







## FOREWORD

We are committed to working with our partners to tackle all forms of crime in our borough. This four-year strategy sets out our commitment to supporting victims of hate crime and holding perpetrators to account. It has been developed in consultation with key partners including the Metropolitan Police Service, community and third sector organisations.

Hate crime has no place in our society. It affects people based on their race, faith or religion, sexual orientation, transgender or disability. It can disempower victims, destabilise their lives, create fear and weakens community cohesion. What is striking about this type of crime is the level of under-reporting suggested by current figures. So our strategy aims to raise awareness of hate crime, whilst increasing confidence in the community to report incidents. It also focusses on how we will work with partners to prevent hate crime, support victims, and prosecute perpetrators.

The publication of this strategy comes at a time when we are seeing rising reports of hate crime across the UK. After the EU referendum some European nationals were the target of abuse, criminal damage, and harassment. Ethnic and faith communities have reported concern about an atmosphere of increased hostility towards people identified as foreign nationals. It is too early to be certain how broad the problem is, but the trend is concerning. We take all hate crimes seriously. It is completely unacceptable that individuals and communities should suffer abuse or attacks because of who they are.

# 1. INTRODUCTION

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The Anti-Hate Crime Strategy 2019-2023 is the first to be produced by the council and its partners. The purpose of the strategy is to provide clear direction for stakeholders to deliver an effective and robust response to tackle hate crime. The strategy will establish the activities of the partnership over the next four years and will outline how it will review and implement change.

## 1.1 OUR VISION FOR HAMMERSMITH & FULHAM

Hammersmith & Fulham has one of the most diverse communities in the UK - something we're immensely proud of. Our vision is to strengthen Hammersmith & Fulham by creating a unified and connected community where diversity is valued. We want our borough to be a place that embraces strong and positive relationships between people of all backgrounds and identities.

Our borough is a champion of all people, inclusive of race, faith, disability, sexuality and gender identity. In the past year we've celebrated many events including Unity Day, Hate Crime Awareness Week, and Pride in London, along with many faith festivals.

This strategic document is specifically focused at tackling the issue of hate crime in Hammersmith & Fulham, however, it also feeds into the wider manifesto commitment of tackling crime. In line with the Mayor of London's vision for the future of policing and crime in London, our strategy will take a victim-oriented approach, putting the victim's safety and wellbeing at the heart of everything we do.

Although our ultimate vision for H&F is for no instances of hate crime, our longer term aims include:

- seeing an increase in reporting of hate crime
- reduction in under-reporting
- reduction in total hate crime incidents
- lessen the impact of hate crime through high-quality victim support.

We recognise the police are committed to reducing hate crimes and working with partners to identify and prosecute those who commit such crimes through a robust response. We will continue to proactively work together to deliver this strategy to support victims and communities affected by hate crimes.

## 1.2 What is hate crime?

The Mayor's Office for Policing and Crime (MOPAC) and the Crown Prosecution Service (CPS) define hate crime as any criminal offence which is perceived by the victim, or anyone else, as being motivated by "hostility or prejudice" based on one or more of the following personal characteristics:

- Race or ethnicity
- Religion or beliefs
- Sexual orientation
- Disability
- Transgender identity

Any criminal offence can be a hate crime if the person who commits it intends to harm an individual or group because of their actual or perceived personal characteristic.

### 1.3 What is a hate incident?

It is important to recognise hate incidents as well as hate crimes. A hate incident is any non-crime incident that a victim, or anyone else, believes is motivated by hostility or prejudice based on a personal characteristic. The Metropolitan Police record all hate incidents, but not all incidents will meet the threshold to be classed as a criminal offence.

It is important to ensure hate incidents are also reported and recorded as this will allow victims to receive adequate support. It will also help to build a clearer picture of what is happening in our community. This will enable us and our partners to target resources and take positive action to prevent hate incidents from occurring or escalating into criminal activity.

Hate incidents and hate crimes can take many forms including:

- **Physical attacks** – including physical assault, damage to property, offensive graffiti, neighbour disputes and arson.
- **Threat of attack** – including offensive letters, abusive or obscene phone calls, intimidation and unfounded, malicious complaints.
- **Verbal abuse or insults** – including offensive leaflets and posters, abusive gestures, dumping of rubbish outside homes or through letterboxes and bullying at school or in the workplace.
- **Threats, harassment and bullying**
- **Online abuse**

Hate crime can have a significant impact on victims as it targets a fundamental part of their identity. We know from research that victims of hate crime are more likely to suffer repeat victimisation and serious psychological impact. Hate crime is also a damaging social problem that harms entire families and communities, as well as individual victims. Failure to recognise and effectively target hate crime and hate incidents can lead to victimisation of individuals and vulnerable groups, as well as the destabilisation of entire communities.

