



Impact Report 2022-23



**HATE CRIME
ADVOCACY SERVICE**

Support for you each step of the way



30 cases supported at court

3 cases supported with OPONI complaints



2,279 hours of casework completed

What did we do?



155 Safety Plans completed for clients in need



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153 clients advised on emotional support/compensation



969 referrals from PSNI and other agencies



662 first contact became casework

296 referrals closed at first contact stage



4 advocates

How well did we do it?

55 active cases at any point in time

2 days (average) to first contact

4 days (average) between first contact and appointment



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What difference did we make?

90% of clients agree they would recommend a friend or family member report to police based on their experience with HCAS

89% would recommend HCAS to a friend or family member

86% were satisfied with their contact and support from HCAS

26% of clients linked into further support services

7% of cases progressed to the Public Prosecution Service



What next?

As we move forward into our second year, we are keen to take the learning from year one. We remain committed to our current aims and objectives and have several areas of development that we will be working on over the next year:

Increase the level of successful first contact

Increase the amount of survey responses returned to us and the satisfaction level of clients

Quality assurance of all case recording and reporting

Exploring innovative responses to incidents

Maintaining and building on current good practice

Maintaining excellent relationships with external stakeholders

