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Report Name:	Update on the Barnet Zero Tolerance to Hate Crime Project						
Meeting:	Safer Communities Partnership Board						
Meeting Date:	25 th Jan 2019						
Enclosures:	-----						
Report Author:	Reshma Hirani						
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Summary

This report provides the Barnet Safer Communities Partnership Board (BSCPb) with an update on the work to tackle Hate Crime in Barnet, and, the progress of the Barnet 'Zero Tolerance to Hate Crime' Project which aims to: increase people's confidence to report Hate Crimes in Barnet; improve the support for victims of Hate Crime; and raise awareness of how to report Hate Crime in Barnet.

Barnet Council and Police are committed to working together with residents and communities in Barnet to tackle Hate Crime. Barnet's Safer Communities Partnership Strategy includes tackling Hate Crime as one of its priorities. The Safer Communities Partnership will continue working together with partners and the community to tackle Hate Crime and address under-reporting.

Background context

- 1.1 In 2016/17 the Safer Communities Partnership Board and Safeguarding Adults Board launched a joint initiative aimed at encouraging more victims and witnesses of Hate Crime to report incidents. Under this initiative, in partnership with local voluntary and community organisations Hate Crime reporting centres were set up across the borough. The centres provide an alternative way for victims to report Hate Crime to trained staff, and for victims to receive information and advice about the support available to them.
- 1.2 To build on this work, the Barnet Safer Communities Partnership secured funding from the MOPAC¹ London Crime Prevention Fund for 2017/18 and 2018/19. This resource has been used to fund the Hate Crime Awareness coordinator post, based within, Barnet MENCAP². The role of the coordinator is to lead on driving forward the Barnet '*Zero Tolerance to Hate Crime project*' which aims to strengthen the partnership approach to tackling Hate Crime by supporting the joint work of the Safer Communities Partnership Board, Safeguarding Adults Board and Barnet MENCAP to raise awareness, encourage reporting and improving access to justice for victims.
- 1.3 This following section of this report provides an overview of the Barnet '*Zero Tolerance to Hate Crime*' project, a summary of the project's progress to date (as at Quarter 3 of 2018/19 - the projects second year) and details the next steps for the months ahead.

¹ The Mayor's Office for Policing and Crime

² Mencap is a UK charity for people with a learning disability

Update on the 'Zero Tolerance to Hate Crime' project

Project Aims

2.1 The main aims of the 'Zero Tolerance to Hate Crime' project are:

- To increase the engagement with community based groups at a neighbourhood level, building a resilient network of voluntary and community organisations that have increased awareness of crime and ASB³ affecting their communities and are enabled to work with us to protect the most vulnerable in their communities.
- To support victims of Anti-social behaviour, Domestic Violence, VAWG⁴, and Hate Crime⁵, who may not have the confidence or know how to report incidents to the police or statutory services, so that they can report to a trusted organisation and receive the appropriate advice and support aimed at increasing their confidence in reporting and accessing support services.
- To contribute towards addressing the issue of under-reporting of Hate Crime by increasing the confidence of victims.
- To improve access to justice for disabled people by addressing the links between adult safeguarding and Hate Crime and contributing towards the prevention of repeat Hate Crime against vulnerable adults by improving identification and intervening early.

³ Anti-social behaviour

⁴ Violence Against Women and Girls

⁵ including those linked to hostility or prejudice against someone's disability, race, religion and faith, transgender identity or sexual orientation

