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| <u>MEETING</u> SAFER COMMUNITIES PARTNERSHIP BOARD |
| <u>DATE AND TIME</u> FRIDAY 28TH OCTOBER, 2016 AT 10.00 AM |
| <u>VENUE</u> HENDON TOWN HALL, THE BURROUGHS, LONDON NW4 4BQ |

Dear Councillors,

Please find enclosed additional papers relating to the following items for the above mentioned meeting which were not available at the time of collation of the agenda.

| Item No | Title of Report | Pages |
|---------|---|---------|
| 2. | DEVELOPING THE PERFORMANCE MANAGEMENT FRAMEWORK | 3 - 12 |
| 8. | HATE CRIME - REPORTING | 13 - 30 |

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A Performance Management Framework ...

For the Safer Communities Partnership Strategy

Barnet Community Safety Team

AGENDA ITEM 2

Contents

Aims

Objectives

Good practice

Benefits

Scope

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Proposed Format

Possible content

Partnership Management Information Dashboard

aims

The overarching aim of the proposed Safer Communities Strategy Management Information Dashboard is to provide accurate, timely and relevant information to the Barnet Safer Communities Partnership Board which will enhance understanding of:

- Crime and Anti-social behaviour trends in Barnet
- What action the partnership is taking
- The impact of those actions

Partnership Management Information Dashboard

objectives

To provide the Safer Communities Partnership Board with information on:

- Crime and Anti-social behaviour trends in Barnet

understanding the problem

- What action is being taken towards the problem?

measuring our activity

- What impact is the boards work having?

assessing impact of activity

Partnership Management Information Dashboard

Good practice

For usable, reliable, accurate and timely information:

- **Use benchmarking** (e.g. National, local or a basket of demographically similar areas).
- **Use qualitative data** as well as quantitative data
- **Use resilient data:** 'Data Resilience' – will the data required be available now and in the future
- **Provide long term trend information** – so that short term variation can be distinguished from significant changes in the trend.
- **Provide exception reporting** – identifying when a change is outside the bounds of what would be expected due to random variation.
- **Be consistent in content and format** -from quarter to quarter
- **Include commentary** - which interprets and contextualises the data provided

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Partnership Management Information Dashboard

The benefits

- A reliable source of local, accurate and Multi-agency data.
- Assistance in early identification of emerging trends or changes in the local Safeguarding picture.
- The ability to identify specific issues for more in-depth analysis which can help identify suitable targeted interventions to address issues.
- Support for the influencing of operational and service delivery.
- Enhanced ability to identify operational and service pressures.

Partnership Management Information Dashboard

Scope

Crime and Anti-social behaviour trends in Barnet

understanding the problem

- Overall Crime and ASB stats
- MOPAC 7 crime stats
- Performance stats on each of the seven Community Safety Strategy Priority Objectives

What action is being taken towards the problem?

measuring our activity

- Action plan action tracker (for each of the action plans which sit under the seven Community Safety Strategy Priority Objectives)
- Performance measures associated with any of the actions (output measures)

What impact is the Safer Communities Partnership having?

assessing impact of activity

- Outcomes of actions taken:
- Intermediate outcomes
- Contribution of overall Community Safety Strategy Priority Objectives

Partnership Management Information Dashboard

Scope

Possible types of information the Dashboard could include for each of the performance / management indicators

| Item | Description |
|------|---|
| 1 | Volume rolling 12 months |
| 2 | Change vs. one year ago |
| 4 | Recent exceptions / significant change |
| 3 | Comparison to benchmarks (and any associated targets) |
| 5 | Graph of last rolling 12 months vs. one year ago |
| 6 | Heat maps / other maps to visualise data geographically |
| 7 | Commentary to interpret data |

Questions?