While there is no specific offence of 'hate crime' in criminal law in the UK, there are existing offences such as assault, harassment, and threats which, when driven by hostility or prejudice, are considered as hate crimes. This can determine how the offence is investigated, and under provisions within the Criminal Justice Act 2003, a judge can impose tougher sentences on perpetrators.





## 2. LOCAL AND NATIONAL POLICY LANDSCAPE

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Two recent policy developments have influenced this strategy:

The Mayor's Office for Policing and Crime developed its Hate Crime Reduction Strategy in 2014. This outlined plans to boost confidence and increase the reporting of hate crime, to improve prevention work, to reduce repeat victimisation and to ensure justice for victims. The plan included several recommendations for key agencies such as the Metropolitan Police and the Crown Prosecution Service.

In 2016 the Home Office released 'Action Against Hate', the Government's plan for tackling hate crime over the next four years. This plan builds on improvements made since the previous Government's Hate Crime Action Plan of 2014 which led to increased reporting of hate crime and the understanding of its impact within criminal justice agencies. Action Against Hate sets out five priorities for Government and community partners to address.

### The five Home Office Priorities are:

1. **Preventing hate crime** - by tackling the beliefs and attitudes that can lead to hate crime.
2. **Responding to hate crime in communities** – by focussing on the settings that have proven to be high-risk environments for hate crime.
3. **Increasing the reporting of hate crime** – by making it easier for those affected to report hate crime and increasing victim confidence.
4. **Improving support for the victims of hate crime** – by ensuring that effective provision is available at the time of reporting.
5. **Building our understanding of hate crime** – by improving data collection and analysis to inform our understanding of its drivers.

Our Anti-hate Crime Strategy has been developed in line with priorities identified in these two strategies.



## 3. HATE CRIME DATA

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### 3.1 National picture

The two main sources of information on the occurrence of hate crime are police recorded crime and the independent Crime Survey for England and Wales (CSEW).

In 2016/17 there were 80,393 offences recorded by the police in England and Wales in which one or more hate crime features were thought to be a motivating factor. This was an increase of 29 per cent compared to the 62,518 hate crimes recorded in 2015/16, the largest percentage increase seen since the series commenced in 2011/12.

Nationally, the number of hate crime offences in 2016/17 recorded for the five centrally monitored strands were:

- 62,685 (78%) were race hate crimes;
- 9,157 (11%) were sexual orientation hate crimes;
- 5,949 (7%) were religious hate crimes;
- 5,558 (7%) were disability hate crimes; and
- 1,248 (2%) were transgender hate crimes.

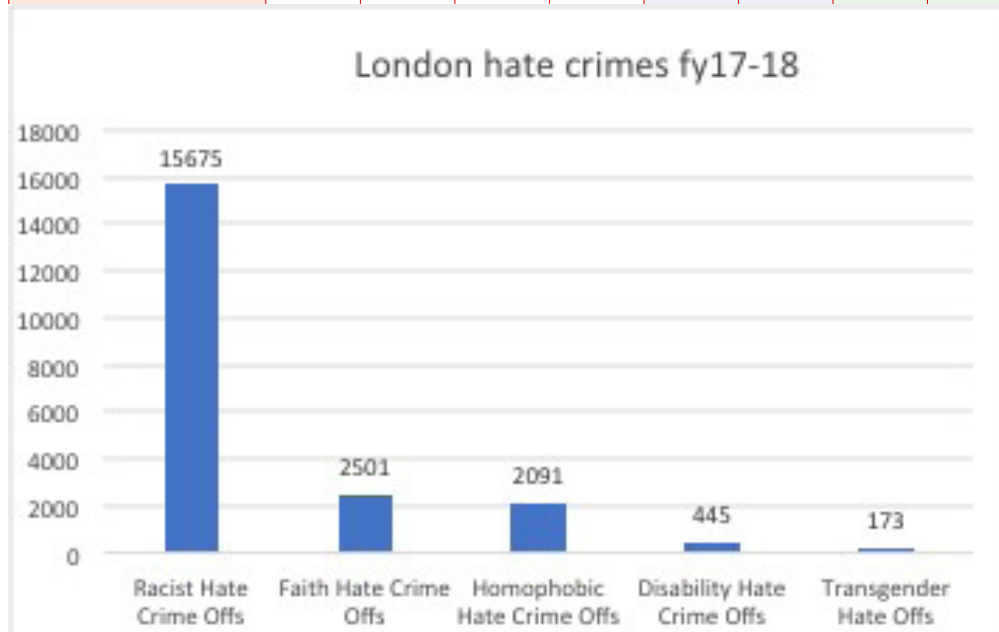
## 3.2 London picture

The total number of hate crime offences recorded in London in 2016/17 was 21,283. The breakdown of the monitored strands is as follows:

- 16,262 (76%) were race hate crimes;
- 2043 (10%) were homophobic hate crime offences;
- 2110 (10%) were religious hate crimes;
- 667 (3%) were disability hate crimes; and
- 201 (1%) were transgender hate crimes.

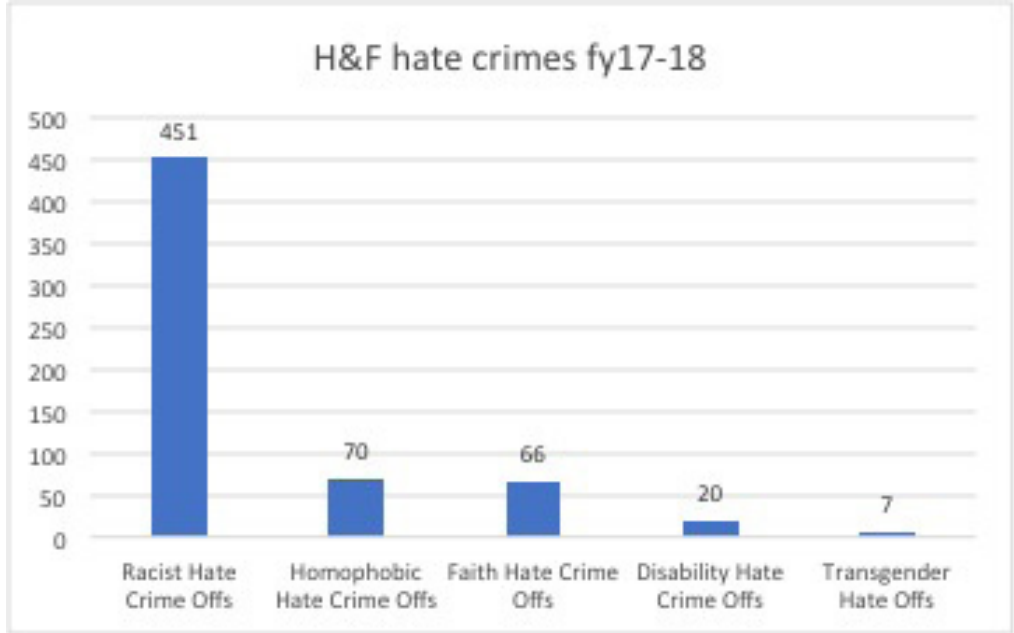
In 2017/18 the total number of hate crimes decreased by 2% to 20,885.

Hate crimes Met Police area (London)								
	fy 12-13	fy 13-14	fy 14-15	fy 15-16	fy 16-17	fy 16-17 (%)	fy 17-18	fy 17-18 (%)
Racist Hate Crime Offs	9222	9407	11766	13641	16262	76%	15675	75%
Faith Hate Crime Offs	632	914	1370	1761	2110	10%	2501	12%
Homophobic Hate Crime Offs	1105	1170	1559	1859	2043	10%	2091	10%
Disability Hate Crime Offs	108	116	165	377	667	3%	445	2%
Transgender Hate Offs	50	79	108	152	201	1%	173	1%
All hate crimes	11117	11686	14968	17790	21283	100%	20885	100%



### 3.3 The Borough picture

In the most recent financial year, 2017/18, there were 614 hate crime offences in H&F. The majority of these were race-related offences.



Hate crimes H&F								
	fy12-13	fy13-14	fy14-15	fy15-16	fy16-17	fy16-17 %	fy17-18	fy17-18 %
Racist Hate Crime Offs	291	270	333	384	508	73%	451	73%
Homophobic Hate Crime Offs	41	30	51	51	79	11%	70	11%
Faith Hate Crime Offs	30	26	40	47	68	10%	66	11%
Disability Hate Crime Offs	3	6	5	14	33	5%	20	3%
Transgender Hate Offs	1	7	5	5	8	1%	7	1%
All hate crimes	366	339	434	501	696	100%	614	100%

The 2017/18 figure was a reduction of 12% on the previous year, marking a departure from the steady increase seen since 2012/13.

