

**Hate Crime**

**Service Specification**

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| Service | Regional Hate Crime Support Service |
| Commissioning Lead | Alethea Fuller |
| Period | 1st April 2021-31st March 2022 |

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| 1. **Population needs** |
| * 1. **About the service**   A budget of up to £200,000.00 will be made available for a regional Hate Crime service, organisations supporting vulnerable individuals within the West Midlands are eligible to apply.  All information supplied in this specification should be treated as confidential and disseminated only on a ‘need to know’ basis.  This specification sets out the key deliverables for a highly specialised service for victims of Hate Crime living in the West Midlands. The specification has been informed by feedback from partners and stakeholders who attended the West Midlands Office of the Police and Crime Commissioner (OPCC) Hate Crime Symposium (*in June 2020*) and through ongoing work as part of the OPCC Hate Crime Working Group. Partners who have contributed to the shaping of this specification include: West Midlands Crown Prosecution Service, Faith groups/ Faith leads, Local Authority Hate Crime Coordinators, Local Councillor from Birmingham, Office of the Police and Crime Commissioner (West Midlands), Representatives from Aston University, Birmingham University, Voluntary sector services offering support to victims of Hate crime in the region and West Midlands Police.  **The service is commissioned to provide the following elements of support**:   * An initial assessment (within 72 hours of a crime being reported) which will determine the needs of the victim following the crime being committed. * Specialist support and advocacy including trauma-informed emotional support to help victims cope and recover.   **Applicants are to demonstrate how they will meet the following obligations**:   * Have referral mechanisms into specialist hate crime support services covering all 5 strands of hate crime if the provider is unable to offer this support * Have referral mechanisms into third party reporting centres if the commissioned service is not a third party reporting centre * Awareness raising workshops in the community * Reporting centres are to provide a **safe space** for victims to report   Our expectation of a safe space is one which is shaped to provide respect and emotional security, taking into account the barriers faced by individuals from historically marginalised groups. A “safe space” does not have to be a physical location, providers will be expected to hold and demonstrate that through their delivery they commit and aim to provide victims with a supportive, non-discriminatory and respectful environment.  **Anti-social Behaviour Factors**  If an incident of ASB is perceived by a victim to be motivated by hate, providers have an obligation to support victims and offer support to report the crime. It is not the role of the provider to determine through their assessment the ‘*motivation or cause of the crime*.’ The perception of the person affected is fundamental in determining the support offered.  The service will work with all strands of hate crime (*see below*) and will be delivered through a highly specialist team with contributions from specialist workers from equalities-based organisations:   * Disability hate crime * Transgender Identity * Race/Ethnicity or Nationality * Religion/Faith or Belief * Sexual Orientation   In supporting victims of hate crime, we would expect that the following characteristics will shape services in place for victims of hate crime:   * Treating victims with kindness and compassion * The ability for victims to access practical support (e.g. safety advice, personal safety equipment) * Victims accessing support quickly * Accessing support from a trained professional * Having a service with flexible opening times or access from home (i.e.) remote support * Emotional support in a safe space   It is vital that we recognise that not all individuals who experience a hate crime will feel it necessary to access support or report a crime. Victims will share the same challenges to address the harm caused but may be able to overcome this without accessing external support mechanisms.  The service will;   * provide emotional and practical support * help victims to cope and recover from the effects of the crime * help them to navigate their journey to a positive outcome within or outside of the criminal justice process as appropriate to the victim; and * establish what impact such a scheme might have upon the levels of reported hate crime and of harm and repeat victimisation.   The service will be delivered in line with:   * emerging evidence for best practice * relevant national and international guidelines   + 1. **National context**   According to the CPS Hate Crime Annual Report (2018-19) the CPS show that for hate crime offences, the number of cases sent to the CPS by the police fell by 16.7% from 12,901 in 2017-18 to 10,749 in 2018-19; this year saw the most significant annual fall in hate crime police receipts at 16.7%. The number of these police receipts has continued to fall since 2014-15 highlighting that overall, there has been a fall of 31.4% during the stated period. According to CPS hate crime prosecutions data (2018/2019), West Midlands had 648 convictions which equates to 83.6% successful outcomes and 16.4% (127) unsuccessful totalling 775 cases charged by the CPS.  The 2016 Home Office report on ‘Action Against Hate’ reported the increased misuse of social media platforms and wider internet by those who seek to use it as a tool to spread hatred and target individuals and communities because of preconceived notions of who they are or what they believe. The Home Office report also highlights that of the 801 incidents of anti-Muslim hatred that were recorded by Tell MAMA during 2015, 364 were online (73%). In addition to this, from the same report, the Community Security Trust (CST) recorded 159 anti-Semitic incidents that involved the use of internet-based social media in 2015, which represents 17% of the overall total of 924 anti-Semitic incidents recorded.  Similarly, Sandwell Council reported at the symposium that in a survey they recently conducted with young people it was found that more incidents of hate crime or hate bullying were emerging online. In line with government plans to improve safety of those working in the night-time economy, the Hate Crime project delivered in the West Midlands by Victim Support continues to offer training and advice to local businesses that are part of the night-time economy.   * + 1. **Local context and prevalence**   West Midlands Police (WMP) report that Quarter 1’s (2020/21) hate crime performance has been vastly influenced by the COVID-19 pandemic with lockdown measures in particular affecting reporting. Recorded hate crime has increased over the last quarter, both in comparison to the previous quarter and the same period in 2019. Despite the increase, the week commencing 30th March recorded the lowest number of hate crimes in the last year, with 81 offences recorded, this correlated with the introduction of lockdown. Reporting trends to the force indicate that hate crime will increase ever the upcoming summer months.   * Racially motivated hate crime continue to account for the majority in the latest quarter with 1303 recorded (80.7%). * Homophobic hate crimes were second highest with 189 offences (11.7%). * Religious hate crime has increased since the previous quarter, with the majority attributed to hate directed at perceived Islam.   Third party reporting centres are typically third sector organisations who already provide a form of service to the communities they serve and would have received training from WMP to help them identify hate incidents and crimes during their normal interactions with people, and report them to WMP. In Birmingham & Solihull, all registered housing providers are part of the scheme, and in the Black Country, Wolverhampton Homes, Walsall Housing Group, Dudley MBC and Sandwell MBC are also key players.  The only exception to this operating model is Coventry, where the City Council and Whitefriars Housing have taken the lead for third party reporting centres although the NPU Partnerships team is still in close contact with them, it is the council that provides training and the mechanism by which reports are made.  WMP, during the Hate Crime Symposium reported working pre-lockdown to strengthen links with the Chinese community in Birmingham (*this work is undertaken by the Chinese Reference Group*). WMP delivered a World Café event this summer to further strengthen relationships with the Chinese community in the city, the event was held online and gave participants an opportunity to address their concerns especially following increasing hate crime incidents during the COVID-19 pandemic.  Through chat facilities at the event, participants were able to share their opinions which was captured and analysed by WMP in an aim to frame the most appropriate response to matters highlighted. WMP have also consulted with Chinese students in local universities and have adapted their promotional material detailing contact information and support available for hate crime victims taking into account languages spoken by different groups of students.   * + 1. **Evidence of need**   Current service providers funded through the OPCC have highlighted the complexities of delivering bespoke support to victims of hate crime due to the varying needs of victims as support may need to be grouped by ‘protected characteristic’. As the term 'hate crime' can be used to describe a range of criminal behaviour where the perpetrator is motivated by hostility or demonstrates hostility towards the victim's disability, race, religion, sexual orientation or transgender identity the OPCC aim to ensure services in place can support varying groups affected by hate crime. Acts of hate crime include threats, intimidation, harassment, assault and bullying there is a need for victims to be offered support in line with the environment in which the hate crime/s take place (e.g.) in schools**.**  Funding available from the OPCC to support victims of hate crime will be in place to ensure accessibility for victims in the 7 Local Authority areas (Birmingham, Solihull, Wolverhampton, Dudley, Sandwell, Coventry and Walsall). Currently, Victim Support run the only bespoke Hate Crime project funded through the Big Lottery until 2021 (West Midlands Hate Crime Project Wolverhampton and Solihull) with a team formed of Engagement Officers (who offer direct support and advocacy to victims of crime) and trainers whose focus is on awareness raising and training among community groups and organisations.  Through consultations with Birmingham University, they gave an overview of the project they ran in 2018 with objectives including; Local Engagement, Community building and raising awareness and Cultural Change. The outcomes of the year-long project were; collaboration with West Midlands Police as they supported the university, advised, trained and supported events. Other outcomes included completion of student Focus Groups (June 2018) which aimed to find out what level of understanding students had with regards to hate crime and to ensure that students were actively involved in this project. Their feedback helped the Project Officer shape the delivery of the project. Birmingham University developed an awareness raising campaign which supported National Hate Crime Awareness Week (13-20 October 2018).  From our findings and contributions made by partner agencies, it is evident that victims living in the 7 LAs have limited access to emotional and practical support following a hate incident/ hate crime. Limited availability to support is a contributory factor in discouraging victims to report a hate crime or seek help. Commissioning a support service(s) that is accessible to victims across the region will undoubtedly give communities reassurance and confidence in reporting to the police.   * + 1. **About Hate Crime**   Hate Crime is a crime that the victim or any other person perceives to be motivated  by hostility or prejudice towards any aspect of a person’s identity. Police forces in  England, Wales and Northern Ireland annually monitor five strands of Hate Crime:   * Disability * Transgender Identity * Race, Ethnicity or Nationality * Religion, Faith or Belief * Sexual Orientation   Crimes which are motivated by hate can have a lasting and sometimes devastating effect on victims and communities. They are distressing because they target the very core of who you are or what you believe. As hate crime covers a number of protected characteristics it is important to emphasise that hate crime is an exceptionally broad and complex social problem. Hate crimes are often linked to emerging social and political issues in recent times these have included; Brexit, the COVID-19 pandemic, the death of George Floyd and the ensuing #blacklivesmatter campaign. The response to hate crime requires statutory and voluntary services to work together which must include a focus on anticipating and preventing hate crime, as well as tackling crimes effectively when they have been committed. |
| 1. **Scope** |