Email: peter.clifton@barnet.gov.uk

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AGENDA ITEM 8

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|--------------------------------------|--|-------------------|--------------------------|--------------------|--|--------------------------------------|--|
| ITEM 8 | | | | | | | |
| Report Name: | Hate Crime Reporting – Update | | | | | | |
| Meeting: | Barnet Safer Communities Partnership Board (SCPB) | | | | | | |
| Meeting Date: | 28 th October 2016 | | | | | | |
| Enclosures: | Appendix 1 - Signposting Information Form Appendix 2 - The reporting process for Barnet’s Hate Crime Reporting Centres Appendix 3 - Appendix 3 | | | | | | |
| Report Author: | Ray and Booth Safeguarding Adults Board and Chief Executive of Barnet Mencap Peter Clifton (Community Safety Manger) | | | | | | |
| Outcome Required: | <table border="1" style="width: 100%;"> <tr> <td style="width: 80%;">Information Only:</td> <td style="width: 20%; text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Decision Required:</td> <td></td> </tr> <tr> <td>Feedback/comments required: X</td> <td></td> </tr> </table> | Information Only: | <input type="checkbox"/> | Decision Required: | | Feedback/comments required: X | |
| Information Only: | <input type="checkbox"/> | | | | | | |
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| Feedback/comments required: X | | | | | | | |
| Restricted | No | | | | | | |

Introduction

During 2015 the Barnet Safeguarding Adults Board (SAB) and Safer Communities Partnership Board reviewed the operation of Third Party reporting sites in Barnet.

A report detailing the findings of that review was presented to Barnet Safer Communities Partnership Board on 29th January 2016.

Two of the reports main findings were that:

- “[As is the case nationally, in Barnet] there is widespread under-reporting. The engagement activities revealed that disabled people experience crime and significant levels of Hate Crime incidents that need to be recorded.”
- There were several shortcomings in the local Hate Crime reporting system.

The report made eight recommendations to address the issues identified, with the intention that through their implementation and working on a multi-agency and victim-centred basis it would be possible to make meaningful change and make a real difference for people in the borough.

This report provides an update to the Safer Communities Partnership Board on the progress made in implementing those eight recommendations.

In addition, details of the revised reporting procedures and Hate Crime reporting centres processes are provided in appendix 1,2 and 3.

Implementing the recommendations – progress update

a) **Hate Crime reporting sites – terminology:** *This review has looked at the operation of Third Party Reporting sites. It would be helpful at this stage, however, to redefine the terminology used. Almost all the people consulted were confused by the term Third Party Reporting. The suggestion is that Hate Crime Reporting Site is a much clearer description. True Vision use 'non-police reporting site' but it is more useful to talk explicitly about Hate Crime Reporting sites.*

October 2016 Update:

- 'Hate Crime Reporting Centre' terminology has been adopted in the revised hate crime reporting process, training and documentation

b) **Confirming the current active sites:** The Community Safety Team will confirm the current Hate Crime Reporting sites that are willing to continue to function after April 2016. There should be work to identify new sites and to establish a list that is easy to manage, so that the Community Safety Team can add/remove organisations that are active Hate Crime Reporting sites.

October 2016 Update:

- All sites listed as third party sites have been contacted to confirm if they are still active
- Sites responding to confirm they are active were invited to attend re-refresh training sessions and Hate Crime Reporting centres re-launch event (10th October)
- Sites which have completed the training are now listed as our current active hate crime reporting centres.

- Next step: Following up with sites which did not respond or complete the training to offer them a training session so that we can list them as an active reporting site.

c) **Promotion:** Very few of the people consulted knew about the Hate Crime Reporting sites. Once the sites are confirmed, there needs to be a publicity campaign, with leaflets, news articles, to make people aware of the sites and their location. The sites themselves should display posters and leaflets about their function as a place to report Hate Crime. What is also needed is clear and consistent branding.

October 2016 Update:

- True vision Hate Crime Awareness and reporting publicity material has been made available to the Hate Crime Reporting centres for display at the sites.
- Next step: Follow up visits to Hate Crime Reporting sites to ensure publicity material is visible
- Next step: Work during the next 12 months with the Hate Crime reporting centres so that they are able to raise awareness about hate crime reporting within their local area and with the communities they engage with.

d) **Pathways:** There should also be publicity for clear pathways, so that, as well as people themselves reporting Hate Crime, professionals can signpost them to an appropriate site. People should in turn be offered additional support, if they need advice and information once they have made a report. People can be referred or signposted to appropriate voluntary or community organisations.

October 2016 Update:

- Hate Crime reporting centres procedures have been revised to provide a clear reporting pathway, taking advantage of the existing 'true vision on line reporting system.
- Sign posting information sheet has been included in the training sessions and information pack for the Hate Crime Reporting Centres.

e) **Reporting Procedure.** There should be a simple reporting procedure, supported by revised paperwork, and a range of options for people to make a report. People should be able to make Hate Crime reports in person, directly to the police or at Hate Crime Reporting sites, or by telephone. People should have access online, via computers or smart phone apps. Reports should include common basic features and minimum standards for the action to be taken when reports are made. Reports should be made to the police, on an individual basis where there is consent to do this, or anonymised, and utilised for the purpose of intelligence.

