

Comisiynydd Heddlu a Throseddu Dyfed-Powys,  
Blwch Post 99, Llangynnwr, Caerfyrddin, SA31 2PF

Dyfed-Powys Police and Crime Commissioner,  
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**COMISIYNYDD  
HEDDLU A THROSEDDU  
DYFED-POWYS  
POLICE AND CRIME  
COMMISSIONER**

Rt Hon Sajid Javid MP  
Home Secretary  
2 Marsham Street  
London  
SW1P 4DF

6 September 2018

## **RE: Understanding the Difference: The Initial Response to Hate Crime**

Dear Home Secretary

I welcome this latest thematic inspection report from HMICFRS which rightly shines a spotlight on how forces are supporting victims within our diverse communities. It is encouraging to see victims of some of the most deplorable crimes being encouraged to report them to the police. Whilst the report suggests progress has been too slow, I am encouraged and assured by Dyfed-Powys Police's approach to supporting victims of hate.

Our Force demonstrates its commitment to tackling hate crime through:

- A live hate crime strategy, problem profile and delivery plan;
- Providing specific hate crime operational guidance and minimum standards checklist which is currently being refreshed;
- Providing all frontline staff with hate crime awareness training;
- Training and deploying specific Hate Crime Support Officers to work with victims;
- Asking callers who are reporting antisocial behaviour if they feel they are being targeted, in order to identify potential hate-motivated crimes at the earliest opportunity;
- Utilising a specific initial action plan to ensure the best possible response to hate incidents;
- Conducting daily online scanning to identify potential cyber-enabled hate crimes;
- Providing automatic referrals to victim support services, unless the individual chooses not to; and

Rydym yn croesawu gohebiaeth yn y Gymraeg a'r Saesneg. Ni fydd gohebiaeth yn y Gymraeg neu'r Saesneg yn golygu oediad.

We welcome correspondence in Welsh and English. Corresponding in Welsh or English will not lead to a delay.

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- Working with partner agencies to address the issues associated with hate crime.

I do acknowledge however that further progress is still needed. A recent review (in April 2018) of hate crimes and incidents by my independent Quality Assurance Panel found inconsistencies in the recording of Dyfed-Powys Police's response to hate, including:

- The identification of vulnerability;
- Referrals to victim support services;
- Completion of the initial action plan; and
- The timeliness of victim engagement and case supervision.

My Panel did, however, find evidence of good engagement from Hate Crime Support Officers in providing support and updates to victims. The Force has accepted the Panel's observations, which will be followed up through another review this month in order to assess the improvements made.

I am confident that Dyfed-Powys Police's continued focus on "doing the basics brilliantly" and their detailed hate crime strategy and action plan will drive the required improvements. My office will continue to work with the Force to ensure our vibrant and varied communities are supported to be proud of who they represent and feel confident to live free from fear.

A copy of this response is available on my [website](#).

Yours sincerely

**Dafydd Llywelyn**  
**Police & Crime Commissioner**

Cc: HMI Wendy Williams

Chief Constable Mark Collins

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