Merton Council
Overview and Scrutiny Commission

Date: 21 March 2018
Time: 7.15 pm
Venue: Committee Rooms C, D & E, Merton Civic Centre, London Road, SM4 5DX

AGENDA

		Page Number
1	Apologies for absence	
2	Declarations of pecuniary interest	
3	Minutes of the previous meeting	1 - 6
4	Crime and policing in Merton	7 - 18
5	Hate crime strategy	19 - 118
6	Equality and community cohesion strategy	119 - 156
7	Communities and Local Government Select Committee Report into the effectiveness of local authority overview and scrutiny committees	157 - 168
8	Overview and Scrutiny Commission Annual Report	169 - 192
9	Planning the Commission's 2018/19 work programme	193 - 204

This is a public meeting – members of the public are very welcome to attend. The meeting room will be open to members of the public from 7.00 p.m.

For more information about the work of this and other overview and scrutiny panels, please telephone 020 8545 3864 or e-mail scrutiny@merton.gov.uk. Alternatively, visit www.merton.gov.uk/scrutiny

Press enquiries: press@merton.gov.uk or telephone 020 8545 3483 or 4093

Email alerts: Get notified when agendas are published
www.merton.gov.uk/council/committee.htm?view=emailer

Overview and Scrutiny Commission membership

Councillors:
Peter Southgate (Chair)
Peter McCabe (Vice-Chair)
Hamish Badenoch
Mike Brunt
Brenda Fraser
Abigail Jones
Sally Kenny
Dennis Pearce
Oonagh Moulton
David Williams

Substitute Members:
Michael Bull
Mary Curtin
John Dehaney
Suzanne Grocott
John Sargeant

Co-opted Representatives
Helen Forbes, Parent Governor Representative - Secondary and Special Sector
Colin Powell, Church of England diocese

Note on declarations of interest

Members are advised to declare any Disclosable Pecuniary Interest in any matter to be considered at the meeting. If a pecuniary interest is declared they should withdraw from the meeting room during the whole of the consideration of that mater and must not participate in any vote on that matter. If members consider they should not participate because of a non-pecuniary interest which may give rise to a perception of bias, they should declare this, .withdraw and not participate in consideration of the item. For further advice please speak with the Assistant Director of Corporate Governance.

What is Overview and Scrutiny?
Overview and Scrutiny describes the way Merton's scrutiny councillors hold the Council's Executive (the Cabinet) to account to make sure that they take the right decisions for the Borough. Scrutiny panels also carry out reviews of Council services or issues to identify ways the Council can improve or develop new policy to meet the needs of local people. From May 2008, the Overview & Scrutiny Commission and Panels have been restructured and the Panels renamed to reflect the Local Area Agreement strategic themes.

Scrutiny's work falls into four broad areas:

- ⇒ **Call-in**: If three (non-executive) councillors feel that a decision made by the Cabinet is inappropriate they can 'call the decision in' after it has been made to prevent the decision taking immediate effect. They can then interview the Cabinet Member or Council Officers and make recommendations to the decision-maker suggesting improvements.
- ⇒ **Policy Reviews**: The panels carry out detailed, evidence-based assessments of Council services or issues that affect the lives of local people. At the end of the review the panels issue a report setting out their findings and recommendations for improvement and present it to Cabinet and other partner agencies. During the reviews, panels will gather information, evidence and opinions from Council officers, external bodies and organisations and members of the public to help them understand the key issues relating to the review topic.
- ⇒ **One-Off Reviews**: Panels often want to have a quick, one-off review of a topic and will ask Council officers to come and speak to them about a particular service or issue before making recommendations to the Cabinet.
- ⇒ **Scrutiny of Council Documents**: Panels also examine key Council documents, such as the budget, the Business Plan and the Best Value Performance Plan.

Scrutiny panels need the help of local people, partners and community groups to make sure that Merton delivers effective services. If you think there is something that scrutiny should look at, or have views on current reviews being carried out by scrutiny, let us know.

For more information, please contact the Scrutiny Team on 020 8545 3864 or by e-mail on scrutiny@merton.gov.uk. Alternatively, visit www.merton.gov.uk/scrutiny

All minutes are draft until agreed at the next meeting of the committee/panel. To find out the date of the next meeting please check the calendar of events at your local library or online at www.merton.gov.uk/committee.

OVERVIEW AND SCRUTINY COMMISSION
20 FEBRUARY 2018

(7.15 pm - 9.25 pm)

PRESENT: Councillors Peter Southgate (in the Chair), Hamish Badenoch, Mary Curtin, John Dehaney, Brenda Fraser, Abigail Jones, Sally Kenny, Oonagh Moulton and David Williams

Co-opted Member Helen Forbes

ALSO PRESENT: Sean Cunniffe (Head of Customer Contact), Sophie Ellis (Assistant Director of Business Improvement) and Julia Regan (Head of Democracy Services)

1 APOLOGIES FOR ABSENCE (Agenda Item 1)

Apologies were received from Councillor Peter McCabe (substituted by Councillor Mary Curtin), Councillor Dennis Pearce (substituted by Councillor John Dehaney), Councillor Mike Brunt and co-opted member Colin Powell.

2 DECLARATIONS OF PECUNIARY INTEREST (Agenda Item 2)

There were no declarations of pecuniary interest.

3 MINUTES OF MEETING HELD ON 25 JANUARY 2018 (Agenda Item 3)

The minutes were agreed as an accurate record of the meeting.

4 MINUTES OF MEETING HELD ON 30 JANUARY 2018 (Agenda Item 4)

The minutes were agreed as an accurate record of the meeting.

5 SHARED AND OUTSOURCED SERVICES TASK GROUP - CABINET ACTION PLAN UPDATE (Agenda Item 6)

Sophie Ellis, Assistant Director of Business Improvement, gave apologies for absence from the Chief Executive who had asked her to deputise for him. He had asked her to relay to the Commission that he had been reminded by recent media reports that any service delivery model can result in difficulties and it is therefore important to ensure that the best approach is rigorously assessed on a case by case basis, which is the intention of the action plan set out in the report.

Members expressed disappointment in the response to recommendation 5. The recommendation was for service managers to have a mandatory appraisal objective to familiarise themselves with best practice elsewhere. The response in the action plan was to address this through learning and development rather than as an appraisal objective. Sophie Ellis said that CMT felt that training and development is

the best way to improve managers' skillsets, which was what the Commission were keen to ensure. She added that there was no reluctance for service managers to look at best practice elsewhere and that not including the objective should not be taken as a sign that it was something they were not held to account for since a lot of officers' work is not encapsulated in appraisal objectives, particularly if it is regarded as core work.

Sophie Ellis said that the current refresh of the TOMs will ensure that delivery models are reviewed and a review schedule will be set out in the TOM. Sign off is expected in July so that there the TOMS can be aligned to the Administration's priorities after the May elections.

Members also questioned adequacy of the response to recommendation 8 – the intention of the recommendation was to ensure that there would be a chance to scrutinise proposals for large or strategically important outsourced services at an early stage when there was still time to have some influence on its development. The action plan suggests that this is addressed through the Forward Plan, which Members believe is at too late a stage in the process. Sophie Ellis undertook to report the Commission's views back to CMT.

The Commission welcomed the draft toolkit and business case as set out in the appendices to the report. The Commission noted that interaction with pre-decision scrutiny had not been included and asked that this be explicitly addressed in the toolkit and business case paperwork.

6 CUSTOMER CONTACT PROGRAMME - UPDATE (Agenda Item 5)

The Commission RESOLVED to take this as the last item on the agenda so that it could move into a closed session for discussion of commercially sensitive information.

Sophie Ellis, Assistant Director of Business Improvement, introduced the report and said that, although further progress had been made since she last attended the Commission, the programme had been frustrated by continuing delays in the delivery of functionality. Commercial negotiations with the supplier are continuing. The contract expires in May 2018 so officers are exploring the best option of ongoing support and hosting for the technology.

In response to questions about the initial timetable, planned completion date and whether much had been achieved, Sophie Ellis said that the initial planned completion date at contract award stage was April 2016 and the final date is not clear at present. In terms of progress made with moving customers towards online transactions, Sophie Ellis said that there were many services now provided online that had not been previously and that this was a significant step forward for the council.

Sophie Ellis said that the increased use of online services by the public had been achieved without publicity and that there had not been a reduction in the provision of telephone or face-to-face support for residents. In terms of equality of access and digital inclusion, Sophie Ellis said that the Council's strategy was for those channels to remain open and that the website would meet accessibility standards and be easy to use.

In response to a question about the level of savings that had been achieved as a result of the customer contact programme, Sophie Ellis undertook to provide details of this to members of the Commission. ACTION: Assistant Director of Business Improvement.

Members asked for some reassurance that various Apps for reporting streetscene issues could still be used – there had been reports from residents being unable to use these and, when used, not receiving a response from the council. Sophie Ellis said that the council's policy is definitely to allow these Apps to continue to be used and that following the previous update she had worked with colleagues to ensure this was the case and that there were no technical issues that prevented requests from being received. Sophie Ellis undertook to raise the issue with colleagues to ensure that service requests were being received and responded to. ACTION: Assistant Director of Business Improvement.

The Commission RESOLVED that the public be excluded from the meeting during further consideration of this item on the grounds that it is exempt from disclosure for reasons of commercial confidentiality.

Open/public minute of exempt session
Sophie Ellis outlined the commercial discussions that were being undertaken with the supplier and provided further detail on this and on the options that were being considered for ongoing support and hosting for the technology. She also discussed some of the lessons learned with the Commission and said that there would be a thorough evaluation of this in due course.

In response to a request, Sophie Ellis undertook to provide members of the Commission with the total cost of the customer contact programme to date. ACTION: Assistant Director of Business Improvement

7 REGISTRATION SERVICES (Agenda Item 7)

The Head of Customer Contact, Sean Cunniffe, introduced the report. He drew the Commissions attention to the positive feedback received from the General Register Office; proposals from the government to digitise services, which will lead to a fall in income; and the work undertaken and planned that will maximise income from the use of Morden Park House for ceremonial and other functions. He also outlined the arrangement whereby the cost of the Superintendent Registrar would be shared with Hackney Council.

In response to questions about the use of Morden Park House, Sean Cunniffe said that English Heritage would not permit permanent rigging for a marquee but that he had spoken to marquee companies and been assured that these could be erected on request for functions. Events must be small in scale and in keeping with the house. The courtyard is likely to be self-financing within two years. Charges are in line with those for council owned venues in other boroughs.

Sean Cunniffe provided additional in formation in response to questions about staffing:

- the registration service is a specialist area with a limited number of qualified personnel and so is difficult to recruit to.
- the resignation of the Superintendent Registrar had provided the opportunity to put a shared arrangement in place and ensures flexibility required during this period of service change as a result of the reduction of services by the Home Office.
- commercial opportunities would be pursued using the existing workforce with expertise brought in if necessary and where the cost of this would be less than the income generated.
- he talks to colleagues and external organisations to share learning on the management of events.

Sean Cunniffe undertook to provide information on current fees and charges.
ACTION: Head of Customer Contact

The Commission RESOLVED to thank Sean Cunniffe for his report, welcome the refurbishment of the courtyard at Morden Park House and request an update (including more data on cost) to be received in 12 months.

8 DISCUSSION OF QUESTIONS FOR THE BOROUGH COMMANDER (Agenda Item 8)

Members agreed that, in addition to the usual crime data, they would agree the following questions to be sent to the Borough Commander so that he can answer them through a written statement or verbally at the Commission's meeting on 21 March:

- To confirm the start date for the new Borough Command Unit
- To confirm that Merton will continue to be policed at full strength with dedicated ward officers and PCSOs
- To confirm he is aware of the Overview and Scrutiny Commission's aspiration to keep a police station in Merton – see discussion and submission to MOPAC (in minutes of meeting held on 20 September 2017)
- To provide information on the number of senior officers across the BCU and where they will be based.

- What can the police do to provide activities for young people to keep them from roaming the streets?
- What progress has been made to control street drinking and drinking in parks?

ACTION: Head of Democracy Services to send list of questions to the Borough Commander

9 WORK PROGRAMME (Agenda Item 9)

The Commission resolved to AGREE the work programme.

This page is intentionally left blank

Committee: Overview and Scrutiny Commission

Date: 21 March 2018

Wards: All

Subject: Crime and policing in Merton

Lead officer: Chief Superintendent Peter Laverick, Acting Borough Commander

Lead member: Councillor Peter Southgate, Chair, Overview and Scrutiny Commission

Contact officer: Julia Regan, Head of Democracy Services,
Julia.regan@merton.gov.uk, 0208 545 3864

Recommendations:

1. That the Overview and Scrutiny Commission discuss and comment on the crime data provided by the Acting Borough Commander (see Appendix 1) and ask other questions as appropriate.

---

1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

1.1. The Acting Borough Commander has been invited to attend the Overview and Scrutiny Commission meeting to give a brief overview of any changes since the previous Borough Commander attended the Commission in September 2017 and to address the questions identified by Commission members as set out in section 2 below.

1.2. He was also requested to provide crime data in the same format as that provided previously. This is set out in Appendix A.

2 DETAILS

2.1. The questions identified by Commission members and emailed to the Acting Borough Commander in advance of the meeting were:

1. To confirm the start date for the new Borough Command Unit

2. To confirm that Merton will continue to be policed at full strength with dedicated ward officers and PCSOs

3. To confirm he is aware of the Overview and Scrutiny Commission's aspiration to keep a police station in Merton – see discussion and submission to MOPAC (set out in paragraph 2.2 below)

4. To provide information on the number of senior officers across the BCU and where they will be based.

5. What can the police do to provide activities for young people to keep them from roaming the streets?

6. What progress has been made to control street drinking and drinking in parks?

2.2. Commission's comments on the MOPAC consultation on the public access and engagement strategy - Extract from minutes of Commission meeting on 20 Sep 2017:

Members of the Commission discussed the consultation document and the information provided by the Borough Commander and made a number of points that the Commission AGREED should be included in its formal response to the consultation:

The Commission agreed that it is important to have a debate about the best way to resource policing in the borough and that the location of police stations would not necessarily be the same as at present. It was noted that the operational presence on the street does not necessarily have to be matched by public access to police stations.

The Commission asked whether a pragmatic proposal could be developed that would differ from the traditional police station but would provide a 24/7 "shop front". Some members expressed a preference for a traditional police station to provide reassurance to the public and act as a deterrent to criminals.

Noted that Wimbledon is a significant transport hub and suggested that moving a police front office away from Wimbledon would send the wrong message to the public. Members supported the retention of a front office in Wimbledon and suggested that the building could be reconfigured for other uses (such as housing) to generate revenue.

Views differed on whether Mitcham Police Station was currently in the best location to serve Mitcham town centre and whether an alternative location in the east of the borough would work better operationally for accessing other parts of the borough.

The Commission questioned whether it is wise to cut so much from police budgets at a time of increasing terrorism and civil unrest.

3 ALTERNATIVE OPTIONS

3.1. Commission members may choose to ask questions about the crime data as well as about any other aspects of policing in Merton.

4 CONSULTATION UNDERTAKEN OR PROPOSED

4.1. Not applicable

5 TIMETABLE

5.1. Not applicable

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

6.1. None for the purposes of this report.

7 LEGAL AND STATUTORY IMPLICATIONS

7.1. None for the purposes of this report.

8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

8.1. None for the purposes of this report.

9 CRIME AND DISORDER IMPLICATIONS

9.1. None for the purposes of this report.

10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

10.1. None for the purposes of this report.

11 APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT

- Appendix 1 - crime data for Merton and surrounding boroughs

12 BACKGROUND PAPERS

12.1. None

This page is intentionally left blank

METROPOLITAN POLICE TOTAL POLICING
MET HQ: INFORMATION & INSIGHT

MPS Daily Dashboard

Last Refresh Date: 2 January 2018

Select BCU \ Borough
Merton

Offences & SDs

Reporting Period Ending: 1 January 2018

Crime Category	Sub Category	Target	Offences Previous R12	Offences Current R12	Offences % Change	SDs Previous R12	SDs Current R12	SD Rate - Previous R12	SD Rate - Current R12	
TNO	TNO - State		878	999	13.8%	618	719	70.4%	72.0%	●
	TNO - Victim		12,346	12,726	3.1%	1,817	1,522	14.7%	12.0%	●
	TNO - Unknown		14	15	7.1%	8	6	57.1%	40.0%	●
	Total		**13,238**	**13,740**	**3.8%**	**2,443**	**2,247**	**18.5%**	**16.4%**	●
Burglary	**Total**		**1,429**	**1,450**	**1.5%**	**118**	**76**	**8.3%**	**5.2%**	●
Criminal Damage	**Total**		**1,416**	**1,279**	**-9.7%**	**182**	**127**	**12.9%**	**9.9%**	●
Robbery	Business Property		29	30	3.4%	9	8	31.0%	26.7%	●
	Personal Property		256	324	26.6%	28	18	10.9%	5.6%	●
	Total		**285**	**354**	**24.2%**	**37**	**26**	**13.0%**	**7.3%**	●
Robbery - Mobile Phone	**Total**		**91**	**85**	**-6.6%**	**13**	**2**	**14.3%**	**2.4%**	●
Theft and Handling	Theft From M/V		961	987	2.7%	22	9	2.3%	0.9%	●
	Theft/Taking of M/V		666	571	-14.3%	39	51	5.9%	8.9%	●
	Theft Person		223	230	3.1%	1	0	0.4%	0.0%	●
	Other Theft & Handling		3,094	3,242	4.8%	453	407	14.6%	12.6%	●
	Total		**4,944**	**5,030**	**1.7%**	**515**	**467**	**10.4%**	**9.3%**	●
Theft Person - Mobile Phone	**Total**		**85**	**89**	**4.7%**	**0**	**0**	**0.0%**	**0.0%**	●
VWI	VWI - Domestic Abuse		486	465	-4.3%	190	157	39.1%	33.8%	●
	VWI - Non Domestic Abuse		875	947	8.2%	257	215	29.4%	22.7%	●
	Total		**1,361**	**1,412**	**3.7%**	**447**	**372**	**32.8%**	**26.3%**	●
Domestic Abuse	**Total**		**1,435**	**1,454**	**1.3%**	**514**	**411**	**35.8%**	**28.3%**	●
Sexual Offences	Rape		115	135	17.4%	13	16	11.3%	11.9%	●
	Other Sexual		198	221	11.6%	44	24	22.2%	10.9%	●
	Total		**313**	**356**	**13.7%**	**57**	**40**	**18.2%**	**11.2%**	●
Total Gun Crime	**Total**		**29**	**32**	**10.3%**	**5**	**4**	**17.2%**	**12.5%**	●
Lethal-barrelled Gun Discharges	**Total**		**2**	**5**	**150.0%**	**0**	**0**	**0.0%**	**0.0%**	●
Total Knife Crime	**Total**		**174**	**175**	**0.6%**	**46**	**32**	**26.4%**	**18.3%**	●
Knife Injury Victims (U25 Non DA)	**Total**		**31**	**19**	**-38.7%**					

I & S Calls and ASB

Reporting Period Ending: 31 December 2017

	Previous R12	Current R12	Change %	
ASB Calls	4,304	4,050	-5.9%	
ASB Repeat Callers	92	80	-13.0%	
I Calls In Target	90.2%	90.4%		●
S Calls In Target	83.4%	84.1%		●

View the Gun Crime Dashboard by clicking here

METROPOLITAN POLICE
Data & Insight

MPS Daily Dashboard

Last Refresh Date: 6 February 2018

Select BCU \ Borough
Merton

Offences & SDs

Reporting Period Ending: 5 February 2018

Crime Category	Sub Category	Target	Offences Previous R12	Offences Current R12	Offences % Change	SDs Previous R12	SDs Current R12	SD Rate - Previous R12	SD Rate - Current R12	
TNO	TNO - State		875	1,015	16.0%	604	749	69.0%	73.8%	●
	TNO - Victim		12,363	12,785	3.4%	1,780	1,464	14.4%	11.5%	●
	TNO - Unknown		14	16	14.3%	7	6	50.0%	37.5%	●
	Total		**13,252**	**13,816**	**4.3%**	**2,391**	**2,219**	**18.0%**	**16.1%**	●
Burglary	**Total**		**1,471**	**1,425**	**-3.1%**	**116**	**72**	**7.9%**	**5.1%**	●
Criminal Damage	**Total**		**1,389**	**1,277**	**-8.1%**	**185**	**116**	**13.3%**	**9.1%**	●
Robbery	Business Property		23	35	52.2%	8	8	34.8%	22.9%	●
	Personal Property		261	330	26.4%	26	21	10.0%	6.4%	●
	Total		**284**	**365**	**28.5%**	**34**	**29**	**12.0%**	**7.9%**	●
Robbery - Mobile Phone	**Total**		**96**	**86**	**-10.4%**	**13**	**4**	**13.5%**	**4.7%**	●
Theft and Handling	Theft From M/V		949	1,025	8.0%	19	11	2.0%	1.1%	●
	Theft/Taking of M/V		684	587	-14.2%	44	45	6.4%	7.7%	●
	Theft Person		224	235	4.9%	1	0	0.4%	0.0%	●
	Other Theft & Handling		3,103	3,279	5.7%	436	401	14.1%	12.2%	●
	Total		**4,960**	**5,126**	**3.3%**	**500**	**457**	**10.1%**	**8.9%**	●
Theft Person - Mobile Phone	**Total**		**88**	**93**	**5.7%**	**0**	**0**	**0.0%**	**0.0%**	●
VWI	VWI - Domestic Abuse		489	459	-6.1%	191	146	39.1%	31.8%	●
	VWI - Non Domestic Abuse		878	926	5.5%	246	196	28.0%	21.2%	●
	Total		**1,367**	**1,385**	**1.3%**	**437**	**342**	**32.0%**	**24.7%**	●
Domestic Abuse	**Total**		**1,438**	**1,466**	**1.9%**	**505**	**394**	**35.1%**	**26.9%**	●
Sexual Offences	Rape		105	138	31.4%	15	15	14.3%	10.9%	●
	Other Sexual		184	234	27.2%	37	26	20.1%	11.1%	●
	Total		**289**	**372**	**28.7%**	**52**	**41**	**18.0%**	**11.0%**	●
Total Gun Crime	**Total**		**30**	**34**	**13.3%**	**6**	**3**	**20.0%**	**8.8%**	●
Lethal-barrelled Gun Discharges	**Total**		**2**	**5**	**150.0%**	**0**	**0**	**0.0%**	**0.0%**	●
Total Knife Crime	**Total**		**177**	**177**	**0.0%**	**44**	**33**	**24.9%**	**18.6%**	●
Knife Injury Victims (U25 Non DA)	**Total**		**32**	**18**	**-43.8%**					

I & S Calls and ASB

Reporting Period Ending: 4 February 2018

	Previous R12	Current R12	Change %	
ASB Calls	4,320	4,025	-6.8%	
ASB Repeat Callers	96			
I Calls In Target	90.1%	90.3%		●
S Calls In Target	83.2%	84.3%		●

View the Gun Crime Dashboard by clicking here

METROPOLITAN POLICE
Data & Insight

MPS Daily Dashboard

Last Refresh Date: 2 March 2018

Select BCU \ Borough
Merton

Offences & SDs

Reporting Period Ending: 1 March 2018

Crime Category	Sub Category	Target	Offences Previous R12	Offences Current R12	Offences % Change	SDs Previous R12	SDs Current R12	SD Rate - Previous R12	SD Rate - Current R12	
TNO	TNO - State		882	1,024	16.1%	629	755	71.3%	73.7%	●
	TNO - Victim		12,386	12,788	3.2%	1,818	1,377	14.7%	10.8%	●
	TNO - Unknown		17	14	-17.6%	7	6	41.2%	42.9%	●
	Total		**13,285**	**13,826**	**4.1%**	**2,454**	**2,138**	**18.5%**	**15.5%**	●
Burglary	**Total**		**1,476**	**1,416**	**-4.1%**	**120**	**70**	**8.1%**	**4.9%**	●
Criminal Damage	**Total**		**1,384**	**1,260**	**-9.0%**	**187**	**113**	**13.5%**	**9.0%**	●
Robbery	Business Property		21	35	66.7%	7	8	33.3%	22.9%	●
	Personal Property		261	339	29.9%	28	21	10.7%	6.2%	●
	Total		**282**	**374**	**32.6%**	**35**	**29**	**12.4%**	**7.8%**	●
Robbery - Mobile Phone	**Total**		**95**	**89**	**-6.3%**	**13**	**4**	**13.7%**	**4.5%**	●
Theft and Handling	Theft From M/V		941	1,038	10.3%	16	10	1.7%	1.0%	●
	Theft/Taking of M/V		704	568	-19.3%	49	37	7.0%	6.5%	●
	Theft Person		232	235	1.3%	1	0	0.4%	0.0%	●
	Other Theft & Handling		3,108	3,292	5.9%	455	378	14.6%	11.5%	●
	Total		**4,985**	**5,133**	**3.0%**	**521**	**425**	**10.5%**	**8.3%**	●
Theft Person - Mobile Phone	**Total**		**91**	**100**	**9.9%**	**0**	**0**	**0.0%**	**0.0%**	●
VWI	VWI - Domestic Abuse		481	465	-3.3%	193	138	40.1%	29.7%	●
	VWI - Non Domestic Abuse		868	931	7.3%	235	188	27.1%	20.2%	●
	Total		**1,349**	**1,396**	**3.5%**	**428**	**326**	**31.7%**	**23.4%**	●
Domestic Abuse	**Total**		**1,426**	**1,487**	**4.3%**	**520**	**375**	**36.5%**	**25.2%**	●
Sexual Offences	Rape		108	131	21.3%	12	15	11.1%	11.5%	●
	Other Sexual		184	244	32.6%	34	26	18.5%	10.7%	●
	Total		**292**	**375**	**28.4%**	**46**	**41**	**15.8%**	**10.9%**	●
Total Gun Crime	**Total**		**30**	**40**	**33.3%**	**7**	**4**	**23.3%**	**10.0%**	●
Lethal-barrelled Gun Discharges	**Total**		**1**	**8**	**700.0%**	**0**	**2**	**0.0%**	**25.0%**	●
Total Knife Crime	**Total**		**173**	**187**	**8.1%**	**43**	**34**	**24.9%**	**18.2%**	●
Knife Injury Victims (U25 Non DA)	**Total**		**29**	**20**	**-31.0%**					

I & S Calls and ASB

Reporting Period Ending: 28 February 2018

	Previous R12	Current R12	Change %	
ASB Calls	4,342	3,985	-8.2%	
ASB Repeat Callers	95			
I Calls In Target	90.2%	90.4%		●
S Calls In Target	83.0%	84.3%		●