Zero Tolerance to Hate Crime project – key activity update

Supporting the Hate Crime Reporting Centres

- 3.1 In October 2016 Barnet Council together with Barnet Metropolitan Police, Barnet Mencap and other voluntary and community organisations joined forces to launch Barnet's Hate Crime Reporting Centres. These were set-up primarily so that victims of hate crime who are apprehensive about reporting to the Police can have an alternative way of reporting through a local trusted community organisation. Nine sites were established within the community to take reports of hate crime or hate incidents, using the online True Vision reporting facility. The True Vision Reporting facility is a national initiative which prioritises the response given by local Police to hate crime victims. The website is also a way for hate crime statistics to be recorded nationally.
- 3.2 The nine Hate Crime Reporting Centres are spread across the borough and are: Barnet Homes; Your Choice Barnet; Barnet Mencap; Inclusion Barnet; Community Barnet; GALOP; Hft; Homeless Action Barnet; and Community Security Trust. These centres represent a diverse cross-section of the community.
- 3.3 The Hate Crime Awareness Co-ordinator has created a point of contact for all Reporting Centres and other voluntary and community organisations to come together to share information and resources, establish reporting procedures and referral pathways and provide a co-ordinated support service to victims and witnesses of hate crime.
- 3.4 The Hate Crime Reporting Project has, in 2018, met the following targets in relation to the Hate Crime Reporting Centres:
 - a. Staff Training at six Reporting Centres;
 - b. Posters displayed at all Reporting Centres;
 - c. Information about Hate Crime Reporting put on websites of eight Reporting Centres;
 - d. Participation at Hate Crime Forums by members of seven Reporting Centres
- 3.5 Barnet Mencap (one of the Hate Crime Reporting Centres) has taken seven reports in 2018. This is an increase from one in 2017. The increase is as a result of the work of the awareness raising work of the Zero Tolerance to Hate Crime Project and the work of the Hate Crime Reporting Co-ordinator.

- 3.6 Barnet Mencap has also been referred three cases by Barnet Homes and Community Barnet.
- 3.7 Inclusion Barnet has reported an increase in the number of reports that they have taken in 2018. They have taken reports during disability hate crime workshops, highlighting the important of these sessions for service-users.
- 3.8 Funding for Inclusion Barnet's Safe Places Scheme has now come to an end. The Co-ordinator will review whether there is any scope in providing information on hate crime reporting to the existing "Safe Places".
- 3.9 The communications between Reporting Centre staff and other voluntary and community organisations demonstrates how the community can come together to support vulnerable adults and highlights the effectiveness of project.

Hate Crime awareness and reporting training

- 3.10 A key aim of the Hate Crime Reporting Project has been to train staff at the Reporting Centres to be able to identify hate crime and support service-users to report hate crime to the police. Staff working with the most vulnerable are in a position to witness hate crime and/or hear about incidents involving hate crime.
- 3.11 Staff Training has been carried out at the following organisations:
 - a. Your Choice Barnet – Flower Lane Centre, Rosa Morrison Centre and Community Space;
 - b. Barnet Group Safeguarding Team;
 - c. Barnet Homes (Neighbourhood Management Team);
 - d. Barnet Mencap;
 - e. Community Barnet; and
 - f. Hft
- 3.12 Training will be carried out for staff at Homeless Action Barnet and Outreach Barnet in February 2019. Outreach Barnet is based in the same building as Homeless Action Barnet and is a service which helps people who are having problems with their tenancy.
- 3.13 Training is also to be arranged for other teams at Barnet Homes (e.g. Maintenance and Repairs).

- 3.14 Staff Training has been scheduled for the team at the Barnet Well Being Hub on Tuesday 29th January. This is in liaison with the Chinese Mental Health Association. The Well Being Hub which is based at the Meritage Centre in Hendon provides key support services to Barnet residents, including those with mental health conditions and adults suffering from depression, anxiety and isolation. Research has suggested that vulnerable adults such as those suffering from anxiety or isolation can become increasingly removed from social settings which can in turn lead to the start of incidents involving hate crime.

Communications campaigns

- 4.1 A hate crime awareness raising campaign was launched in advance of Hate Crime Awareness Week in October 2018 (see Hate Crime Awareness Week). This has promoted the message "Barnet – Say No to Hate Crime". This included social media tweets and posts, an article on Barnet Council's website and in Barnet Mencap's Newsletter and information on partner organisations websites. The following organisations have been involved in promoting the campaign: Barnet Mencap; Community Barnet; Inclusion Barnet; Community Security Trust; Barnet Metropolitan Police; Barnet Multifaith Forum; and Middlesex University.
- 4.2 A Hate Crime Awareness Poster has been designed by Barnet Mencap. This will be displayed at all Reporting Centres and related locations. A Pull-Up Stand was produced for awareness raising events using the same poster design.
- 4.3 A Hate Crime Reporting Leaflet has been produced by Barnet Mencap "A Guide to Reporting Hate Crime in Barnet". This leaflet provides information on how to identify and report hate crime. It has been circulated to members of Barnet Metropolitan Police (at the staff briefing on 20th November at Edgware Police Training Centre). This aims to provide police officers with information on where to refer victims of hate crime for support.
- 4.4 All Reporting Centres have displayed at least one True Vision poster on their notice board or front door / window. The poster promotes the place as a Reporting Centre.
- 4.5 All Reporting Centres will be given copies of the Hate Crime Reporting Leaflet produced by Barnet Mencap, in January 2019.

