



Request under the Freedom of Information Act 2000

Please can you tell me how you tackle hate crime, what processes are in place if police are not responding to hate crime in an appropriate manner, and what support and training your staff are receiving to support the victims of hate crime?

Response

How we tackle hate crime

The Office of the Police and Crime Commissioner ('the OPCC') offers a service to victims of hate crime through our Victims First Hub which is dedicated to making sure that all victims of crime receive the support they need to cope and recover from the impact of their crime. Victims First provides free emotional and practical support to all victims and witnesses of crime as well as family members of victims. It is available across Berkshire, Buckinghamshire and Oxfordshire and can provide help regardless of whether or not the crime has been reported to the police.

In addition, there is a specific web page dedicated to providing information on hate crime together with a confidential hate crime reporting form:

<https://www.victims-first.org.uk/crime-info/guidance-and-support/hate-crime/>

The OPCC has also created a hate crime awareness campaign which we have promoted across the area to increase the understanding of hate crime and encourage victims or witnesses to report. This campaign can be found here:

<https://www.thamesvalley-pcc.gov.uk/get-involved/lets-hate-hate-campaign/>

However, as the OPCC is not a law enforcement agency, we do not 'tackle' hate crime in terms of investigation or criminal prosecution. That is the statutory responsibility of the Chief Constable. Therefore, if you require information in terms of how hate crime is tackled in terms of law enforcement then your request would be more appropriately addressed to Thames Valley Police who may hold this information.

You can submit a request directly to:

Public Access Office
Thames Valley Police Headquarters
Oxford Road
Kidlington
Oxfordshire
OX5 2NX

Email: publicaccess@thamesvalley.pnn.police.uk

Alternatively please ring 101 and an operator will be able to assist you with your query.

What processes are in place if the police are not responding to hate crime in an appropriate manner

If the police are not responding to hate crime in an appropriate manner then this would be an operational matter for the Force to deal with. Again, the Chief Constable has the statutory responsibility for ensuring that appropriate processes are in place for dealing with any complaints about the conduct of officers below the rank of Chief Constable or the quality of service provided by the Force. The appropriate body to investigate such complaints is the Force's Professional Standards Department ('the PSD'). Again, you may wish to re-direct this question directly to Thames Valley Police using the contact details above.

What support and training are your staff receiving to support the victims of hate crime?

All OPCC staff employed within the Victims First Hub complete a comprehensive training package to provide support to all victims of crime, including specific training and awareness of hate crime.

Right to review

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

The Chief Executive
Office of the Police and Crime Commissioner
Thames Valley Police HQ
Oxford Road
Kidlington
OX5 2NX

Email: pcc@thamesvalley.pnn.police.uk

Please remember to quote the reference number above in any future correspondence.

I trust that this response sufficiently answers your Freedom of Information Act request.