% change from 16-17 to 17-18	H&F	London
Disability Hate Crime Offs	-39%	-33%
Faith Hate Crime Offs	-3%	19%
Homophobic Hate Crime Offs	-11%	2%
Racist Hate Crime Offs	-11%	-4%
Transgender Hate Offs	-13%	-14%
All hate crimes	-12%	-2%



Improvements in the analysis and management of data are important in helping us understand the impact of hate crime and improve the way we tackle the problem and support victims. For instance, by analysing data between April 2014 and August 2018, we can see that the percentage of repeat hate crime offences as a proportion of all hate offences in the borough is 15 per cent (357/2449). This is consistent with the percentage of repeat offences in London which stands at 14 per cent for the same period. In the same period most of hate crime victims in the borough record their ethnicity as white (38 per cent), with 30 per cent black and 16 per cent Asian. Our victims are most likely to be between the ages of 25-34 (31 per cent), as are our suspects (23 per cent).

Over the last three years the wards of H&F most affected by hate crime were Shepherds Bush Green and Hammersmith Broadway. This suggests links to the night time economy and to areas of high footfall such as town centres and transport hubs.

## Victims of hate crime: incident locations 2015/16 - 2017/18

Number of hate crime victims by ward				
Wards	2015/16	2016/17	2017/18	Total
Shepherds Bush Green	77	107	94	278
Hammersmith Broadway	77	83	72	232
Wormholt and White City	47	71	59	177
Fulham Reach	29	53	33	115
College Park and Old Oak	23	51	32	106
Fulham Broadway	14	41	38	93
Addison	28	38	25	91
Parsons Green and Walham	22	41	25	88
North End	27	33	25	85
Askew	20	29	29	78
Ravenscourt Park	26	24	24	74
Sands End	19	28	26	73
Town	17	29	20	66
Avonmore and Brook Green	18	22	25	65
Munster	13	20	12	45
Palace Riverside	15	11	11	37
NULL	9	10	5	24
Grand Total	481	691	555	1727

## Hammersmith Broadway hotspots



By improving how we collect and analyse data we can understand more about our perpetrators, suspects and hotspots, helping us to develop effective interventions.







## 4. HOW WILL THE STRATEGY BE DELIVERED?

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This strategy will be monitored and reviewed by the Hammersmith & Fulham Hate Crime Steering Group (HCSG), who will lead on its development and implementation, and be responsible for holding partners to account. The HCSG will include the following designated members:

- MET Police
- Housing
- Adult / Children's social care
- Community Safety Unit / ASBU
- Local resident representative
- Community leaders
- Victim Support
- Other partners on a flexible, as-needs-be basis

By including residents, the HCSG will be able to gain the views of those for whom the strategy is intended. In line with our priorities, the group will provide expertise, oversight, and guidance to tackle hate crime when and wherever it happens.



## 4.1 Our approach

Over the next four years we will work with the police and its partners to develop an effective approach to tackling hate crime and supporting victims. Our strategy will focus on three key priorities and these are:

### i. **RESPONSE**

- Responding to hate crime in a joined-up way to ensure that the right support and safeguarding is provided to vulnerable victims.
- Delivering a strong response to hate crime and ensure the necessary statutory bodies take the most robust enforcement action possible against perpetrators.
- Protecting victims by improving support services with the focus on reducing repeat victimisation.
- Prosecute hate crime perpetrators to the full extent of the law.

### ii. **COLLABORATION**

- To ensure we connect with residents and give them a say in our approach to tackling hate crime.
- To provide the best support services to our residents by working effectively with third sector organisations to develop third party reporting centres.
- To understand victims' needs and support them with their journey through the criminal justice system.

### iii. **PREVENTION**

- Preventing hate crime by challenging the beliefs and attitudes that can underlie such crimes.
- To engage with our communities to highlight the value of diversity and cultural understanding and to increase greater social integration.
- To educate our residents against hatred and intolerance and to provide them with the knowledge and skills to stay safe, whilst challenging those who identify with the perpetration of hate crime.

## 4.2 How will we get there?

The actions we will take to deliver this strategy are outlined in the Hate Crime Action Plan. Our progress will be monitored and evaluated by members of the HCSG. As the Anti-hate Crime Strategy is a live document, we will continue to engage and consult with the communities most affected by hate crime to ensure the key priorities remain relevant. Each of our priorities will be addressed with specific measures within the action plan. These are outlined below.