October 2016 Update:

- As stated above, Hate Crime reporting centres procedures have been revised to provide a clear reporting pathway.
- Hate Crime centres have access to online reporting facilities via computer, tablets or smart phones.
- Paper copies available where a reporting centres does not have online access.

f) **Monitoring:** Reports should be monitored as type of Hate Crime and location, distinguishing Hate Crimes and incidents.

October 2016 Update:

- Under the revised procedures the Hate Crime Reporting Centres will ensure the police are notified once a report has been taken, the police keep a record of the report being made.
- The Hate Crime reporting centres will complete a monthly monitoring form detailing the number and type of reports they have taken, this form will be submitted to the Community Safety team who will monitor the level of activity at the Hate Crime Reporting Centres and provide regular updates to the Safeguarding Adults Board and Safer Communities Partnership Board.

g) **Community Safety MARAC:** Where there are repeat victims or significant concerns about the risks for individuals these should be included in the Community MARAC procedures. This will provide for effective decision-making and risk management on a multi-agency basis.

October 2016 Update:

- The Community Safety MARAC is meeting on a regular basis, all partnership agencies are able to refer repeat victim cases for multi-agency review.

h) **Training:** A new training programme will be needed for front-line staff who have responsibility for taking Hate Crime Reports, and for managing the process.

October 2016 Update:

- Two training sessions have been provided for Hate Crime Reporting Centres by the Community Safety Team and Barnet Police during September 2016.

- Next steps: Further training sessions to be arranged during next 12 months for other sites who would like to become reporting centres.

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Appendix 1

Signposting Information Form

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To report a Hate Crime:

There are several ways you can report a hate crime, whether you have been a victim, a witness, or you are reporting on behalf of someone else:

1. In an emergency

- If you or someone else is in danger or at risk of harm call the police on **999**

2. Contact the police (non-emergency number)

- Call the police on **101**
- Or Visit your local police station
- You can speak to in confidence, you do not have to give your personal details, but please be aware the investigation and ability to prosecute the offender(s) is severely limited if the police cannot contact you.

3. Report online

•You can report online using the *True Vision* website:

www.report-it.org.uk/your_police_force

5. Hate Crime reporting centres

•Local agencies in Barnet who are part of the Hate Crime Reporting scheme can report the incident on your behalf and help you make the report. For the current list of Hate Crime Reporting Centres in Barnet see:

[List of Barnet Hate Crime Reporting centres](#)

7. Crimestoppers

•If you do not want to talk to the police or fill in the reporting forms, you can still report a hate crime by calling *Crimestoppers* on **0800 555111** or via their website at <http://www.crimestoppers-uk.org> You do not have to give your name and what you say is confidential. It is free to call.

•You can give *Crimestoppers* as little or as much personal information as you wish. But please note:

•With your details... the incident can be investigated fully and you can get the service you deserve and the support you need.

•Without your details... the report will be used for monitoring purposes to get a true vision of what is happening.

For support and advice:

Victim Support

For confidential advice support to help recover from the effects and trauma of crime and anti-social behaviour you can contact Victim Support.

Victim Support's Supportline is free on **08 08 16 89 111**. You can dial 141 to hide your number, but please check with your network provider as this doesn't work on some mobile networks.

The normal opening hours for Supportline are:

- Weeknights: Monday to Friday 8pm to 8am
- Weekends: 24 hour service

You can also request support via the Victim Support website:

<https://www.victimsupport.org.uk/help-and-support/get-help/request-support>

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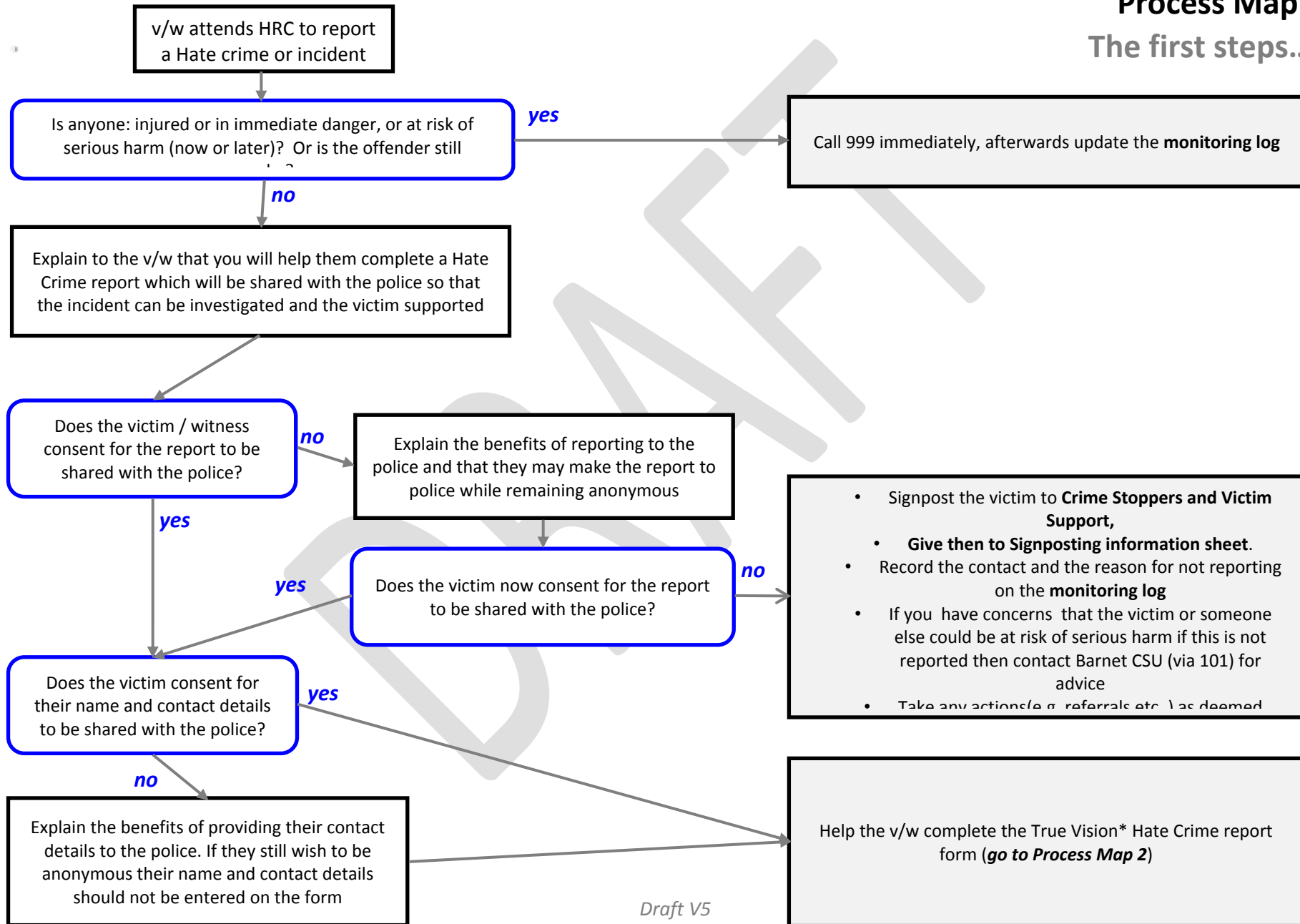
Appendix 2