View the Gun Crime Dashboard by clicking here

METROPOLITAN POLICE
Data & Insight

MPS Daily Dashboard

Last Refresh Date: 2 March 2018

Select BCU \ Borough
Croydon

Offences & SDs

Reporting Period Ending: 1 March 2018

Crime Category	Sub Category	Target	Offences Previous R12	Offences Current R12	Offences % Change	SDs Previous R12	SDs Current R12	SD Rate - Previous R12	SD Rate - Current R12	
TNO	TNO - State		2,691	2,806	4.3%	1,876	2,093	69.7%	74.6%	●
	TNO - Victim		27,771	27,826	0.2%	3,549	2,997	12.8%	10.8%	●
	TNO - Unknown		43	44	2.3%	7	10	16.3%	22.7%	●
	Total		**30,505**	**30,676**	**0.6%**	**5,432**	**5,100**	**17.8%**	**16.6%**	●
Burglary	**Total**		**2,697**	**2,784**	**3.2%**	**212**	**200**	**7.9%**	**7.2%**	●
Criminal Damage	**Total**		**3,262**	**3,138**	**-3.8%**	**414**	**369**	**12.7%**	**11.8%**	●
Robbery	Business Property		86	83	-3.5%	12	10	14.0%	12.0%	●
	Personal Property		1,181	1,064	-9.9%	132	120	11.2%	11.3%	●
	Total		**1,267**	**1,147**	**-9.5%**	**144**	**130**	**11.4%**	**11.3%**	●
Robbery - Mobile Phone	**Total**		**437**	**300**	**-31.4%**	**56**	**36**	**12.8%**	**12.0%**	●
Theft and Handling	Theft From M/V		1,958	2,075	6.0%	29	27	1.5%	1.3%	●
	Theft/Taking of M/V		1,060	1,118	5.5%	84	54	7.9%	4.8%	●
	Theft Person		590	523	-11.4%	18	7	3.1%	1.3%	●
	Other Theft & Handling		5,905	5,823	-1.4%	612	478	10.4%	8.2%	●
	Total		**9,513**	**9,539**	**0.3%**	**743**	**566**	**7.8%**	**5.9%**	●
Theft Person - Mobile Phone	**Total**		**296**	**235**	**-20.6%**	**13**	**5**	**4.4%**	**2.1%**	●
VWI	VWI - Domestic Abuse		1,292	1,279	-1.0%	500	381	38.7%	29.8%	●
	VWI - Non Domestic Abuse		2,312	2,151	-7.0%	513	417	22.2%	19.4%	●
	Total		**3,604**	**3,430**	**-4.8%**	**1,013**	**798**	**28.1%**	**23.3%**	●
Domestic Abuse	**Total**		**3,878**	**3,889**	**0.3%**	**1,055**	**944**	**27.2%**	**24.3%**	●
Sexual Offences	Rape		343	399	16.3%	55	27	16.0%	6.8%	●
	Other Sexual		476	524	10.1%	86	78	18.1%	14.9%	●
	Total		**819**	**923**	**12.7%**	**141**	**105**	**17.2%**	**11.4%**	●
Total Gun Crime	**Total**		**106**	**132**	**24.5%**	**19**	**23**	**17.9%**	**17.4%**	●
Lethal-barrelled Gun Discharges	**Total**		**7**	**17**	**142.9%**	**4**	**1**	**57.1%**	**5.9%**	●
Total Knife Crime	**Total**		**650**	**624**	**-4.0%**	**123**	**128**	**18.9%**	**20.5%**	●
Knife Injury Victims (U25 Non DA)	**Total**		**97**	**106**	**9.3%**					

I & S Calls and ASB

Reporting Period Ending: 28 February 2018

	Previous R12	Current R12	Change %	
ASB Calls	10,280	9,259	-9.9%	
ASB Repeat Callers	230			
I Calls In Target	91.6%	90.0%		●
S Calls In Target	89.8%	88.5%		●

View the Gun Crime Dashboard by clicking here

METROPOLITAN POLICE
Data & Insight

MPS Daily Dashboard

Last Refresh Date: 2 March 2018

Select BCU \ Borough
Kingston upon Thames

Offences & SDs

Reporting Period Ending: 1 March 2018

Crime Category	Sub Category	Target	Offences Previous R12	Offences Current R12	Offences % Change	SDs Previous R12	SDs Current R12	SD Rate - Previous R12	SD Rate - Current R12
TNO	TNO - State		1,046	887	-15.2%	836	661	79.9%	74.5%
	TNO - Victim		9,412	10,670	13.4%	1,439	1,234	15.3%	11.6%
	TNO - Unknown		6	23	283.3%	5	8	83.3%	34.8%
	Total		**10,464**	**11,580**	**10.7%**	**2,280**	**1,903**	**21.8%**	**16.4%**
Burglary	**Total**		**984**	**1,060**	**7.7%**	**71**	**61**	**7.2%**	**5.8%**
Criminal Damage	**Total**		**1,060**	**1,002**	**-5.5%**	**150**	**113**	**14.2%**	**11.3%**
Robbery	Business Property		8	21	162.5%	6	7	75.0%	33.3%
	Personal Property		107	174	62.6%	11	9	10.3%	5.2%
	Total		**115**	**195**	**69.6%**	**17**	**16**	**14.8%**	**8.2%**
Robbery - Mobile Phone	**Total**		**30**	**38**	**26.7%**	**4**	**2**	**13.3%**	**5.3%**
Theft and Handling	Theft From M/V		477	852	78.6%	9	10	1.9%	1.2%
	Theft/Taking of M/V		276	336	21.7%	17	13	6.2%	3.9%
	Theft Person		370	347	-6.2%	7	5	1.9%	1.4%
	Other Theft & Handling		2,745	3,051	11.1%	463	338	16.9%	11.1%
	Total		**3,868**	**4,586**	**18.6%**	**496**	**366**	**12.8%**	**8.0%**
Theft Person - Mobile Phone	**Total**		**153**	**131**	**-14.4%**	**5**	**0**	**3.3%**	**0.0%**
VWI	VWI - Domestic Abuse		323	316	-2.2%	142	115	44.0%	36.4%
	VWI - Non Domestic Abuse		784	819	4.5%	208	187	26.5%	22.8%
	Total		**1,107**	**1,135**	**2.5%**	**350**	**302**	**31.6%**	**26.6%**
Domestic Abuse	**Total**		**1,016**	**1,102**	**8.5%**	**370**	**330**	**36.4%**	**29.9%**
Sexual Offences	Rape		99	126	27.3%	10	8	10.1%	6.3%
	Other Sexual		163	205	25.8%	30	31	18.4%	15.1%
	Total		**262**	**331**	**26.3%**	**40**	**39**	**15.3%**	**11.8%**
Total Gun Crime	**Total**		**9**	**22**	**144.4%**	**1**	**8**	**11.1%**	**36.4%**
Lethal-barrelled Gun Discharges	**Total**		**0**	**2**		**0**	**2**		**100.0%**
Total Knife Crime	**Total**		**80**	**85**	**6.3%**	**28**	**27**	**35.0%**	**31.8%**
Knife Injury Victims (U25 Non DA)	**Total**		**24**	**16**	**-33.3%**				

I & S Calls and ASB

Reporting Period Ending: 28 February 2018

	Previous R12	Current R12	Change %
ASB Calls	4,236	3,388	-20.0%
ASB Repeat Callers	80		
I Calls In Target	89.5%	89.6%	
S Calls In Target	85.0%	85.3%	

View the Gun Crime Dashboard by clicking here

METROPOLITAN POLICE
Data & Insight

MPS Daily Dashboard

Last Refresh Date: 2 March 2018

Select BCU \ Borough
Richmond upon Thames

Offences & SDs

Reporting Period Ending: 1 March 2018

Crime Category	Sub Category	Target	Offences Previous R12	Offences Current R12	Offences % Change	SDs Previous R12	SDs Current R12	SD Rate - Previous R12	SD Rate - Current R12
TNO	TNO - State		667	721	8.1%	446	469	66.9%	65.0%
	TNO - Victim		10,936	12,555	14.8%	1,322	957	12.1%	7.6%
	TNO - Unknown		15	23	53.3%	5	4	33.3%	17.4%
	Total		**11,618**	**13,299**	**14.5%**	**1,773**	**1,430**	**15.3%**	**10.8%**
Burglary	**Total**		**1,456**	**1,840**	**26.4%**	**100**	**65**	**6.9%**	**3.5%**
Criminal Damage	**Total**		**1,175**	**1,140**	**-3.0%**	**130**	**102**	**11.1%**	**8.9%**
Robbery	Business Property		11	16	45.5%	1	4	9.1%	25.0%
	Personal Property		107	230	115.0%	21	17	19.6%	7.4%
	Total		**118**	**246**	**108.5%**	**22**	**21**	**18.6%**	**8.5%**
Robbery - Mobile Phone	**Total**		**26**	**57**	**119.2%**	**9**	**6**	**34.6%**	**10.5%**
Theft and Handling	Theft From M/V		1,001	1,483	48.2%	9	15	0.9%	1.0%
	Theft/Taking of M/V		556	544	-2.2%	33	25	5.9%	4.6%
	Theft Person		193	247	28.0%	1	1	0.5%	0.4%
	Other Theft & Handling		3,069	3,327	8.4%	312	169	10.2%	5.1%
	Total		**4,819**	**5,601**	**16.2%**	**355**	**210**	**7.4%**	**3.7%**
Theft Person - Mobile Phone	**Total**		**80**	**90**	**12.5%**	**0**	**0**	**0.0%**	**0.0%**
VWI	VWI - Domestic Abuse		296	370	25.0%	112	103	37.8%	27.8%
	VWI - Non Domestic Abuse		598	647	8.2%	187	101	31.3%	15.6%
	Total		**894**	**1,017**	**13.8%**	**299**	**204**	**33.4%**	**20.1%**
Domestic Abuse	**Total**		**1,094**	**1,224**	**11.9%**	**384**	**329**	**35.1%**	**26.9%**
Sexual Offences	Rape		111	112	0.9%	10	6	9.0%	5.4%
	Other Sexual		208	213	2.4%	37	34	17.8%	16.0%
	Total		**319**	**325**	**1.9%**	**47**	**40**	**14.7%**	**12.3%**
Total Gun Crime	**Total**		**15**	**24**	**60.0%**	**3**	**3**	**20.0%**	**12.5%**
Lethal-barrelled Gun Discharges	**Total**		**2**	**3**	**50.0%**	**1**	**0**	**50.0%**	**0.0%**
Total Knife Crime	**Total**		**75**	**130**	**73.3%**	**30**	**28**	**40.0%**	**21.5%**
Knife Injury Victims (U25 Non DA)	**Total**		**14**	**14**	**0.0%**				

I & S Calls and ASB

Reporting Period Ending: 28 February 2018

	Previous R12	Current R12	Change %
ASB Calls	4,117	3,720	-9.6%
ASB Repeat Callers	85		
I Calls In Target	86.1%	87.9%	
S Calls In Target	80.8%	83.5%	

View the Gun Crime Dashboard by clicking here

METROPOLITAN POLICE
Data & Insight

MPS Daily Dashboard

Last Refresh Date: 2 March 2018

Select BCU \ Borough
Sutton

Offences & SDs

Reporting Period Ending: 1 March 2018

Crime Category	Sub Category	Target	Offences Previous R12	Offences Current R12	Offences % Change	SDs Previous R12	SDs Current R12	SD Rate - Previous R12	SD Rate - Current R12	
TNO	TNO - State		848	841	-0.8%	591	586	69.7%	69.7%	●
	TNO - Victim		10,171	11,270	10.8%	1,660	1,511	16.3%	13.4%	●
	TNO - Unknown		9	15	66.7%	2	4	22.2%	26.7%	●
	Total		**11,028**	**12,126**	**10.0%**	**2,253**	**2,101**	**20.4%**	**17.3%**	●
Burglary	**Total**		**1,211**	**1,140**	**-5.9%**	**74**	**60**	**6.1%**	**5.3%**	●
Criminal Damage	**Total**		**1,304**	**1,182**	**-9.4%**	**174**	**130**	**13.3%**	**11.0%**	●
Robbery	Business Property		19	34	78.9%	5	6	26.3%	17.6%	●
	Personal Property		156	268	71.8%	20	26	12.8%	9.7%	●
	Total		**175**	**302**	**72.6%**	**25**	**32**	**14.3%**	**10.6%**	●
Robbery - Mobile Phone	**Total**		**40**	**66**	**65.0%**	**10**	**8**	**25.0%**	**12.1%**	●
Theft and Handling	Theft From M/V		689	1,013	47.0%	16	19	2.3%	1.9%	●
	Theft/Taking of M/V		417	517	24.0%	34	38	8.2%	7.4%	●
	Theft Person		158	171	8.2%	1	3	0.6%	1.8%	●
	Other Theft & Handling		2,293	2,479	8.1%	466	434	20.3%	17.5%	●
	Total		**3,557**	**4,180**	**17.5%**	**517**	**494**	**14.5%**	**11.8%**	●
Theft Person - Mobile Phone	**Total**		**52**	**48**	**-7.7%**	**0**	**2**	**0.0%**	**4.2%**	●
VWI	VWI - Domestic Abuse		460	487	5.9%	185	174	40.2%	35.7%	●
	VWI - Non Domestic Abuse		785	889	13.2%	214	207	27.3%	23.3%	●
	Total		**1,245**	**1,376**	**10.5%**	**399**	**381**	**32.0%**	**27.7%**	●
Domestic Abuse	**Total**		**1,328**	**1,448**	**9.0%**	**475**	**425**	**35.8%**	**29.4%**	●
Sexual Offences	Rape		110	156	41.8%	16	10	14.5%	6.4%	●
	Other Sexual		203	213	4.9%	33	44	16.3%	20.7%	●
	Total		**313**	**369**	**17.9%**	**49**	**54**	**15.7%**	**14.6%**	●
Total Gun Crime	**Total**		**48**	**37**	**-22.9%**	**8**	**4**	**16.7%**	**10.8%**	●
Lethal-barrelled Gun Discharges	**Total**		**2**	**4**	**100.0%**	**0**	**0**	**0.0%**	**0.0%**	●
Total Knife Crime	**Total**		**104**	**204**	**96.2%**	**20**	**44**	**19.2%**	**21.6%**	●
Knife Injury Victims (U25 Non DA)	**Total**		**21**	**19**	**-9.5%**					

I & S Calls and ASB

Reporting Period Ending: 28 February 2018

	Previous R12	Current R12	Change %	
ASB Calls	3,600	3,396	-5.7%	
ASB Repeat Callers	61			
I Calls In Target	94.6%	92.9%		●
S Calls In Target	90.9%	90.4%		●

View the Gun Crime Dashboard by clicking here

METROPOLITAN POLICE
Data & Insight

MPS Daily Dashboard

Last Refresh Date: 2 March 2018

Select BCU \ Borough
Wandsworth

Offences & SDs

Reporting Period Ending: 1 March 2018

Crime Category	Sub Category	Target	Offences Previous R12	Offences Current R12	Offences % Change	SDs Previous R12	SDs Current R12	SD Rate - Previous R12	SD Rate - Current R12	
TNO	TNO - State		1,585	1,558	-1.7%	1,136	1,116	71.7%	71.6%	●
	TNO - Victim		23,051	24,241	5.2%	2,468	2,067	10.7%	8.5%	●
	TNO - Unknown		18	39	116.7%	2	12	11.1%	30.8%	●
	Total		**24,654**	**25,838**	**4.8%**	**3,606**	**3,195**	**14.6%**	**12.4%**	●
Burglary	**Total**		**2,308**	**2,521**	**9.2%**	**151**	**122**	**6.5%**	**4.8%**	●
Criminal Damage	**Total**		**1,931**	**1,988**	**3.0%**	**207**	**212**	**10.7%**	**10.7%**	●
Robbery	Business Property		65	52	-20.0%	14	12	21.5%	23.1%	●
	Personal Property		553	765	38.3%	59	42	10.7%	5.5%	●
	Total		**618**	**817**	**32.2%**	**73**	**54**	**11.8%**	**6.6%**	●
Robbery - Mobile Phone	**Total**		**151**	**177**	**17.2%**	**17**	**12**	**11.3%**	**6.8%**	●
Theft and Handling	Theft From M/V		2,404	2,389	-0.6%	27	25	1.1%	1.0%	●
	Theft/Taking of M/V		1,324	1,198	-9.5%	65	55	4.9%	4.6%	●
	Theft Person		647	735	13.6%	14	5	2.2%	0.7%	●
	Other Theft & Handling		6,485	6,508	0.4%	670	436	10.3%	6.7%	●
	Total		**10,860**	**10,830**	**-0.3%**	**776**	**521**	**7.1%**	**4.8%**	●
Theft Person - Mobile Phone	**Total**		**303**	**335**	**10.6%**	**4**	**1**	**1.3%**	**0.3%**	●
VWI	VWI - Domestic Abuse		619	755	22.0%	206	209	33.3%	27.7%	●
	VWI - Non Domestic Abuse		1,470	1,520	3.4%	361	257	24.6%	16.9%	●
	Total		**2,089**	**2,275**	**8.9%**	**567**	**466**	**27.1%**	**20.5%**	●
Domestic Abuse	**Total**		**2,096**	**2,417**	**15.3%**	**613**	**612**	**29.2%**	**25.3%**	●
Sexual Offences	Rape		258	242	-6.2%	26	25	10.1%	10.3%	●
	Other Sexual		419	475	13.4%	68	56	16.2%	11.8%	●
	Total		**677**	**717**	**5.9%**	**94**	**81**	**13.9%**	**11.3%**	●
Total Gun Crime	**Total**		**119**	**76**	**-36.1%**	**19**	**14**	**16.0%**	**18.4%**	●
Lethal-barrelled Gun Discharges	**Total**		**8**	**2**	**-75.0%**	**0**	**3**	**0.0%**	**150.0%**	●
Total Knife Crime	**Total**		**277**	**384**	**38.6%**	**60**	**72**	**21.7%**	**18.8%**	●
Knife Injury Victims (U25 Non DA)	**Total**		**35**	**48**	**37.1%**					

I & S Calls and ASB

Reporting Period Ending: 28 February 2018

	Previous R12	Current R12	Change %	
ASB Calls	6,830	6,767	-0.9%	
ASB Repeat Callers	136			
I Calls In Target	88.7%	88.3%		●
S Calls In Target	77.3%	76.8%		●

View the Gun Crime Dashboard by clicking here

Committee: Overview and scrutiny

Date: Wednesday 21 March 2018

Wards: All wards

Subject: Hate crime strategy

Lead officer: Neil Thurlow

Lead member: Edith Macaulay

Contact officer: Neil Thurlow, x3240

Recommendations:

1. Overview and scrutiny panel to note the contents of the report and consider how they may be able to support our work on hate crime moving forward
2. Overview and scrutiny panel to note the dates of key events for hate crime work in 2018 (section 5) and consider how they may be supported

1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

1.1. Strategic delivery and oversight of hate crime has been within Safer Merton's portfolio since September 2016 and has, due to challenges faced nationally and internationally, been an increasing area of focus and attention

1.2. Hate crime is defined as *"any criminal offence which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a personal characteristic; specifically actual or perceived race, religion/faith, sexual orientation, disability and transgender identity"*

1.3. The UK saw five terrorist attacks in 2017 with four taking place in London. These attacks were all claimed by ISIS and received national and international media attention

1.4. The impact on our communities following such attacks, and the links with racial and religious hate crime in particular, has been subject to two detailed analytical profiles within 18 months.

1.4.1 This practice will be repeated annually to ensure we, the community safety partnership, always know who is affected by hate, who is perpetrating hate crime, where crimes are occurring and how we, as a partnership, are responding.

1.5. Hate crime is a priority for the Mayor of London, Sadiq Khan and has cross party support in City Hall. This political position is reflected locally with all parties in Merton supportive of this work

1.6. As a result of the London Mayors focus hate crime is a bespoke strand of work within the London Police and Crime Plan (PCP) 2017-21. Locally, the Safer Merton service has overseen the creation and delivery of a hate crime strategy which runs concurrently with the PCP

1.7. For the calendar year 2017 much has been achieved. The Safer Merton service, Community Safety Partnership and hate crime steering group have

come together to develop and deliver clearer, and more robust, community engagement and awareness raising across the hate crime agenda.

1.8. Together we have developed a broader support offer for victims but more needs to be done to raise awareness and there is a real need to drive effective change when targeting perpetrators of these crimes

1.9. As we enter the second year of our four year hate crime strategy the focus on perpetrator work, along with establishing and embedding third party reporting processes will be key to our work

2 DETAILS

2.1. Hate crime is defined as *"any criminal offence which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a personal characteristic; specifically actual or perceived race, religion/faith, sexual orientation, disability and transgender identity"*

2.2. There are five classification types of hate crime. These are (1) Race, (2) Religion/faith, (3) Sexual orientation, (4) Disability and (5) Gender identity – Merton has adopted the term "gender identity" as opposed transgender identity within the legislation following consultation with our LBGT+ group and due to the changing landscape and terminology of gender

2.3. The definition of the legal parameters of what constitutes a hate crime is particularly interesting due to the statement that "*any criminal offence which is perceived, by the victim or any other person".* The latter point in this law being that anyone can report crimes of hate if they perceive that offence to be motivated by one of the five characteristics. This perception element is key for us locally as we seek to drive forward third party reporting processes which will allow us to support more victims and improve their perceptions of crime which may prohibit their reporting at this time.

2.4. As we reflect on the last 12 months work it is fair to suggest that the Community Safety Partnership have achieved a great deal. As we work through the four year strategy, and as we worked to improve community engagement, cohesion and reassurance (following the terrorist attacks) we have delivered the following:

2.4.1 Merton's first, formal, recognition event for the International Day against Homophobic Abuse. Delivered via a ceremony at the Civic Centre in excess of 30 people attended and we achieved good media outreach

2.4.2 Provided strategic support and partnership with voluntary sector partners to secure additional funds for our partners – Merton CIL along with Housing4Women both secured grants to expand work in their respective fields for victims of hate crime

2.4.3 We launched hate crime branding and a new hate crime leaflet. The brand, and literature, will be built upon to ensure victims understand how they can access support, from whom and how

2.4.4 Relaunch of the hate crime pages on the Merton website. This work, again, is designed to ensure continuation of messaging and reassurance to victims

2.4.5 We participated in the consultation process prior to launch of the Metropolitan Polices online reporting hub for hate crime

2.4.6 A successful week of events held during Hate Crime Awareness Week which saw in excess of 1000 people engaged face to face and significant online media presence running into the several thousands

2.5. The Head of Safer Merton now carries London wide responsibilities in regard working with MOPAC, and on behalf of all 32 London borough community safety partnerships, in helping shape a London wide response to hate crime and victim care. Whilst this work is in its infancy in regard development and scope following Claire Waxman's appointment as MOPACs victims tsar this work will develop at pace and Merton will be a key partner within this response.

2.5.1 The formation of a hate crime steering group which is chaired and run by third sector agencies to ensure real community engagement and direction

2.5.2 Hate crime training was delivered to all front line police officers to ensure wider understanding of hate crime and its manifestations i.e. where hate crime is an underlying factor in more easily identifiable crimes such as ASB or domestic abuse

2.6. As a result of our work, and with the impacts which we would expect to see following the terrorist attacks, we had expected to see increased reports of hate crime year on year.

2.7. Hate crime in Merton, however, reduced minimally in 2017 compared to 2016 as the table below shows.

Category	**2017**	**2016**	**change**
Racist	245	247	-2
Faith	32	41	-9
Homophobic	24	29	-5
Transgender	8	2	+6
Disability	4	16	-12
Total	**313**	**335**	**-22**

2.8. Due to the minimal changes in reporting levels year on year our work will continue as it currently is planned to for the coming 12 months

2.9. However, looking at the figures, one area of reporting which may require more work, and which is identified as the biggest percentage shift, is the increased reports of transgender hate crime.

2.10. As with any significant change in reporting patterns a review of these reports has found that:

2.10.1 Of the eight reports there were five different victims as one victim is a repeat victim of crime with three offences reported.

2.10.2 The repeat victim pertains to a neighbour dispute and the local policing team are aware and working on this

2.10.3 There were no repeat locations or type of offence – offences ranged from verbal assault, malicious communications and harassment

2.10.4 All victims were offered emotional and practical support from Victim Support and/or other specific support services

2.11. Whilst the overall change is minimal as part of our work during hate crime week last year we wanted to understand the barriers to reporting.

2.12. Across the partnership we undertook a survey of some 300+ persons who were willing to speak about this matter and/or where they had been victims themselves. From the surveys we identified the main barriers in reporting as:

2.12.1 Perception - whether the crime would be progressed by CPS and, where the perpetrator was known there were concerned in regard to them receiving any recriminations should a case reach court

2.12.2 Perception of police and their response to hate crime reports. There is also a lack of understanding as to what action is likely to be viewed as hate crime

2.12.3 Ability to report whether at a police station or via appointment. Linked to this was wider concerns over police station closures

2.12.4 Shame – some victims stated they felt shame when they were subjected to hate crime so would rather forget it than report it and expose themselves to further trauma

2.12.5 Belief in reporting – we know some victims, particularly front line staff, such as cab drivers, do not believe in reporting as verbal insults are seen as being “part of the job” and there is uncertainty in regard to their employers approach

2.12.6 Uncertainty – young people are unsure of what a hate crime is and what can be done to support them and/or address the issue. Homophobic bullying and sexting/revenge porn are particular areas of concern

2.12.7 Over the coming months we will be working with the hate crime steering group to look at how we can address this moving forward to improve confidence, improve understanding and to continue our calls for action and unity around this agenda

2.12.8 As we approach academic year 2018-19 we will also approach school head teacher forums and school police officers to look at how we can educate young people. All of these concerns will be worked through and action plans assigned.

2.13. Aside from Merton centric issues we are due to face wider challenges in our approach to tackling crime and ASB. As the panel may be aware the Metropolitan Police are moving to a new Borough Operational Command Unit (BOCU) model which will help towards the £440m savings that are required.

2.14. From May 2018 Merton’s policing will be merged with three other boroughs in the Southwest, These boroughs will be formed of Kingston, Richmond and Wandsworth. Hate crime will be a primary focus for the police, as highlighted

due to the Mayor of London's Policing and Crime Plan and will remain so in the new model. As Merton has achieved so much over the last 12-18 months we will be working hard to ensure that we do not fall back in outcomes and progress within the hate crime agenda.

2.15. Within the new BOCU Merton will become the second highest crime borough within it behind Wandsworth. O&S panel should note however that we remain in the top four safest boroughs London wide.

2.16. When looking at hate crime figures for the four boroughs we see reporting levels of:

2.16.1 Wandsworth – 479 (+144 compared to Merton)

2.16.2 Merton – 335

2.16.3 Richmond – 223 (-112 compared to Merton)

2.16.4 Kingston – 213 (-122 compared to Merton)

2.16.5 Analysis of these figures show over two thirds of each boroughs total come within racist and religious classifications. This alignment, in regard to the bulk volume for offence type presents us all, potentially, with areas of joint work which can be explored in the coming months and years

2.17. The work of hate crime is abundant. Safer Merton benefits from great partnership work in this area. The Police invest an officer, embedded in the Safer Merton service to lead on the delivery aspects of this work. We have partners, Merton CIL, Victim Support, MVSC and others whom commit time and effort to working together on this agenda. Merton is very fortunate to have such close alignments and shared approaches to hate crime

2.18. Our work is just starting. We know that with Brexit fast approaching, the uncertain environment we live in regarding terrorism and the changing face of online presence means that we cannot rest on our laurels. Hate crime affects many and, it is most likely, many victims will never report or, like with domestic violence, only report after numerous offences have taken place.

2.19. We will continue to take a stand, continue to raise awareness, encourage victims to come forward and work with partners to widen our victim care offer. We will also start to shape how we may use Anti-social behaviour legislation to take action against perpetrators when CPS will not pursue a case.

2.20. I would like to ask O&S members to support our work on hate crime and work to champion what Merton has to offer our victims so that they feel assured and safe to come forward and make that report.

