

Billy, an 11 year old boy, was referred to Smile's **Hate Crime Awareness Programme** following an incident where he had racially abused a security guard at a shopping centre.

Our HCA Programme was tailored to suit Billy's needs and was delivered over shorter, less intensive sessions.

What the mediators uncovered

- Billy was intelligent and enjoyed English, but was very unhappy about his schooling situation
- He had a speech impediment that affected his confidence and had led to him being bullied
- Billy presented with anger issues and an inability to manage his emotions
- His friend group was made up of much older boys and he was getting in trouble in and out of school

The outcomes following the Hate Crime Awareness Programme

- Billy had started to attend school regularly in the morning and afternoon, as opposed to 2 hours a day
- The family were assigned a Family Liaison Officer
- Billy received in-class support and a referral was made to Lancashire Wellbeing Service
- There have been no further reports of Anti-Social Behaviour

"I just wanted to thank Smile for all the effort that you have put into this case. We were a bit lost as to where to go with this but it's so nice to hear that you had so many positive things to say about the boy. Police intervention wouldn't have achieved much here so this will be a good outcome" – Lead Police Officer for this case