**Hate Crime Awareness Training**

**The Referral Process**

1. Actions are agreed, and clients updated following the meetings.
2. The client’s needs are met by sharing information and then signposting to other agencies
3. Updates provided, and progress reviewed. Case closed when things quieten down and with client’s consent.
4. Typically, most referrals are via housing or the Police It is also possible for clients to self-refer or make online referrals.
5. If the case requires the involvement of a number of agencies, then its referred to the H.C.C.P. that meets monthly.

**The Casework Process**

1. Collecting this information is essential as it constructs a picture of risk and can encourage safeguarding interventions. It also allows us to develop an understanding of the bigger-picture.
2. Information flow is critical between agencies and between agencies and the client.
3. When hate crime has ceased services are evaluated. We evaluate the social impact of our work
4. A quick response is essential for fostering trust and confidence and reflects RBG’s commitment to hate- crime
5. Interviews can be held face to face or remotely. It is essential that we work toward targets specified by the client
6. This stage is critical in ensuring the approach is client-led and that the client is empowered

*‘Tackling hate crime is a clear priority for the Safer Greenwich Partnership and its strategy shows a commitment to creating an environment where hate crime is not tolerated but challenged, reported and dealt with appropriately.*

*The effects of hate crime are not only felt by individuals and their families, but also impact on the wider community, creating a perception of fear and damaging community cohesion.’*

**Safer Greenwich Partnership, Hate Crime Strategy 2016 to 2019**

**The Client Charter**

What a client can expect following a referral;

1. **Person centred-**the client’s needs and expectations are put first
2. **Equal Opportunities**- the services are inclusive and barriers preventing involvement will be removed
3. **Free to use** – we will not charge you
4. **Confidential** - we will not pass your information on without your consent
5. **Supportive** – we will help you get the advice and support you need to deal with your problem
6. **Empowering**- then process will provide skills and knowledge to help you deal with problems independently
7. **Clarity**-the process will be clear, transparent and accessible
8. **Accountable**- we are responsible for providing a first-class service reflecting the priority status hate crime has in the borough.
9. **Complaints-**our services will be assessed by clients who will be encouraged to make complaint’s if they are dissatisfied.

**Notes**