3 ALTERNATIVE OPTIONS

3.1. N/A this report is for information and update only

4 CONSULTATION UNDERTAKEN OR PROPOSED

4.1. N/A this report is for information and update only

5 TIMETABLE

5.1. There are no timeframes in regard decision making however there are dates which the O&S panel may wish to note in regard hate crime milestones:

5.2. 12 April – Holocaust Remembrance Day

5.3. 17 May – International Day against Homophobic Abuse (IDAHO)

5.4. 14-21 October – Hate Crime Awareness Week

5.5. 20 November – Transgender Day of Remembrance

5.6. 08 December – Disability Awareness Day

5.7. As plans are drawn up for these days members will be advised of what work will be undertaken to mark them

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

6.1. Hate crime work is funded out of core Safer Merton budget

6.2. In 2017, to facilitate investment in Hate Crime Awareness Week, and to fund the design and launch of the new hate crime leaflet, Safer Merton secured some funds from partners to support this

7 LEGAL AND STATUTORY IMPLICATIONS

7.1. N/A

8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

8.1. Hate crime sits at the core of community cohesion. The five attacks last year have all impacted on community cohesion, to lesser or greater extents, across the country

8.2. As a borough, and partnership, we will continue to engage our communities, support of places of worship, seek to identify marginalised and silent groups to encourage them to come forward, seek our support and know that the right support will be delivered at the right time for their needs

9 CRIME AND DISORDER IMPLICATIONS

9.1. Safer Merton discharges the council's statutory obligations as set out in the Crime and Disorder Act 1998 and its subsequent amendments. As such all work is governed accordingly

10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

10.1. N/A

11 APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT

- Hate Crime Profile 2017
- Hate Crime Leaflet 2017

12 BACKGROUND PAPERS

12.1. Hate crime strategy 2017-21

12.2. London Police and Crime Plan 2017-21

Hate Crime

We are here to support you...

merton.gov.uk/safermerton

Safer Merton
Working Together To Keep Merton Safe & Sound

MERTON STOPS HATE

merton

Merton LGBT Forum

The Merton LGBT Forum is a volunteer run non-profit, non-political organisation set up to help all Lesbian, Gay, Bisexual and Trans* people who live, work or study in Merton. Working with the local police to support victims of homophobic and transphobic hate crime, we act as a liaison, redirecting to major organisations for help such as Galop and Victim Support. Contact us via **info@mertonlgbtforum.org.uk**

Merton Centre for Independent Living

Merton Centre for Independent Living provide advice and advocacy to disabled people on a wide range of issues, such as benefits, housing, community care and hate crime. Our services are both FREE and available to disabled people in The London Borough of Merton. Contact us on **020 3397 3119** or email us at **info@mertoncil.org.uk**

Victim Support

We are independent from the police and you do not have to report a crime to the police to receive our help. You can contact us at any time regardless of how long ago the crime happened. Call us for free on **08 08 16 89 111**.

Safer Merton

We are responsible for working with partners to reduce crime and anti-social behaviour within Merton. We commission services to deliver support to victims of crime and work with our partners to take action against those who commit offences. Contact us on **020 8545 4146** or via **www.merton.gov.uk/safermerton**

Crimestoppers

We are an independent charity helping law enforcement to locate criminals and help solve crimes. You do not have to give us your name or any of your personal details. Call us on **0800 555 111** or report online via **www.crimestoppers-uk.org**

Metropolitan Police

The Metropolitan Police are here to ensure your safety and to tackle crime in all its forms. Tackling hate crime is a priority for the police and we will always seek to take action against perpetrators of hate wherever possible. If you are a victim of hate crime, please call us on **999** for immediate response, or **101** in non-emergency situations.

Merton Safeguarding Children Board and Merton Safeguarding Adults Board

Merton's Safeguarding Children and Adults Boards celebrate Merton's diverse communities. Merton is a safe place for all people. Hate crime of all kinds damages individuals and communities and will not be tolerated.

Polish Family Association

Polish Family Association provide advice and support in the fields of hate crime, well-being, education, health, social and economic deprivation. We offer a full range of services with the aim of improving our members' circumstances and to enable self-sufficiency. We work in English and Polish and provide advocacy when required. Please contact **info@polishfamily.org.uk** or call **07398 104 461**.

What is hate crime?

A hate crime is when someone commits a crime against you because of your disability, gender, identity, race, sexual orientation, religion or any other actual or perceived difference.

It doesn't just mean physical violence. Someone using offensive language towards you, or harassing you because of who you are or who they think you are, is also a crime.

Tell someone

It is not OK to be targeted because of who you are. You might want to shrug it off if it happens to you. But if you tell us, we can investigate and stop it from getting worse.

Additional Contacts

Metropolitan Police
If you're in immediate danger contact **999**
To report a hate crime call **101**

For anti-Muslim incidents
Tell MAMA on **0800 456 1226**
WhatsApp **07341 846 086**
Or at **tellmamauk.org**

For anti-Semitic incidents
Call Community Safety Trust (CST) on **020 8457 9999**
Or report online at **cst.org.uk**

merton.gov.uk/safermerton

Safer Merton
Working Together To Keep Merton Safe & Sound

MERTON STOPS HATE

merton

PROOF

2017

Hate Crime Profile

Safer Merton

Working Together To Keep Merton Safe & Sound

Table of contents

Section	Page No.
Table of contents	2
Aim and purposes ,Terminology used Recording history	3-4
National overview	5-6
MPS/ Merton comparison	7
Hate Crime Strands	6-8
Geographical profile	9
Victim Profile	10-12
Case examples	13
Key Judgment Statements	14

DRAFT

1. Aims of the profile – the specification

In order to ensure that Safer Merton was able to meet the needs of the partnership the following specification was drafted, circulated for comment and finalised. This specification underpins the whole of our work

Title	Hate Crime Profile
Details	Refreshed hate crime strategy
Authorised by	Neil Thurlow CSP Manager
Author	Richard Anderson
Authors contact	X3623
Date	10/09/17

Hate Crime Profile

Aim

- To describe the extent of hate crime in the London borough of Merton and identify gaps in our knowledge and understanding of this problem.

Purposes

- To inform members of the SSE board and practitioners working on the borough
- To update the profile written in September 2016
- Provide evidence to support new projects and funding bids

Data Period Covered and Data Limitations

- The analysis used data from the publicly available MOPAC hate dashboard for the rolling year to June 2017 to provide an annual perspective and data from the internal metstats 2 application for the period January 1st 2017 to 31st July 2017 to look at the most recent trends.
- The profile will be a “best known” picture of hate crime on the borough, based on available data
- This profile does NOT look at Domestic Violence offences as these are addressed in a separate profile first produced in September 2016.

DRAFT

Hate Crime Definition and the National Picture

A hate crime is defined on the MOPAC web site as “any criminal offence which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a personal characteristic; specifically actual or perceived race, religion/faith, sexual orientation, disability and transgender identity”

MPS Hate Crime aligns with the former Home Office (APACS) guidance and is a measure identifying offences that satisfy ***both*** of the following criteria:

1. The offence is a notifiable offence

2. A feature code identifying a hate crime) has been added to the crime report. the feature codes identifying hate crime types are:

- Religious hate flags FH,(Faith Hate;
- RS & RT (Anti Semitic)
- IS (Islamaphobic)
- Racist Hate Flags RI (Racial Incident)
- Homophobic Hate Crime HO
- Transgender Hate Crime HT
- Disability Hate Crime VH

The flag should be applied to any incident which is perceived to be a hate crime by the victim or any other person, or any offence where the offender demonstrates hostility based on the victim’s membership of one or more of these groups.

A hate crime dashboard is maintained by the Metropolitan Police

MPS data is subsequently produced to the public on the MOPAC Hate Crime Dashboard

At https://www.london.gov.uk/what-we-do/mayors-office-policing-and-crime-mopac/data-and-research/crime%20/hate-crime-dashboard

The five monitored strands are:

• Race;

• Religion/faith;

• Sexual orientation;

• Disability;

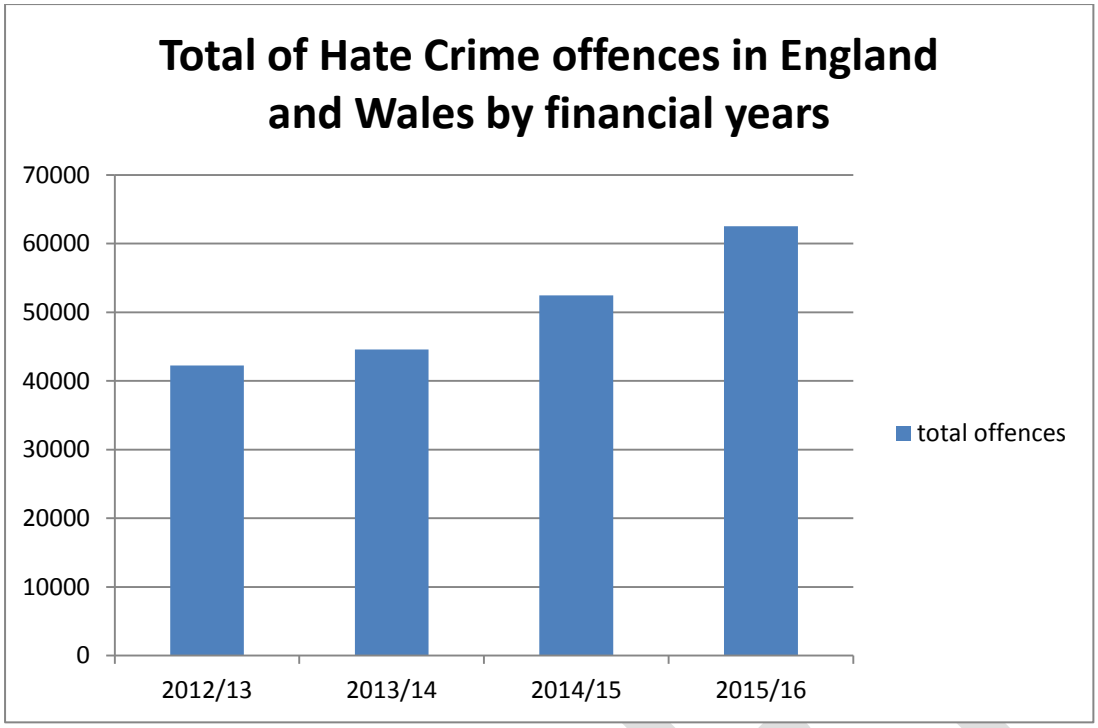
• Gender-identity

Hate crime recording history

There has been a steady increase in reported hate crime since 2012.Action taken by police forces to improve their compliance with the National Crime Recording Standard (NCRS) led to improved recording of hate crime. Other causal factors for the rise are a greater public awareness and media attention on hate crime, and an improved willingness of victims to come forward.

Hate crimes are a subset of notifiable crimes that are recorded by the police and make up around two per cent of such crimes.

DRAFT



Source: Hate Crime, England and Wales, 2015/16, Home Office, October 2016

Types of Hate Crime

In England and Wales in 2015/16 around 56% of all hate crime offences are classified as public order mostly causing fear, alarm or distress.

Of this figure 33% of offences of Violence Against the Person (VAP). with a quarter of the VAP offences classified as with injury - around 8% of all hate crime).

As commented on in the DVA profile VAP reporting has undergone several changes which has resulted in a general uplift in the figures.

It therefore follows that this, in part, explains the uplift in hate crime figures.

Criminal damage to vehicles, premises and personal property makes up just over 7% of all hate crime. Racist graffiti would fall into this category. The remaining 4% are made up of other notifiable crimes including theft, burglary etc.

In terms of the five strands of hate crime the majority (over 80%) of reports relate to race hate; 10% sexual orientation and the remainder made up of the other three strands.

National reporting

“Since April 2016, the Home Office has ceased collecting racist incident data from the police. The collection was stopped as the hate crime time series is now sufficiently established, with data for five years included in this publication. Furthermore, from April 2016 the police forces of England and Wales have begun supplying additional data around the religion of victims of religious hate crimes. Ending the racist incident collection manages the burden on the police

in supplying data to the Home Office. Therefore this is the last year in which official statistics will be published on racist incidents."

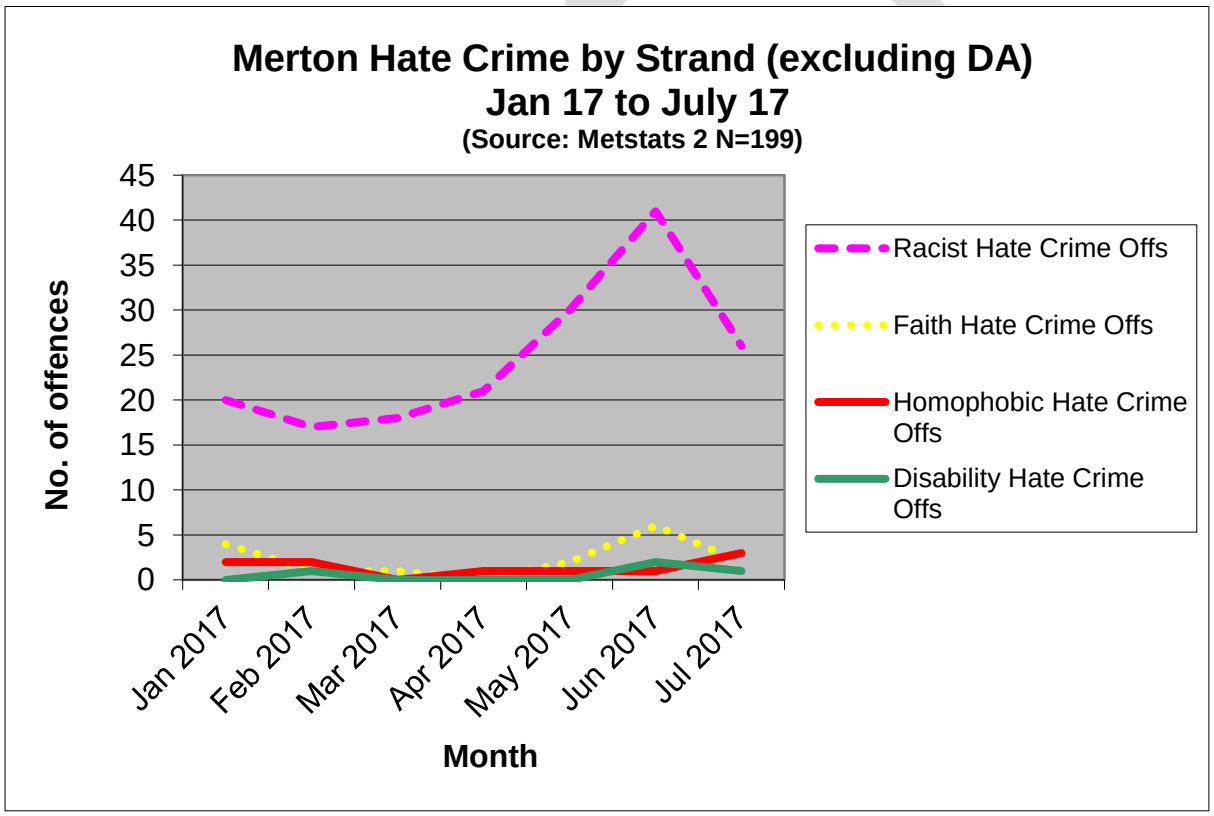
Source: Hate Crime, England and Wales, 2015/16, Statistical Bulletin – Home Office

Influencing factors

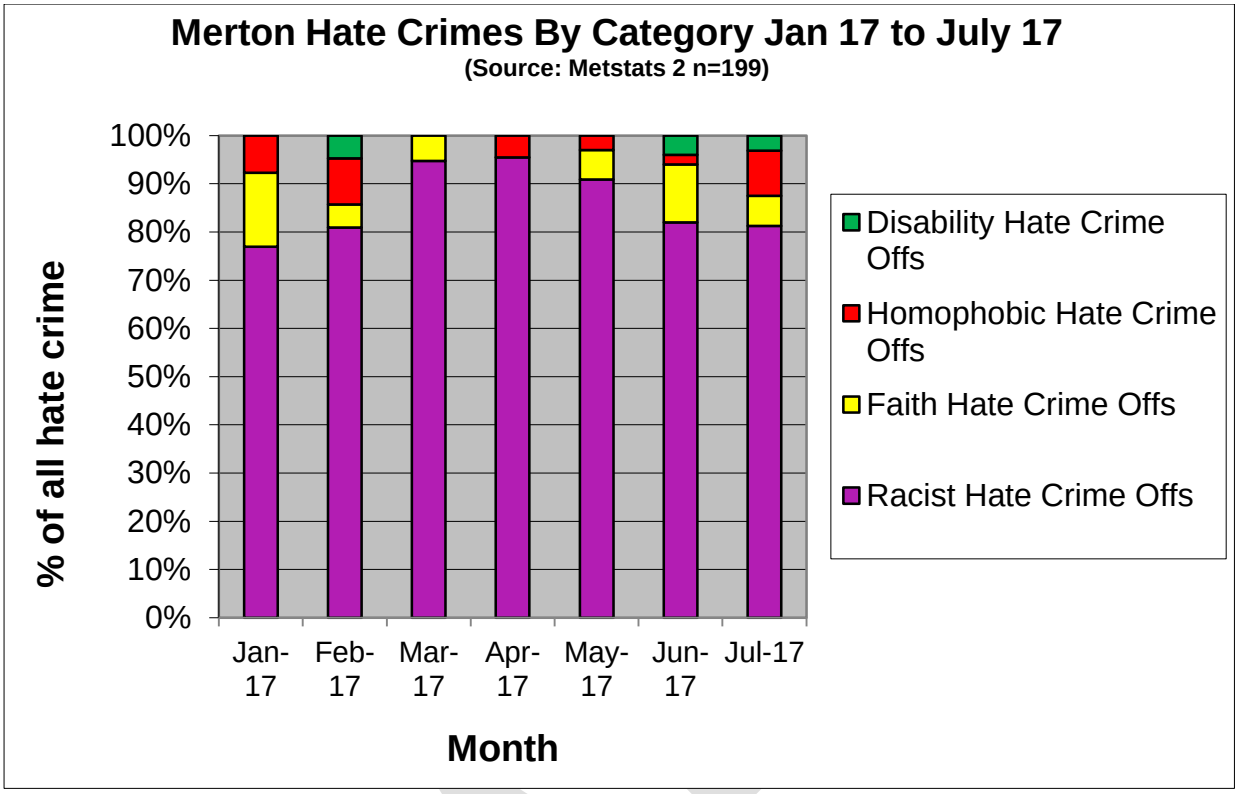
Following the previous Merton hate crime report there have been a number of high profile terrorist incidents with attacks near the Houses of Parliament in March 2017, the bombing at the Manchester Arena in May and the attack in London Bridge and Borough Market in early June.

Since January 2017 the MPS have recorded increased levels of racist and faith hate crimes.

In Merton there was a surge in racist hate crimes during May and June and a smaller increase in faith hate crime. These figures have since returning to more "usual" levels of reporting.



In the chart below each hate crime strand is expressed as a proportion of each month's total. The proportion of Racist hate crimes was noted to increase in March to May.


Merton Hate Crimes By Category Jan 17 to July 17
(Source: Metstats 2 n=199)
% of all hate crime
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
Jan-17
Feb-17
Mar-17
Apr-17
May-17
Jun-17
Jul-17
Month
Disability Hate Crime Offs
Homophobic Hate Crime Offs
Faith Hate Crime Offs
Racist Hate Crime Offs

DRAFT

The Merton Picture

Using the data from the MOPAC hate crime dashboard it can be seen that Hate Crime in Merton has increased by just 1% in the rolling12 months (R12) to June 17 compared to 19% for the MPS as a whole.

Hate Strand	Merton R12 to June 16	Merton R12 to June 17	Merton Yr on Yr % Change
Racist	272	300	9.3
Faith	42	29	-44.8
Sexual orientation	30	20	-50.0
Disability	12	11	-9.1
Anti-semitic	0*	0*	0*
Transgender	0*	0*	0*
TOTAL	356	360	1.1

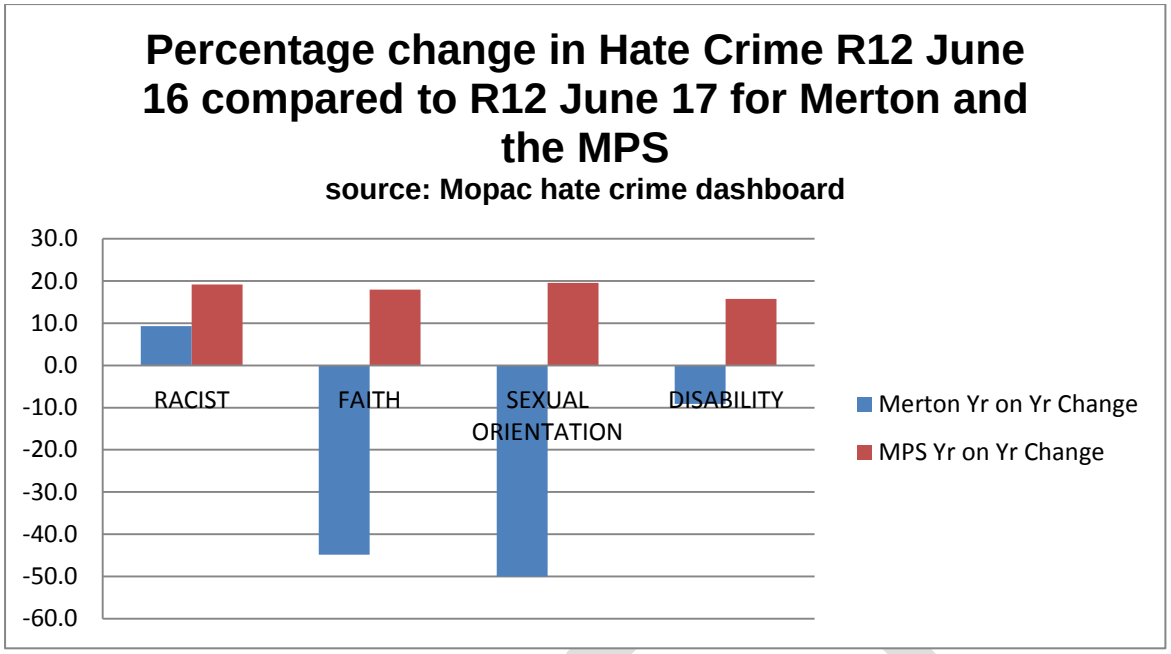
Hate Strand	MPS R12 to June 16	MPS R12 to June 17	MPS Yr on Yr % Change
Racist	14193	17560	19.2
Faith	1934	2356	17.9
Sexual orientation	1662	2065	19.5
Disability	498	591	15.7
Anti-semitic	461	518	11.0
Transgender	148	203	27.1
TOTAL	18896	23293	18.9

N.B. Totals below 10 offences do not appear on the MOPAC hate crime dashboard, which is why transgender or anti-Semitic crimes are shown as 0*.

The nearest constabulary, Surrey Police, has recorded an 35.4% increase in Hate Crime offences this FY to date (12 June 2017) compared with the same period last year (329 from 243 offences).

Merton has seen a rise in reported racist incidents but a fall in other hate crime strands whilst the MPS has increased in all strands as shown in the table below:

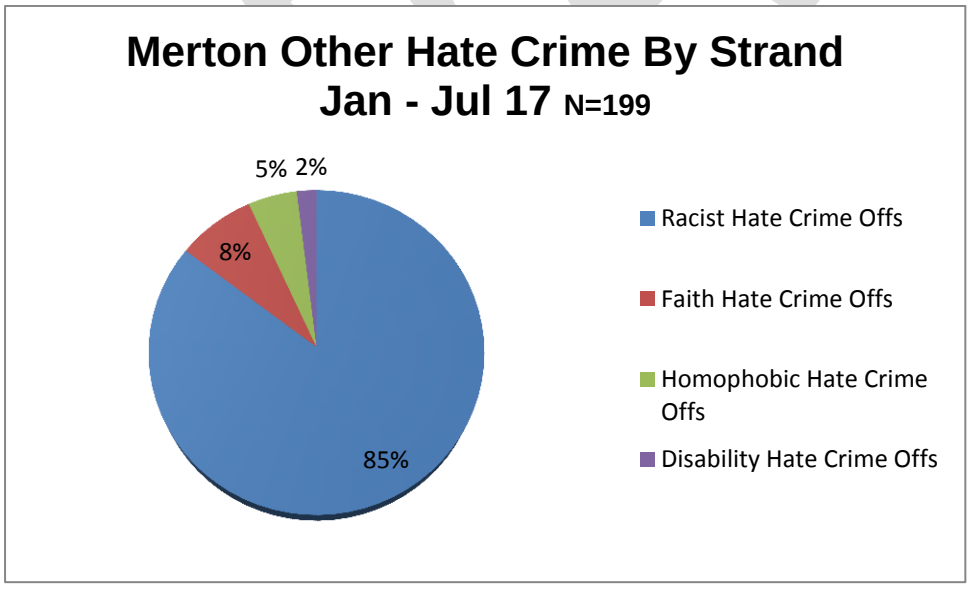
DRAFT



Proportion of the differing strands of hate crime

In the seven month data sample in 2017 the proportion of racist hate crime has increased by 9% whilst other strands have reduced slightly compared to the data reviewed in the original hate crime profile last year.

As remarked on above this may be as a result of some notable terrorist incidents during the period.



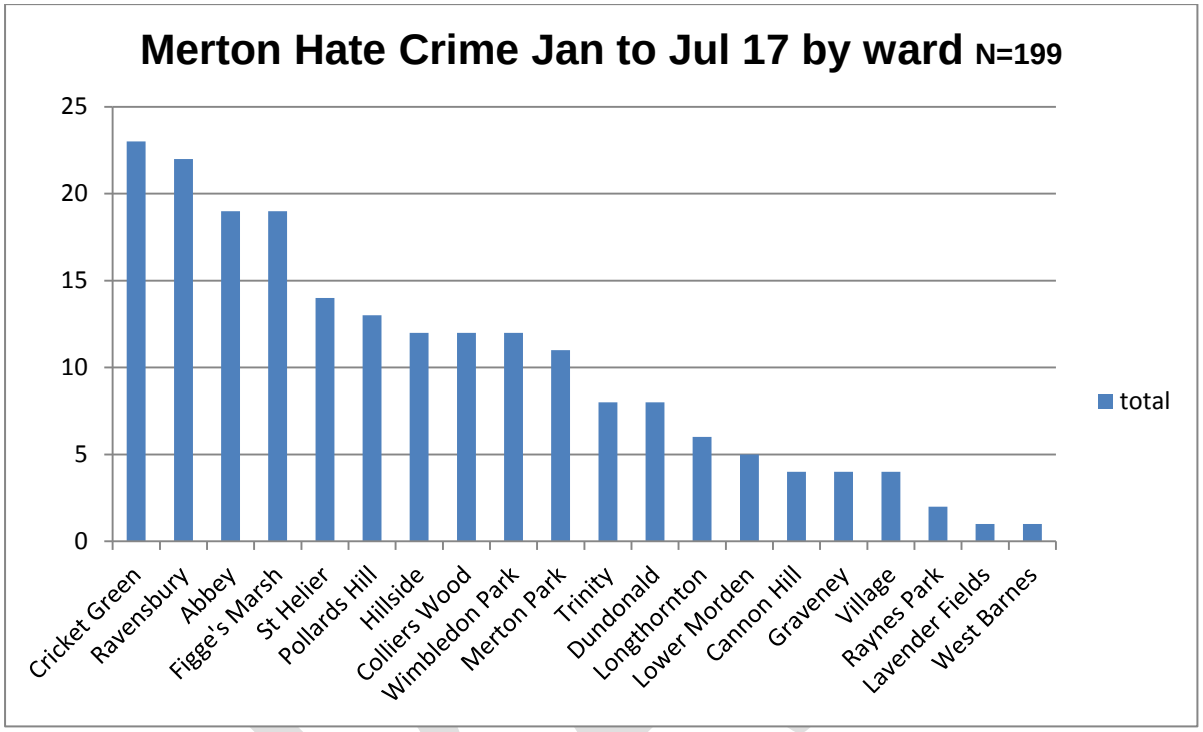
Violent Hate Crime

Looking at the 12 months of data to July 2017 86% of all hate crime in Merton was classified as Violence Against the Person (VAP) of which 6 % percent results in an actual physical

injury. The majority of reports are categorised as “harassment” which was included in the range of VAP offences from 2015.

