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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 Oct 2019						
Enclosures:	-----						
Report Author:	Reshma Hirani and Peter Clifton						
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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’ Project¹ 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 – in line with the Barnet 2024 corporate objective of *celebrating our diverse and strong communities and taking a zero-tolerance approach to hate crime*.

The Safer Communities Partnership will continue working together with partners and the community to tackle Hate Crime and address under-reporting.

¹ Throughout this report ‘the Project’ refers to the ‘Barnet Zero Tolerance to Hate Crime Project’ unless stated otherwise.

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 MOPAC² London Crime Prevention Fund for **2019/20**. This resource is being used to fund the Hate Crime Awareness coordinator post, based within, Barnet MENCAP³. 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 2 of 2019/20** - the projects third year) and details the next steps for the months ahead.

² The Mayor's Office for Policing and Crime

³ 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 ASB⁴ affecting their communities and are enabled to work with us to protect the most vulnerable in their communities.
- To support victims of 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.
- To increasing awareness of hate crime and increasing reporting to the Police by delivering staff training on identifying and reporting hate crime and organising community events and specialist workshops

⁴ Anti-social behaviour

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 The Barnet Zero Tolerance to Hate Crime Project co-ordinates nine sites across Barnet, where people have an alternative way of reporting hate crime. Reports can be made to the Police using the online reporting facility, True Vision. Staff can assist vulnerable adults to make the report and provide or signpost victims for additional support. True Vision is a Home Office initiative which allows the volume, category and location of hate crime to be tracked 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 Each of the Reporting Centres has now received hate crime reporting staff training so that members of staff feel confident to identify hate crime and support victims through the reporting process. Over the last 18 months over **50 members of staff** from the Reporting Centres have completed Hate Crime reporting training provided by the project.
- 3.4 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.
- 3.5 **Next Steps**
- 3.6 To build on the success of the existing reporting centres, the Barnet Zero-Tolerance will be offering to support other organisations to become Hate Crime reporting centres. This offer will be extended towards the organisations which have already been collaborating with the Zero-tolerance to Hate Crime project (as in addition to the work with the Hate Crime reporting centres the Project has been establishing links with other organisations across the borough including Middlesex University, Barnet Multifaith Forum, BOOST Burnt Oak and Childs Hill, and Citizens Advice).

Hate Crime awareness and reporting training

- 3.7 A key aim of the Hate Crime Reporting Project has been to train staff at the Reporting Centres, and across the partnership more generally, 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.
- 3.8 During 2019, staff Training has been carried out at the following groups and organisations:
- Barnet Council - Adult Safeguarding (User Forum and Adult Safeguarding Team Lead)
 - Middlesex University
 - Barnet Council - The Network
 - Healthwatch Barnet
 - Homeless Action Barnet
 - BOOST: Burnt Oak and Childs Hill (Barnet Homes)
 - Brent Cross Shopping Centre
- 3.9 Over the last 18 months the Project has delivered 14 staff training workshops to a total of over **120 attendees**, across the following groups and organisation:
- Your Choice Barnet (3 Workshops)
 - Community Barnet
 - Barnet Group Safeguarding Team
 - Barnet Homes – Neighbourhood Management Team (Graham Park)
 - Hft
 - Barnet Well Being Hub
 - Adult Safeguarding User Forum
 - Middlesex University Disability Forum
 - The Network, Barnet Council
 - Healthwatch Barnet
 - Homeless Action Barnet
 - Adult Safeguarding Team Lead
 - BOOST – Barnet Homes
 - Brent Cross Shopping Centre

3.10 Next Steps

3.11 During Q3 and Q4 of 2019/20 the Project's Hate Crime Awareness Co-ordinator will offer training to the following organisations, groups and frontline services:

- Let's Talk IAPT (Improving Access to Psychological Therapies (IAPT) in Barnet, Enfield and Haringey Mental Health Trust, based at Edgware Hospital;
- Health and Social Care settings: Barnet, Chase Farm, Royal Free and Edgware Hospitals – Therapies Teams and A&E staff;
- Citizens Advice, Hendon;
- Barnet Refugee Service;
- Other Housing Associations operating in Barnet – Genesis Housing, Christian Action Housing.
- Broadwalk Shopping Centre, Edgware.