| * 1. **Aims and Objectives**   The aims and objectives of the service include;   * To work with criminal justice system partners to develop and pilot a scheme which supports with advocacy, emotional and practical support for victims of hate crime. * Specialists carrying out this work will have a primary responsibility to support those who have been targeted and to help them to cope and recover * Improve accessibility of services to communities that are underrepresented in coming forward to report and seek help * Reduce repeat victimisation experienced by victims * Client satisfaction with the service provided, a reduction in risk and increased feelings of safety   The aims and objectives in instances where victims choose a criminal justice path include:   * Consistent and timely use of Victim Personal Statements and pre-sentence reports * A positive impact on the attrition rate of prosecutions * Effective integration with other local services and organisations, maximising the value of all local provision * An evidence base for scalability and sustainability of a Hate Crime Victims’ Advocates scheme. * Overall, objectives identified by providers should deliver the following: * Expert advice * Culturally competent support * Improved access * Support to report   + 1. **Referrals** * Referrals made by West Midlands Police will all be allocated to the provider responsible to a) offer specialist support to the victim b) alternatively, refer on the case to another specialist provider. Timescales of having received a referral from WMP to ensuring cases are allocated/ referred on to other specialist services are to be agreed on by the provider and OPCC and we will take into account resources available among successful applicant(s). * Referrals are to be taken whether or not a victim has reported crime to the police. * All referrals into the service are to be recorded and included in quarterly monitoring which is assessed by the OPCC.   + 1. **Response time** * Victims referred into specialist support services are to be contacted within 72 hours. * A categorisation of risk is to be included in the funding proposals and will be agreed on by the provider(s) and OPCC.   + 1. **Staffing and Service Hours** * Full-time staff in each organisation, open in line with organisation’s business hours (Monday-Friday) for most. * Providers are expected to respond to the needs of victims in line with demand or at peak times, this may require altering working hours. * Work hours to be agreed with OPCC in line with staffing levels and grant awarded to provider(s).   + 1. **Referral pathways** * Victims who report to WMP and opt for specialist support will have their referrals shared with a single provider responsible for initial contact, assessment and onward referral. * The OPCC and WMP will agree on a timeframe (referrals to the single provider stated should not take longer than 72 hours from the time a crime is reported to WMP). * Successful applicants will agree on a shared (standard) needs assessment structure which is to be completed by the single provider, information gathered should capture sufficient details to avoid victims having to repeat their experiences. * Specialist services can utilise additional organisational tools to further capture information missing and in line with the specialist provision offered.   \***The chart below illustrates the referral pathway into support services**  **Service input**  The service will:   * + provide emotional and practical support   + help victims to cope and recover from the effects of the crime   + help them to navigate their journey to a positive outcome within or outside of the criminal justice process as appropriate to the victim; and   + establish what impact such a scheme might have upon the levels of reported hate crime and of harm and repeat victimisation.   The service will be delivered in line with:   * emerging evidence for best practice * relevant national and international guidelines   **Safeguarding**   * Providers are obliged to ensure safeguarding procedures for adults will apply in cases where an adult has been assessed to have care and support needs that prevent them from safeguarding themselves. * Safeguarding procedures should also be applied if a victim is experiencing any crime or abuse that has a detrimental impact to their wellbeing. |
| 1. **Outcomes** |
| **Ministry of Justice Outcomes**   * 1. **MOJ outcomes framework**   **3.1.1 Outcome detail**   |  |  | | --- | --- | | ***1*** | *Boost confidence and increase the reporting of hate crime* | | ***2*** | *Prevent hate crime and reduce repeat victimisation* | | ***3*** | *Boost confidence and increase the reporting of hate crime* | | ***4*** | *Ensure swift and sure justice for hate crime victims* | | ***5*** | *Prevent hate crime and reduce repeat victimisation* | | ***6*** | *Ensure swift and sure justice for hate crime victims* |  * + 1. **Impact**   As a result of interaction with the service, victims will:   * Feel safe, supported and listened to * Experience a reduction in the level of distress and conflict * Have an increased ability to function well in daily life in relation to their victimisation * Feel supported as a consequence of clear pathways, the availability of support materials and access to local professionals to gain information and support * Be able to access care locally * Know what the service can and cannot provide, know how to access help and support * Feel that those supporting them locally (e.g. professionals from schools, colleges, voluntary organisations, health and social care) are appropriately included and consulted with by the Service. |
| 1. **Monitoring and evaluation** |
| Organisations commissioned to offer support to victims of crime are obliged to submit monitoring on a quarterly basis. Dates will be issued along with grant conditions. Thematic monitoring meetings with OPCC staff will take place approximately a fortnight after monitoring is submitted, these give commissioners and providers an opportunity to map gaps in service provision and trends over the reported period.  Funding to providers is made upon receipt of satisfactory monitoring each quarter and is paid in arrears. |
| 1. **Confidentiality** |
| The Police and Crime Commissioner is committed to open government and operates under a Code of Practice on Public Access to Information to meeting their responsibilities under the Freedom of Information Act 2000. Any information submitted by you in connection with this proposal may need to be disclosed in response to a request under the Act.  If you consider that any of the information included in your bid is commercially sensitive, please identify it and explain (in broad terms) what harm may result from disclosure if a request is received, and the time period applicable to that sensitivity. You should be aware that, even where you have indicated that information is commercially sensitive, we may be required to disclose it under the Act if a request is received.  There will be no disclosure of costs or other matters relating to this evaluation to any third party and all aspects of negotiations will be treated as confidential at all times, except where release is deemed necessary by the Police and Crime Commissioner under Freedom of Information legislation.  You will be consulted if we receive a request for disclosure of any of the information you have identified as commercially sensitive. |