Wards with the most Hate crime reports

In the data set provided by metstats 2 for Jan to Jul 2017, the individual wards in Merton were identified. The breakdown by ward is shown in the table below.

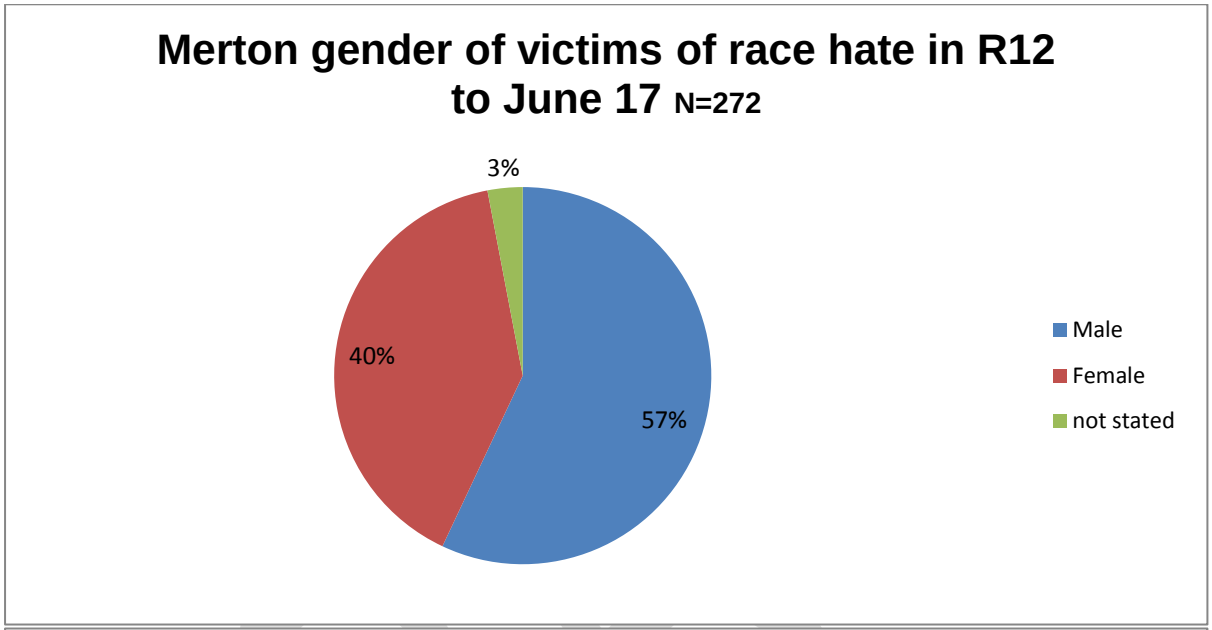


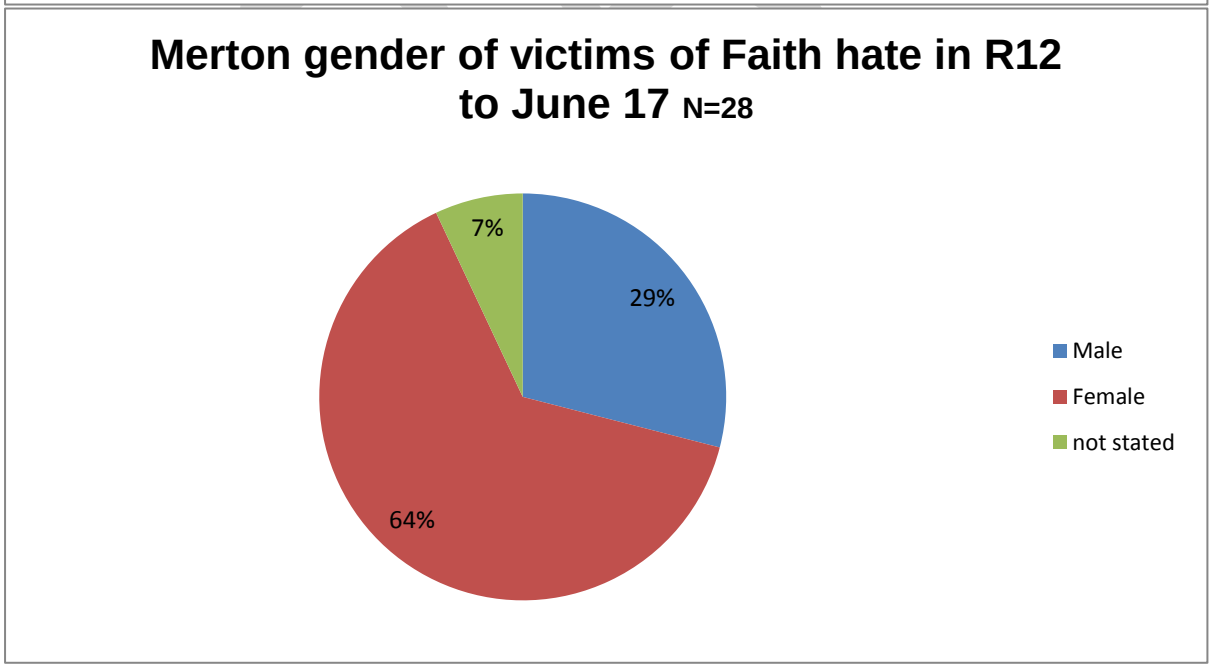
Cricket Green ward covers the Mitcham town centre whilst Trinity and Abbey cover part of the Wimbledon town centre. Three of the top four wards for hate crime are also in the top four wards for all recorded crime.

Victim Profile

Victim gender

Improved reporting on the MOPAC hate crime dashboard allows us to see the gender breakdown by the differing hate crime stands. In respect of race hate the gender split was 57% male victims however in respect of faith hate female victims (64%) were much more prevalent than males. This may possibly be explained by the distinctive items of clothing worn by females following the islamic faith.

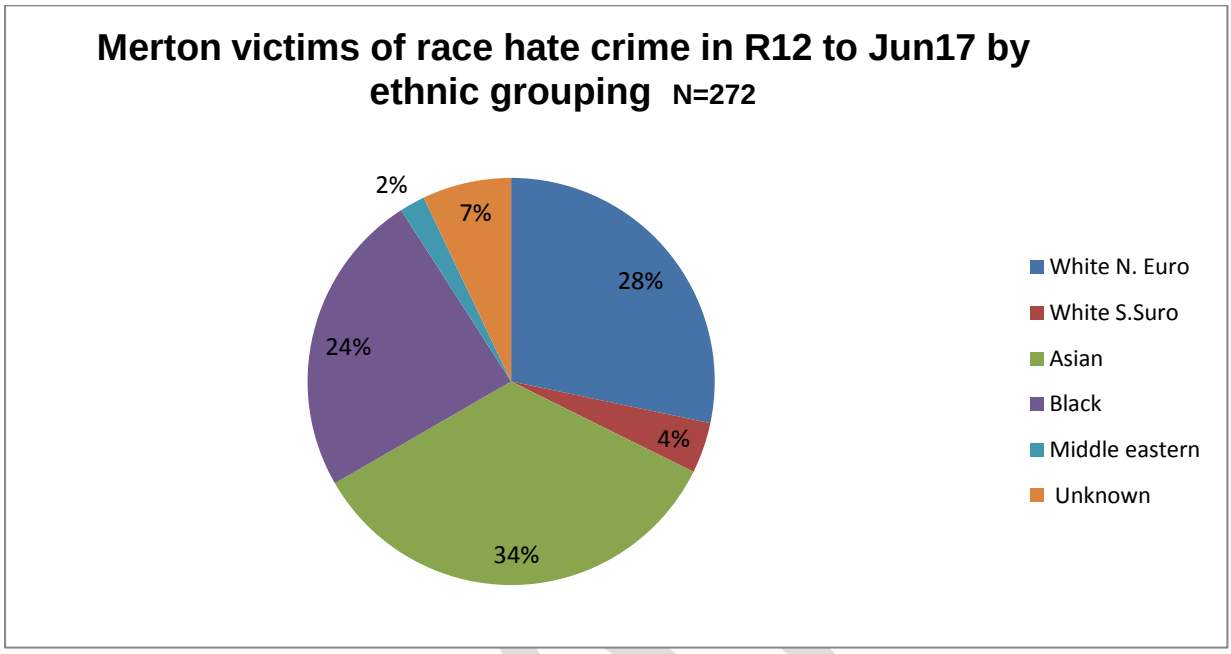




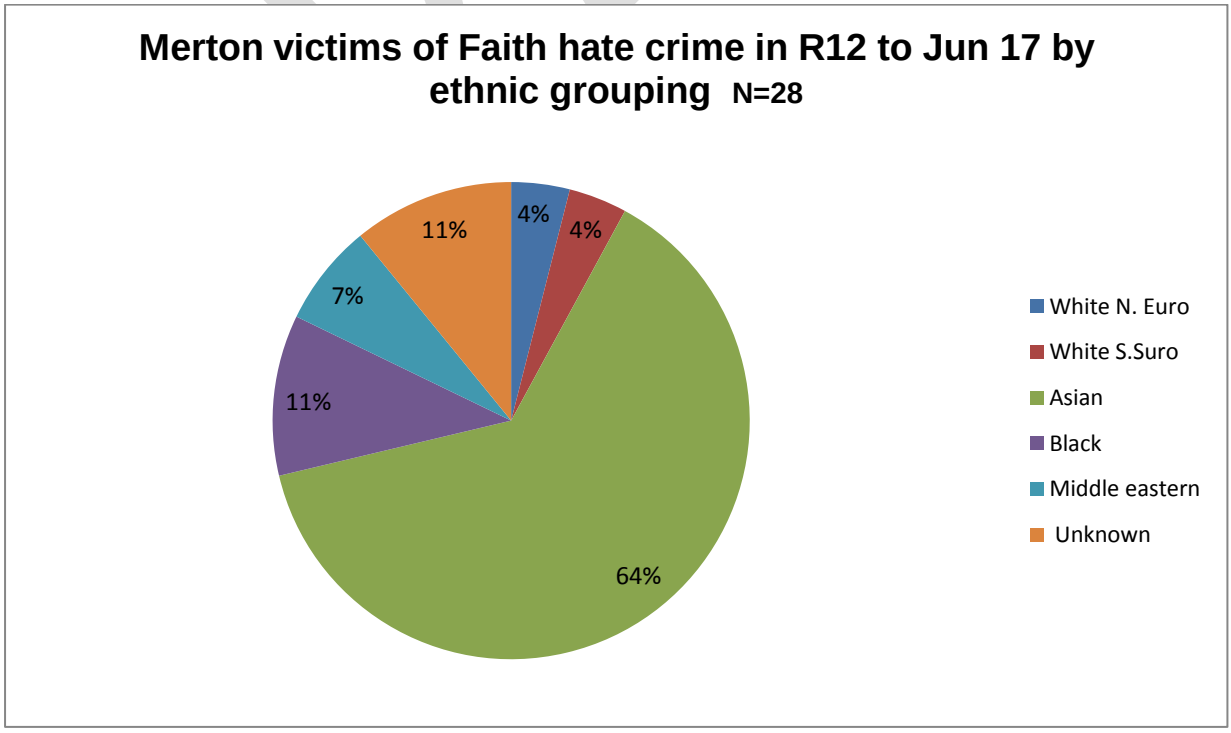
Victim Ethnicity

The ethnic breakdown of victims of racist hate crimes shows 60% from a BAME group.

NB. The MPS crime recording system contines to use just 6 identity codes to describe ethnicity.



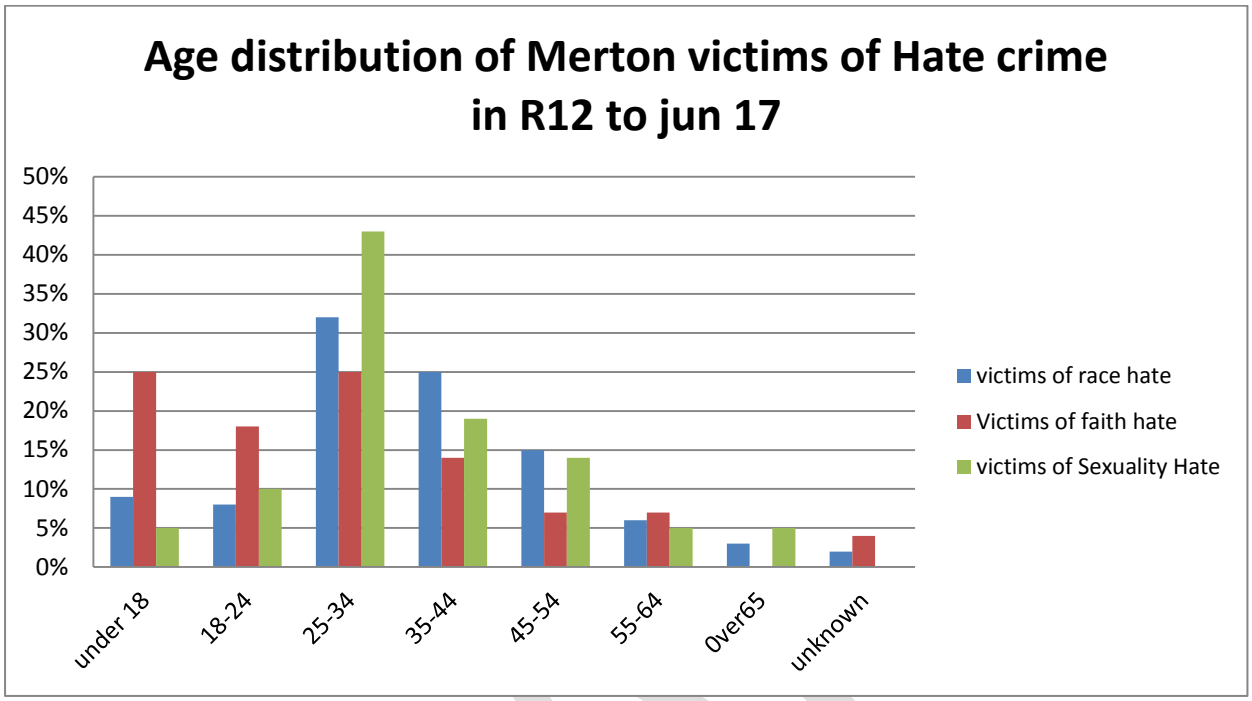
In respect of Faith Hate the Asian community is the most victimised but note the sample size is much smaller than that for race hate.



The majority of faith hate crimes were anti islamic.

Victim Age

There were low levels of reported racist hate crime victims in both the under 18 and 18-24 age brackets. Faith Hate victims were mostly under 35 whilst victims of sexual orientation hate crime were predominantly 25-34.



Suspect[1] profile

Given the large number of suspects who are not positively identified or subsequently proceeded against for hate crime in Merton there is no benefit in providing a breakdown in terms of age, ethnicity, home area etc. The focus of this report is victim centred.

Motivations for hate crime

Whilst no form of hate crime should be condoned or excused it is worthy to consider the differing situations in which they occur. Whilst some are spontaneous acts of verbal or physical assault born out of prejudice, many result from disagreements between parties over a non hate issue such as parking or anti social behaviour. The situation then escalates resulting in a hate crime taking place.

It is impossible to judge whether the initial confrontation would have occurred if both parties had been of similar ethnic/religious etc backgrounds.

Where verbal abuse occurs there is a tendency for some to use whatever the eye percieves to influence their choice of language whether that be skin colour, headscarf, body shape or use of spectacles. This name-calling is an abusive way of expressing a person's anger to denigrate or control the other party.

[1] The term Suspect has been used there rather than Perpetrator as the police data detailed those named as suspects of an offence rather than those convicted of an offence

The following are decriptions of some hate crime incidents which illustrate the above:

"Male suspect made racially offensive remarks to male victim following and during an argument over queuing and boarding the 157 bus."

"Victim being harassed by neighbour who is using homophobic language."

"The suspect racially abused an officer after being detained."

"The victim and suspect had a road rage incident. victim was told by suspect "GO BACK YOUR OWN COUNTRY."

The numbers of hate crime reports which result in people being proceeded with is low. It is not possible to give an exact number given the passage of time which may occur between the offence and a suspect being charged or receiving other sanctions but is thought to be no more than 10%. The main reasons for this low figure are:-

- In most instances the victim and suspect are unknown to each other
- There is no physical interaction between the parties and hence no forensic opportunities
- The incident occurs in a public place where there is no CCTV coverage
- No third party witnesses come forward.

Resultingly there are few practical lines of enquiry for police to pursue.

A review of Merton hate crime reports received in July 2017 suggested that only 2 of the 29 reports led to proceedings.

Sanitised details below:

1. Offences: Homophobic aggravated S4a, Common Assault

   Victim Profile: Male, white, IC2

   Suspect profile: Male, White British, IC1

   Location: Wimbledon

   Suspect threw plastic bottle of drink at victim which missed

   Outcome: 1 Charge – Prosecution fined £60

.

2. Offences: Racially aggravated S4a Public Order

   Victim Profile: Male black British

   Suspect profile: Male, white British, IC1

   Location: Morden

The father of a child who is subject of child protection proceedings threatened social workers in the presence of police officers including terms perceived to be racially motivated.

Outcome: **1 Arrest Charge – Going to trial on 2nd October**

Key Judgement statements

Overall Hate crime levels in Merton have stabilised but there was a rise is racist offences which was offset by falls in faith and homphobic strands. In the rest of the MPS hate crime has risen by nearly 19% in the 12 months to June 2017. Recent terrorist incidents are thought to have contributed to the rise.

The top wards for reported hate crime in Merton remain mostly unchanged from the previous report. There is some correlation between high hate crime wards and high levels of overall crime

The proportion of victims aged under 24 was higher for faith hate crimes compared to other hate crime strands notably racist hate crime.

Reported Disability hate crime levels remain unaltered from the last report.

Revised CPS guidelines regarding prosecuting on line hate crimes may lead to increased numbers of people being proceeded against. http://www.bbc.co.uk/news/uk-40981235

Recommendations

To conduct further research to ascertain if female faith crime victims were wearing clothing indicative of the Islamic faith and consider how this group can be supported.

To refresh and revisit the profile on an annual basis to support both the hate crime strategy and the strategic assessment process.

DRAFT

This page is intentionally left blank

Hate Crime

Safer Merton Strategic Work Plan

2017 – 2021

Table of Contents

Foreword 1

Introduction 2

What is a Hate Crime? 2

What is a Hate Incident? 3

Who is Affected 4

Local and National Policy Approaches 4

Present Situation and Current Reporting Levels 5

Our Vision for Merton 7

Strategic Aims 7

Themes 11

Four-Year Plan 12

Objectives 15

- Theme 1 - Coordination 15
- Theme 2 - Prevention 22
- Theme 3 - Provision 31
- Theme 4 - Protection 34

Glossary 36

Foreword

Councillor Edith Macauley MBE

Cabinet Member for Community Safety, Engagement and Equalities

Merton is a diverse and internationally known borough. As a local councillor for 18 years and lead member for Community Safety, Engagement and Equalities, I am proud to serve your borough. Merton's population is changing. We have over 200,000 residents speaking over 100 languages. Each year Merton welcomes millions of additional people to the borough who visit our local parks and green spaces, diverse shopping facilities, and the annual tennis championships. Merton's crime partnership is strong and we work hard to ensure that Merton maintains its position as a safe borough.

Merton is committed to tackling all forms of crime and I work with partners to ensure that the maximum sanctions are sought against all crime. This plan, our new Hate Crime Strategy, sets out our commitment to tackling perpetrators of hate crime and identifies how we will support our victims. This strategy would not have been possible without the valuable input from various community organisations who have offered their advice and support, helping us work together to make Merton a safer place for all.

Hate crime has no place in our communities or in our society. The publication of this strategy, and the work behind it, comes at a time where many people are uncertain about their place in society after the United Kingdom's decision to leave the European Union. Ethnic and faith communities have reported anxiety about a climate of hostility targeted at those who are identified as 'foreigners'. Thus, I am proud to endorse this strategy, which offers a robust approach to tackling the issue of hate crime in our borough while also offering support and guidance for those who have fallen victim to such crimes.

What has struck me most about the data and research behind this strategy is the scale of underreporting seen in hate crimes. Too often, these crimes are not reported to police, meaning that victims are not able to access the support they need and perpetrators are not brought to justice for their crimes. Our goal is to provide people with the confidence to report hate crime by offering multiple approaches to reporting combined with wrap-around support to ensure the victims' health and wellbeing is always a priority.

Our borough succeeds and thrives when the community is united and people are able to live harmoniously. These qualities are a big part of what makes Merton a wonderful place to call home and we should continue to strive to make the borough welcoming to all.

Introduction

Hate crime is an issue that affects not only individual people but also entire communities. 74% of Londoners say they are concerned about hate crime and this comes as recorded figures saw an increase after the United Kingdom's vote to leave the European Union, with more than 3000 allegations of hate crime made to UK police in the week before and after the vote on June 23rd. This represents a year-on-year increase of 42% and led the head of the National Police Chiefs' Council to make the following statement:

"The referendum debate has led to an increase in reporting of hate crime. It is very clear in the last couple of weeks that more people have been aware of experiencing such incidents than we have had before"[1]

There are those who see the referendum outcome, as well as other recent significant events and political developments, as a legitimisation of their intolerance and hatred and believe they have a 'green light' to act upon these views. Events like these bring hate crime into the media spotlight, sparking public outrage that such crimes could be occurring. However, this strategy aims to foster an understanding that hate crime remains a constant issue that is continually having a large impact on its victims and the community.

What is a Hate Crime?

A hate crime is defined as "any criminal offence which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a personal characteristic; specifically actual or perceived race, religion/faith, sexual orientation, disability and transgender identity"[2]. A hate crime may also be committed against a person by association, such as against the parent of a disabled child or the partner of someone of a different ethnicity. Hate crimes are now also recognised as a form of abuse in relation to safeguarding adults at risk; this stems from the introduction of the Care Act 2014 and the revised London procedures that were launched in 2016.

[1] Mark Hamilton, quoted in *The Guardian* (2016) - https://www.theguardian.com/society/2016/jul/11/police-blame-worst-rise-in-recorded-hate-on-eu-referendum

[2] A Hate Crime Reduction Strategy for London (2014-17), MOPAC - https://www.london.gov.uk/sites/default/files/mopac_hate_crime_reduction_strategy.pdf

Hate crime, as monitored by the Metropolitan Police, can be separated into five strands:

1. Disability
2. Race
3. Religion/ Faith
4. Sexual Orientation
5. Transgender Identity

Despite these being the five strands monitored by police it is noted within the MOPAC (Mayor's Office for Policing and Crime) Hate Crime Reduction Strategy that local areas are free to include other strands when developing their approach to hate crime, and so other characteristics such as gender and old age are considered within this strategic approach.

What is a Hate Incident?

It is important that this strategy recognise hate incidents as well as hate crimes. The MOPAC Hate Crime Reduction Strategy defines a hate incident as "any non-crime incident which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a personal characteristic; specifically actual or perceived race, religion/faith, sexual orientation, disability and transgender identity" [2].

If the victim or any other party involved believe something to be a hate incident, then it should be logged as such by the person who is recording it. The Metropolitan Police record all reports of hate incidents however not all incidents will meet the threshold necessary to be classed as criminal offences; those that do are recorded as offences. Hate incidents can take many forms, examples of which include but are not limited to hoax calls, online abuse, offensive jokes, and displaying or circulating discriminatory literature or posters[3].

Although a hate incident may not constitute a crime, it is still important to report it as this can help ensure that victims receive any guidance and support they may need. Additionally, the police and other authorities can use this information to target resources and gain a greater understanding of the issues facing specific communities. Police presence and understanding of hate incidents could also help to prevent an 'incident' turning into a 'crime'.

[3] Citizens Advice - https://www.citizensadvice.org.uk/discrimination/hate-crime/what-are-hate-incidents-and-hate-crime/

Who is affected by hate crime?

Hate crime is a social problem as it not only harms the victim but also is deeply damaging to entire families and communities. A lack of action in tackling hate crime can lead to isolation and victimisation of individual people and vulnerable groups, as well as the polarisation of entire communities. Victims can experience hate crime based on various/multiple aspects of their selves e.g. a homosexual disabled resident may be the subject of homophobic hate crime and/ or disability hate crime. It is important to understand that there is no specific offence of 'hate crime' in criminal law in the UK, however there are existing offences (e.g. threats, physical assault, harassment, etc.) which, when motivated by hostility or prejudice, are categorised as a hate crime. This can influence how the offence is investigated and can lead to an enhanced sentence. It should also be recognised that hate crime may be motivated by hostility of other characteristics beyond the monitored strands e.g. gender, age, and appearance.

The Home Office and MOPAC strategic documents use the term 'victim' when referring to those who have a hate crime committed against them, and so this strategy will use the same terminology throughout. While this term is used to ensure consistency amongst strategies, it should be noted that this document respects the very personal and individual nature of hate crime and so recognises people's right to self-define and refer to themselves as 'survivors' or other terms if they so wish.

What are local and national policy approaches to tackling hate crime?

In 2014, MOPAC published "A Hate Crime Reduction Strategy for London"[4]. This is a four-year plan (concluding in 2017) which reflects the Mayor's commitment to tackle hate crime and includes recommendations for the Metropolitan Police, the Crown Prosecution Service, and other criminal justice partners in London. More recently in 2016, the Home Office released the UK Government's plan for tackling hate crime[5], which sets out a programme of actions to tackle hate crime until May 2020. These two strategies (which can be accessed below) form the basis from which this strategic plan has been developed. This strategy will also be fully aligned with MOPAC's Policing and Crime plan 2017-2021 upon its release in March 2017. Other strategies also refer to hate crime, including the London Multi-Agency Adult Safeguarding Policy and Procedures[6], which identifies hate crime as a type of abuse. It uses the police definition stated in this document while noting that the definition is based on the perception of the victim or anyone else and is not reliant on evidence. It also includes incidents that do not constitute criminal offences.

[4] A Hate Crime Reduction Strategy for London (2014-17), *MOPAC* - https://www.london.gov.uk/sites/default/files/mopac_hate_crime_reduction_strategy.pdf
[5] Action Against Hate: The UK Government's Plan for Tackling Hate Crime, *Home Office* - https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/543679/Action_Against_Hate_-_UK_Government_s_Plan_to_Tackle_Hate_Crime_2016.pdf
[6] London Multi-Agency Adult Safeguarding Policy and Procedures, *London Adult Social Services* - http://londonadass.org.uk/wp-content/uploads/2015/02/LONDON-MULTI-AGENCY-ADULT-SAFEGUARDING-POLICY-AND-PROCEDURES.pdf

MOPAC Hate Crime Plan

Home Office Hate Crime Plan

The present situation and current reporting levels

Police data in itself does not provide a full picture of the current hate crime situation due to the huge levels of underreporting seen in hate crimes**.** This challenge means the importance of additional sources must be considered, such as the Crime Survey for England and Wales (CSEW hereafter). The CSEW measures the extent of crime in England and Wales by asking people whether they have experienced crime in the past year, providing the ability to find out about crimes which are not reported to or recorded by the police.