## **i. RESPONDING to hate crime**

We will work to increase the satisfaction of victims accessing the police, criminal justice system, the councils ASBU to ensure a wide range of appropriate outcomes are available for dealing with hate crime. This will lead to an improvement in the council and police response resulting in an increase of prosecution rates and public confidence to reporting hate crimes. Working closely with partners we can identify what information is required to increase the chances of a successful prosecution. We will achieve this by:

- Establishing a multi-agency Hate Crime Incident Panel to monitor and evaluate hate crimes to ensure appropriate actions are taken.
- Using the ASBU wide range of legal powers to act against perpetrators of hate crime. They include taking eviction action for breach of tenancy conditions, securing injunctions and seeking notice of possession.
- Using our resources such as CCTV and the Neighbourhood Wardens to support the police in gathering evidence and prosecuting offenders.
- Ensuring frontline services have a consistent practice for responding to hate crime reports.
- Establishing multi-agency processes for sharing information about victims and perpetrators of hate crime so that appropriate interventions, including potential tenancy action against perpetrators, and support packages for victims can be provided.
- Working closely with the police to consider ways to increase sanctioned detection rates for hate crime in the borough. Whilst exploring the use of solutions such as community resolution and restorative justice for hate crime victims.

We will co-ordinate effective partnership working between community and victim services to ensure support for victims is visible and reachable. We will ensure both strategic and operational partners are able to effectively signpost and refer victims to appropriate providers and agencies. We will ensure the best possible support for victims is available by:

- Working closely with Victim Support, Stop Hate UK, Show Racism the Red Card, Mencap and the Police.
- Ensuring our employees are safeguarded against hate crime in the workplace through hate crime awareness training and designated hate crime champions.
- Promoting the Community Multi Agency Risk Assessment Conference (Community MARAC) so that agencies supporting hate crime victims are encouraged to make appropriate referrals to access multi-agency support.
- Working with the CJS and Victim Support to ensure victims of hate crime are adequately supported through their involvement with the criminal justice process.
- Ensuring the Victims' Code of Practice is effectively implemented by all partners

## ii. **COLLABORATION - Tackling hate crime by increasing public awareness and promoting positive values.**

We need to understand more about underreporting as it impacts on our ability to respond to hate crime. Only by raising awareness and increasing community confidence to report hate crimes will we be able to develop a robust partnership response. To achieve this, our plan will ensure that:

- We listen to residents' views on hate incidents in the borough by establishing a new Hate Crime Community Panel.
- We work together with Victim Support to establish third party reporting centres in the borough to offer victims and witnesses an alternative route to reporting hate crimes.
- The partnership works alongside Hammersmith & Fulham Youth Council and other community youth projects to ensure that young people have a voice in the process.
- We deliver hate crime awareness training to our front-line staff and partners including neighbourhood wardens, housing officers and anti-social behaviour officers.

## iii. **PREVENTING Hate crime (building community resilience)**

We will aim to reduce the frequency of hate crimes and hate incidents by promoting the early identification of problem areas and co-ordinating intervention activities. We will ensure that hate crime remains a priority in key forums across H&F whilst promoting our preventative educational work programmes in schools.

We will continue to engage with our communities to highlight the value of diversity and cultural understanding to enable greater social integration. Our plan will see:

- Us supporting community cohesion activity in the borough through increased engagement with the police, local businesses and community partners.
- An increase in educational hate crime workshops taking place in our schools.
- The collection and analysis of data on hate crime patterns, hotspots, and perpetrators so that we can act to prevent hate incidents and crime happening in the first place.
- A focus on educating communities on the value of diversity and cultural understanding.
- Hate Crime Reporting Champions: To help deliver our priorities we will use local volunteers from community groups to become hate crime reporting champions. We will give our champions the training and resources they need to devise their own solutions to tackling hate crime.



## 4.3 Outcomes

We will demonstrate our achievements by:

### i. **RESPONSE:**

- Increasing the reporting of hate crimes to the police leading to better sanctions and detections rates.
- Increased confidence and victim satisfaction in police response.
- Improving victim support and reducing repeat victimisation.

### ii. **COLLABORATION:**

- Increasing the variety of reporting routes available for victims and witnesses of hate crime.
- Increasing public awareness of third-party reporting centres and reporting mechanisms.
- Increasing community confidence in the local police, council, and partners.

