



How individuals have benefitted from The Hate Crime Intervention Hub.

RSMS are working with Cambridgeshire County Council, Cambridgeshire Constabulary and Cumbria Constabulary to deliver a Hate Crime intervention. The aim is to reduce the number of Hate Crime incidents by helping perpetrators understand the impact of their behaviour and address the motivations for their actions

WHY

The Hate Crime Behavioural Insights Trial was developed as a response to the increasing number of Hate crime incidents over the COVID period.

HOW

The accounts outlined in this study show how the intervention hub changes thinking and attitudes with regards to prejudice

OUTCOME

RSMS will continue to deliver this pilot until January 2023 and will undertake a full evaluation upon completion.

THE FINDINGS

Participant - Luke

Luke was referred to the Hate Crime Programme for using racist language and threatening another pupil in his school at the age of 14. Unlike many of our young clients, my dealings were with him alone from the outset. The number provided was his, not a parent or guardians', and he provided me his email address to send login details and teams links to. He attended every session on time and without need to reschedule. Despite Luke telling me he didn't fully recall the event, he did acknowledge that his motivations for his actions were retaliatory in nature. He shared that, when confronted by someone, he tends to find himself becoming aggressive or vengeful. He was open in saying he does feel, at times, that he is influenced by social media.

'If I'm honest, I do feel at times influenced by social media. I think its important to understand the type of content you consume because the algorithm is designed in such a way that you will repeatedly be exposed to that kind of content which can in turn have a negative impact on your own behaviour.'

'By discussing my feelings I have learnt to accept when I feel shame rather than take it out on others through anger.'

We spoke about algorithms and how it is important for us to be aware of how we will be exposed to more of the same of what we watch and to always question what we see. He reflected that he has learnt to accept when he feels shame rather than take it out on others through anger. When talking about the victim, Luke said they may have felt ostracised by his actions, demonstrating a real awareness and ability to perspective take by the end of the programme. He reflected in session 10 that he had found the programme useful. Luke presented throughout as engaged, motivated and reflective, accepting responsibility for his actions and the consequences that followed.

THE FINDINGS

Participant - Sam

As a result of undertaking the Hate Crime intervention Sam is learning to take responsibility for his actions. He recognises his main triggers are alcohol, and assumptions of aggressive behaviour directed towards him.

Sam is learning to take a calmer approach by 'being the better' person and not react when in situations of conflict.

His abstinence from alcohol has led to:

- Better control of emotions
- Positive Behaviour
- Counselling to understand himself
- Focus on personal growth

The sessions have helped Sam better understand himself and build his skill-set. He is remorseful of his behaviour and shocked at his comments., he is hoping to be able to send the victim an apology letter through the Police.

'At the time I wasn't thinking about the things I was saying. I thought the victim was being very rude, but again, there are ways of speaking to people and two wrongs don't make a right. In future I will be careful with my choice of words and not react that way.'

Sam reflected that *'Anger gets you nowhere and it doesn't help the situation at all.. It's best to be calm otherwise bad things can happen.'*

'From the sessions I have done, it does show you how to be calmer. I used to think 'I'll treat people how they treat me' but I want to change that so I remain calmer in situations. I have definitely learnt from this course.'

Participant - Max

Max engaged with the Hate Crime Intervention well and shared his difficulties around managing his emotions. He was able to identify that his emotions, when paired with pressure from others contributed to his behaviour.

He worked on identifying his emotions as he recognised that he tends to show anger when he is actually feeling something else.. Max acknowledged that his actions were wrong and he felt remorseful.

As a result of the Hate Crime intervention, Max said *'I have learned that my anger will pass, but the hurt and damage that I may cause when I am angry will last a lot longer, from this session I have learned different methods to help me calm down when I am angry'*.

Max said he had come to understand *'that our differences do not define us and being different can be a good thing.'*

THE FINDINGS

Participant - Ben

Ben was referred to us back in July, completing the Hate Crime Programme in November. This was delayed for a number of reasons but the police were accommodating enough to allow us to persevere with him in order that he could complete the programme. Initially I struggled to get hold of him on the phone. When I finally did make contact, he presented as highly agitated and verbally abusive about being contacted on a withheld number. It was only through exploration of this with him that it became apparent that he had received threatening calls on a withheld number before and his anxiety levels were raised as a result. Nevertheless, he presented a number of other obstacles to attending or completing the sessions, including that he didn't want to do the assisted sessions online, he didn't have the time to complete them and he didn't check his emails regularly enough. I clearly set out the boundaries of acceptable behaviour in one of our phone calls in order that he understood what is expected of him and what will and won't be tolerated.

'It is important to change your mind set to be able to deal with situations better. I have learnt to walk away from conflict situations and I have met with the her since the offence and we have resolved things.'

Within the sessions Ben told me about his relationship struggles and how he feels shameful when she accuses him of being unfaithful, sharing that he feels shame often, sometimes at work, sometimes in his personal life and recognised he felt stressed at the time of the offence

'I have apologised to the victim and could see how she may have felt 'categorised and sad'. I found the programme helpful and appreciated the persistence in helping me complete the programme.'

He attended session 1 that day. He was reflective, open, respectful and willing to learn, apologising for his behaviour. We then had issues with the audio on Teams which meant a delay in completing session 5. He then struggled to access the correct material when logging in due to an IT issue our end. This set him back for completing session 10. Once remedied, he then appeared to withdraw contact, not replying to emails or calls. When we finally re-established contact, he explained he had been having a difficult time with his partner and at work and this had left him emotional and under stress. I empathised with his situation, checked in with him on regular occasions and reassured him that I am determined to support him in completing the programme.

The police were supportive despite the deadline having passed, recognising that completion (albeit late) would likely result in a better outcome. In early November we finally completed session 10 together.