Comparing data sets with those of the past is also problematic given differing recording practices and changes in the relative priorities given to these offences by police. There has been progress in recording practices in the past year as police forces improve their compliance with the National Crime Recording Standards[7]. This, combined with greater awareness and improved willingness to come forward, has likely been a factor in the increase of reported hate crimes in the past years.

Understanding current statistics is important in building a profile of both the victim and the suspected perpetrator of hate crimes and incidents. Interpreting these statistics, combined with building a greater awareness of the needs of various groups within the community, will result in the tailoring of awareness and support services to best meet the needs of the community.

UK context

- In 2015/16 62,518 hate crime offences were reported to police across the UK – an increase of 19% from 2014/15[8]
- Of these, racially motivated crimes were the largest proportion, making up 79% of the total (49,419 crimes)
- The Home Office believes this increase in figures to be reflective of victims' increased willingness to come forward, combined with an improvement in crime recording techniques and a greater awareness of hate crime
- These recorded figures are significantly below that recorded by the CSEW. Although more recent data is not yet available, data from 2012/13 and 2014/15 show an average of 222,000 hate crimes taking place per year[9] (compared with 62,518 recorded by police)

[7] Crime Recording General Rules, *Home Office* (2016) - https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/566188/count-general-nov-2016.pdf
[8] Hate Crime Dashboard, *MOPAC* - https://www.london.gov.uk/what-we-do/mayors-office-policing-and-crime-mopac/data-and-research/crime%20/hate-crime-dashboard

London and **Merton** context

- The Met has seen an increase in reported levels of Hate Crime from 15,004 offences (in the year ending Sept 2015) to 18,341 (in the year ending Sept 2016)
- Of this latest figure, Merton has seen 331 recorded hate crimes in the year finishing September 2016
- This figure is fortunately low compared with many other boroughs however it is higher than that of the neighbouring boroughs of Kingston, Sutton, and Richmond
- Hate crime in Merton has increased since 2012 at a faster rate than the Metropolitan Police Service area as a whole
- Racially aggravated offences make up the largest proportion of hate crimes committed in Merton – 76% of the total
- The majority of victims were aged 31-40 (29% of total) and 19-30 (26% of total)
- 5% of victims were children (those under the age of 18)
- 12% of suspected perpetrators of hate crime were under the age of 18
- Four suspected perpetrators of hate crime were linked to more than one crime report
- Eight of the nine offences they were involved in resulted in no further action and the one charged resulted in a 'not guilty' verdict
- Two thirds of suspects were aged over thirty. This might imply that hate crime is largely perpetrated by mature adults against mature adults, but one must consider the underreporting present in other age groups and whether this has resulted in a skewing of the data

This section has provided an overview of the data in order to give some context to the strategic plan; however, more statistical information and a breakdown of wards within Merton are available in the hate crime profile embedded below:

Hate Crime Profile

[9] Hate Crime, England and Wales 2014-15, *Home Office* - https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/467366/hosb0515.pdf

Our vision for Merton

London is known as a city where people from all backgrounds and walks of life are able to live in freedom and tolerance. The goal is that “the place you live in, the communities you belong to, and the individual that you are should not disproportionately impact your exposure to crime”[10]. This strategic document is specifically targeted at tackling the issue of hate crime in the London borough of Merton however it also feeds into the wider aim of the Safer Merton Partnership to encourage community cohesion and ensure the safety and wellbeing of local residents.

Though our ultimate vision for Merton is one in which we will see zero instances of hate crime, our current aims include seeing an increase in reporting of hate crime, demonstrating public confidence that their reports will be taken seriously by authorities. We also wish to see a greater awareness of hate crime amongst members of the public, displaying an emotional intelligence and common respect.

Merton is fortunate in having a comparatively low crime rate in London and it has always been seen as a great place to live, with the borough enjoying high overall life expectancy and performing well with regards to education, housing, the environment, and many other factors. However, there are currently areas of the borough where residents need a greater level of support in order to reach their full potential.

The residents form a critical part of what makes Merton a great place to live and through strategies such as this we hope to foster an environment where people are tolerant and understanding of one another, displaying emotional intelligence and working together to better the community. In line with the Mayor of London’s vision for the future of policing and crime in London, this strategy takes a victim-oriented approach, putting the victim’s safety and wellbeing at the heart of everything we do.

Strategic Aims

Merton’s hate crime strategy, outlined in this document, aims to develop a victim-oriented, multi-agency approach to tackling all forms of hate crime across the borough. Over the next four years, the council will come together with partners including the Metropolitan Police and groups representing the local community to foster a strong approach to tackling hate crime and supporting its victims. The following strategic aims will be carried out through a coordinated strategy implemented by all relevant partners.

[10] Cllr Lib Peck, leader of Lambeth Council – *London Councils* - http://www.londoncouncils.gov.uk/node/30508

I. Preventing Hate Crime
II. Protecting the victim and reducing repeat victimisation
III. Providing suited support to people who have experienced or are supporting victims of hate crime
IV. Developing and implementing an integrated, robust, and coordinated approach to tackling suspected perpetrators

I. Preventing Hate Crime

Prevention work regarding hate crime needs to operate through a multi-level approach in order to be effective. Prevention of hate crimes will come about through a robust combination of educating communities in cultural understanding and tolerance, strongly enforcing the law, treating hate crime as the serious issue it is, and publicising successful prosecutions to act as a deterrent and to make it clear this kind of behaviour is not accepted within our society.

One of the largest issues around hate crime is its underreporting which severely hinders the authorities' ability to respond to such issues. For this reason, awareness campaigns are an important part of prevention as they can help to ensure people are aware of what hate crime is, what their rights are, and how/ where they are able to report incidents. This information can give victims more confidence in reporting these crimes and thus lead to a stronger response from the appropriate authorities.

Educating communities on the value of diversity and cultural understanding and thus encouraging greater social integration is the best defence against hatred and intolerance. A particular focus should be on educating children in such issues so that these values are instilled from a young age. This being said, it is crucial that this strategy considers the entire family unit with regards to education.

Migration to the UK must also be considered when developing an approach to hate crime awareness; it is possible that those from certain backgrounds will carry over rivalries from their home countries to the new communities within which they settle. Thus, it is important to make those entering the UK aware of the stringent laws that govern hate crime and the zero-tolerance approach that the police take. Equally, those already residing in the UK must develop an awareness of other cultures and traditions and so should understand and celebrate the migration that sees a community becoming more diverse.

II. Protecting the victim and reducing repeat victimisation

Ensuring the safety of residents is this strategy's ultimate priority and work can be done to achieve this through the promotion of relevant available resources which protect residents and aid them in seeking help and support. The use of technology for personal safety and hate crime reporting should be explored further to consider its role as part of the borough's hate crime strategy, examples of which include the following:

- bSafe App[11]
- Self Evident App[12]
- True Vision website[13]

It cannot be assumed that everyone will have the knowledge or ability to access these resources and so work needs to be done around raising the profile of these apps and websites, ensuring people are able to use them and working to overcome language barriers which may limit their potential.

While these apps and other technical solutions can provide assistance and a sense of security to many, there remain those who are vulnerable and will not feel comfortable in using, or have access to, this technology. These people must also be considered and provided for within this strategy. This can be achieved through community outreach events in which police officers and community partners speak with people face to face, offering one-to-one support to build future resilience and facilitate more conversations around hate crime.

III. Providing suited support to people who have experienced or are supporting victims of Hate Crime

Supporting victims of hate crime should take the form of counselling and emotional support as well as support for those as they go through the reporting process. The reporting process, and seeing it through to a successful prosecution, can be a very stressful time for the victim and so multi-agency support must be made available for people going through this. Coordinating this approach will involve the Safer Merton team, the Metropolitan Police, and guidance from community groups within the borough. This will result in shared practice and better communication between agencies, resulting in a clearer and smoother reporting path for the victim. Every resident's experience of hate crime will be unique and thus any support offered to victims should be suited to their needs.

[11] bSafe – The End of Worry - http://getbsafe.com/
[12] Self Evident – Witness Confident - https://www.witnessconfident.org/ads-list/17-simplify-life?gclid=CKvA4PeGxNACFUY8GwodQJMJpg
[13] True Vision - http://report-it.org.uk/home

The successes of current support service such as the One Stop Shop for Domestic Violence and IDVAs (Independent Domestic Violence Advocates) should be drawn upon in the development of hate crime specific services. Hate crime, much like domestic violence, is a deeply personal and distressing crime and therefore requires tailored responses and support. MOPAC will be establishing a Hate Crime Victims' Advocates scheme* across London that will target specialised support for high risk victims of hate crime and Merton will work closely with this service to ensure it is delivering the best possible outcomes for residents.

From the Council's perspective, it is of great important to support community organisations in their provision of 'safe areas' of hate crime reporting and support for victims. Some residents do not feel comfortable in speaking with the police and so wish to report their experiences to those whom they trust. Community organisations will play an integral role in providing support and guidance, and will be at the heart of any action taken.

IV. Developing and implementing an integrated, robust, and coordinated approach to tackling perpetrators

This will involve robust policing of hate crimes in which every report is taken seriously and the victim is treated with respect. An improvement in police response and in prosecution rates will be partly facilitated by building public confidence in reporting such crimes as well as furthering knowledge of what information is required by police to increase the chances of a successful prosecution. Past cases have demonstrated how a series of low-level offences have escalated into serious crimes (in rare cases even murder) and so a commitment to identify and act on multiple incidents will be made.

Furthermore, where hate crime perpetrators are caught, they will need to be prosecuted to the full extent of the law; the responsibility for this would lie between the Metropolitan Police and the Crown Prosecution Service. Other methods of taking action against perpetrators will be investigated, such as reviewing the terms of their tenancy if they currently reside in rented accommodation.

Hate incidents and hate crimes can be equally as distressing to the victim and so the authorities' response should take consideration of this, providing services for those perpetrators who are often younger and whose actions are below the threshold of what is considered prosecutable.

* MOPAC Draft Policing and Crime Plan 2017-2021 (this document is currently under consultation and is subject to change before final release)

To deliver the strategic aims set out in this plan there will be a focus on the following themes:

1. **Coordination**

Aim: To develop an understanding of the victims' needs and their journey through the criminal justice system to ensure that Merton's residents can access reporting and support services easily and efficiently
How: By ensuring that both conversations and actions regarding hate crime are made with input from all stakeholders and that this be embedded into service plans and coordinated effectively

2. **Prevention**

Aim: To provide our residents with the knowledge and skills to stay safe, whilst challenging those who identify with the perpetration of hate crime. Developing and strengthening community cohesion through unifying our residents
How: Raising awareness through regular campaigning, projects, and programmes with a focus on Hate Crime Awareness Week in October. Educating the community, with particular attention paid to young people and children, on the importance and merits of diversity and fostering emotional intelligence

3. **Provision**

Aim: To ensure Merton is able to deliver the best support services possible, with a focus on supporting third sector groups in the delivery and development of third party reporting routes
How: By working with partners and the community to provide a range of support services which assist in a practical sense with regards to the reporting (and potentially trial) procedures while also providing emotional support to victims

4. **Protection**

Aim: To provide a robust response to hate crime across the partnership, taking the most robust enforcement action possible against borough-based perpetrators
How: By ensuring that the police and partners are given equalities and diversity training and so can identify factors which could flag a regular crime as being motivated by hate, in the process ensuring these are taken seriously and acted upon accordingly

Our Four-Year Plan

Due to the prominence of hate crime and the impact it has on individuals and communities, the Hate Crime Strategic Plan 2017 – 2021 will initially be overseen by the Safer Stronger Executive Board. Moving forward, its implementation will ideally be overseen by the Victims Board. This will deliver the governance and strategic oversight of partnership delivery to our victims. Working with a range of agencies the meeting will interrogate data, check that we are meeting the needs of residents, and ascertain how the partnership is performing via a robust performance framework. The Victims Board will sit alongside the Locations Board and a newly formed Offender Management Board all of which will then feed into the Safer Stronger Executive Board.

The ultimate aim is to reduce all forms of hate crime, although we may see this occurring even through an increase in reported hate crimes if we are successful in our aim to increase public confidence in reporting. In order to see this positive change we aim to achieve the following:

Year 1 – April 2017 onwards

- The Safer Merton Partnership to work with communities to encourage reporting and reassure them that any report will be taken seriously. Through this we aim to achieve an increase in reported hate crimes year on year as our communities become more confident in reporting to the local authority and/or police
- To work with the police and other partners to improve recording practices
- To explore funding options regarding hate crime prevention projects
- To ensure we utilise information arising from the 2016 Safer Merton Hate Crime Profile throughout our approach
- To develop greater linkages between MOPAC's 2017-2021 Policing and Crime Plan and Merton's strategic documents
- To explore the possibility of a 'One Stop Shop' for reporting hate crime and receiving support
- To develop a stronger and more clearly-signposted network of third party reporting sites

- To begin consideration of the ‘Think Family’ offer to fall in line with protocols being released in March 2017
- To begin to develop our educational approach to tackling hate crime, working with schools to educate young people
- To begin using information from Safeguarding Adults to inform work around hate crime, and vice versa
- To allocate responsibility for overseeing this strategy throughout the four years
- To review our outcomes, set targets, and agree how to progress the agenda in the coming year
- A commitment to exploring the feasibility of including gender and elder abuse as additional strands of hate crime which can be monitored in Year 2

Year 2

- To conduct a review of our hate crime strategy to ensure it is fit for purpose
- To develop stronger links with third party providers (e.g. those with the capability to receive and process hate crime reports) to improve the support available to the victim
- To begin monitoring further strands of hate crime such as gender and elder abuse, gathering statistically significant data in the process
- To integrate the Think Family protocols into hate crime prevention work
- To continually explore funding options available
- To further develop our educational approach in tackling hate crime
- To explore pan-borough working to ensure that needs of our victims of hate crime in the south west cluster are fully understood

- To review our outcomes and set targets for the coming year

Year 3

- To continue and further develop the work undertaken in years 1 and 2 by developing further action plans
- To undertake a full review of the strategy ensuring that consideration is given to working on further strands of hate crime such as gender and elder abuse, using the previous year's findings to tailor the response and support offers
- To develop our Think Family offer, further evolving a strategy which takes consideration of the victims' and perpetrators' entire family unit
- To continue to develop awareness campaigns to encourage reporting and make residents aware of their personal safety
- To review our outcomes and set targets for the coming year

Year 4

- To continue and further develop the work undertaken in the first three years of this plan, evaluating our successes and ensuring the strategy continues to have the best possible outcomes for residents
- Conduct a full review of the progress over the last four years
- To ensure that work on hate crime is carried on after the 2021 end date of this document

Theme 1: Co-ordination: Ensure that the response to Hate Crime is shared by all stakeholders, embedded into service plans, and coordinated effectively

Objective		Outcome	Output/Actions	Resources		Progress Green/Amber/Red
				Lead officer/ agency	What is required and by when?	Comments and update date
1.1	To gain a clearer understanding of hate crime in Merton.	- A clear picture of the levels of hate crime occurring in the borough - An understanding of who is being targeted and who the suspected perpetrators are - A greater understanding of the impact that hate crime has both on its victims and the wider community - A hate crime profile exploring trends in order to better understand communities and thus drive local plans to combat hate crime - Intelligent use of the hate crime profile in order to better tackle the issue of hate crime in Merton - A reduced risk of those being targeted becoming repeat victims	- Intelligent use of police data to understand the issues currently facing the borough - More engagement with communities to understand their needs - Greater communication between police officers dealing with hate crime issues and those in the council	Safer Merton & Metropolitan Police	Safer Merton to share the hate crime profile and related strategies with the public *Q1 Year 1*	
			- Conduct an analysis of available hate crime data - Use InfoMaps to look at the relationship between hate crime and other data sets within the borough - Disseminate this information to the police and other authorities so they are able to use the information to contribute to	Safer Merton data analysts	Completed Hate Crime Profile *Q1 Year 1*	**Completed**
				Safer Merton data analysts	Intelligent use of hate crime profile *Q2 Year 1*	

Objective		Outcome	Output/Actions	Resources		Progress Green/Amber/Red
				Lead officer/ agency	What is required and by when?	Comments and update date
		- Higher levels of satisfaction with the police from hate crime victims	their own strategies for tackling hate crime - Annually review the profile to support this strategy and the strategic assessment	Safer Merton data analysts	Review the hate crime profile *Annually*	
			- Explore ways of surveying victims such as through the 'quality call backs' conducted in anti-social behaviour cases - Run community sessions with victims to better understand the process they have been through, with 'them telling us' rather than 'us telling them'	Safer Merton	Explore possibility of surveying victims *Q2 Year 1*	
				Safer Merton	Run workshop *Q1 Year 2*	
1.2	Encourage greater social integration as the best defence against hatred	- For social integration to be at the heart of work done to ensure a safer Merton - Residents having meaningful interaction with one another, building strong bonds within the community - For residents to display an emotional intelligence and celebrate the diversity that exists in Merton	- Align our work with that of the Deputy Mayor for Social Integration (Matthew Ryder, at the time of writing) to support the development of stronger and more resilient communities - Restore real neighbourhood policing, bringing the police closer to communities	Metropolitan Police & Safer Merton & Community Groups	Encourage social cohesion and integration *Continuous*	

Objective		Outcome	Output/Actions	Resources		Progress Green/Amber/Red
				Lead officer/ agency	What is required and by when?	Comments and update date
1.3	To develop a stronger network of third-party sites and centres from which hate crimes can be reported and people can feel secure	- Through the council website, victims will be able to clearly navigate between services commissioned by different bodies - For important hyperlinks to be included on other websites, such as the Merton Safeguarding Adults webpage - Greater public awareness of the council's hate crime portal as well as how and where hate crime can be reported in general - Higher levels of hate crime reporting, demonstrating an increased confidence in authorities - Strong links with support services and referral mechanisms which are to be commissioned by MOPAC*	- Exploring potential new websites and centres which are able to take hate crime reports - Updating the hate crime section of the council website to clearly signpost a network of sites which are able to take hate crime reports - Speaking with existing sites/ centres to understand how they can be assisted to develop their capacity in taking hate crime reports and supporting victims - Explore the potential for the use of applications as methods of reporting hate crime (see objective 3.3 for details) - To explore the feasibility and benefits of implementing the 'Safe Place Scheme' in town centres[14]	Safer Merton	Update Merton's hate crime website *Q1 Year 1*	
				Safer Merton	Supporting hate crime reporting sites and centres in Merton *Continuous*	
				Safer Merton & Safeguarding Adults	Investigate potential sites for Safe Place scheme *Q1 Year 1*	

[14] Safe Place Scheme - http://www.widgit.com/safeplacescheme/

Objective		Outcome	Output/Actions	Resources		Progress Green/Amber/Red
				Lead officer/ agency	What is required and by when?	Comments and update date
1.4	Organise and hold a range of engagement events to raise awareness and provide wider opportunities for reporting	- A quarterly event, held either in the civic centre or venues in the borough, which allows people to learn about and try apps for personal safety and hate crime reporting - The event would make the process of hate crime reporting clearer and would show police officers in a less imposing/ threatening light - For the event itself to act as an opportunity to report crimes directly to the police by creating a safe and secure environment in which victims can speak comfortably and freely - For members of the community from different backgrounds to be able to come together and have a meaningful conversation about hate crime - For hate crime to feature in events run by other divisions of the Council (for example, Safeguarding Adults)	- Train people to be able to demonstrate the applications and websites used to report hate crime - Source tablets which will be available at meetings so people are able to experience these reporting methods first-hand - Publicise the website for reporting hate crimes (True Vision) so more people are aware of it - Have a regular selection of police officers attending so they are able to build a relationship with the community - Ensure that information and advice provided is accessible to all members of the community - Explore possibility of including a hate crime slot in future Safeguarding networking events	Community groups, supported by the Metropolitan Police and Safer Merton	Launch first event *Q1 Year 1*	
				Community groups, supported by the Metropolitan Police & Safer Merton	Run quarterly events *Continuous*	
				Safer Merton	Conduct end-of-year evaluation *Q4 Year 1*	

Objective		Outcome	Output/Actions	Resources		Progress Green/Amber/Red
				Lead officer/ agency	What is required and by when?	Comments and update date
				Safer Merton	Coordinate with safeguarding event *Q1 Year 1*	
1.5	Create a joint calendar of events	- A combined calendar, accessible to the public, which displays all awareness events and weeks associated with Hate Crime, VAWG, DVA, ASB, and other such issues which impact public protection and community cohesion. The calendar should include various history months, some religious celebrations such as Eid, and more - A more informed public and ultimately greater attendance to events and response to campaigns run by Safer Merton	- Coordinate with those responsible for Hate Crime, VAWG, DVA, ASB etc. to ensure a live version of the calendar is created and kept up to date and available to the public - Involve the Metropolitan Police and allow them access to the calendar whilst also encouraging them to share it with a wider audience	Safer Merton	A calendar which is to be regularly updated *Q2 Year 1 (continuous)*	

Objective		Outcome	Output/Actions	Resources		Progress Green/Amber/Red
				Lead officer/ agency	What is required and by when?	Comments and update date
1.6	Share hate crime information and data between relevant divisions of the Council	- Partnership working through better communication between divisions of the council in order to better understand hate crime and the implications it has on different members of the community - An enriched hate crime data set, informed by a thorough review of the way certain crimes and safeguarding concerns are flagged	- Use safeguarding adults data to report on hate crime concerns - Examine safeguarding cases to see examples where hate crime has been flagged as a safeguarding adults concern - Review strategy based on findings from other sources such as safeguarding adults	Safer Merton & Safeguarding Adults	Review flagging system for hate crimes in adult safeguarding cases *Q1 Year 1*	
1.7	To support MOPAC's future campaign activity regarding hate crime on public transport*	- To support and do work around a campaign and engagement activity underway which will make clear that hate crime will not be tolerated on London's transport system - A fostered environment where residents feel safe on public transport and where they feel confident to report any issues if one does occur	- Review the MOPAC and TfL campaign and activity once it is released - Support the campaign and examine the possibility of adapting or utilising it within a Merton context to ensure it results in the best possible outcome for residents	Safer Merton	Publicise and support the campaign upon release *Q1 Year 1*	

* MOPAC Draft Policing and Crime Plan 2017-2021 (this document is currently under consultation and is subject to change before final release)

Objective		Outcome	Output/Actions	Resources		Progress Green/Amber/Red
				Lead officer/ agency	What is required and by when?	Comments and update date
1.8	Explore funding options available and develop bids	- A co-ordinated approach to funding applications which sees the council working alongside partners and community organisations to develop bids for funding which can be used to further hate crime awareness and support services - For the council to support community organisations in their attempts to get funding and in turn for these organisations to work with the council to apply for other funding streams	- Hold regular meetings between Safer Merton and community groups to explore currently available funding and come to a decision how to approach these - Explore the possibility of using small grants to meet rising demand of hate crime reporting as victim confidence increases* - Explore funding available from the Safer Neighbourhoods Board	Safer Merton & Community Groups	Applications for available funding *As and when they become available*	

* MOPAC Draft Policing and Crime Plan 2017-2021 (this document is currently under consultation and is subject to change before final release)

Theme 2: Prevention - Preventing Hate Crime through proactive policing and a change of people's attitudes

Objective		Outcome	Output/Actions	Resources		Progress Green/Amber/Red
				Lead officer/agency	What is required and by when?	Comments and update date
2.1	To consider hate crime in the context of education of children and young adults	- An increased awareness and understanding amongst young people of those who are different from themselves, be this with regards to race, faith, sexuality, gender identity, or disability - A greater understanding amongst young people of their rights and responsibilities within society - A strong approach to educating children on hate crime through both curriculum and the fostering of informal conversation with teachers, schools officers, and amongst students themselves - Community groups being involved in the	- Work with schools to develop an approach to instil 'British values' by engaging children through PSHE lessons, RE lessons, and informal talks - Explore different educational materials, such as those supplied on the True Vision website[15], which could be used for the above action - Raise awareness of the Stonewall Champions Programme[16] and other such inclusionary programmes, encouraging more schools in the borough to participate - Work with Police Schools Officers to educate students regarding hate crime in a more informal manner, through conversation, while also utilising them as a resource by involving them in PSHE lessons where they may give	VBS Manger & School Improvement Advisor	Engage with students through PSHE, RE, and less formal channels *Continuous*	
				School Improvement Advisor	Work with secondary schools to become part of Stonewall Champions Programme *Continuous*	
				Police Partnership Lead	Schools Officers engaging in informal conversation and PSHE lessons where possible *Continuous*	

[15] True Vision – Education Support - http://www.report-it.org.uk/education_support
[16] Stonewall Champions Programme - http://www.stonewall.org.uk/get-involved/education/education-champions-programme-local-authorities

Objective		Outcome	Output/Actions	Resources		Progress Green/Amber/Red
				Lead officer/agency	What is required and by when?	Comments and update date
		educational approach to tackling hate crime, helping to educate and raise awareness of hate crime amongst young people	informational presentations - Explore resources available to fund participation activities for young people, helping to foster a greater understanding of one another and providing advice and support to victimised groups - Approach SACRE and ask them to examine how well Religious Education is working to foster an understanding between different faiths and those of no faith. Ideally this would be taken on as one of their objectives	Safer Merton & Metropolitan Police & CSF Participation Team	Apply for relevant funding *As and when it becomes available*	
				SACRE	To consider examining the effectiveness of RE with regards to understanding differences in faiths *Q1 Year 1*	
2.2	To further engage with primary schools to educate children in emotional intelligence from a younger age	- A tailored educational approach toward hate crime for primary school students in Key Stage 2 - Children who grow up with a strong sense of emotional intelligence and who are able to recognise their rights and responsibilities in society - Children who are aware	- Raise awareness of the Stonewall Champions Programme and other such inclusionary programmes and encourage more schools in the borough to participate - Explore resources available which are appropriate in educating Key Stage 2 students on issues surrounding hate crime	School Improvement Advisor	Work with primary schools to become part of Stonewall Champions Programme *Continuous*	

Objective		Outcome	Output/Actions	Resources		Progress Green/Amber/Red
				Lead officer/agency	What is required and by when?	Comments and update date
		of bullying and the implications it has on their fellow students - More schools in the borough to be awarded the UNICEF 'Rights Respecting Schools' Award, which recognises schools' achievements putting the UNCRC into practice within the school and beyond[17]. The Level 1 award is currently held by Dundonald Primary School, Merton Park Primary School, and Poplar Primary School	- Include Hate Crime as a topic in Safer Merton's 'Junior Neighbourhood Watch' program so Key Stage 2 children are educated on the topic, along with others such as anti-social behaviour	Safer Merton – JNHW –	Integrate hate crime into JNHW activities *Q1 Year 2*	

[17] Rights Respecting Schools Award, *UNICEF* - https://www.unicef.org.uk/rights-respecting-schools/about-the-award/the-rrsa/