**Evaluation criteria**

The evaluation will be awarded on the basis of the following criteria including the weighting applicable to each criterion. Applications should structure their bids in line with the criteria below addressing each in turn and in a clear and concise format.

Each proposal will be evaluated against the following criteria:

* Service Offer and understanding of the project brief
* Credibility and proven expertise
* Effective project management as demonstrated by a realistic and viable methodology
* Staffing
* Knowledge of our context, our city and our region
* Partnership working (community, partners and the Directors)
* Service Quality and Compliance
* Price

We will seek value for money in the tender for this project and will judge value not solely on price but on the quality and scope of the proposals being considered.

We reserve the right not to award a contract if it is judged that no viable or appropriate tender has been received.

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| **Evaluation Criteria** | | **Weighting %** |
| **1.** | **A clear and concise demonstration of understanding of hate crime, the policy context, hate crime initiatives.**  Guidance to applicants: Please demonstrate your understanding of hate crime and the policy and delivery environment. Set out your understanding of any evidence sources/previous projects you think are relevant to this evaluation. Set out your understanding of the rationale for undertaking the research, with reference to the background/context. | **25** |
| **2.** | **Experience of work in hate crime field**  Guidance to applicants: Please detail your experience of delivering a hate crime service. | **20** |
| **3.** | **Relevance of project**  Based on your understanding of gaps in service provision in the West Midlands, please detail how your project will help address the needs of victims of hate crime.  How do the project objectives align with the priorities of the WMPCC Police and Crime Plan 2016-2020? | **25** |
| **4.** | **Staff roles and suitability of staff for those roles: A clear and detailed description of the resources to be deployed, task allocation (including evidence of the suitability of the personnel proposed for this service**  Guidance to applicants: Provide a list of the staff that will be involved in the project at all levels, as well as their specific role in this project and estimated time they will spend on the project. The list should briefly highlight their relevant experience and expertise (e.g. with reference to similar projects they have been involved in).  Provide information on the data security processes, including storage and transmission of personal data, and data protection processes that will be followed. | **10** |
| **5.** | **The OPCC will assess how organisations applying for funding will ensure staff to be hired meet the criteria for working with vulnerable people.**  Applicants to evidence how due diligence checks are conducted in addition to submitting the following organisational policies:   * Vulnerable adult and child safeguarding policies * Data protection policy * Equality & Diversity Policy | **10** |
| **6.** | **Assessment of value for money weighing the quality of the bid with the costs in the submitted detailed price schedule**  Guidance to applicants: The panel will weigh the quality of the bid as set out in the previous sections against the total cost of the evaluation which should be quoted in sterling (excl. and incl. VAT). Separate aspects of the evaluation are to be individually priced and attributed to specific members of the project team along with the estimated number of days clearly stated and day rates for project team included (exc. VAT). In particular cost of a follow up phase and report to look at longer-term outputs should be costed separately.  Fees should be inclusive of the time and travel costs for meetings, face-to-face interviews, etc. | **10** |

**Service Delivery**

All projects are to be delivered within twelve months from the date of commencement, any variations to these milestones must be agreed, in advance, with the OPCC and confirmed in writing.