- 4.6 The following organisations have updated their websites to include information on reporting hate crime: Barnet Mencap, The Barnet Group (including Barnet Homes and Your Choice Barnet), Inclusion Barnet and Community Barnet. Galop and Community Security Trust are specialist reporting organisations and have efficient systems and procedures in place for taking reports, reporting to the Police and analysing statistics. The Hate Crime Reporting Co-ordinator is to work with Hft and Homeless Action Barnet to update information on their websites.

Hate Crime Awareness Week

- 5.1 National Hate Crime Awareness Week took place in October 2018. From 15th to 19th October Barnet Mencap arranged a number of events across the borough to raise awareness around the reporting of hate crime. The events were organised by the Hate Crime Reporting Co-ordinator with support from Barnet Council, Barnet Metropolitan Police, Victim Support, Community Barnet, Inclusion Barnet, Community Security Trust, Middlesex University and Barnet Multifaith Forum.
- 5.2 Staff and volunteers talked to members of the public about identifying hate crime and the ways in which it can be reported to the Police. There was information about the Hate Crime Reporting Centres and it was explained that adults-at-risk can get support if they need assistance to speak up about hate crime. The information included explaining that it is important to report hate crime as it helps the Police and Community Safety Teams allocate their resources and prevent hate crime from happening. This information was well-received by members of the public who may have otherwise expressed scepticism in the reasons for reporting hate crime.
- 5.3 Over the course of the week, over 250 people signed up to become Hate Crime Reporting Champions, pledging to report hate crime if they witness it. Pledgees were given "Hate Crime Champion Reporting" cards which are pocket sized cards giving information on how to report hate crime to the police, particularly using the online True Vision facility.
- 5.4 The events also included a disability hate crime workshop on a London Transport Bus at Edgware Bus Depot on Monday 15th October. This workshop was delivered by Barnet Transport Police and Inclusion Barnet and was attended by 20 Hft service-users and their support workers. The workshop included role plays about hate crime on public transport and provided information on how to get support and report such incidents. Staff from TfL also took part in the training session.

- 5.5 The awareness raising event at Barnet Council's main offices on Wednesday 17th October saw over 40 staff sign up to become Hate Crime Reporting Champions.
- 5.6 On Thursday 18th October, an awareness raising stand was set-up at Middlesex University to provide information to students and university staff. Media students also presented their films on hate crime and its effects on society.
- 5.7 On Friday 19th October, the Barnet Multifaith Forum supported a key event at the Islamic Association of North London in North Finchley, highlighting the importance of Barnet's many faiths and cultures coming together to speak up against hate crime.
- 5.8 There was a co-ordinated social media campaign whereby each of the organisations posted and tweeted online using the same hashtags (#BarnetTogether #NoPlaceForHate #WeStandTogether #SafePlaceForAll #No2H8). This raised awareness of the Barnet project, connected it with other London events for National Hate Crime Awareness Week and connected it to other organisations promoting the same messages.
- 5.9 National Hate Crime Awareness Week will take place again in October 2019 and Barnet community and voluntary organisations will be encouraged to mark this event again.

The Hate Crime Awareness Forum

- 6.1 The Hate Crime Forum is a meeting that is held each quarter at Barnet Mencap's office. It is an opportunity for representatives of each of the Hate Crime Reporting Centres, representatives of other voluntary and community organisations who are concerned with community safety, safeguarding and well-being and the police to come together to discuss hate crime issues in Barnet. Members can raise concerns, share resources and draw on skills and knowledge of partners. It also gives members an opportunity to provide feedback to Barnet Council's Community Safety Team.
- 6.2 The first forum in 2018 took place on 20th April and included an introduction from Victim Support, a presentation from Barnet Council Engagement Group on their role within the community, a presentation by Inclusion Barnet on the People's Choice Safe Places Scheme and a

focus on disability hate crime and the project Communications Campaign.