Objective		Outcome	Output/Actions	Resources		Progress Green/Amber/Red
				Lead officer/agency	What is required and by when?	Comments and update date
2.3	To draw attention to the issue of online hate crime, which is seeing an increase	- A reduction in the number of hate crime cases committed online (though this may be the case despite a noted increase in the number of REPORTED cases) - Online hate crime activity is taken just as seriously as that carried out face-to-face - Online hate crime to be acknowledged more in wider hate crime publications and awareness campaigns - Collaboration between the Safer Merton team and the Metropolitan Police's new 'Online Hate Crime Hub'*	- Coordinate with police to discuss the prevalence of online hate crime - Research the most prevalent forms of online hate crime in the borough (e.g. Trolling) - Develop a strategy targeting online hate crime - Develop an awareness campaign which makes the illegality and severity of online hate crime clear - Support the Metropolitan Police in implementing their Online Hate Crime Hub to ensure it is a success and provides the best possible service for Merton residents - Review the way we think about online safety to consider hate crimes which can occur online	Safer Merton & Metropolitan Police	Support the Online Hate Crime Hub *Q1 Year 1*	

* MOPAC Draft Policing and Crime Plan 2017-2021 (this document is currently under consultation and is subject to change before final release)

Objective		Outcome	Output/Actions	Resources		Progress Green/Amber/Red
				Lead officer/agency	What is required and by when?	Comments and update date
2.4	To run a series of public campaigns in order to raise awareness of hate crime and encourage reporting (this is in addition to the events which will be run with the public)	- Higher levels of community awareness and concern of hate crime - An increase in the number of hate crimes which get reported to the police - Public confidence that their report would be taken seriously and that action will be taken - A greater understanding and respect for the diversity which exists in Merton	- Develop awareness campaigns to be run periodically - Tailor campaigns to coincide with other events and observed occasions such as Black History Month, LGBT History Month, and Disability History Month - Run campaigns which are targeted towards other national holidays such as St George's Day, St Patrick's Day, etc. to reach out to communities who may feel disenfranchised - Include these events in the joint calendar which is to be created (as detailed in Objective 1.5)	Safer Merton, in partnership with Community Groups	Develop awareness campaigns *Q2 Year 1 (continuous)*	

Objective		Outcome	Output/Actions	Resources		Progress Green/Amber/Red
				Lead officer/agency	What is required and by when?	Comments and update date
2.5	Continually promote the 'Ask for Angela' campaign, which is being championed by Merton Council and the Metropolitan Police[18]	- Create an environment within licensed premises where people can feel safe and secure - Ensure the 'Ask for Angela' campaign is directly referenced and explained on the Merton Hate Crime website - Increase prosecution rate for hate crime, domestic violence, and other situations which may arise in relation to the 'Ask for Angela' campaign	- Gather information and promotional materials about the campaign - Clearly explain what it is and include this in the updated hate crime section of Merton Council's website - Ensure bar staff and security across the borough receive regular training (this is particularly important given the high turnover of staff in this industry)	Safer Merton	Update Merton's hate crime website to promote the campaign *Q1 Year 1*	
				Metropolitan Police	Lead in training of bar and security staff and ensure successful roll-out of campaign across the borough *Continuous*	**Completed initial training of staff in Wimbledon, Mitcham, and Morden**

[18] Ask for Angela campaign (2016) - http://www.bbc.co.uk/news/uk-37855009

Objective		Outcome	Output/Actions	Resources		Progress Green/Amber/Red
				Lead officer/agency	What is required and by when?	Comments and update date

2.6	To provide one to one support for hate crime victims through the new Hate Crime Victims' Advocates service*	- To build off the success of the IDVA (Independent Domestic Violence Advocate) concept to:
		  - Provide specialist and targeted support to high-risk victims of hate crime
		  - Access the most appropriate services
		  - Assist in navigating court procedures if the case goes down this route
		  - Reduce repeat victimisation
		  - Increase feelings of safety and wellbeing
		  - Reduce the likelihood of victims discontinuing their case before it gets to court
			- Research into the success of IDVAs in relation to their cost
			- Explore funding options to determine the extent to which we are able to support and build off such a service. This will largely be dependent on MOPAC's initial funding which it makes available
			- Determine from conversations with the community whether they believe the concept could be useful to hate crime victims
			- Establish the extent to which such a service will be supported and funded by MOPAC and what the responsibility of the council and local police will be (this will become clear once the MOPAC strategy is released in March 2017)
			- Ensure that any services provided through MOPAC support and compliment existing offers from community organisations
				Safer Merton & Metropolitan Police & Community Groups	Develop the HCVA service in a Merton context *Dependent upon launch date*	

* MOPAC Draft Policing and Crime Plan 2017-2021 (this document is currently under consultation and is subject to change before final release)

Objective		Outcome	Output/Actions	Resources		Progress Green/Amber/Red
				Lead officer/agency	What is required and by when?	Comments and update date
2.7	To reassure the public before, during, and after Article 50 is triggered, following the UK's decision to leave the European Union	- Residents will feel safe and secure through the process of leaving the European Union - Potential perpetrators of hate crime will be aware of the Metropolitan Police's zero-tolerance approach to hate crime, no matter the outcome or implications of leaving the European Union - EU nationals will not lose their sense of belonging in Merton's communities and will feel safe and comfortable in the borough	- Release a statement making clear the triggering of Article 50 and eventual leaving of the European Union has no impact on the legal status of hate crime and that the Metropolitan Police and Merton Council will not tolerate such incidents - Develop an appropriate awareness campaign which will seek to reassure those who are anxious about the UK's decision to leave the European Union	Safer Merton & Metropolitan Police	Support those when Article 50 is triggered *Q1 Year 1***	
				Safer Merton & Metropolitan Police	Support those when we finally leave the European Union *Q3 Year 2***	

****** Timeline subject to change dependent on the progress made by government in negotiating terms of leaving the European Union

Objective		Outcome	Output/Actions	Resources		Progress Green/Amber/Red
				Lead officer/agency	What is required and by when?	Comments and update date
2.8	To create an environment of inclusion within sport	- Using the return of AFC Wimbledon to the site on Plough Lane in order to raise awareness of gender, race, faith, LGBT+, and gender issues and discriminatory practices within sport - For sports fans, specifically football to begin with, to be educated on the importance of diversity and equality and how this can be achieved through sport	- Work with 'Kick it Out'[19], the leading organisation for inclusion and equality in football, to enable, facilitate, and work with the club, players, and fans to tackle all forms of discrimination and take their equality responsibilities seriously - Link this work with the 'No More' campaign being championed by Merton Council, to create a unified public campaign against hate crime and domestic violence and abuse, utilising sport as a way of reaching people	Safer Merton	Ensure inclusion and equality is a starring aspect of AFC Wimbledon's return *Year 3-4* ***	

******* Dependent upon completion timeline for new stadium

[19] Kick it Out - http://www.kickitout.org/

Theme 3: Provision - Improve provision of specialist support and reporting centres

Objectives		Outcomes	Actions	Resources		Progress Green/Amber/Red
				Lead officer/agency	What is required and by when?	Comments
3.1	To build off the success of the One Stop Shop[20] for domestic violence by developing a similar regular session for victims of hate crime	- Increased levels of hate crime reporting (demonstrating increase public confidence in reporting as opposed to an increase in the number of crimes committed) - Increased satisfaction levels from victims regarding authorities' response - The event to run regularly, providing support for those who seek it	- Gather statistics on the One Stop Shop and its current successes - Speak to those currently involved in its running - Speak with the community and gauge whether people feel such an approach would be beneficial - If so, establish potential supporters who would be present, e.g. legal services, safeguarding practitioner, victim support, etc. - Establish potential venues - Investigate associated costs and judge whether it is a feasible project - Establish whether this concept would compliment MOPAC's Hate Crime Victims' Advocates service	Safer Merton	Establish feasibility by examining current One Stop Shop *Q1 Year 1*	
				Safer Merton	Explore funding options and link with final MOPAC plan *Q2 Year 1*	
				Safer Merton & Partners	Implement if deemed as feasible *Q1 Year 2*	

[20] Domestic Violence One Stop Shop, *Merton Council* - http://www.merton.gov.uk/community-living/communitysafety/safermertondomesticviolence/domesticviolenceonestopshop.htm

Objectives		Outcomes	Actions	Resources		Progress Green/Amber/Red
				Lead officer/agency	What is required and by when?	Comments
3.2	Develop our 'Think Family' Offer	- For the entire family unit to be considered when examining the issue of hate crime, both in relation to victims and perpetrators - To ensure that vulnerable individuals such as children are safeguarded when a hate crime occurs	- Tailor strategy to consider Think Family protocols, once they are released in Q1 2017. Specifically those regarding mental health and substance abuse - In incidents of hate crime, always consider what the impact might be on the relatives of the victim and perpetrator	MSCB Manager & Safer Merton	Link in to Think Family protocols *Q2 Year 1*	
				MSCB Manager & Safer Merton	Update strategy accordingly *Q1 Year 2*	
3.3	To promote the use of apps relevant to personal safety and hate crime reporting	**bSafe App** [21] - An increase in the number of people using the app - Increased feeling of safety and security amongst residents - A reduction in the number of incidents taking place through an increasingly safety-conscious public	- Promotion of the app using Merton Council and Metropolitan Police communications - The inclusion of the app in the updated Merton hate crime website - Consider the use of such an app within Merton Council to ensure staff who work away from the civic centre are accounted for and kept safe	Safer Merton	To include this app in the updated Merton hate crime website *Q1 Year 1*	

[21] bSafe – The End of Worry - http://getbsafe.com/

Objectives		Outcomes	Actions	Resources		Progress Green/Amber/Red
				Lead officer/agency	What is required and by when?	Comments
				Safer Merton & Metropolitan Police	Promotion through comms channels *Continuous*	
		Self Evident App[22] - An increase in the number of hate crime reports received by police - Less anonymity in hate crime reports so police have the information they need to successfully follow up a report - Further awareness amongst both police and the public regarding applications as a method of hate crime reporting	- Promotion of the app using Merton Council and Metropolitan Police communications - The inclusion of the app in the updated Merton hate crime website	Safer Merton & Metropolitan Police	To include this app in the updated Merton hate crime website *Q1 Year 1*	
				Safer Merton & Metropolitan Police	Promotion through comms channels *Continuous*	

[22] Self Evident – Witness Confident - https://www.witnessconfident.org/ads-list/17-simplify-life?gclid=CKvA4PeGxNACFUY8GwodQJMJpg

Theme 4: Protection - To provide effective response to perpetrators outside of and within the criminal justice system

Objectives		Outcomes	Actions	Resources		Progress Green/Amber/ Red
				Lead officer/agency	What is required and by when?	Comments

4.1	To include alternative strands which can be recorded and measured as hate crimes	- The inclusion of the following monitored strands of hate crime:
		  - Gender
		  - Elder Abuse
			- Record crimes motivated based on a person's gender or age as hate crimes
			- Gather statistical data to support strategy development in following years
			- Consider additional sources of information such as 'Safeguarding Adults' regarding elder abuse statistics for Merton
				Metropolitan Police	Begin measuring strands *Q1 Year 2*	

		- A robust strategy to tackle hate crime relating to gender and age, using data gathered in the previous year - People to feel comfortable knowing that they are protected no matter their age or gender	- Analysis of data gathered in previous year - Create a profile of victims, perpetrators, and locations - Use this data and information to develop strategy specific to these strands of hate crime	Safer Merton	Develop and implement policy regarding newly measured hate crime strands *Q1 Year 3*	

Objectives		Outcomes	Actions	Resources		Progress Green/Amber/ Red
				Lead officer/agency	What is required and by when?	Comments
4.2	Take robust action against hate crime perpetrators with regards to housing	- Clear and robust enforcement of tenancy breaches if a hate crime is committed - Potential perpetrators will have a clear understanding of the implications that come with committing a hate crime - Increased confidence in reporting incidents - Improved social awareness and community cohesion	- Engage social housing owners as well as private landlords - Scope out the legal aspects of this - Consider safeguarding implications with regards to termination of tenancies and other action taken - Review the tenancy details of known hate crime perpetrators	Safer Merton & Head of Housing Needs and Strategy	Explore legal options regarding perpetrators' tenancies *Q1 Year 1*	
				Head of Housing Needs and Strategy	Implement and enforce any actions decided *Q3 Year 1*	
4.3	Ensure that all front line police officers understand the importance of providing a robust response to hate crime	- A police force that appreciates the impact hate crime has on its victims and thus the importance of treating it robustly - The police being aware of the specialist services which are available to victims	- Training and general awareness for police officers to ensure they are aware of the latest services available to victims	Metropolitan Police	Training and awareness *Continuous*	

Glossary

ASB	Anti-Social Behaviour
British Values	Schools must now promote British Values, defined by OFSTED as 'democracy; the rule of law; individual liberty; mutual respect for and tolerance of those with different faiths and beliefs and for those without faith
CPS	Crown Prosecution Service
CSEW	Crime Survey of England and Wales
CSF	Children, Schools, and Families
DVA	Domestic Violence and Abuse
HCVA	Hate Crime Victims' Advocates Service
IDVA	Independent Domestic Violence Advocate
JNHW	Junior Neighbourhood Watch
Key Stage	Stages of the education system (e.g. KS2 is Years 3-6, KS3 is Years 7-9)
LGBT	Lesbian, Gay, Bisexual, Transgender
MOPAC	Mayor's Office for Policing and Crime
MSCB	Merton Safeguarding Children Board
OFSTED	Office for Standards in Education, Children's Services, and Skills

PSHE	Personal, Social, and Health Education
SACRE	Standard Advisory Council on Religious Education
Safer Merton	The partnership between Merton Council and the Metropolitan Police
TFL	Transport for London
UNCRC	United Nations Convention on the Rights of the Child
UNICEF	United Nations Children Fund
VAWG	Violence Against Women and Girls
VBS	Virtual Behaviour Service
Victim	Those who have hate crime(s) committed against them (however may choose to self-define under other terms such as ‘survivor’)

This page is intentionally left blank

Home Office

Hate Crime, England and Wales, 2016/17

Aoife O'Neill

Statistical Bulletin 17/17

17 October 2017

Important information

In accordance with the Statistics and Registration Service Act 2007, statistics based on police recorded crime data have been assessed against the Code of Practice for Official Statistics and found not to meet the required standard for designation as National Statistics. The full assessment report can be found on the UK Statistics Authority website. Alongside the Crime in England and Wales, Year Ending March 2015 release, the Office for National Statistics (ONS) published a progress update on actions taken in addressing the requirements set out by the Authority. Further information is provided in the Hate Crimes Data Quality section (Annex C).

For further information about police recorded crime statistics, please email: crimeandpolicestats@homeoffice.gsi.gov.uk or write to:

Crime and Policing Statistics, 1st Floor Peel Building, 2 Marsham Street, London, SW1P 4DF

Home Office Responsible Statistician

Kevin Smith, Programme director, Crime and Policing Statistics

Contact via crimeandpolicestats@homeoffice.gsi.gov.uk

This statistical bulletin is produced to the highest professional standards and is free from political interference. It has been produced by statisticians working in the Home Office Crime and Policing Analysis Unit. It has been produced in accordance with the Home Office's statement of compliance with the Code of Practice for Official Statistics, which covers Home Office policy on revisions and other matters. The Chief Statistician, as Head of Profession, reports to the National Statistician with respect to all professional statistical matters and oversees all Home Office Official Statistics products with respect to the Code, being responsible for their timing, content and methodology.

Contents

Page

Conventions used in figures and tables iii

List of figures and tables iv

Key points 1

1 Introduction 2

1.1 Overview 2

2 Police recorded hate crime 4

2.1 Prevalence and trends 4

2.2 Hate crimes by type of offence 7

2.3 Hate crime outcomes 9

2.4 Transferred or cancelled records 14

Annex A Additional data on hate crime 15

Annex B Experimental Statistics: online hate crime 18

Annex C Hate crime data sources and quality 23

Further Information 25

Conventions used in figures and tables

Table abbreviations

‘0’ indicates no response in that particular category or less than 0.5% (this does not apply when percentages are presented to one decimal point).

‘-’ indicates that for police recorded crime percentage changes are not reported because the base number of offences is less than 50.

‘..’ indicates that for police recorded crime that data are not available.

Percentages

Row or column percentages may not add to 100% due to rounding.

A percentage may be quoted in the text for a single category that is identifiable in the tables only by summing two or more component percentages. In order to avoid rounding errors, the percentage has been recalculated for the single category and therefore may differ by one percentage point from the sum of the percentages derived from the tables.

List of figures and tables

1 Introduction 2

Table 1 The five racially or religiously aggravated offences and their non-aggravated equivalents 3

2 Police recorded hate crime 4

Table 2 Hate crimes recorded by the police by monitored strand, 2011/12 to 2016/17 4

Figure 2.1 Indexed trends in the number of violence against the person and public order and hate crime offences, 2012/13 to 2016/17 5

Figure 2.2 Number of racially or religiously aggravated offences recorded by the police by month, April 2013 to March 2017 6

Figure 2.3 Distribution of offences flagged as hate crimes, 2016/17 8

Figure 2.4 Breakdown of hate crimes and overall recorded crime by selected offence types, 2016/17 8

Figure 2.5 Breakdown of hate crime by selected offence types and monitored strand, 2016/17 9

Figure 2.6 Percentage of racially or religiously aggravated offences and their non-aggravated equivalents recorded in 2016/17 resulting in charge/summons, by offence type 10

Figure 2.7 Percentage of selected offences dealt with by a charge/summons, offences recorded in 2016/17, 25 forces 12

Figure 2.8 Percentage of selected offences resulting in charge/summons, by hate crime strand, offences recorded in 2016/17, 25 forces 13

Figure 2.9 Median number of days taken to assign an outcome, hate crime flagged and non-hate crime flagged offences, offences recorded in 2016/17, 25 forces 14

Annex A Additional data on hate crime 16

Figure A1 Number of racially or religiously aggravated offences recorded by the police, January 2016 to August 2017 16

Figure A2 Indexed trends in the number of racially or religiously aggravated offences and their non-aggravated equivalents recorded by the police, April 2013 to August 2017 17

Figure A3 Number of hate crime offences recorded by the police, 38 forces, April to August 2017 18

Annex B Experimental statistics: online hate crime 19

Table B1 Online hate crimes recorded by the police, by monitored strand, 2016/17 20

Table B2 Breakdown of online hate crimes and overall hate crime by monitored hate crime strand, 2016/17 21

Table B3 Proportion of online hate crimes recorded by the police, by monitored strand and offence type, 2016/17 22

Figure B4 Breakdown of online hate crimes and overall hate crime by selected offence types, 2016/17 22

Figure B5 Breakdown of violence against the person offences that were flagged as online hate crimes, 2016/17 23

Key points

Police recorded crime

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

- The increase over the last year is thought to reflect both a genuine rise in hate crime around the time of the EU referendum and also due to ongoing improvements in crime recording by the police. The Office for National Statistics have stated that increases in recent years in police recorded violence against the person and public order offences have been driven by improvements in police recording. Around nine in ten hate crime offences recorded by the police are in these two offence groups.

- There was a further increase in police recorded hate crime following the Westminster Bridge terrorist attack on 22 March 2017.

- The number of hate crime offences in 2016/17 for the five centrally monitored strands were as follows:

    - 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.

  It is possible for a hate crime offence to have more than one motivating factor which is why the above numbers sum to more than 80,393 and 100 per cent.

- There were increases in offences recorded for all five of the monitored hate crime strands between 2015/16 and 2016/17, reflecting the general improvements in crime recording.

1 Introduction

1.1 OVERVIEW

This publication provides information on the number of hate crimes recorded by the police in England and Wales in 2016/17. Additionally, an annex on experimental statistics is included which covers the following topics:

- Hate crime following major events
- Online hate crime

Hate crimes recorded by the police

Hate crime is defined as 'any criminal offence which is perceived, by the victim or any other person, to be motivated by hostility or prejudice towards someone based on a personal characteristic.' This common definition was agreed in 2007 by the police, Crown Prosecution Service, Prison Service (now the National Offender Management Service) and other agencies that make up the criminal justice system. There are five centrally monitored strands of hate crime:

- race or ethnicity;
- religion or beliefs;
- sexual orientation;
- disability; and
- transgender identity.

In the process of recording a crime, police can flag an offence as being motivated by one or more of the five monitored strands[1] listed above (for example, an offence can be motivated by hostility towards the victim's race and religion). Figures in this bulletin show both how many hate crime offences the police recorded, and how many motivating factors these offences covered (for more information see Annex B). Figures in this bulletin are therefore dependent on a flag being applied to an offence that is identified as a hate crime.

The College of Policing provided operational guidance in 2014 to police forces around hate crime, including information on what can be covered by race hate crime.[2] The guidance stated:

"Race hate crime can include any group defined by race, colour, nationality or ethnic or national origin, including countries within the UK, and Gypsy or Irish Travellers. It automatically includes a person who is targeted because they are an asylum seeker or refugee as this is intrinsically linked to their ethnicity and origins. Policy and legislation takes a 'human rights' approach and covers majority as well as minority groups."

This means that offences with a xenophobic element (such as graffiti targeting certain nationalities) can be recorded as race hate crimes by the police. Further information on how the police record hate crime can be found in the Hate Crime Operational Guidance[3].

An offence may be motivated by hatred towards a characteristic (strand) that is not centrally monitored and therefore would not be part of the data in this statistical bulletin (age or gender for example). Operationally, such an offence could still be investigated as a hate crime by the police. This may include terrorist offences. As the College of Policing operational guidance states, there is "a clear overlap between hate crime and terrorist activity. Not all hate crime is linked to extremism and

[1] Forces may collect wider hate crime data; these are not centrally monitored by the Home Office.
[2] See http://www.report-it.org.uk/files/hate_crime_operational_guidance.pdf
[3] http://www.report-it.org.uk/files/hate_crime_operational_guidance.pdf

terrorism, but it is unlikely that a terrorist act will not be motivated by hate". Terrorist activity (such as the Manchester Arena attack), may be targeted against general British or Western values rather than one of the five specific strands, so while the attack may be identified as a hate crime, it would not be covered by this statistical collection. Conversely, the Finsbury Park Mosque attack did appear to be against a specific religion so would be included as a hate crime for the purposes of this collection.

Hate crimes and racially or religiously aggravated offences

There are some offences in the main police recorded crime collection which have a specific racially or religiously motivated element. These are defined by statute and constitute a set of offences which are distinct from their non-racially or religiously aggravated equivalents (the full list of these is shown in Table 1). These racially or religiously aggravated offences are by definition hate crimes. However, the hate crime collection, on which the majority of the bulletin is based, has a wider coverage of race or religious hate crime. This is because the police can identify other general offences as hate crimes. Therefore, the number of race or religious hate crimes in this bulletin will be greater than the total number of police recorded racially or religiously aggravated offences.

Table 1: The five racially or religiously aggravated offences and their non-aggravated equivalents

Racially or religiously aggravated offences		Non-aggravated equivalent offences	
Offence code	**Offence**	**Offence code**	**Offence**
8P	Racially or religiously aggravated assault with injury	8N	Assault with injury
105B	Racially or religiously aggravated assault without injury	105A	Assault without Injury
8M	Racially or religiously aggravated harassment	8L	Harassment
9B	Racially or religiously aggravated public fear, alarm or distress	9A	Public fear, alarm or distress
58J	Racially or religiously aggravated other criminal damage	58A	Criminal damage to a dwelling
		58B	Criminal damage to a building other than a dwelling
		58C	Criminal damage to a vehicle
		58D	Other criminal damage

Source: Home Office Counting Rules.

2 Police recorded hate crime

2.1 PREVALENCE AND TRENDS

Hate crimes are a subset of notifiable offences that are recorded by the police and make up less than two per cent of such crimes, based on police recorded crime figures for 2016/17.

There were 80,393 hate crimes recorded by the police in England and Wales in 2016/17, an increase of 29 per cent compared with 2015/16 (62,518 offences; see Table 2). This is the largest annual percentage increase seen since the Home Office series began in 2011/12.

Table 2 shows the number of hate crimes broken down by monitored strand. There were increases in all five of the centrally monitored strands between 2015/16 and 2016/17, continuing the upward trend in all strands of hate crime since 2012/13. These increases since 2012/13 are likely to have been driven by improvements in crime recording by the police and the police improving their identification of which offences are hate crime related. Although improvements in police recording has continued to be a factor over the last year, part of the increase since 2015/16 is due to a genuine increase in hate crime, particularly around the time of the EU Referendum in June 2016. There was also an increase in hate crime following the Westminster bridge terrorist attack on 22 March 2017.

Table 2: Hate crimes recorded by the police by monitored strand, 2011/12 to 2016/17

Numbers and percentages — **England and Wales, recorded crime**

Hate crime strand	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	% change 2015/16 to 2016/17
Race	35,944	35,845	37,575	42,862	49,419	62,685	**27**
Religion	1,618	1,572	2,264	3,293	4,400	5,949	**35**
Sexual orientation	4,345	4,241	4,588	5,591	7,194	9,157	**27**
Disability	1,748	1,911	2,020	2,515	3,629	5,558	**53**
Transgender	313	364	559	607	858	1,248	**45**
Total number of motivating factors	43,968	43,933	47,006	54,868	65,500	84,597	**29**
Total number of offences	**N/A**	**42,255**	**44,577**	**52,465**	**62,518**	**80,393**	**29**

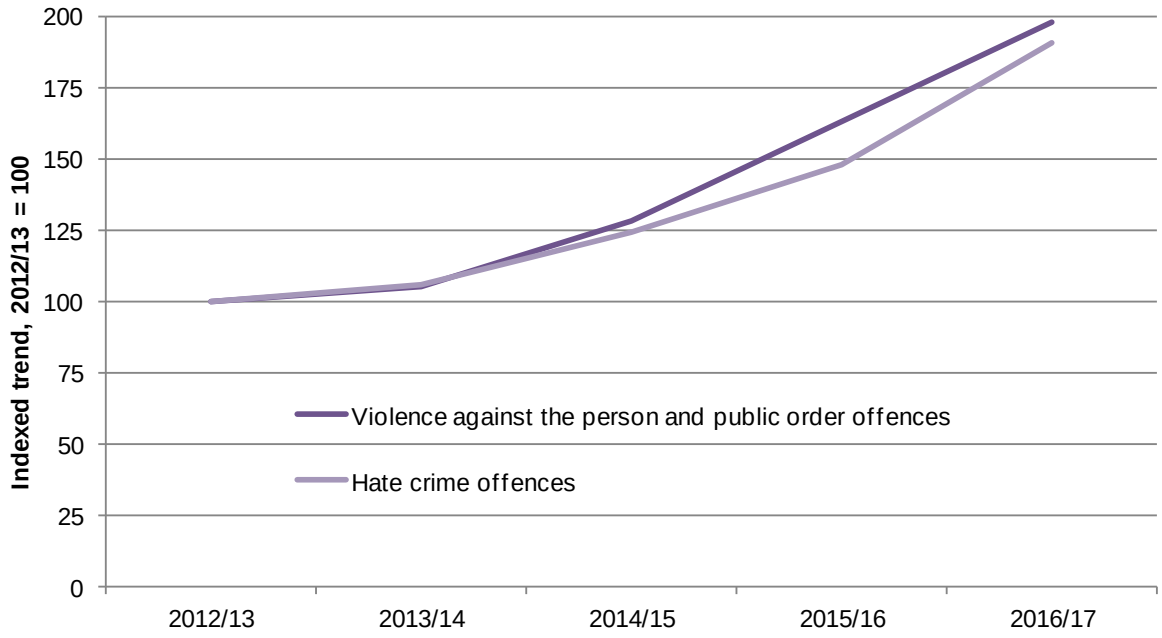
Source: Police recorded crime, Home Office.
See Bulletin Table 2 for detailed footnotes.