The reporting process for Barnet's
Hate Crime Reporting Centres

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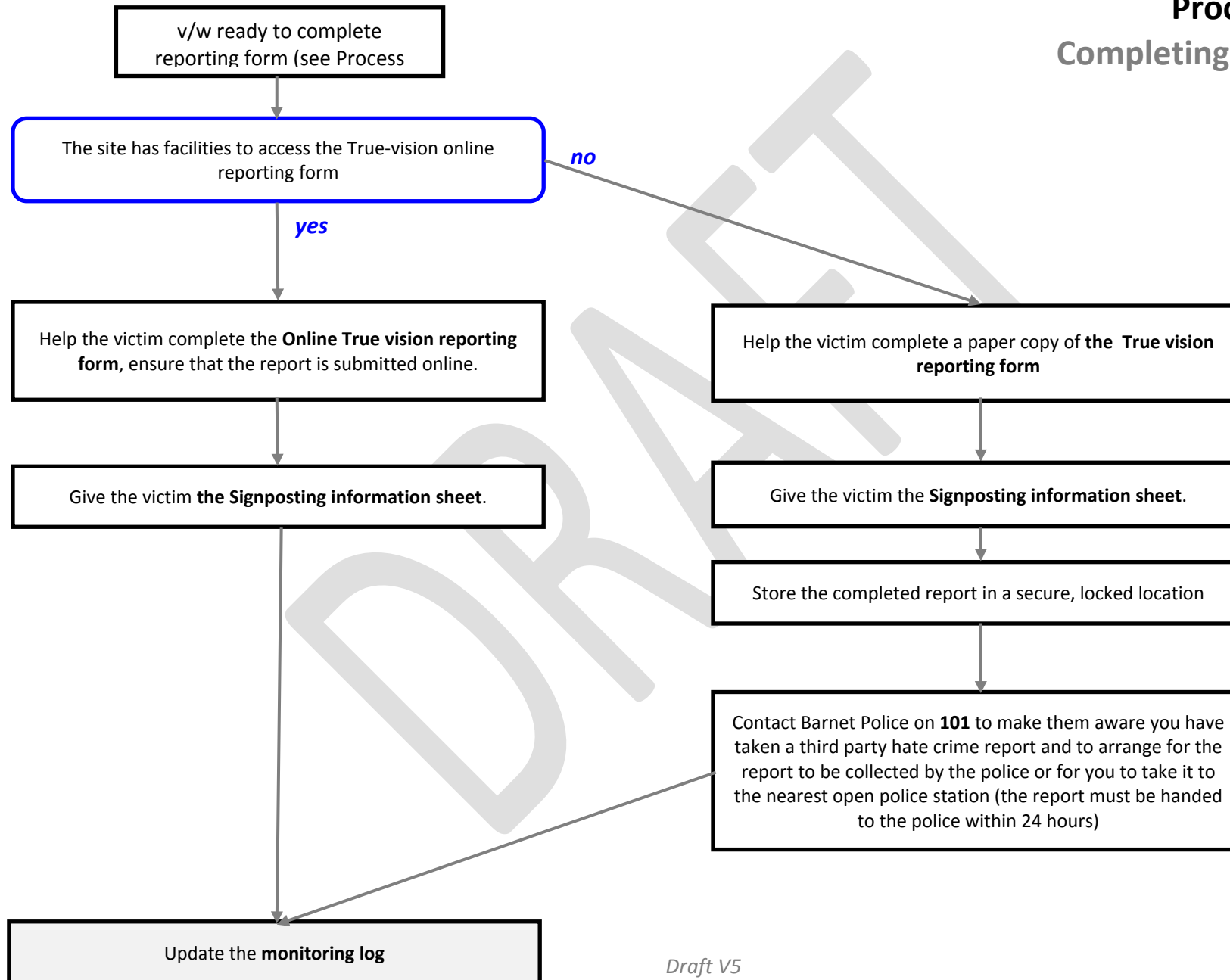
Process Map 1

The first steps...



Draft V5

Process Map 2 Completing the form...



Draft V5

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Appendix 3

Role specification for Hate Crime
Reporting Centres

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Hate Crime Reporting Centre – Role Specification¹

Aim:

To raise awareness about Hate Crime and support people who have been a victim of Hate Crime to come forward and report it.

General Specification:

- Hate Crime Reporting Centres will be operated as a community resource working with the Barnet Safer Communities Partnership, Barnet Safeguarding Adults board, Barnet Council and Barnet Police to:
 - encourage reporting of hate incidents and hate crimes
 - Provide a facility to help people report Hate Crime on site

Eligibility Criteria:

To be eligible to become a Hate Crime reporting Centre in Barnet, the site must:

- Undertake Hate Crime awareness training provided by the Barnet Safer Communities Partnership
- Identify a Hate Crime Lead within the Hate Crime Reporting Centre. The Lead will act as a Hate Crime ambassador within their organisation
- Have an operational safeguarding policy in place for their organisation, including a designated safeguarding lead

Role Specification:

A Barnet Hate Crime Reporting Centre will provide:

- A non-judgmental, supportive and confidential environment in which a report can be taken
- Maintain confidentiality of information received and store information in a secure system
- Complete a monthly report monitoring form and return to the Barnet Council Community Safety Team
- Provide access to the Internet to enable online reporting via the True Vision website (or else provide paper based forms and ensure that all reports are handed securely to Barnet police on the same day that the report has been taken).
- Inform the police on 101 as soon as a paper based report has been taken
- Signpost victims / witness to other appropriate statutory or community based support organisations.

¹ This specification has been modified from the Essex Police Hate Crime Reporting Centre Role Specification.