

Institution: University of Leicester		
Unit of Assessment: 20		
Title of case study: Hate Crime: Transforming Policy, Practice and Recognition		
Period when the underpinning research was undertaken: 2012–Present		
Details of staff conducting the underpinning research from the submitting unit:		
Name(s):	Role(s) (e.g. job title):	Period(s) employed by submitting HEI:
Prof Neil Chakraborti	Head of School, Director of the Centre for Hate Studies	1999–Present
Dr Stevie-Jade Hardy	Associate Professor in Hate Studies	2012–2020
Dr Chris Allen	Associate Professor in Hate Studies	2017–Present
Dr David Wilkin	Research and Policy Fellow	2019–Present
Period when the claimed impact occurred: 2014–2020		
Is this case study continued from a case study submitted in 2014? N		
1. Summary of the impact		
<p>Hate crime is an urgent global priority for governments, lawmakers and practitioners, with many parts of the world experiencing a sustained increase in the prevalence of recorded hate crimes following recent trigger events, including the rise of far right and nationalist movements, a growth of terrorist-related incidents, and the COVID-19 crisis. Research by the Centre for Hate Studies (CHS) has substantially enhanced awareness and understanding of hate crime and its associated harms amongst a broad range of beneficiaries including victims, witnesses, practitioners, and policy-makers from different sectors. This research has also improved responses to victims and perpetrators through the development of new strategies, changes to reporting mechanisms, and evidence-based training and interventions.</p>		
2. Underpinning research		
<p>The research conducted by the CHS falls under three thematic areas:</p> <p>Research on the perpetrators of hate and extremism: The CHS has conducted a series of studies (2017, 2018, 2019) which have generated new knowledge on who commits acts of hate and extremism and why, and on the effectiveness of current responses to perpetration. These studies have involved large-scale surveys and interviews with hate crime perpetrators, analysis of more than 2,086 cases from police records, in-depth interviews with practitioners working with perpetrators and members of extremist groups, and discourse analysis of extremist materials.</p> <p>Research on the support needs of hate crime victims: In 2015, the CHS was funded by the Equality and Human Rights Commission (EHRC) to explore underreporting of hate crime within Lesbian, Gay, Bisexual and Transgender (LGB&T) communities through the completion of 50 in-depth interviews. This study garnered new insights into the barriers that victims face when reporting and the ways in which organisations can dismantle them to increase reporting rates. In 2016 and 2017, the CHS was commissioned to deliver two projects to assess the support needs of hate crime victims in Hertfordshire and the West Midlands. These studies employed large-scale surveys and in-depth interviews and were based on engagement with 2,063 actual and</p>		

potential hate crime victims and practitioners. This research generated much-needed understanding of the emotional, physical, and health support needs of victims, and on how statutory and voluntary sector service providers can meet this demand. In 2018, the CHS were commissioned to design a process and outcome evaluation for a new, innovative 'test and learn' pilot project to support victims of hate crime in Derbyshire.

Research on experiences of hate and extremism: From 2012–2014, the ESRC funded the CHS to investigate the nature, extent and impact of hate incidents. The research team engaged with 4,234 members of established and emerging minority communities and 1,421 victims, making it the largest single study of hate crime victimisation conducted anywhere in the world. The study led to a significant step-change in understanding the forms that hate crime takes, who it affects, and what harms it causes to individuals, families and wider communities. Further insights on where incidents take place were generated through a 2017–2019 study on the scale and impact of hate crimes on public transport. The CHS also conducted a series of studies in 2014, 2017 and 2019 designed to enhance understanding of ideologies underpinning extremist organisations and the mechanisms that they use to mobilise support.

Collectively, the studies outlined above have highlighted that:

- many victims, witnesses, members of the public and practitioners are unaware of what constitute hateful and extremist acts;
- there are multiple barriers which result in victims being reluctant or unwilling to report, meaning that many suffer in silence;
- when victims do report, they are often dissatisfied with the response from frontline professionals, feeling that their experiences are not taken seriously; and
- many victims do not achieve a successful criminal justice outcome, with current responses to hate and extremism largely ineffective in preventing or rehabilitating offenders.