- 6.3 The second forum was on 27th July 2018 and included introductions from Hft and Community Barnet and focused on faith and religious hate crime with presentations from Tell Mama and Community Security Trust.
- 6.7 The third forum was on 6th December 2018 and included a presentation by Inclusion Barnet on the conclusion of the People's Choice project and a focus on the implementation of the Victim Support Survey and work with the Police in 2019.

Engaging with Community Groups

- 7.1 The Hate Crime Reporting Co-ordinator has made initial contact with the London Traveller Movement. The projects connections with this group will be developed through 2019.
- 7.2 The Hate Crime Co-ordinator met with Middlesex University in December 2018. Middlesex University has been working on a project called "Changing the Culture" and has asked to collaborate with Barnet Mencap's Hate Crime Reporting Project. Media students will write and produce short films about speaking out against hate crime and changing the culture. Banet Mencap will have input on the content of these films, particularly in relation to disability hate crime. The films and other promotional materials can then be used in training sessions and workshops and during awareness raising events. The Hate Crime Reporting Co-ordinator will review this collaboration in early 2019.
- 7.3 The Hate Crime Reporting Co-ordinator has developed a partnership with Barnet Multifaith Forum which will create opportunities for raising awareness of hate crime reporting, particularly relating to faith and religion.
- 7.4 The Hate Crime Awareness Co-ordinator is part of the Communities Together Network, presenting opportunities to develop the project and make key partnerships. The Hate Crime Reporting Co-ordinator gave a presentation on the project at the CTN Meeting in March 2018 and continues to provide relevant updates at each meeting and in Newsletters.

- 7.5 The Hate Crime Reporting Co-ordinator attends the HEAR Pan-Equality Hate Crime Network Meetings with representatives of other London boroughs and Inclusion London. This enables information sharing on issues surrounding hate crime.

Workshops

- 8.1 Research was carried out during the early stages of the project with service user groups to help to identify reasons for under-reporting and suitable ways to promote the Hate Crime Reporting Centres. Feedback was received from the Adult Safeguarding User Forum, the Barnet Mencap Engagement Group, and People Bank's Keeping Safe Working Group.
- 8.2 This research was carried out in late 2017 and early 2018 and has helped to identify suitable ways to raise awareness and provide support, particularly for adults at risk. It has also been used to develop appropriate training workshop packages for user groups and training for staff.
- 8.3 Workshops have then been offered to those user-groups to tackle the concerns that were raised. These workshops are to continue through 2019.
- 8.4 The following workshop events have been delivered by the project:
- *6th June 2018*: A faith and religion focused event was delivered to students at Ayesha Community School in West Hendon
 - *29th January 2018*: Workshop at the Adult Safeguarding User Forum for people with physical and learning disabilities and autism.
 - *18th May 2018*: Disability Hate Crime Workshop at Your Choice Barnet, Flower Lane Centre for members and family/carers.
 - *25th June 2018*: As part of Learning Disability Week, Barnet Mencap and Inclusion Barnet ran a workshop for service-users with learning disabilities and autism, and their family members and support workers. Attendees took part in two morning workshops on "How to identify and Report Hate Crime" and "Mate Crime", which included role play and case studies. The afternoon session included presentations on the Barnet Safe Places Scheme and Barnet's Hate Crime Reporting Centres.
 - *4th October 2018*: Workshop for Barnet Mencap's Equality Housing Tenants. The session was attended by tenants and delivered by the Hate Crime Reporting Co-ordinator and Inclusion Barnet.

- 15th October: Disability Hate Crime Training for Hft service-users and key workers.
- 22nd October 2018: Workshop for the Have Your Say Engagement Group, Barnet Mencap, delivered by the Hate Crime Co-ordinator and Inclusion Barnet.

Joint work with the Police

9.1.1 The Hate Crime Co-ordinator is continuing to develop relations with the Dedicated Ward Officers (DWO's) across Barnet to build up the understanding of hate crime hotspots within the borough and increase awareness of where victims of hate crime can be referred for additional support. The DWO's also host online chat sessions via "OWL" – this allows residents to ask questions and raise concerns about community safety issues. The Hate Crime Reporting Co-ordinator will provide information on this to Barnet residents.

