the way through to prosecution at court if it got that far. The responses were recorded as either: Excellent, Good, Acceptable, or Poor. Due to very few victims being considered contactable post-process, there were very few responses within this variable. Any missing values were given the code 'N/A'.

Appendix 3- Coding for Enquiry Filed X Number of Days

Enquiry Filed Code	Number of Days
2	2-7
3	8-14
4	15-21
5	22-28
6	29-56
7	57-84
8	Over 85 Days
9	Ongoing

			Quality of Investigation				
			Acceptable	Excellent	Good	Poor	Total
	Race	Count	32	38	136	32	238
		%	13.4%	16.0%	57.1%	13.4%	100.0%
	Religion	Count	8	10	19	2	39
H a t e Motivation		%	20.5%	25.6%	48.7%	5.1%	100.0%
	Disability	Count	5	13	20	10	48
		%	10.4%	27.1%	41.7%	20.8%	100.0%
	S e x u a l Orientation	Count	10	16	58	6	90
		%	11.1%	17.8%	64.4%	6.7%	100.0%
	Transgender	Count	4	10	13	8	35
		%	11.4%	28.6%	37.1%	22.9%	100.0%
	Total	Count	59	87	246	58	450
		%	13.1%	19.3%	54.7%	12.9%	100.0%

Appendix 4: Crosstabulation of Hate Motivation X Quality of Investigation

Appendix 5- Time of Arrival X Frequency

Time of Arrival (M)	Frequency
Present at scene	15
Up to 10 minutes	96
20	48
30	22
40	9
50	88
60	21
120	32
180	19
240	3
300	9
360	10
420	
480	1
540	
600	8
660	
720	2
780	2
840	
900	3
960	
1020	3
1080	1
1140	
1200	2
1260	
1320	4
1380	
1440	27

2d	12
3d	11
4d	3
5d	16
6d	
1w	
Over 1w	3
Scheduled	150
Did not deploy	8
Total recorded	628

Appendix 6: *Sample of Dataset

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	
	FORCE NO	OCC NO	HATE MITVTN	HATE MITVTN- RECODED	SOBRY MITVTN -	CRIME TYPE	REPEAT VIC?	OFF DEPLOYED?		OFF DEPLOYED POLICY	DISPATCH TIME(M)	DISPATCH POLICY	ARRIVAL FIRST PATROL(M)	ARRIVAL POLICY	INCONT RECD QTY	INCONT RSPNSE QTY
1																
2		2				3										
3	1	8	Other - Please specify	4 4		5	No	Yes	Yes							
4	1	13	Religion		6 Sectraian	2	No	Yes	Yes							
5	1	23	Race		1	5	Yes	Yes	Yes							
6	1	72	Religion		6 Sectraian	1	Yes	Yes	Yes							
7	1	164	Sexual Orientation		4	2		Yes	Yes							
8	1	177	Race		1 5	1	Yes	Yes	Yes							
9	1	201	Religion		6 Sectraian	2		Yes	Yes							
10	1	221	Religion		6 Sectraian	2	No	Yes	Yes							
11	1	235	Race		1 6	1	No	Yes	Yes							
12		261	Race		1	4		Yes	Yes							
13																
14	Yes		9.30 no answer	Yes		Yes										
15	Yes		0	Yes	0	Yes		Good	Good							
16	Yes		8w 4d	Yes		Yes		Good	Excellent							
17	Yes		0	Yes				Good	Good							
18	Yes		5d	Yes	2w 2d	No		Acceptable	Good							
19	Yes			Yes	7w 6d	Yes		Good	Good							
20	Yes		2w	Yes	1w 2d	Yes		Good	Good							
21	Yes		23	Yes	270	Yes		Good	Good							
22	Yes		7w 2d	Yes	7w 2d	Yes		Good	Good							
23	Yes		6w 5d	No	7w 6d	No		Good	Good							
24	Yes		6w 1d	Yes	6w 1d	Yes		Good	Good							
25	Yes			Yes	4w 2d	Yes		Good	Excellent							
26	Yes		0	Yes	0	Yes		Excellent	Excellent							
27	Yes		2w 3d	Yes	8w 6d	No		Good	Good							
28	Yes		5d	Yes	4w 5d	Yes		Good	Good							
29	Yes			Yes	5d	Yes		Good	Good							
30	Yes		6w 1d	Yes	9w 3d	No		Excellent	Excellent							
31	Yes		7w 5d	Yes	7w 1d	Yes		Good	Good							
32	Yes		20w	No	22w 3d	No		Good	Excellent							
33	Yes			No	17w 1d	No		Good	Good							

Appendix 6 Continued: *Sample of Dataset

	INCONT RSPNSE QTY	ENQRY FLD PG converted to days And categorised as - 1 - 0-1 days 2 - 2-7 days 3 - 8-14 days 4 - 15-21 days 5 - 22-28 days 6 - 29-56 days 7 - 57-84 days 8 - Over 85 days 9 - Ongoing	INVSTGTON QTY	EVDNCE UPLIFT	INVSTGTON QTY CIS	SERVICE QTY
1						
2						
3						
4	Good		Good	Yes	Good	
5	Excellent		Excellent	No	Excellent	
6	Good		Excellent			
7	Good	6	Acceptable	No	Acceptable	
8	Good	3	Good			Good
9	Good	6	Good			
10	Good		Good			
11	Good	2	Good			
12	Good	8	Excellent	No	Excellent	
13	Good		Good		Excellent	
14	Excellent	3	Excellent	Yes	Good	Excellent
15	Excellent	Ongoing	Excellent	Yes	Excellent	
16	Good	4	Excellent			
17	Good	2	Good			
18	Good	1	Good	Yes	Good	
19	Excellent	4	Excellent			
20	Good	1	Acceptable			
21	Excellent	3	Excellent			Good
22	Good	4	Good	Yes	Good	

Text ENQRY FLD PG converted to days And categorised as - 1 - 0-1 days 2- 2-7 days 3 - 8-14 days 4 - 15-21 days 5 - 22-28 days 6 - 29-56 days 7 - 57-84 days 8 - Over 85 days 9 - Ongoing

*Full data available upon request of the author