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**REFERRAL**

**Pre-Incident** - Education, community engagement, joint working

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**B&NES Hate Crime Support Pathway**

**INCIDENT OCCURS**

**Report to Police –** or 3rd party.

• Webstorm log Raised

• Initial Attendance by an officer

• Niche Crime Report Raised

• Officer in case (OIC) allocated by supervisor

• Referral to Lighthouse/share with relevant partner agencies.

**Direct to SARI**

From outside organisations (Lighthouse, Police, Housing Associations (CURO, Livewest, Sovereign, Guinness, Sanctuary) etc.) Also, self-referral

**Process**

Case is reviewed by team leaders and allocated to caseworker.

* Open a case with the client; carry out a risk assessment and agree on a support plan around hate crime.
* Report incident/crime to the police if not been done already.
* Arrange meetings with agencies involved to obtain updates for victim.
* Keep in regular contact with client throughout duration of the case.
* Partner agency referral with consent. (Additional support outside of SARI’s remit)

**Investigation**

* Follow all lines of enquiry including CCTV, witnesses, house to house, forensics.
* Obtain evidence – statements, interviews, seize physical evidence.
* OIC shares or works with third party agencies to support victim i.e., housing, SARI etc.
* OIC updates victim every 28 days or sooner
* Supervisor review every 28 days – consider referral to hate crime review panel.
* Review Decision by Supervisor for charging decision (pass to CPS unless very low level)
* If does not meet threshold, then file
* If does meet threshold OIC completes court ready file to CPS (unless out of court resolution authorised for low level offence)
* CPS makes final decision.
* Update victim of outcome

**Post Outcome**

No Involvement unless further offending though victim support may continue.

**violence**

**Criminal Justice**

* Officer in the case and other police witnesses attend any trial if called.
* Victim Support manages ongoing needs.

**Refer to relevant services.**

* Counselling services
* Case Review Panel

**Closure**

Cases will be closed when all agreed actions between client and caseworker have been completed.

**Criminal Justice**

Can support through the criminal justice process IE getting victim ready for court and providing support in court.