3. References to the research

R1. Hardy, S. and Chakraborti, N. (2020). *Blood, Threats and Fears: The Hidden Worlds of Hate Crime Victims*. London: Palgrave Macmillan.

R2. Hardy, S. (2019). "Layers of Resistance: Understanding Decision-Making Processes in Relation to Crime Reporting". *International Journal of Victimology*, 25 (3): 301-319.
<https://doi.org/10.1177/0269758019827686>

R3. Wilkin, D. (2019). *Disability Hate Crime: Experiences of Everyday Hostility on Public Transport*. London: Palgrave Macmillan.

R4. Chakraborti, N. (2018). "Responding to Hate Crime: Escalating Problems, Continued Failings". *Criminology & Criminal Justice*, 18 (4): 387-404.
<https://doi.org/10.1177/1748895817736096>

R5. Allen, C. (2017). "Proscribing National Action: Considering the Impact of Banning the British Far-Right Group". *The Political Quarterly*, 88 (4): 652-659.
<https://doi.org/10.1111/1467923X.12368>

R6. Hardy, S. (2017). *Everyday Multiculturalism and 'Hidden' Hate*. London: Palgrave Macmillan.

4. Details of the impact

Improving responses to perpetrators of hate and extremism

CHS research identified that current responses to hate crime focus on punitive responses which are ineffective in educating and rehabilitating offenders [R1, R4, R5, R6]. The CHS utilised this evidence to design, deliver and evaluate new community resolutions for hate incidents. The evaluation findings from these new interventions have been shared with police forces nationwide and internationally to shape new and improved practice [E1].

The CHS informed the development of new national guidance and training packages, resulting in more effective case handling and an increase in prosecutions and convictions [E1]. The Law Commission used CHS research evidence to inform their proposals for changing hate crime laws in England and Wales, and cited this research as critical in identifying effective ways to prevent hate crime, improve victims' access to justice, and reduce re-offending [E2]. Based upon CHS research, the Commission for Countering Extremism also recommended that the UK Government adopt a new definition which focuses on the concept of 'hateful extremism' [E3].

Improving support for victims

The CHS produced evidence-based recommendations for criminal justice agencies across the UK, leading to changes in hate crime policy and practice, and improved support for victims. Specifically, agencies have used CHS research to:

- develop new awareness-raising campaigns and hate crime strategies committed to improving support for victims [E1]: e.g. Gloucestershire Police consulted with the CHS to establish new strategies and campaigns resulting in increased reporting and uptake of victim support services.
- create new training packages on the support needs of victims [E1]: e.g. The College of Policing's first national hate crime training for police forces.
- establish new support mechanisms [E1]. e.g. in Derbyshire and Hertfordshire, the Offices for the Police and Crime Commissioner acted upon CHS recommendations to adopt new models of hate crime victim support leading to increased support service referrals and improved victim recovery outcomes.

Based on CHS research, Hardy and Chakraborti were appointed by Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services to provide evidence-based advice to guide the 2018 inspection of police responses to hate crime. The inspection resulted in a set of recommendations for all forces in England and Wales aiming to improve the way the police communicate with victims and signpost support services [E4].

The CHS has developed and delivered evidence-based training to 2,494 practitioners and policy-makers working within criminal justice, education, local authorities, and health and social care across the UK. This training has demonstrably improved awareness and understanding of the impact of hate crime, thereby transforming the identification, recording and investigation of hate crime incidents and provide effective victim support [E5].

Improving recognition of hate and extremism

The CHS has submitted evidence to seven hate and extremism-related Government bodies, thereby driving greater prioritisation and new directions in national policy. Following Chakraborti's expert witness submission to the Women and Equalities Committee on transgender equality, 35 recommendations were made including: a new cross-government strategy; changes to the Equality Act 2010; and initiatives to tackle everyday transphobia which

the UK Government were mandated to act upon [E6]. Furthermore, CHS research underpinned the Home Office's thematic review of current evidence, which guided the UK Government's Hate Crime Action Plan [E7].