It is possible for a crime to have more than one motivating factor (for example an offence may be motivated by hostility towards the victim's race and religion). Thus, as well as recording the overall number of hate crimes, the police also collect data on the number of motivating factors by strand as shown in Table 2. For this reason, the sum of the five motivating factors in the above exceeds the 80,393 offences (and the percentages exceed 100%). Around five per cent of hate crime offences in 2016/17 are estimated to have involved more than one motivating factor, the majority of these were hate crimes related to both race and religion.[4]

[4] Estimation based upon data from 25 forces who supplied data to the Home Office Data Hub.

Section 2.2 shows that 89 per cent of hate crimes in 2016/17 were for either public order or violence against the person offences, continuing the pattern seen in previous years. Figure 2.1 shows the indexed trend in overall violent and public order offences since 2012/13 compared with all hate crime offences over the same period. As can be seen, there is a strong correlation between the increase in overall public order and violence against the person offences and hate crime. The Office for National Statistics have stated that increases in recent years in police recorded violence against the person and public order offences are thought to have largely been driven by improvements in police recording following the renewed focus on the quality of recorded crime. In contrast, the Crime Survey for England and Wales (CSEW)[5] shows that the estimated number of violent incidents experienced by adults aged 16 and over between the 2012/13 and 2016/17 surveys fell by 26 per cent.

Figure 2.1: Indexed trends in the number of violence against the person and public order and hate crime offences, 2012/13 to 2016/17 (2012/13 = 100)



The EU Referendum

The EU referendum campaign began on Friday 15 April 2016, with the result announced on Friday 24 June, the day after the referendum. Around this time there was a clear spike in hate crime (see Figure 2.2). As stated in the introduction, offences with a xenophobic element (such as graffiti targeting certain nationalities) can be recorded as race hate crimes by the police. Anecdotal evidence suggests that there was an increase in these types of offences around the time of the EU Referendum.

The increase in hate crime can be seen by using racially or religiously aggravated offence data. As mentioned in the Introduction, the police can record offences as being racially or religiously aggravated. While not covering all hate crime offences, these offences make up over 70 per cent of race and religion hate crime. Therefore, racially or religiously aggravated offences provide a good proxy for race and religious hate crimes. These data have been used as they are available by month for all police forces in England and Wales.

[5] The CSEW also asks questions about whether an incident was deemed by the victim to be motivated by one of the five centrally monitored strands. Due to the low volume of hate crime incidents in the sample survey, the figures are not sufficiently robust to report for a single year of the CSEW. Information from the CSEW was last published in 2014/15 and will be published in the next hate crime bulletin in 2018.

There was an increase in these offences from April 2016, which reached a peak in July 2016. The number of aggravated offences recorded then declined in August 2016, but remained at a higher level than prior to the EU Referendum (Figure 2.2). These increases fit the widely reported pattern of an increase in hate crime following the EU referendum, with the level of these offences being 44 per cent higher in July 2016 compared with the previous July.

Race and religious hate crimes

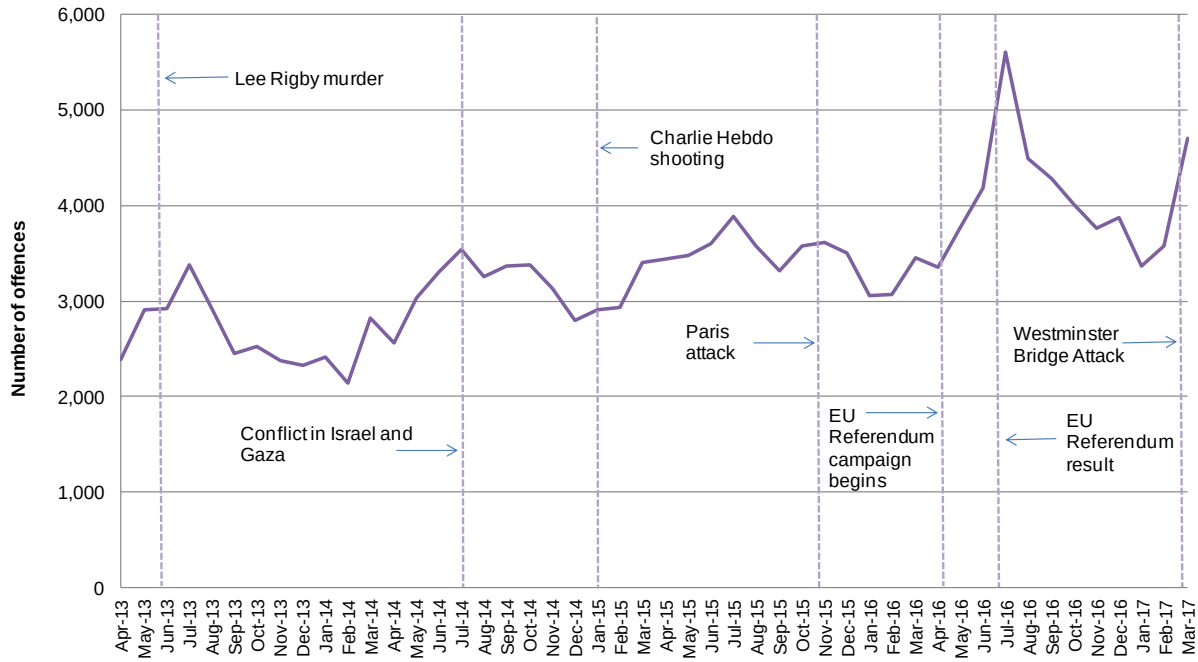
The number of race hate crimes increased by 27 per cent (up 13,266 to 62,685 offences; Table 2) between 2015/16 and 2016/17. Over the same period, religious hate crime increased by 35 per cent (up 1,549 to 5,949 offences; Table 2).

Race hate crime was the most commonly recorded strand of hate crime in all 44 police forces. For 41 forces, religious hate crime was either the third or fourth most commonly recorded strand, after either sexual orientation or disability (Appendix Table 2.01). Hate crime data by police force area for 2011/12 to 2016/17 can be found in the Home Office Open Data tables.

Racial or religiously aggravated offences

The data the Home Office receives from the police in the main police recorded crime return for racially or religiously aggravated offences are available on a monthly basis[6], allowing the in-year trend in these offences to be seen around the time of particular incidents (Figure 2.2).

Figure 2.2: Number of racially or religiously aggravated offences recorded by the police by month, April 2013 to March 2017



Source: Police recorded crime, Home Office

[6] Although data from the main police recorded crime collection are sent to the Home Office broken down by month, the data are only quality assured with police forces on a quarterly basis.

Figure 2.2 shows:

- a general increase in the number of racially or religiously aggravated offences over the four year period, reflecting improvements in crime recording by the police;
- a peak in July 2013 in racially or religiously aggravated offences following the Lee Rigby murder;
- an apparent rise in hate crime following the Charlie Hebdo shooting in January 2015 (however, this increase is believed to be due to police recording improvements at the time; see Hate Crime, England and Wales 2015/16 for further information);
- a rise in racially or religiously aggravated offences during the EU Referendum campaign, from April 2016, to a peak in offences after the result, in July 2016; and
- an increase in racially or religiously aggravated offences in March 2017 – the Westminster Bridge attack occurred on the 22 March 2017. Although there were only nine days remaining in March when the attack took place, an increase is still apparent.

Sexual orientation, disability and transgender identity

In 2016/17, the police recorded 9,157 sexual orientation hate crimes, 5,558 disability hate crimes and 1,248 transgender identity hate crimes.

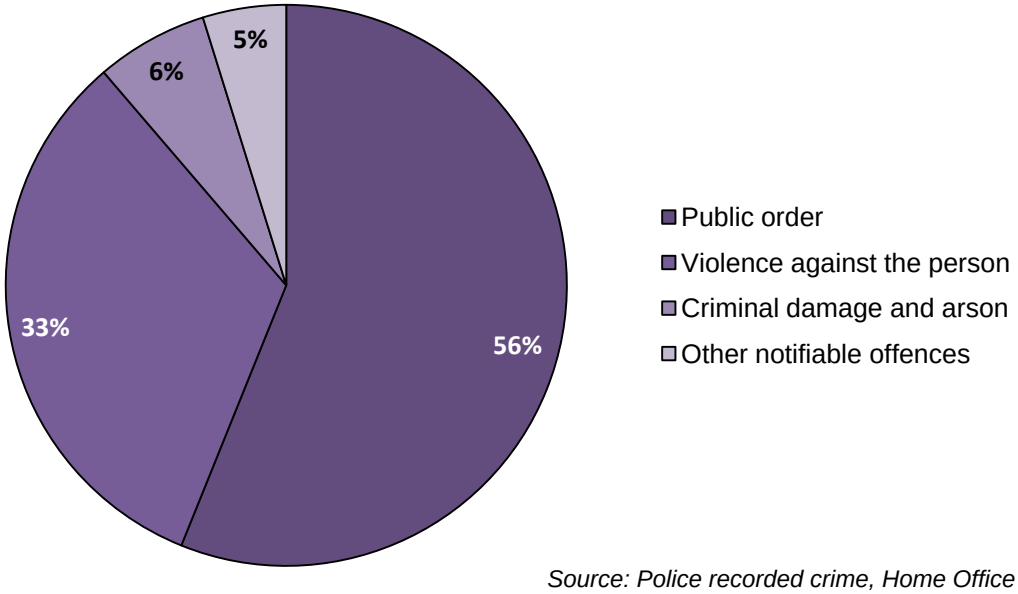
The percentage increases in these three strands observed in 2016/17 (53% for disability, 27% for sexual orientation and 45% for transgender), were similar to those observed in 2015/16 when compared with the previous year (44% for disability, 29% for sexual orientation and 41% for transgender). The sharp rise in all three strands suggests that the increases are due to the police improving their identification and recording of hate crime offences and more people coming forward to report these crimes rather than a genuine increase.

Sexual orientation hate crime was the second most commonly recorded hate crime in the vast majority of forces (37 of 44). Transgender identity hate crime was the least commonly recorded hate crime in 39 of 44 forces (Appendix Table 2.01).

2.2 HATE CRIMES BY TYPE OF OFFENCE

Appendix Table 2.02 shows a detailed breakdown of the types of offences recorded as hate crimes and Figure 2.3 provides an overview:

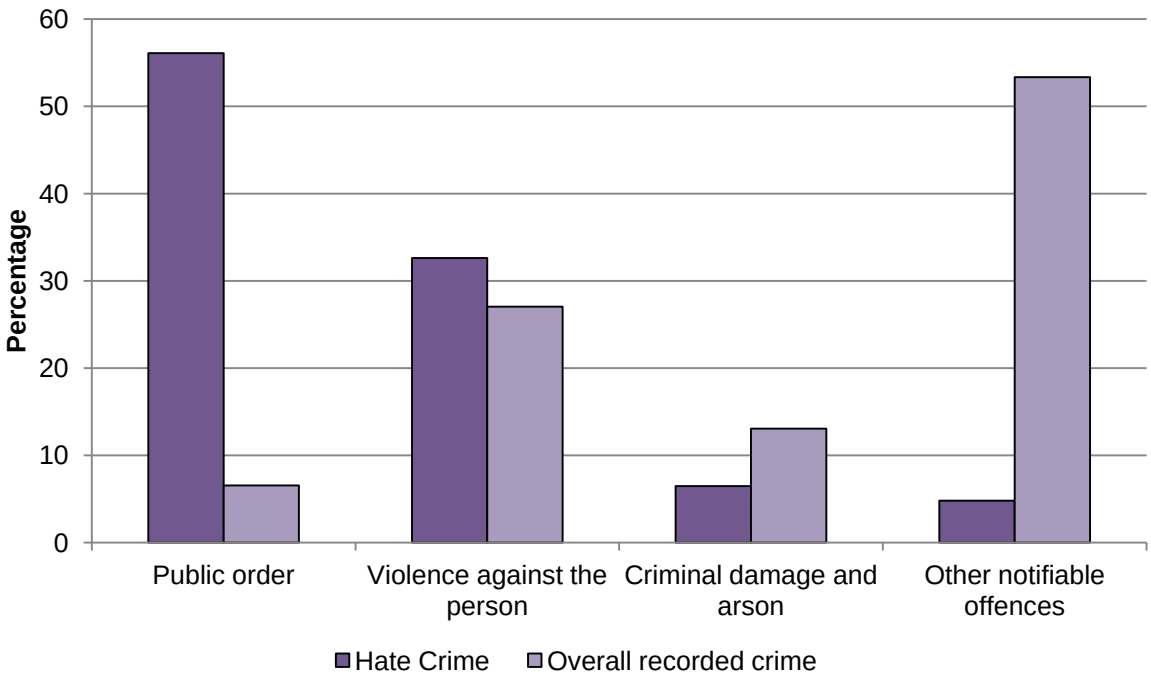
Figure 2.3: Distribution of offences flagged as hate crimes, 2016/17



Source: Police recorded crime, Home Office

By way of comparison, Figure 2.4 shows that in 2016/17, the proportion of overall crime accounted for by these categories was very different, particularly for public order offences, which accounted for seven per cent of all notifiable offences compared with 56 per cent of hate crime.

Figure 2.4: Breakdown of hate crimes and overall recorded crime by selected offence types, 2016/17

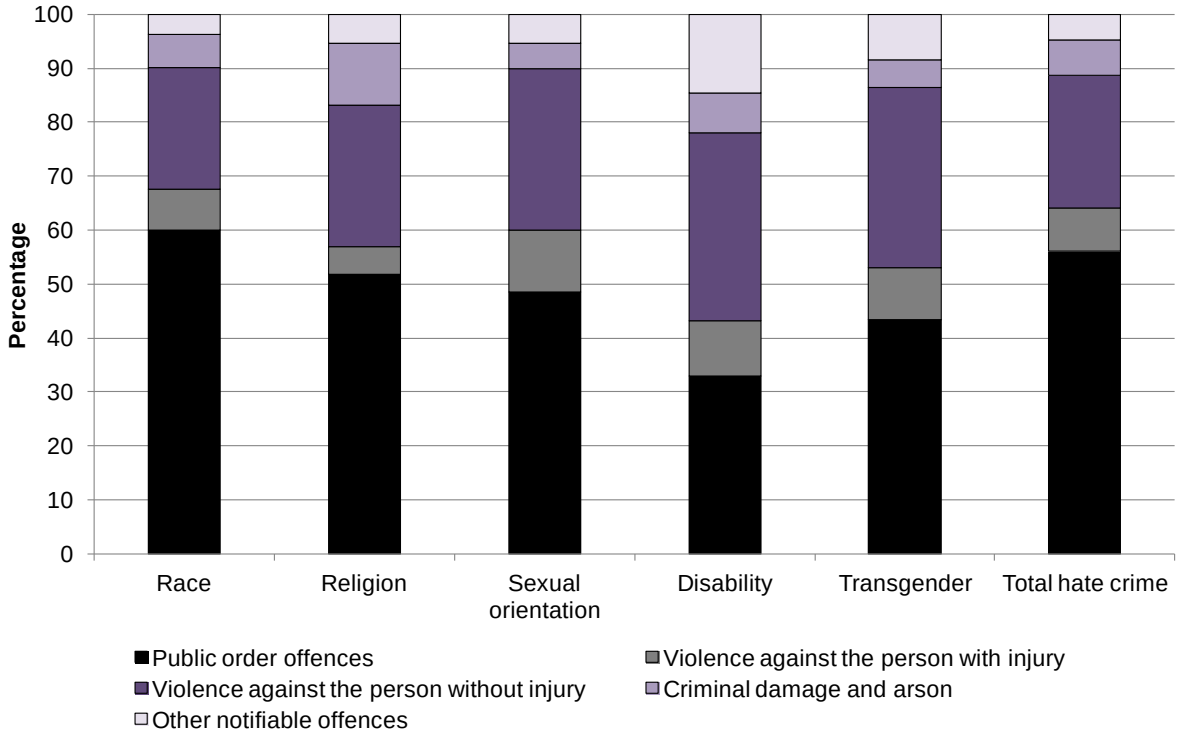


Source: Police recorded crime, Home Office

A smaller proportion of violent hate crimes tend to result in injury compared with overall violent crime: around a quarter (25%) of police recorded violence hate crimes were violence with injury (Appendix Table 2.02) compared with 40 per cent of overall violent offences (Table A4 in Crime in England and Wales, Year ending March 2016).

Figure 2.5 shows the proportion of offence types that made up each monitored strand. The two most common offence types associated with hate crime for all strands were public order offences and violence against the person without injury.

Figure 2.5: Breakdown of hate crime by selected offence types and monitored strand, 2016/17



Source: Police recorded crime, Home Office

2.3 HATE CRIME OUTCOMES

The Home Office collects information on the outcomes of police recorded offences, including those that are flagged as hate crimes. For more information on outcomes see Crime Outcomes in England and Wales: Year ending March 2017.

This section covers how the police have dealt with hate crimes recorded in the year ending March 2017. This analysis is based on the outcomes assigned to crimes recorded in 2016/17 at the time the data were extracted for analysis. Some offences will not have been assigned an outcome at this time therefore these figures are subject to change over time.

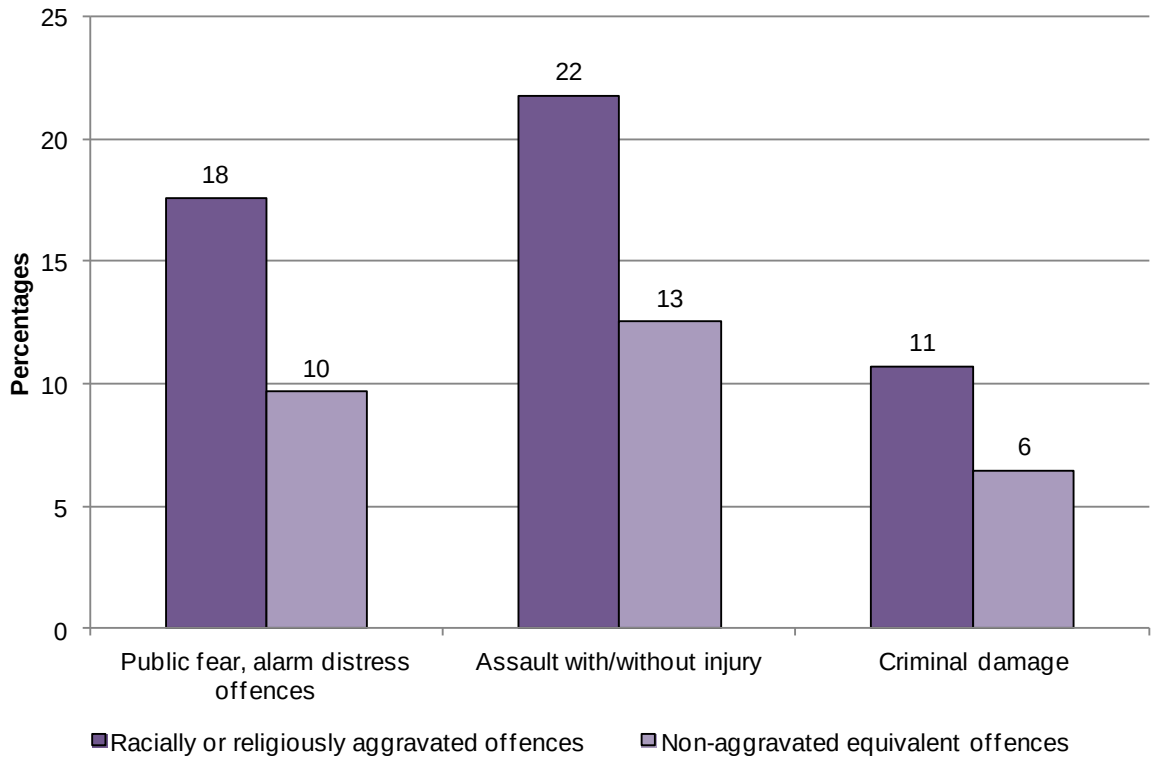
Racially or religiously aggravated offence outcomes

At the time these data were analysed by the Home Office (in June 2017), 91 per cent of racially or religiously aggravated offences had been assigned an outcome compared with 94 per cent of their non-aggravated counterparts (data not shown).

Figure 2.6 shows that racially or religiously aggravated offences were more likely to be dealt with by a charge/summons than their non-aggravated counterparts, reflecting the serious nature of racially or religiously aggravated offences. In particular:

- eighteen per cent of racially or religiously aggravated public fear, alarm and distress offences had been dealt with by charge/summons compared with 10 per cent of the non-aggravated equivalent offences;
- nearly a quarter (22%) of racially or religiously aggravated assault offences had been dealt with by charge/summons compared with 13 per cent of non-aggravated assaults; and
- eleven per cent of racially or religiously aggravated criminal damage offences resulted in charge/summons, while six per cent of non-aggravated criminal damage offences had been dealt with in this way.

Figure 2.6: Percentage of racially or religiously aggravated offences and their non-aggravated equivalents recorded in 2016/17 resulting in charge/summons, by offence type



Source: Police recorded crime, Home Office

Racially or religiously aggravated offences were less likely to be dealt with by a formal caution (2%) than non-aggravated versions of these offences (4%; Appendix table 2.03).

Flagged hate crime offences – Home Office Data Hub

The Home Office have implemented an improved data collection system called the Home Office Data Hub which is designed to streamline the process by which forces submit data. The Data Hub replaces the old system by capturing record level crime data via direct extracts from forces' own crime recording systems. This allows the police to provide more detailed information to the Home Office enabling a greater range of analyses to be carried out. The migration of forces to the Data Hub is

ongoing and for forces providing data via the Data Hub it is possible to exploit this richer data and conduct a more in depth analysis.

Using the Data Hub, it is possible to see how offences flagged as being motivated by one or more of the five monitored strands have been dealt with by the police. The analyses presented are based on data from 25[7] of the 44 police forces in England and Wales that supplied adequate data to the Data Hub; these forces data accounted for 72 per cent of all police recorded hate crime in 2016/17.

In total, 97 per cent of hate crime flagged offences recorded in 2016/17 had been assigned an outcome at the time the data were extracted from the Data Hub.[8] The remaining three per cent were still under investigation. Similarly, 98 per cent of non-hate crime offences had been assigned an outcome at the time of data extraction.

Appendix table 2.04 shows that 16 per cent of all hate crime flagged offences had been dealt with by a charge or summons. As shown in Figure 2.4, the offences recorded by the police that constitute hate crimes were very different to overall crime; therefore comparisons in charge/summons rates are shown below for certain offence groups rather than overall crime.

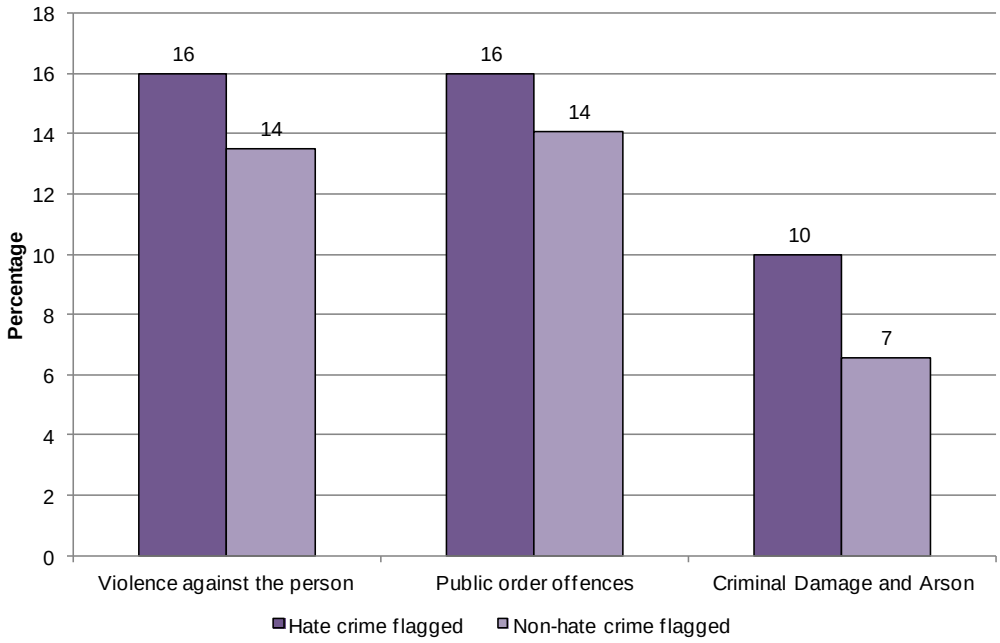
Figure 2.4 shows that violence against the person, public order offences and criminal damage and arson offences comprised 95 per cent of hate crime flagged offences. This proportion is the same for the 25 forces included in this analysis, suggesting that these 25 forces are in line with the national picture. The proportions of outcomes assigned varied by offence type, with hate crime offences consistently having a higher charge / summons rate than non-hate crime offences (Appendix table 2.05; Figure 2.7:

- sixteen per cent of violence against the person offences flagged as hate crimes were dealt with by charge/summons, compared with 14 per cent for non-flagged offences. The most frequent outcomes recorded were evidential difficulties - victim does not support action; 28% for hate crime flagged violence against the person offences compared with 39 per cent for non-hate crime flagged violence against the person offences;
- sixteen per cent of hate crime flagged public order offences had been dealt with a charge or summons compared with 14 per cent for non-hate crime flagged public order offences; and
- ten per cent of hate crime flagged criminal damage and arson offences had been dealt with by a charge or summons, compared with seven per cent for non-hate crime flagged criminal damage and arson offences.

[7] Avon and Somerset, Bedfordshire, Cambridgeshire, Cheshire, Cleveland, Devon and Cornwall, Dyfed-Powys, Gloucestershire, Greater Manchester, Hampshire, Hertfordshire, Lancashire, Merseyside, Metropolitan Police, Northumbria, North Wales, Northamptonshire, South Wales, South Yorkshire, Staffordshire, Thames Valley, Warwickshire, West Mercia, West Yorkshire and Wiltshire

[8] September 2017.

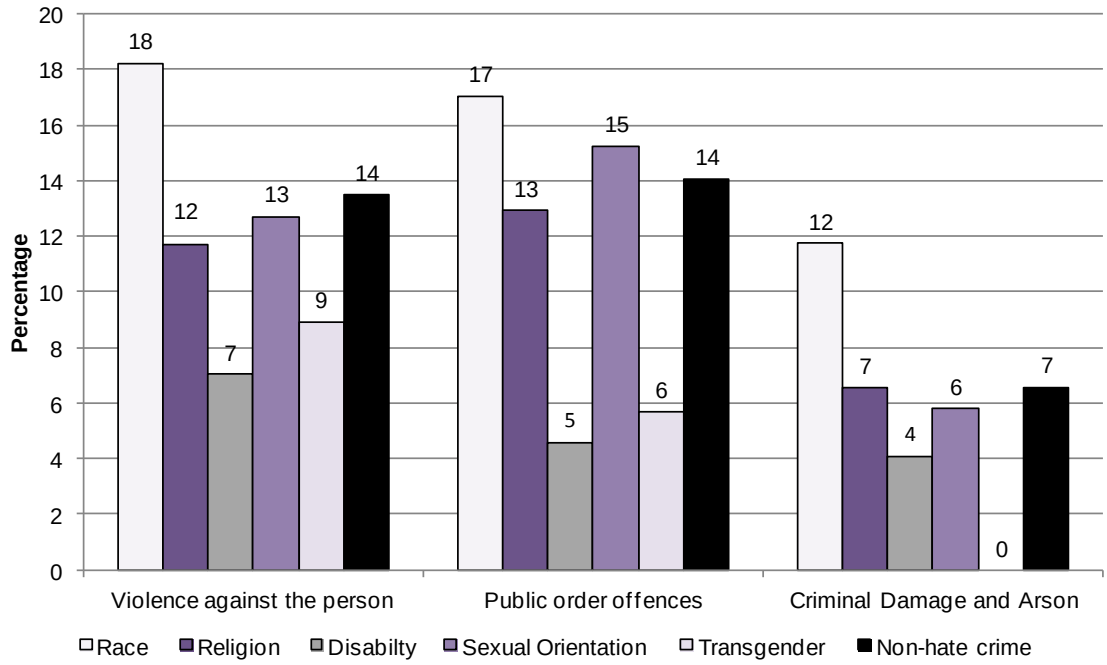
Figure 2.7: Percentage of selected offences dealt with by a charge/summons, offences recorded in 2016/17, 25 forces



Source: Police recorded crime, Home Office Data Hub

Figure 2.8 shows the proportion of hate crimes that were dealt with by charge or summons for each of the five hate crime strands for the three offence groups most commonly flagged as hate crime: violence against the person, public order offences and criminal damage.