Communications campaigns

4.1 A Hate Crime awareness raising campaign which was launched in advance of Hate Crime Awareness Week in October 2018) has continued through 2019.

4.2 The Hate Crime Awareness Poster has been displayed at all Reporting Centres and related locations and organisations which have had hate crime reporting training. All Reporting Centres also continue to display at least one True Vision poster on their notice board or front door/window. The poster highlights that the venue provides a Hate Crime reporting function.

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. The leaflet has been circulated at each of the Reporting Centres, and also at the Barnet Wellbeing Hub, Healthwatch Barnet, Middlesex University, Barnet Metropolitan Police, Safer Transport Police, The Network (Barnet Mental Health support), Brent Cross Shopping Centre, BOOST (Burnt Oak and Childs Hill), Burnt Oak Library, Mill Hill Library and Finchley Church End Library.

4.4 The following partner organisations are using social media to raise awareness of hate crime reporting: Barnet Mencap, Community Barnet, The Barnet Group, GALOP, CST, Barnet Metropolitan Police, Middlesex University, Tell Mama and Barnet Multifaith Forum.

- 4.5 The Hate Crime Awareness Co-ordinator now produces bi-monthly Hate Crime E-Bulletin's which include recent news stories, project updates and information on hate crime awareness events and workshops. The Bulletins are circulated to all Reporting Centres, partner organisations and the Hate Crime Champion Database. It provides a good way to continue engagement with the more than **300 people** who have signed up to be Hate Crime Reporting Champions in Barnet and offer them refresher training sessions on reporting hate crime.
- 4.6 Next Steps**
- 4.7 Maximising the effective use of social media to promote the Project will be a focus for the Hate Crime Awareness Co-ordinator during Q3 and Q4 of 2019/2020

Hate Crime Awareness Week

- 5.1 National Hate Crime Awareness Week took place in October 2019. From 14th to 18th October 2019, during this week the Barnet Zero Tolerance to Hate Crime Project hosted a number of events across the borough to encourage people to become Hate Crime Reporting Champions. Expertise was shared by the Metropolitan Police, Barnet Council's Community Safety Team and community organisations including Barnet Mencap, Barnet Homes, Community Security Trust and Inclusion Barnet to spread public awareness and understanding of hate crime, and the effect it has on its victims.
- 5.2 Events took place at Burnt Oak Library, BOOST (Childs Hill), Barnet Council (Colindale), Broadwalk Shopping Centre and Golders Green bus station.
- 5.3 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.
- 5.4 Over the course of the week, **over 150 residents and staff** in Barnet signed Hate Crime Awareness pledges or signed up to become Hate Crime Reporting Champions. Representatives from partnership organisations signed up to the projects pledge to:

- work together to build a safe and strong community where people get along well
 - take a zero-tolerance approach to hate crime
 - encourage and support our residents to speak up and report hate crime, and seek support from our Hate Crime Reporting Centres
 - record all incidents of hate crime, investigate reports and take action
- 5.5 The awareness raising event at Barnet Council's main offices in Colindale on Wednesday 16th October 2019 saw over 45 staff sign up to become Hate Crime Reporting Champions.
- 5.6 Next Steps**
- 5.6 National Hate Crime Awareness Week will take place again in October 2020 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 provides 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 Hate Crime Forum meetings took place on 7th February and 7th May 2019. The forum on 7th February focused on the work being done by the Safer Transport Team and the "Achieve the best outcomes in the pursuit of justice and in support of victims - Victims, Hate Crime, Schools" project. Members also discussed the idea of a Hate Crime Bulletin to be circulated to Reporting Champions.
- 6.3 The forum on 7th May included an update from the Hate Crime Co-ordinator, discussion with Safer Transport Police on Police response to incidents involving hate crime and a presentation from the Community Engagement Co-ordinator on the Together, we are Barnet project. The meeting also focused on the results of the Victim Survey carried out by the Hate Crime Co-ordinator for Barnet Mencap's hate crime victims

6.4 On 6th September 2019, a joint meeting of the Hate Crime Forum and the Barnet Safeguarding Adults Board's Access to Justice sub-group took place.