CHS findings guided improvement in hate crime recognition within the education and public transport sectors. Evidence-based training developed by CHS was identified as best practice for universities within England and Wales by Advance HE and the Office for Students [E8], while Epigeum (part of Oxford University Press) used CHS research evidence to develop online training modules on hate crime and harassment for use by students and staff within higher education institutions across the world [E1]. Additionally, Wilkin has collaborated with the Scottish Government, British Transport Police, the Cabinet Office, the Office of the Mayor of London, and 12 public transport providers and local authorities to develop policies and training to improve responses to hate crime nationwide [E9].

The CHS has presented its evidence at 39 practitioner-focused conferences, 225 public events, and through expert contributions to 367 media articles. To improve understanding of hate crime in the public sphere, the CHS also created a series of educational short films and animations. These resources have been accessed 41,354 times and received multiple awards including 'Best Factual Programme' at the British Television Awards, the 'Special Jury Award' at the British Universities Film and Video Council's Learning on Screen Awards and an Award of Excellence at the Canadian Shorts International Film Festival. They are also globally showcased within schools, colleges, and universities; and are used in training by criminal justice practitioners, educators, and healthcare professionals in order to shape responses to the spikes in hostile attitudes and hate crime, which have continued to escalate throughout the COVID-19 crisis [E10]. Stop Funding Hate, one of the UK's largest charities fighting hate speech, has directly attributed improved recognition of the impact of hate speech to CHS research evidence and to their media and film outputs [E1].

5. Sources to corroborate the impact

E1. The Centre for Hate Studies (2020). *Transforming Practice*. <https://le.ac.uk/hate-studies/impact/transforming-practice>

E2. The Law Commission (2020). *Hate Crime Laws: A Consultation Paper (Consultation Paper 250)*. <https://s3-eu-west-2.amazonaws.com/lawcom-prod-storage-11jxou24uy7q/uploads/2020/10/Hate-crime-final-report.pdf>

E3. Allen, C. (2019). *National Action: Links between the Far Right, Extremism and Terrorism*. London: Commission for Countering Extremism. https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/834342/Chris_Allen_-_National_Action_Post_Publication_Revisions.pdf

E4. HMICFRS (2018). *Understanding the Difference: The Initial Police Response to Hate Crime*. <https://www.justiceinspectors.gov.uk/hmicfrs/wp-content/uploads/understanding-the-difference-the-initial-police-response-to-hate-crime.pdf>

E5. Centre for Hate Studies (2020). *Transforming Responses to Hate and Extremism: The Impact of Training*. <https://le.ac.uk/hate-studies/impact/transforming-practice>

E6. House of Commons Women and Equalities Committee (2015). *Transgender Equality*. <https://publications.parliament.uk/pa/cm201516/cmselect/cmwomeq/390/390.pdf>

E7. Home Office (2018). *Hate Crime: A Thematic Review of Current Evidence*.

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/748140/hate-crime-a-thematic-review-of-the-current-evidence-oct2018-horr102.pdf

E8. Advance HE (2019). *Evaluation of Safeguarding Students Catalysts Fund Projects. Summative Evaluation Report to the Office for Students*.

<https://www.officeforstudents.org.uk/media/e3c0bd5e-7e03-4235-941a-f933da269728/catalyst-evaluation-summative-report.pdf>

E9. Wilkin, D. (2020). *Disability Hate Crime on Public Transport: Raising Awareness and Facilitating Crime Reduction*. <https://le.ac.uk/hate-studies/impact/transforming-policy>

E10. The Centre for Hate Studies (2020). *Transforming Public Recognition*. <https://le.ac.uk/hate-studies/impact/transforming-public-recognition>