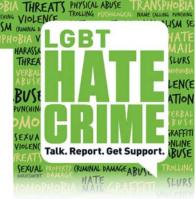# 9. LGBT Hate Crime Quality Standard: A Service Improvement Tool for Organisations

This resource is for services that work with people who experience hate crime, such as police forces, local authorities, third sector services, housing providers and state prosecutors.

Many organisations aim to provide the best possible assistance to LGBT people facing hate crime, yet it can be difficult to determine the effectiveness of that work. This quality standard provides a framework to assist them in identifying areas of improvement in tackling hate crime.

Section1: About this resource

Using this standard

This quality standard aims to enable organisations to more successfully meet the needs of LGBT people facing hate crime. It is not intended to be a guide to methods for improving anti-hate crime work. Instead it identifies traits demonstrated by effective services, which organisations can use to assess themselves against in order to improve.

Implementing this standard

This quality standard is made up of seven components representing various facets of good practice. Each one has a set of criteria that can be used to judge whether it has been achieved. The process of internal self-assessment would usually be overseen by a strategic lead worker or working group. A self-assessment chart is included at the end of this resource to assist the process. Where gaps have been identified they should form the basis for action planning. Where another charter mark or quality standard is already being implemented, for example covering workforce diversity, it would be reasonable to choose to skip sections of this quality standard which duplicate existing activity.

How can it benefit your organisation?

Bringing people together to plan improvement can benefit hate crime reporting, service user satisfaction, community confidence, performance data and staff motivation. It can also demonstrate compliance with legislative requirements such as the Equality Act 2010 and identify potential problems, while empowering staff to address them.

How was it developed?

This quality standard represents the accumulated knowledge of experts in the field of hate crime and was developed by Galop as part of the National LGBT Hate Crime Partnership in consultation with statutory and community organisations.

Section 2: The seven components of the quality standard

1) User-centred service

This component deals with putting service users at the heart of service provision.

Needs assessment – Service users receive an individual assessment of their safety, practical, communication and emotional support needs.

Referral and signposting – Awareness of and routinely offering referrals to a range of available hate crime, LGBT and general services .

Service user focus – Services are provided in a respectful, empathetic and non-judgemental manner, where decision making on how to proceed is carried out in consultation with service users.

Early intervention – Efforts are made to assess risk of repeat victimisation or escalation and intervene early, particularly where someone is vulnerable or has complex needs.

2) Workforce and learning

This component relates to good employment and development practices.

Employment practices – Recruitment, induction, supervision and appraisal practices enable appropriate service provision to people facing hate crime.

Training – Training on hate crime and LGBT diversity are delivered across the organisation.

Workforce diversity – Efforts are made to recruit, monitor and retain a workforce that reflects societal sexual orientation and gender identity diversity, at all levels of the organisation.

Workplace harassment – Policies and systems explicitly address those who perpetrate or experience anti-LGBT workplace bullying or harassment.

Sharing learning - Good practice is shared internally and with partners across sectors and identity boundaries.

3) Reaching out

This component deals with multi-agency working and community relations.

Service promotion – LGBT issues are visible in publicity material and regular promotional activity takes place targeting diverse LGBT audiences.

Strategic cooperation –Effective relationships are maintained with statutory and community organisations to enable strategic dialogue and joint working.

Frontline cooperation – Partnership responses are proactively sought to meet individual service user needs, utilising partner services and multi-agency fora where appropriate.

Community dialogue – Efforts are made to build and sustain relationships with LGBT communities and organisations to improve trust and confidence, increase reporting and decrease fear of crime.

Speaking up – A visible stance is taken against hate crime both internally and externally, including observing relevant annual days.

Transparency – A range of performance data is published, accountability structures exist and independent community scrutiny is invited.

4) Addressing diverse LGBT needs

This component relates to meeting the diverse needs within LGBT communities.

Safe space – Online and physical service environments are visibly LGBT-inclusive, enabling service users to feel confident disclosing issues related to their sexual orientation or gender identity.

Homophobia - Steps are taken to understand and address homophobia and the different needs of lesbian and gay people.

Biphobia - Steps are taken to understand and address biphobia and the needs of bisexual women and men.

Transphobia - Steps are taken to understand and address transphobia and the needs of trans women, men and people who have non-binary gender identities.

Intersectional needs - Steps are taken to understand and address the needs of LGBT people who belong to multiple marginalised identity groups and face overlapping forms of hate crime.

Accessibility – Steps are taken to ensure that a non-discriminatory service is equally accessible to all eligible service users.

5) Policies and procedures

This component deals with setting and adhering to internally agreed standards.

Policies – Policies covering hate crime, equality and diversity, adult safeguarding, child protection and information handling are adhered to and regularly reviewed.

