



## Internal Hate Crime and Hate Incident Procedure

### Procedure

#### 1. Introduction

1.1 Surrey Police Professional Standards Department (PSD) can offer guidance to line managers dealing with complaints and conduct matters involving either Police Officers or Police Staff. They are able to provide advice on dealing with behaviour in the workplace. PSD aims to raise and maintain standards of personal behaviour and honesty across the Force, suggesting training where appropriate, while supporting the ultimate sanction of the discipline process for serious breaches or for those who are not responsive to guidance.

#### 2. Statement

##### 2.1 Statement of Intent - Hate Crime Allegations

2.2 PSD will investigate all workplace Hate Crime/Incidents and local managers must consult with PSD if workplace Hate Crime is reported to them, or they become aware of it via staff networks.

#### 3. Investigative Overview

- 3.1 All reports will be investigated by the PSD in accordance with the National Police Chief's Council's '[Policing Vision 2025](#)', which sets out the future for policing and will shape decisions about how police forces use their resources to keep people safe **and the** Hate Crime Policy Surrey.
- 3.2 The management for investigations relating to internal Hate Crime will rest with the Head of Professional PSD. This officer will also consider the need to refer a matter to the [Independent Office for Police Conduct \(IOPC\)](#).
- 3.3 The Force policies on Professional Standards reporting, critical incidents and suspension will also relate to incidents of internal Hate Crime.
- 3.4 PSD will always engage the services of the Diversity Directorate and/or the Race Scrutiny Panel where an internal Hate Crime has been reported.

- 3.5 This is to ensure that the processes applied are transparent for scrutiny, with consideration being given to the victim's needs and community.
- 3.6 The Head of PSD will have a regular process for internal consultation with staff groups and networks to continually review issues relating to internal Hate Crime.
- 3.7 The intelligence function within PSD will monitor internal community intelligence to identify internal Hate Crime and to assist in the investigation of reported incidents; this will be in accordance with the [National Intelligence Model](#), RIPA, [Data Protection Act 2018](#) and [UK GDPR](#).

#### **4. Hate Crime Definition**

- 4.1 A hate crime is defined as 'Any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice based on a person's race or perceived race; religion or perceived religion; sexual orientation or perceived sexual orientation; disability or perceived disability and any crime motivated by hostility or prejudice against a person who is transgender or perceived to be transgender.' The force will review any other protected characteristic as described by the [Equality Act 2010](#) as part of this definition.

#### **5. Hate Incident Definition**

- 5.1 A hate incident is any incident which the victim, or anyone else, thinks is based on someone's prejudice towards them because of their race, religion, sexual orientation, disability or because they are transgender. Any such incident may not constitute a criminal offence. The force will review any other protected characteristic as described by the [Equality Act 2010](#) as part of this definition.

#### **6. Hate Incidents**

- 6.1 In all hate incidents, all staff are required to uphold the Surrey Police Values and challenge any behaviour that contravenes it. Leaders within the organisation will be held to account for any inaction or failure to positively engage with relevant issues.

#### **7. Surrey Police Values**

##### **7.1 Respect for All:**

- 7.2 We know that policing is about people and we will treat everyone, both within and outside our organisation, with respect. In delivering and improving our service, we recognise the value of an open and honest dialogue in a way that is respectful to each other. Respect and empathy are core tenants of the Code of Ethics.

##### **7.3 Intervention Principles:**

- **The organisational response to inappropriate behaviour should be fair,**

proportionate and consistent.

- **The organisational response to inappropriate behaviour should lean towards learning, rather than discipline, where circumstances allow.**
- **All managers and supervisors will be expected to intervene and challenge behaviour that, in their view, amounts to a breach of organisational standards and/or values.**
- **The organisation will support the judgement of any manager or supervisor who has acted reasonably and adhered to the guidance provided.**

## **8. Leader's Responsibility**

8.1 It is essential that leaders and managers take fast, appropriate action where there is an allegation, complaint or report that one of their staff has committed an act of misconduct or gross misconduct.

8.2 It is important to note that the procedure for disciplining Police Officers is different from the one used for Police Staff.

8.3 Lesser incidents may be suitably dealt with by [Workplace Resolution](#) but in the majority of cases consideration should be given to the Force Misconduct Policy and the [Misconduct Police Staff Disciplinary Action.Surrey](#), [Misconduct – Police Staff Disciplinary Action Sussex](#)

8.4 Internal Hate Crime and Hate incidents may be alerted via formal complaints, grievance reports, staff networks or via the **Surrey Police Anonymous contact system**. The Whistleblowing and Protected Disclosure Procedure Surrey and Sussex is available if applicable.

8.5 The Surrey Police Anonymous contact system also provides a third-party reporting option.

## **9. Recording of Internal Hate Crime**

9.1 All internal hate crime allegations received will be recorded.

9.2 Any allegation recorded on Niche should be brought to the attention of PSD.

9.3 Investigators should consider engagement with the [College of Policing Independent Advisory Group \(IAG\)](#), the Force Race Advisory Group or the PSD Race Scrutiny Panel as part of their Investigation.

## **10. Welfare**

10.1 The manager of a victim of either a hate crime or a hate incident should make a management referral to Occupational Health Department, who will assign a designated member of staff to assist in management of the individual's welfare.

10.2 The victim will always have choice in respect of their engagement with available sources

of support such as Staff Networks, Specialist staff bodies, or the Inclusion Team and external options such as Victim Support Services.

- 10.3 The supervisor of the suspect involved in the allegation should also make a management referral to Occupational Health Department. That department will identify a point of contact for that individual. Consideration will be given to completing a Duty of Care Risk Assessment for either the victim or suspect, this will include the allocation of a Welfare Support Officer if required.
- 10.4 Supervisors should also provide time for Officers or members of staff to attend misconduct meetings or court hearings regardless of whether they are the accused or the victim in the case.
- 10.5 In all allegations, the Investigator and Supervisors need to be aware of the sensitivities and needs of the victim.

## **11. Disclosure of Sexual Orientation**

- 11.1 Where allegations may concern the sexual orientation of an individual, or gender identity, whether or not they may have gone through the transition, **Supervisors must ensure that they do not intentionally or unintentionally disclose the person's sexual orientation, or details in respect of the transition.** Surrey and Sussex Disclosure of Community Members Sexual Orientation (outing) Procedure
- 11.2 Disclosure of sensitive information e.g. sexual orientation or gender identity is in breach of the [UK General Data Protection Regulations](#) and [Data Protection Act 2018](#).

## **12. Media Strategy**

- 12.1 **Internal** and External communications need to be considered in each case and the **Corporate Communications** Department will work with the investigator, during and at the conclusion of any investigation, to ensure an appropriate media strategy is adopted.