### iii. **PREVENTION:**

- Providing more education and training to schools and colleges as well as upskilling workforces to identify and reject hate.
- Increasing community understanding and awareness of hate crime.
- Increasing the number of hate crimes reported to the ASBU.
- Engaging with experts and community stakeholders to ensure our preventative approach is working



## **5. INFORMATION SHARING, PARTNERSHIP WORKING AND GOVERNANCE**

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Our strategy for tackling hate crime will be overseen by the Hate Crime Steering Group and the Community Safety Partnership. The strategy will be supported by an annual action plan.

The strategy and action plan will clarify the contribution expected from partners. All partners are expected to engage with the hate crime agenda and, where appropriate, send a representative to the Hate Crime Steering Group.

### **5.1. Information gathering and sharing**

Information sharing within the partnership prevents duplication of work and can lead to a better and faster response to the hate crime agenda. Information is shared between partners in a way that is appropriate and in accordance with information sharing agreements.

We will continue to work with the police to support the delivery of an effective response to hate crime. This will be achieved by establishing a Hate Crime Incident Panel (HIP) which will review and coordinate service provisions.

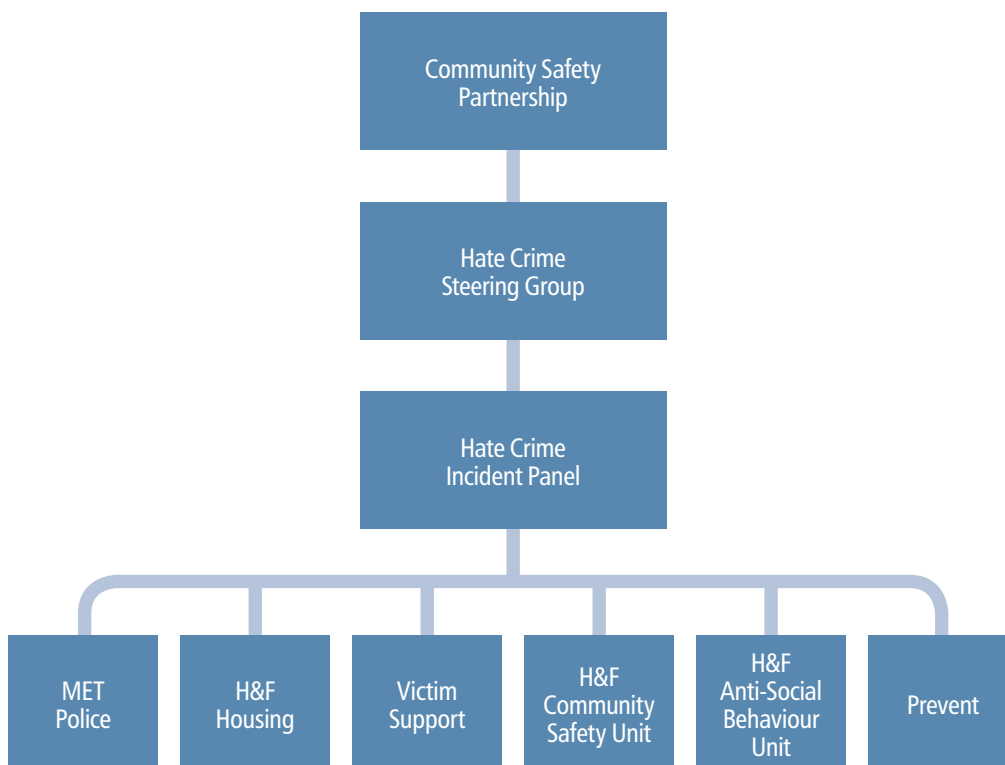
The partnership works closely with police to analyse data on reported hate crimes and incidents, to identify hate crime hotspots and to monitor repeat victimisation.

We will continue working with community members, examining data to identify where hate crime is taking place, and against whom. This information will assist police and partners to target resources effectively.

## 5.2. Governance

Progress against the Anti-hate Crime Strategy 2019 – 2023 will be reported to the Community Safety Partnership (CSP) board, while the Hate Crime Steering Group (HCSG) will be responsible for its delivery.

The Community Safety Partnership will be the primary mechanism through which the Hate Crime Steering Group (HCSG) will be held to account for the performance, delivery, and achievement of the strategy's objectives.





## Priority 1 – Collaboration

**Aim:** To ensure we connect with residents and give them a say in our approach to tackling hate crime. To provide the best support services to residents by working effectively with third sector organisations to develop third party reporting centres. To understand victims’ needs and support them with their journey through the criminal justice system.