Confidentiality – Clear processes protect service users' information from unlawful or inappropriate disclosure.

Case management – Robust management of cases and supervision ensure an LGBT-appropriate, competent and consistent service.

Communication – Information and updates are provided to service users regularly through the process in a comprehensible and appropriate manner.

Outcome-focused – Clear goals set out the positive impact the service aims to create for service users and systems are in place to help achieve and monitor them.

Prevention – Policies are pursued to address perpetrator behaviours, for instance, through restorative justice or education.

6) Monitoring and evaluation

This component deals with the collection and analysis of information.

Hate motivation recording – Steps are routinely taken to proactively identify and record the hate motivation of crimes and incidents.

Case detail recording – Details of crimes or incidents and actions taken are recorded, stored and disposed of in a manner that complies with legislation and good practice.

Demographic recording – Personal details are recorded in an accurate, respectful and lawful manner that corresponds with the gender, name, pronoun and other personal details given by service users.

Service user feedback – Service user feedback, satisfaction and complaints is collected and analysed in relation to hate crime and LGBT inclusion.

Performance monitoring – Internal performance data on hate crime is collected, evaluated and benchmarked against other organisations.

7) Strategy

This component relates to organisational decision-making and planning.

Consultation – Efforts are made to understand and respond to LGBT community needs and views in planning, reviewing and developing the service.

Evidence-led – Steps are taken to identify and proactively respond to trends through analysis of data (such as crimes, incidents, fear of crime, community confidence, satisfaction and prevalence)

Planning – Explicit strategic objectives relating to homophobic, biphobic, transphobic and other forms of hate crime exist within relevant strategy documents.

Organisational learning – Internal review of success and failure is used to drive improvement, innovate and tackle underlying problems.

Leadership – Senior leadership drives continuous quality improvement and communicates strong messages about tackling hate crime and LGBT inclusion.

Procurement – Commissioning and funding decisions related to support services consider LGBT needs assessment and applicants are asked for evidence of competence on equality issues.

Appendix: Self-assessment chart

1) User-centred service

	Not met	Partly met	Mostly met	Entirely met
Needs assessment				
Referral and signposting				
Service user focus				
Listening				
Early intervention				

2) Workforce and learning

	Not met	Partly met	Mostly met	Entirely met
Employment practices				
Training				
Workforce diversity				
Workplace harassment				
Sharing learning				

3) Reaching out

	Not met	Partly met	Mostly met	Entirely met
Service promotion				
Strategic cooperation				
Frontline cooperation				
Community dialogue				
Speaking up				
Transparency				

4) Addressing diverse LGBT needs

	Not met	Partly met	Mostly met	Entirely met
Safe space				
Homophobia				
Biphobia				
Transphobia				
Intersectional needs				
Accessibility				

5) Policies and processes

	Not met	Partly met	Mostly met	Entirely met
Policies				
Confidentiality				
Case management				
Communication				
Outcome-focused				
Innovative prevention				

6) Monitoring and evaluation

	Not met	Partly met	Mostly met	Entirely met
Hate motivation recording				
Case detail recording				
Demographic recording				
Service user feedback				
Performance monitoring				

7) Strategy

	Not met	Partly met	Mostly met	Entirely met
Consultation				
Evidence-led				
Planning				
Organisational learning				
Leadership				
Procurement				

This information sheet was produced by Galop, an LGBT anti-violence charity providing support, advice and advocacy to people facing hate crime, domestic abuse or sexual violence. It is a part of a series of 17 resources on hate crime for LGBT people and service providers, created on behalf of the National LGBT Hate Crime Partnership. The other useful information sheets are:

1. Glossary of Terms Relating to Hate Crime
2. Diary Sheets and Guidance on Keeping a Written Record of Hate Crime
3. Hate Crime Laws: A Guide for LGBT People
4. LGBT Hate Crime and Emergency Accommodation
5. Non-Emergency Housing Options for LGBT People Facing Hate Crime
6. Financial Assistance Schemes: Help for LGBT People Experiencing Hate Crime
7. Talking to your Children about Bullying and Hate Crime: Advice for LGBT Parents
8. Training Toolkit on LGBT Hate Crime
10. Tacking Biphobia: A Guide for Safety Services
11. Tackling Transphobia: A Guide for Safety Services
12. Complaints to Statutory Agencies: A Guide for Advice Workers
13. Understanding Hate Crime Statistics: A Guide for Organisations
14. Hate Crime and Older Lesbian, Gay, Bisexual and Trans people in Care Settings
15. Housing, Disability and LGBT Hate Crime
16. Commissioning LGBT Hate Crime Services: A Guide for Organisations
17. Building Partnerships to Tackle Hate Crime

Find out about our work at www.galop.org.uk and www.lgbthatecrime.org.uk

Produced 2016. Authored by Nick Antjoule.