A coordinated approach to safeguarding

9.1.2 As part of the coordinated approach to safeguarding the Hate Crime Reporting Co-ordinator attends the Access to Justice sub-group (part of Barnet's Safeguarding Adults Board).

9.1.3 Barnet Mencap has provided comments on the recent consultation by the CPS on secondary liability legislation, particularly in relation to people with learning disabilities, autism and mental illness. Barnet Mencap has been asked to continue to provide input to the CPS on further consultations relating to hate crime. The CPS has online information on reporting hate crime <https://www.cps.gov.uk/hate-crime>. This is a helpful resource and the Co-ordinator will review this information.

Zero Tolerance to Hate Crime project – Next Steps (2019)

- 10.1 Staff Training: The Co-ordinator will offer staff training to the organisations detailed above in this report. The project aims to train staff that work with the most vulnerable (housing, healthcare and other frontline services) to identify hate crime and encourage victims to report hate crime. For example, staff who support disabled people in hospital, healthcare or community settings should be trained to consider whether safeguarding alerts or serious incidents might also be hate crimes and should be reported as such. Staff at Housing Associations should be encouraged to consider whether an inter-neighbour dispute could be anti-social behaviour and a hate crime – and they should be trained to highlight this to the Police if a report is made. In addition, the coordinator will deliver disability hate crime training to the police which will include a focus on referral pathways for victims of hate crime to appropriate support groups.
- 10.2 Community Engagement and Communications: The Co-ordinator will:
- a. Organise distribution of the leaflet “A Guide to Reporting Hate Crime in Barnet” to all Hate Crime Reporting Centres and other appropriate locations across the borough;
 - b. Produce further information materials, including guidance on the questions that Police will ask during a hate crime interview and the evidence that can be preserved and given to the police;
 - c. Organise events during National Hate Crime Awareness Week in October 2019.
 - d. Develop online content and information on hate crime reporting and support services in the borough.
- 10.3 LGBT Hate Crime: Research around LGBT hate crime in 2018 (including talks with representatives of Stonewall and the London Assembly) suggested a reluctance to report to the Police and highlighted the importance of making information on how to report hate crime easily accessible, particularly. The Co-ordinator will develop this strand of the project in 2019.
- 10.4 On-going support: The Co-ordinator will work with the partnership to develop care, support and safeguarding pathways for victims of hate crime. Research has indicated raising the awareness about the voluntary and community organisations available for victims and witnesses of hate crime, particularly those who are vulnerable to anxiety, depression and isolation.

- 10.5 Disability Hate Crime Reporting: The Co-ordinator will organise disability hate crime training for police, which will include information on recording hate crimes correctly using the Merlin and CRIS systems, enabling cases to be flagged if there are further safeguarding concerns.
- 10.6 Safeguarding: The Hate Crime Reporting Co-ordinator will explore the connection between hate crime and safeguarding and investigate whether incidents are being appropriately flagged for adult social care if there are safeguarding concerns. The findings will be shared with the Adult Safeguarding Board.
- 10.7 Workshops and User Forums:
- The Co-ordinator will run at least three workshops for disabled people and family/carers. Workshops include case studies and role play on how to identify and report hate crime. Workshops will also be arranged with Somali Bravanese Centre and the Persian Advice Bureau.
 - The Co-ordinator will attend the Adult Safeguarding User Forum in January 2019 to follow-up on the workshop that was delivered in January 2018. Attendees will be given signposting contact cards, which have now been produced and which give basic information on how to report hate crime and what to do in an emergency.
- 10.8 Faith, Race and Religion Hate Crime: The Co-ordinator will arrange at least three workshops to raise awareness of faith and religious hate crime across the borough. The Hate Crime Co-ordinator will develop this in collaboration with Barnet Multifaith Forum and Barnet Engagement Group.
- 10.9 Gypsy Roma and Traveller Groups: The Co-ordinator work to develop the links with the London Traveller Group.

Hate Crime Statistics

11.1 Overall, Barnet's reported incidence of racist and religious Hate Crime remains considerably below the London average. However, the Barnet Safer Communities Partnership recognises that Hate Crime is, both locally and nationally significantly underreported.

11.2 Number of Hate Crimes recorded by police in Barnet during 2018:

- Disability Hate Crime: 10
- Faith, Race, Religion and National Origin: 558
- Homophobic and Transgender: 34