**How:** By ensuring victims views regarding hate crime are shared with stakeholders who will input into the action plan. By working with partners and the community to deliver a variety of support services that can provide an alternative route to reporting hate crimes whilst providing emotional support to victims.

	Objective	Action	Leads	Progress	RAG
1	Engage with residents on their views on hate crime and involve them in decision-making processes and development of the Hate Crime Strategy.	Engage with a minimum of 3,000 residents annually, encouraging them to share their views on hate crime.	H&F Council Community Safety Unit		
		Ensure there are regular opportunities for residents to provide anonymous and confidential feedback to ensure they feel involved in the decision-making process and to inform council direction and response through involvement in council panels such as the Hate Crime Steering Group.	H&F Council Community Safety Unit		
2	Increase the number and variety of reporting routes available for victims and witnesses of hate crime. Ensure multiple referral routes to the Community Safety Unit, Police and Victim Support are available, including: web chat service, 24-hour helpline, SMS service, online form, email, letter or via British Sign Language.	Continue to work with the 10 third party reporting centres set up by Victim Support to provide alternative routes to reporting hate crime.	H&F Council Community Safety Unit		
		Engage quarterly with 100% of existing centres to gain feedback and understand how they can be supported to increase the number of hate crime reports they receive.	H&F Council Community Safety Unit		
		Commission Stop Hate UK to provide a dedicated 24-hour telephone service to support victims and witnesses.	Stop Hate UK		
		Update the hate crime section of the council website to make it more accessible. Provide the option to offer feedback on the page to ensure it is as effective as possible.	H&F Council Community Safety Unit		

	Objective	Action	Leads	Progress	RAG
3	Increase public awareness of 3rd party reporting centres and reporting mechanisms.	Deliver 30 hate crime awareness raising workshops to a minimum of 650 residents. Provide 20 separate workshops to professionals (e.g. local businesses, housing associations) and targeted communities, ensuring they are accessible to these groups.	H&F Council Community Safety Unit		
		Promote the hate crime section of the council website which clearly signposts the new hate crime reporting form. Ensure the page is effective by providing the option to offer feedback.	H&F Council Community Safety Unit		
4	Working with young people on projects to ensure they have a voice and understand how to respond to hate crime when they encounter it.	Consult quarterly with H&F Youth Council to engage with young people on how best to tackle hate crime within the borough.	H&F Council Community Safety Unit Show Racism the Red Card		
		Make use of local youth centres and schools to deliver 25 hate crime workshops annually to a minimum of 1000 young people. Gain feedback from workshops outlining whether young people feel knowledgeable on how to respond to hate crime and gaining their opinions on how the council can support them.	H&F Community Safety Unit		
5	Provide specialist support to victims of hate crime through H&F commissioned services.	Commission Stop Hate UK to provide specialist support to high-risk victims of hate crime, including 1:1 support.	Stop Hate UK		

## Priority 2 – Prevention

**Aim:** To educate our residents against hatred and intolerance and to provide them with the knowledge and skills to stay safe, whilst challenging those who identify with the perpetration of hate crime. Engaging with our communities to highlight the value of diversity and cultural understanding to increase greater social integration.

**How:** Raising awareness through campaigning, projects, community-led events and educational workshops with a focus on children and young people.

	Objective	Action	Leads	Progress	RAG
1	Encourage community cohesion activities through increased engagement with the Police, Prevent, local businesses and community partners.	Deliver 15 hate crime awareness training sessions to licensed premises, and community centres.	H&F Council Community Safety Unit		
		Organise campaigns to connect with events including, Black History Month, LGBT History Month, National Hate Crime Awareness Week and Disability History Month. Engaging with a minimum of 150 people and 5 organisations annually across the campaigns. Ensure the presence of police officers at these events to engage with the community.	H&F Council Community Safety Unit Victim Support Police		
		Police to deliver a minimum of 10 community engagement sessions annually focussing on building communities' confidence in the police response to hate crime and encouraging residents to report incidents to them.	Police		
		Use H&F Hate crime reporting champions campaign to develop effective solutions in local areas, giving residents and communities the tools and resources to support victims and witnesses of hate crime.	H&F Council Community Safety Unit		
2	Increase educational hate crime workshops for young people raising awareness.	Commission Show Racism the Red Card (SRtRC) to deliver a school awareness campaign to 14 schools.	Show Racism the Red Card		
		Support Safer Transport Police to deliver 10 hate crime awareness raising workshops.	Police		
3	Analyse available data on hate crime patterns, hotspots, and perpetrators to enable the council to act to prevent hate crime	Work with H&F insight and analytics team to explore hate crime data on a ward basis.	H&F Council Community Safety Unit		