6.5 Next Steps

6.6 The Hate Crime Form will continue to take place be held as part of the Access to Justice Sub Group ensuring close links between the Project, and the work of the police and Safeguarding board to improve access to justice for vulnerable adults.

Engaging with Community and partnership Groups

7.1 *The Barnet Islamic Network Meeting:* In April, the Hate Crime Awareness Co-ordinator gave a presentation on the Hate Crime Project to the Barnet Islamic Forum at the North London Jammah Khanna Ismaili Centre. Members included the representatives of the Somali Centre, Hendon Mosque and Islamic Association of North London. The Hate Crime Co-ordinator will arrange separate hate crime reporting workshops with some of the faith leaders for their respective places of worship.

7.2 *Gypsy Roma Traveller:* The Hate Crime Reporting Co-ordinator has met with the Partnerships and Community Development Manager of the London Traveller Movement. The London Traveller Movement has Twitter and Facebook accounts and can help to disseminate information and the Hate Crime Co-ordinator will work with the Partnerships and Community Development Manager and her colleagues to provide support and develop appropriate information sharing resources.

7.3 *Middlesex University:* The Hate Crime Awareness Co-ordinator participated in Middlesex University's project called "Changing the Culture". In June, the university hosted an event where media students showcased their short films about speaking out against hate crime and changing the culture. The Hate Crime Co-ordinator hosted an awareness raising stand and engaged with students and faculty to raise awareness of hate crime reporting. Middlesex University has prepared a Building Bridges Video Campaign Book (based on the students' short films) for The Zero Tolerance to Hate Crime Project to use at Awareness Raising Workshops.

7.4 *Barnet Multifaith Forum:* The Hate Crime Reporting Co-ordinator is working with Barnet Multifaith Forum on a project which is being funded

by the Home Office under the “Building a Stronger Britain Together Fund”. M&C Saatchi will develop a social media campaign including a Facebook Page and a short film to focus on supporting faith, race and religious groups in Barnet. The Hate Crime Co-ordinator will continue to work with these partners to ensure that hate crime awareness and reporting information is incorporated into this campaign.

7.5 *Barnet Homes - BOOST*: The Hate Crime Co-ordinator will work with Barnet Homes group BOOST, to trial Drop-In Surgeries at local venues such as Burnt Oak Library. This will be so residents can come and discuss any hate crime related issues or concerns and can be given information and advice on reporting to the Police and/or housing association (where relevant).

7.6 Local and National Partners

7.7 The Hate Crime Reporting Co-ordinator attended the following meetings and conferences in 2019, to promote the Zero Tolerance to Hate Crime Project, share ideas and objectives and ensure that the project is proceeding in line with national hate crime initiatives.

7.8 *HEAR Pan-Equality Hate Crime Network - Quarterly Meetings* where charities and other community and voluntary organisations and representatives of other London Boroughs come together to challenge hate crime. The Hate Crime Co-ordinator attended meetings on 14th May 2019 and 13th August 2019. The Hate Crime Co-ordinator reported on the objectives met by the borough of Barnet during Hate Crime Awareness Week 2018 and on the progress of the project generally.

7.9 The meeting on 14th May 2019 focused on the Law Commission's Review on Hate Crime. Hosted by Inclusion London, members were able discuss with the Law Commission about the potential changes could be made to ensure that hate crime law meets the needs of deaf and disabled people and those affected by LGBT hate crime.

7.10 The Meeting on 13th August 2019 focused on the race and faith hate debate about the Law Commission Review. The meeting also focused on plans for Hate Crime Awareness Week.

