



**HATE CRIME  
ADVOCACY SERVICE**

Support for you each step of the way

# Impact Report 2023-24



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# What did we do?

**1013 referrals processed by the Advocacy Service**

**235 referrals closed at enquiry stage**

**778 referrals became casework**

**281 Safety Plans completed for clients in need**

**253 clients advised on emotional support/compensation**

**2962 work items completed**

**105 cases referred to other support services**

**34 cases supported through court processes**

**3 cases supported with OPONI complaints**

*“Happy to have someone who understands how I feel after being a victim of a LGBTQIA+ related Hate Crime”*



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# How did we do it?

**4 advocates**

**60 active cases at any point in time throughout year**

**Clients spent an average of 18 weeks with the service**

**141 repeat clients (13.9% of total referrals)**

**2 days (on average) to first contact with a client**

**5 days (on average) between first contact and appointment**

**553,291 website hits**

*"I was feeling so disappointed and broken inside, so stayed 2 weeks at home. I received a call from victim support - they help me to get through the problem and relief much pressure from my shoulders".*



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# Outcomes:

**85%** would recommend HCAS to a friend or family member

**85%** were satisfied with their contact and support from HCAS

**82%** of clients agree they would recommend a friend or family member report to police based on their experience with HCAS

**12%** of clients were linked into further support services

**03%** of cases progressed to the Public Prosecution Service



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# Successes:

**55%** increase in repeat clients

**45%** increase in Safety Plans prepared for clients

**40%** more clients advised on emotional support or compensation

**23%** more work items completed

**21%** increase in visitors to our website

**15%** uplift in enquiries becoming casework





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# What next?

**During our second year we have been pleased to see recognition of the Hate Crime Advocacy Service increase amongst our clients, stakeholders, and the wider community. As we move into our third year, we note the challenge of maintaining quality of service as referrals, and the complexity and impact of cases increase.**

**Our priorities for the next year include:**

- **Promotion of the service and awareness raising on hate crime in our society.**
- **Delivery of training to increase education on hate crime creating reduction and prevention opportunities.**
- **Partnership working to reduce attrition rates and keep clients engaged with support and the criminal justice system.**
- **Establish and maintain connections in communities to promote integration of minorities and increased confidence in support agencies, police and criminal justice organisations.**