	Objective	Action	Leads	Progress	RAG
4	Provide reassurance to the public throughout the Brexit process following the UK's decision to leave the European Union.	Develop an awareness drive to provide information and reassurance to residents concerned about the UK's decision to leave the European Union. Engage with 500 number of residents across the borough to ensure all residents can access support.	H&F Council Community Safety Unit		
5	Educate communities on the value of diversity to encourage cultural understanding and to celebrate diversity within the borough.	Work with Prevent team to organise 5 community cohesion workshops to engage with residents, providing them with better understanding of cultural differences, including 2 'community question time' events with a focus on Islamophobia and Anti-Semitism.	Prevent		
6	Target online hate crime, making the internet a safer space for residents.	Work with police online hate crime hub to assess extent of online hate crime impacting the borough.	H&F Council Community Safety Unit Police		
		Develop an awareness campaign about online hate crime to be delivered to residents.	H&F Council Community Safety Unit		
7	Use sport as a platform to create an environment of inclusion for all.	Work with football clubs within the borough, such as QPR, Chelsea FC and Fulham FC, to promote equality in football. Actions to include delivery of 5 hate crime workshops in QPR fan zone and promote of "Say No to Anti-Semitism" campaign at Chelsea FC.	H&F Council Community Safety Unit  QPR  Chelsea FC  Fulham FC		

### Priority 3 – Response

**Aim:** To provide a strong response to hate crime and ensure we take the most robust enforcement action possible against perpetrators. Protecting victims by improving support services with the focus on reducing repeat victimisation. Improve public confidence in reporting hate crimes

**How:** By ensuring the police and partners are trained to identify characteristics which could identify

a regular crime as being motivated by hate. Ensuring the police investigate every hate crime report thoroughly and treat the victim with respect.

	Objective	Action	Leads	Progress	RAG
1	Use Council resources to support the police in gathering evidence and prosecuting hate crime offenders.	Connect H&F hate crime coordinator with the Police dedicated hate crime coordinator officer to provide a more co-ordinated response by establishing a single point of contact for all hate crime related communications.	H&F Council Community Safety Unit Police		
		Establish a Hate Crime Incident panel (HIP) to review Police and Council responses to reported hate crime incidents, to inform future responses and identify best practice and areas for improvement.	H&F Council Community Safety Unit Police		
		Ensure appropriate information is shared between partners to enable appropriate actions to be taken to increase public safety.	H&F Hate Crime Steering Group (HCSG)		
2	Ensure frontline services have a consistent approach to responding to hate crime.	Hate crime awareness training is delivered to all designated ward officers (32) officers and 50 council officers, which is refreshed annually, ensuring they are aware of the latest services available and can provide effective support to victims of hate crime.	H&F Council Community Safety Unit		

	Objective	Action	Leads	Progress	RAG
3	Provide a consistent and coordinated response to perpetrators of hate crime within council owned housing and housing association properties.	Work closely with Anti-Social Behaviour (ASB) team to ensure a proactive and consistent response to hate crime within council owned properties.	H&F Council Community Safety Unit		
Provide clear guidance to all council tenants on the tenancy action which can be taken against those who perpetrate hate crime.		H&F Community Safety Unit			
Work with housing associations and private landlords on their responsibilities to tackle hate crime by providing workshops, engaging with a minimum of 4 housing associations.		H&F Council Community Safety Unit			
Use ASB policy and procedure to ensure the necessary action is taken against perpetrators of hate crime within council properties.		ASB Unit			
4	Improve support for victims of hate crime and reduce repeat victimisation	Link Police Hate Crime Coordinator with victims to act as a single point of contact for all those who have reported hate crime or require support.	Police		
Commission specialist services to provide support to high-risk victims of hate crime, including 1:1 support in navigating the criminal justice system and access practical and emotional support.		Stop Hate UK			
Promote the Community Multi Agency Risk Assessment Conference (Community MARAC) to agencies so that those supporting vulnerable and high-risk individuals are aware of referral process and are encouraged to make appropriate referrals to access multi-agency support for both perpetrators and victims. Increase number of hate crime referrals to Community MARAC by 50%		H&F Council Community Safety Unit			