7.11 The Hate Crime Awareness Co-ordinator has, this year, had requests from hate crime co-ordinators from other boroughs as they would like to develop similar projects. Barnet appears to be one of the leaders in its hate crime work, particularly in the set-up of Hate Crime Reporting Centres and its recruitment Hate Crime Champions. Other similar

projects are running in Redbridge, Greenwich, Camden, Islington, Ealing, Tower Hamlets and Lewisham. The Hate Crime Co-ordinator meets with representatives and Hate Crime Co-ordinators from each of these areas at the quarterly HEAR Network meetings.

- 7.12 APPG: The Hate Crime Co-ordinator attended the All Party Parliamentary Group on Learning Disability Hate Crime on 9th July 2019. The discussion included an exploration of the importance of effective information sharing arrangements.

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User group Workshops

8.1 Since the start of the project in September 2017 (to September 2019) the Hate Crime Co-ordinator has delivered 15 hate crime awareness workshops for **230 attendees**. The Hate Crime Co-ordinator has delivered the following workshops for service users:

Organisation / Event	Date	Number of Attendees
Group / Organisation / Event	Date	Number of Attendees
Adult Safeguarding User Forum	January 2018	30
Communities Together Network	March 2018	20
Flower Lane Day Centre	May 2018	12
ACE Faith School	June 2018	50
Disability Hate Crime Workshop – Inclusion Barnet	June 2018	11
Disability Hate Crime Workshop – Barnet Mencap Equality Housing	October 2018	11
Disability Hate Crime Workshop – Barnet Mencap, Have Your Say Engagement Group	October 2018	12
Disability Hate Crime Workshop – Hft service users	October 2018	21
Adult Safeguarding User Forum	January 2019	24
Barnet Islamic Forum	April 2019	12
Social Media Workshop Barnet Mencap – COPS Group	July 2019	5
Barnet Multifaith Forum	July 2019	4
Social Media Workshop – Barnet Mencap, Have Your Say Engagement Group	August 2019	9

8.2 *Background context:* 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.

- 8.3 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. Workshops have then been offered to those user-groups to tackle the concerns that were raised. These workshops are continuing through 2019/20.

Joint work with the Police

- 9.1.1 The Hate Crime Reporting Co-ordinator continues to work with the Metropolitan Police in Barnet and, the Safer Transport Team. The Hate Crime Co-ordinator has been invited to attend the Metropolitan Police First Response Centre to review how the police call handling team members and despatch officers take calls.

A coordinated approach to safeguarding

- 9.1.2 The Hate Crime Awareness Co-ordinator is working with the Barnet Adult Safeguarding Board members towards meeting meet the following objective:

“Ensure that there is a coordinated approach to safeguarding adults at risk and tackling Hate Crime. Referrals and reports should be made where appropriate, with a person-centred approach and outcomes which include feeling safer, preventing further harm and redress through the Criminal justice system.”

9.1.3 Next steps

- 9.1.4 The Hate Crime Co-ordinator is producing a 7-minute briefing so that Adult Social Care staff can be trained. The Hate Crime Co-ordinator will conduct refresher training to Reporting Centres, including information on the risk-referral pathways.

- 9.1.5 The Hate Crime Co-ordinator will also deliver the Safeguarding leaflet which has been produced by Adult Social Care, to all Reporting Centres and associated organisations. This leaflet sets out the procedures and pathways for safeguarding.

9.1.6 The Hate Crime Co-ordinator is also developing online information on hate crime reporting, which will be included on the Adult Social Care and Safeguarding website (part of Children's MASH).

Hate Crime Statistics

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

10.2 Rate of Hate Crime reported *per month* in Barnet since 2017

Category of Hate Crime	2019 Jan-Aug	2018	2017
Race and Religion	69.8	61.5	58.5
Anti-Semitism	14.0	16.1	10.6
Anti-Muslim	3.5	2.2	5.6
Disability	1.3	1.2	1.9
Homophobic	5.8	2.9	4.0
Transgender	0.5	0.4	0.3

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