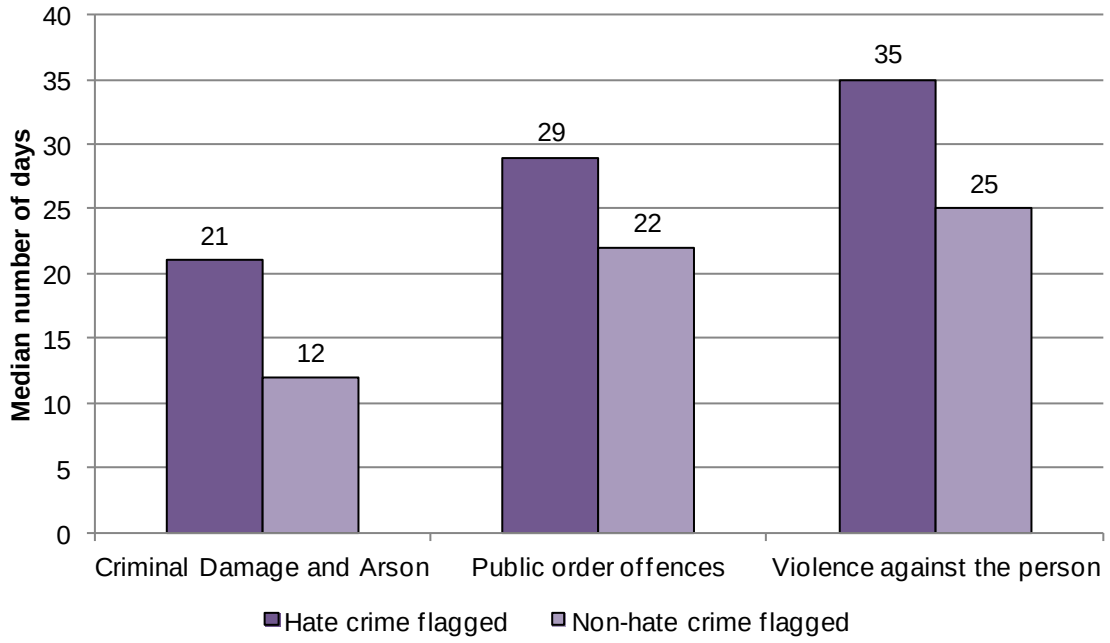
Figure 2.8: Percentage of selected offences resulting in charge/summons, by hate crime strand, offences recorded in 2016/17, 25 forces



Source: Police recorded crime, Home Office Data Hub

Figure 2.9 shows the median number of days taken to assign an outcome to selected hate crime flagged and non-hate crime offences. The median number of days taken to assign an outcome to criminal damage and arson hate crime offences was 21 days, compared with 12 days for non-hate crime flagged criminal damage and arson. Similarly, it took longer to assign an outcome to violence against the person hate crime offences (median=35 days) than to non-hate crime flagged violent offences (median=25 days). This was also seen in public order offences.

Figure 2.9: Median number of days taken to assign an outcome, hate crime flagged and non-hate crime flagged offences, offences recorded in 2016/17, 25 forces



Source: Police recorded crime, Home Office Data Hub

2.4 TRANSFERRED OR CANCELLED RECORDS

A transferred or cancelled record occurs when the police record an offence, but subsequently determine that the crime did not take place, was recorded in error or should be transferred to another force. Offences may be transferred or cancelled in one of the following situations:

1. Transferred: Crime committed outside the jurisdiction of the police force in which it was recorded – passed to the appropriate force.
2. Cancelled: Additional verifiable information that determines that no notifiable crime occurred becomes available.
3. Cancelled: Duplicate record or part of a crime already recorded.
4. Cancelled: Crime recorded in error.
5. Cancelled: Self defence claimed (for specific recorded assaults).

Transferred or cancelled records are always recorded in the same financial year as the offence that was originally recorded. So if, for example, an offence was recorded in January and then subsequently transferred or cancelled in the next financial year (e.g. May), the transferred or cancelled record will be recorded for the previous financial year. This ensures that the total count of offences in any given year is correct. This analysis includes 25 forces[9] that supplied data of sufficient quality to the Data Hub.

[9] Avon and Somerset, Bedfordshire, Cambridgeshire, Cheshire, Cleveland, Devon and Cornwall, Dyfed-Powys, Gloucestershire, Greater Manchester, Hampshire, Hertfordshire, Lancashire, Merseyside, Metropolitan Police, Northumbria, North Wales, Northamptonshire, South Wales, South Yorkshire, Staffordshire, Thames Valley, Warwickshire, West Mercia, West Yorkshire and Wiltshire

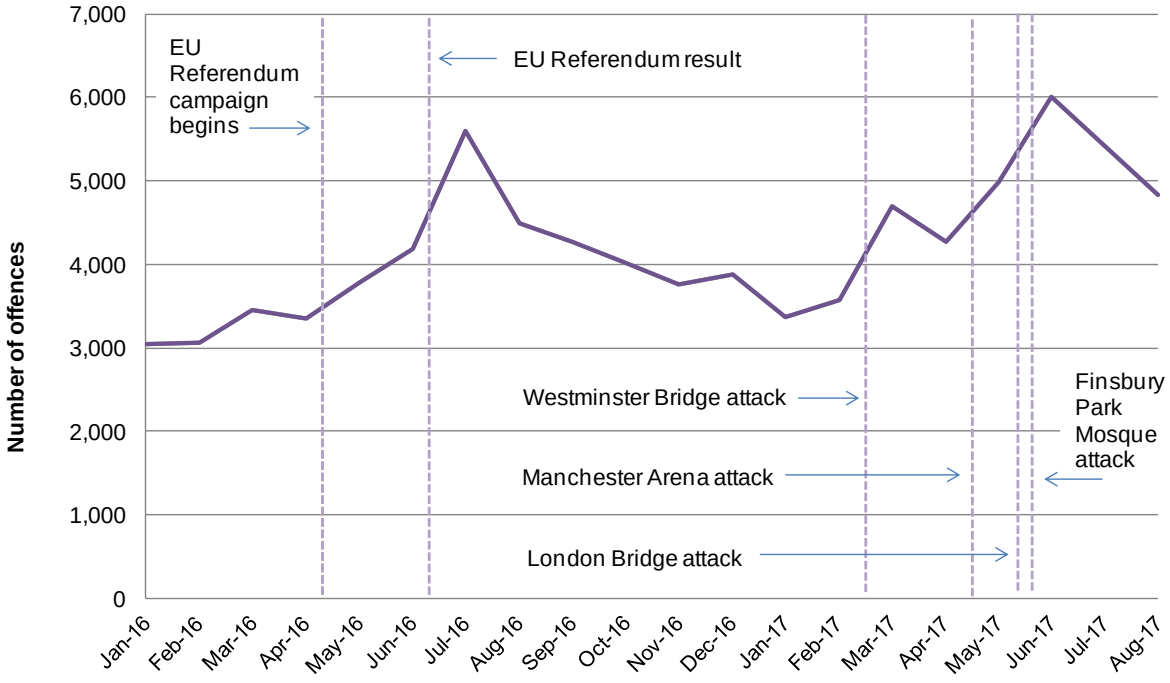
Overall, three per cent of hate crimes originally recorded in 2016/17 were subsequently transferred or cancelled. Most of these (2.3%) were cancelled and 0.7 per cent of crimes were transferred to another police force (compared with 0.5% and 2.8% for non-hate crime offences respectively; Appendix table 2.06).

These proportions varied considerably by offence group. Of the three offence groups most commonly flagged as hate crimes, public order offences were most likely to be cancelled. In 2016/17, 2.8 per cent of all hate crime flagged public order offences were cancelled compared with 4.2 per cent of non-hate crime flagged public order offences (Appendix table 2.07)

Annex A – Additional data on hate crime

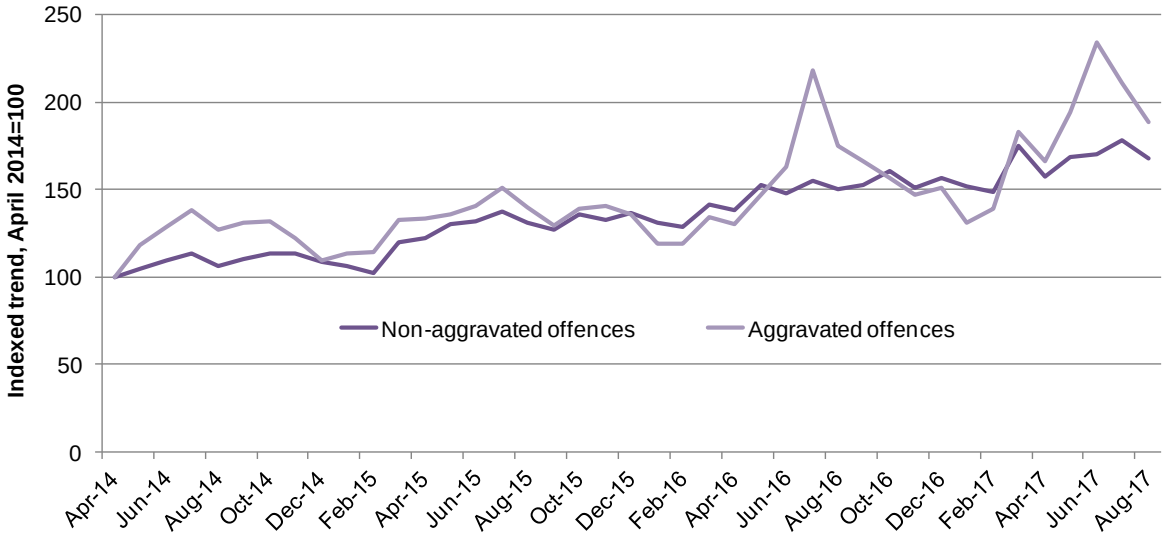
In the previous year's publication, an annex was included showing that levels of racially or religiously aggravated offences had increased around the EU Referendum. In this publication, provisional data have again been used to analyse trends in hate crime around the time of the terrorist attacks in London and Manchester. This year's annex provides information on racially or religiously aggravated offences following these events, which took place after the financial year 2016/17. Figure A1 shows the monthly number of racially or religiously aggravated offences recorded by the police since January 2016. The sharp increase in the number of aggravated offences around the time of the EU Referendum (June 2016) and the terrorist attacks (March, May and June 2017) is not replicated in the non-aggravated equivalent offences (Figure A2). This suggests that these spikes are indeed genuine increases in these aggravated offences.

Figure A1: Number of racially or religiously aggravated offences recorded by the police, January 2016 to August 2017



Source: Provisional police recorded crime, Home Office

Figure A2: Indexed trends in the number of racially or religiously aggravated offences and their non-aggravated equivalents[1] recorded by the police, April 2014 to August 2017

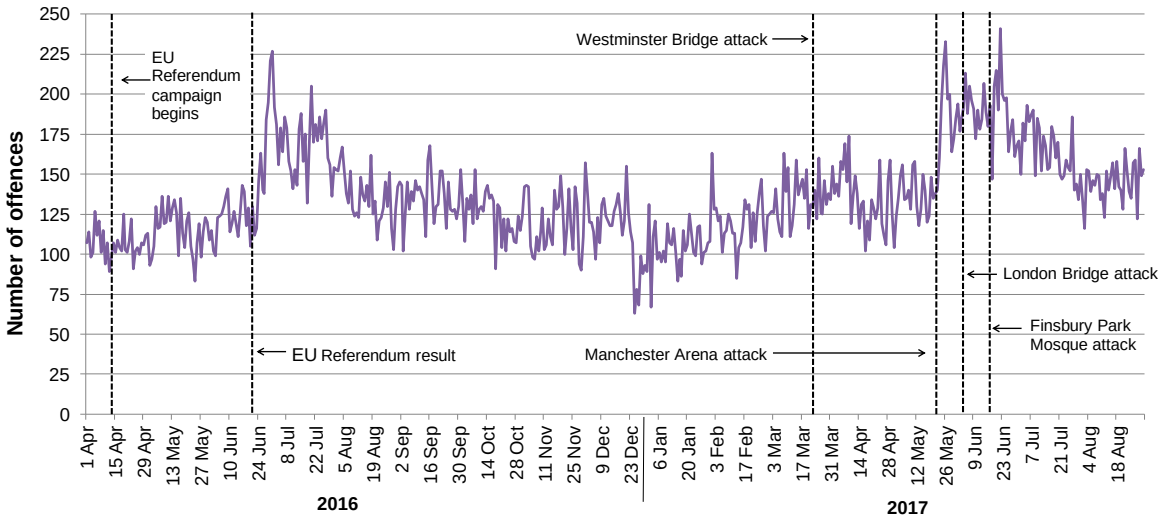


Source: Provisional Police Recorded Crime, Home Office
1. See Table 1 for list of offences covered.

The Home Office Data Hub contains information on the day that an offence was recorded.[10] Figure A3 shows racially or religiously aggravated offences recorded by the police by day of recording from April 2016 to August 2017 for 38 forces[11] that supplied data to the Home Office Data Hub. This analysis showed a spike in daily hate crime after the Greater Manchester attack on the 22 May 2017. The level of offences decreased in the following days, but again increased with the London Bridge and Borough Market attacks on the 3 June 2017. This pattern is again repeated with the Finsbury Park attack on the 19 June 2017.

[10] Figures may include offences that took place before the date of recording. It is possible they were reported as a result of the increased media attention on hate crime around the time of the EU referendum.
[11] Avon and Somerset, Bedfordshire, British Transport Police, Cambridgeshire, Cheshire, City of London, Cleveland, Cumbria, Devon and Cornwall, Durham, Dyfed-Powys, Gloucestershire, Greater Manchester, Gwent, Hampshire, Hertfordshire, Humberside, Kent, Lancashire, Lincolnshire, Merseyside, Metropolitan Police, North Wales, North Yorkshire, Northamptonshire, Northumbria, Nottinghamshire, South Wales, South Yorkshire, Staffordshire, Surrey, Sussex, Thames Valley, Warwickshire, West Mercia, West Midlands, West Yorkshire, Wiltshire.

Figure A3: Number of racially or religiously aggravated offences recorded by the police, 38 forces, April 2016 to August 2017



Source: Police recorded crime, Home Office Data Hub

Annex B - Experimental Statistics: online hate crime

Overview

This section covers some exploratory analysis on the number of online hate crimes recorded by the police in England and Wales in 2016/17; this is the first time that this type of analysis has been published. These statistics are Experimental Statistics because they are not fully developed and the statistics do not meet the rigorous quality standards of National Statistics.

The information provided covers the extent to which offences that have been recorded as hate crimes (i.e. flagged as being motivated by at least one of the five centrally monitored hate crime strands[12]) have also been recorded as an online crime (i.e. offences that have an online element). Information is also provided on online hate crime by selected offence type.

Background

In the process of recording a crime, police can assign an aggravating factor to an offence on the system by ticking a box, or 'applying a flag'. Examples of aggravating factors are domestic abuse, alcohol, hate crime and online crime[13]. It is possible to flag an offence with more than one aggravating factor, for example if an offence involved alcohol and was domestic abuse. In April 2017 flags were added to the Home Office Counting Rules in order to highlight their importance. Evidence currently suggests that forces do not always apply the appropriate flag when necessary and therefore any figures produced using the different flags are likely to be underestimates. Furthermore, it is likely that when analysing data to see how many offences have more than one aggravating factor, estimates are likely to be even lower than what would be expected.

Online flag

From April 2015, it became mandatory for forces to apply the online flag in cases where it is believed that an offence was committed, in full or in part, through a computer, computer network or other computer-enabled device.

The introduction of the online crime 'flag' helps to provide a national and local picture of the extent to which the internet and digital communications technology are being used to commit crimes. The information in this section aims to give an indication of the extent to which hate crime may be facilitated by online technology.

As explained above, it is known that flags are underused by forces and therefore the online crime data collection is likely to have data quality issues; as such, these are Experimental Statistics and any interpretation of these statistics should be treated with caution. The Home Office continues to work with police forces to improve the use of the online flag.

The analysis presented in this annex is based on data from 23 out of 44 forces in England and Wales that supplied adequate data to the Home Office Data Hub. The data presented in this section cover the year ending March 2017, and were extracted from the Home Office Data Hub on 6 September 2017.

[12] See section 1.1 of this bulletin for further detail on the five centrally monitored hate crime strands.
[13] Please see the Home Office Counting Rules for Recorded Crime for more information https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/605268/count-flags-apr-2017.pdf

Online hate crime by monitored strand

In the year ending March 2017, two per cent (1,067 offences) of all hate crime offences had been flagged as having an online element. This is a similar proportion to all police recorded crime[14] that was flagged as online (1%) in 2016/17; however both proportions are smaller than what would be expected.

Table B1 shows that the proportion of online hate crime varied slightly by the type of motivating factor. As with overall hate crime, the highest number of online hate crimes were online race crimes (671 offences). However, this type of motivating factor had the lowest proportion of crimes flagged as online. Contrary to this, disability and transgender hate crimes had the highest proportions flagged as (both 4%) involving an online element.

Table B1: Online hate crimes recorded by the police, by monitored strand, 2016/17

Numbers and percentages	England and Wales, recorded crime	
Hate crime strand	**Number of online hate crimes**	**% of all hate crimes**
Race	671	2
Religion	132	3
Sexual orientation	199	3
Disability	140	4
Transgender	29	4
Total number of motivating factors[2]	1,171	2
Total number of offences	**1,067**	**2**

Source: Police recorded crime, Home Office

Notes: Figures are based on data from 23 police forces.

It is possible for a crime to be flagged with more than one monitoring strand. For this reason, the sum of the five motivating factors in the above exceeds the 1,067 offences (and the percentages in Table B2 exceed 100%).

Table B2 below shows that the distribution of online hate crimes in 2016/17 for the five centrally monitored strands was slightly different to overall hate crime. Over three quarters (79%) of all hate crime offences were racially motivated, a higher proportion compared with hate crimes that had an online element (63%). The proportion of online hate crimes motivated by sexual orientation, disability and religion were all higher compared with all hate crime offences. Transgender was a motivating factor in a similar proportion of both online hate crime and all hate crime.

[14] Online crime statistics are published by the ONS as part of the 'Crime in England and Wales' bulletin. These can be found in table E12 of the experimental statistics tables on the ONS website: https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/datasets/crimeinenglandandwalesexperimentaltables

Table B2: Breakdown of online hate crimes and overall hate crime by monitored hate crime strand, 2016/17

Percentages	England and Wales, recorded crime	
Hate crime strand	**Online hate crime**	**All hate crime**
Racial	63	79
Sexual Orientation	19	11
Disability	13	6
Religion	12	8
Transgender	3	1

Source: Police recorded crime, Home Office

Notes: Figures are based on data from 23 police forces.

Online hate crime by monitored strand and selected offence type

Analysis of the 2016/17 online hate crime data by offence type shows that over three quarters (78%) of all online hate crime offences were recorded as harassment offences. Harassment falls under the police recorded crime category of violence against the person, which as well as physical assaults also includes crimes where no physical assault has occurred such as threats to kill, stalking and harassment. Table B3 shows that one in 20 violence against the person offences were flagged as being motivated by at least one of the hate crime strands as well as having an online element, whereas less than one percent of criminal damage offences and public order offences were online hate crimes.

Table B3: Proportion of online hate crimes recorded by the police, by monitored strand and offence type, 2016/17

Percentages						England and Wales, recorded crime
	Monitored hate crime strand					
Offence type	**Race**	**Religion**	**Sexual orientation**	**Disability**	**Transgender**	**All monitored strands**
Violence against the person	4	6	7	9	8	**5**
with injury	*0*	*0*	*0*	*0*	*0*	***0***
without injury	*5*	*8*	*9*	*11*	*10*	***7***
Public order offences	0	2	0	0	1	**0**
Criminal damage and arson	0	0	0	0	-	**0**
Other notifiable offences[2]	1	1	4	1	-	**1**
Total	**2**	**3**	**3**	**4**	**4**	**2**

Source: Police recorded crime, Home Office

Notes: Figures are based on data from 23 police forces.

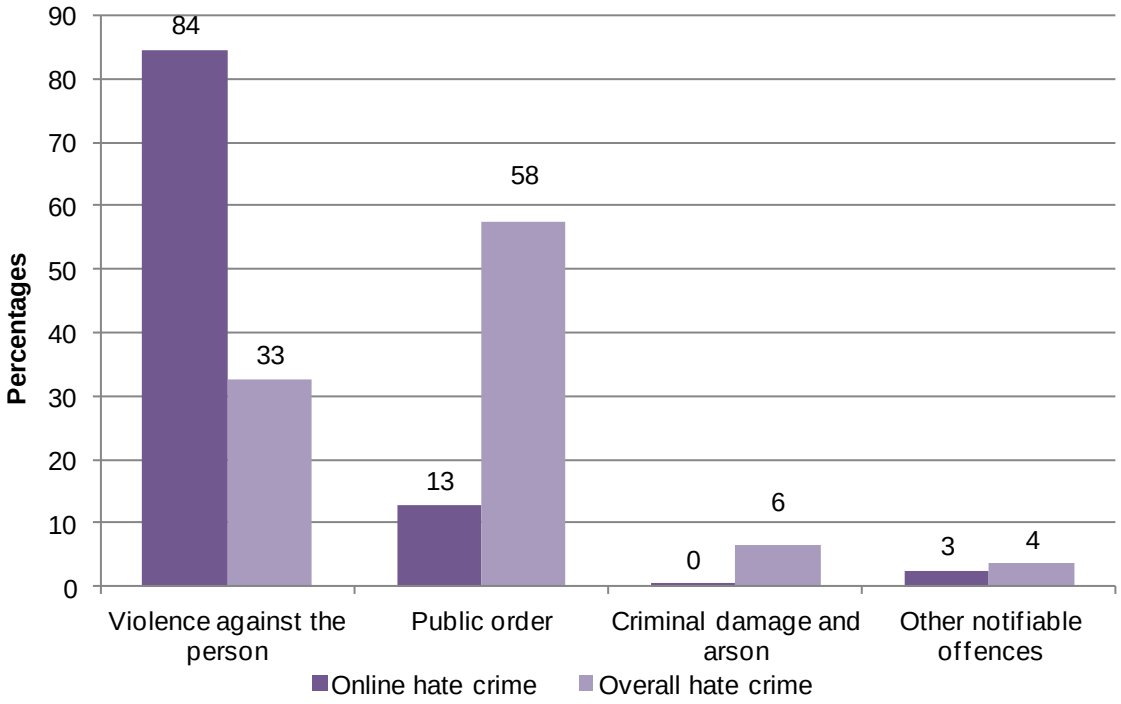
'-' indicates that the base is lower than 50

See Table B3.1 for underlying figures.

Distribution of online hate crime by selected offence type

The types of offences that were flagged as online hate crime were quite different to those that were flagged as hate crime only. Figure B4 shows that in 2016/17, the majority (84%) of online hate crime was violence against the person offences whereas this offence group only accounted for a third (33%) of all offences flagged as hate crimes. However, as explained above, most of the online hate crimes that were violence against the person were harassment offences (see Figure B4 below).

Figure B4: Breakdown of online hate crimes and overall hate crime by selected offence types, 2016/17

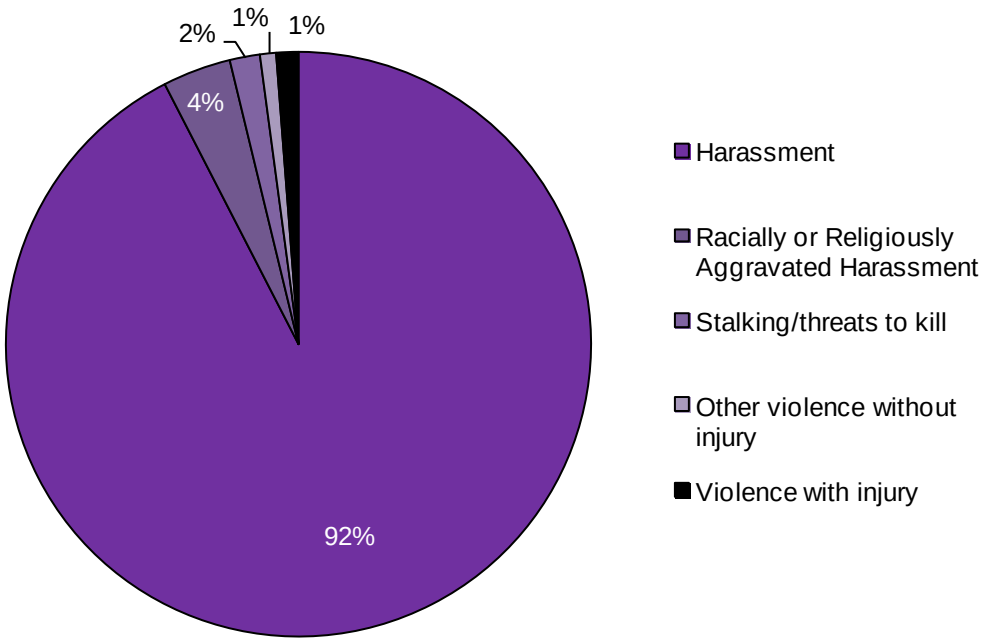


Source: Police recorded crime, Home Office

Note: Figures are based on data from 23 police forces.

Of the 900 violence against the person offences that were flagged as a hate crime and having an online element, almost all of these (92%) were harassment offences. Racially or religiously aggravated harassment, stalking and threats to kill, and other types of violence without injury together accounted for six per cent of violence against the person offences that were flagged as online hate crime. One per cent of all violence against the person offences that were flagged as online hate crime were violence with injury offences.

Figure B5: Breakdown of violence against the person offences that were flagged as online hate crimes, 2016/17



Source: Police recorded crime, Home Office

Base: 900 violence against the person offences flagged as online hate crime.

Percentages have been rounded.

Annex C – Hate Crime data sources and quality

INTRODUCTION

In January 2014, the UK Statistics Authority published its assessment of ONS crime statistics. It found that statistics based on police recorded crime data, having been assessed against the Code of Practice for Official Statistics, did not meet the required standard for designation as National Statistics. The UK Statistics Authority published a list of requirements for these statistics to regain the National Statistics accreditation.

Some of the requirements of this assessment were to provide more detail on how data sources were used to produce these statistics, along with more information on the quality of the statistics. Additionally, there was a requirement to provide information on the process used by police forces to submit and revise data, and the validation processes used by the Home Office. In order to ensure that this publication meets the high standards required by the UK Statistics Authority, details are provided below.

POLICE RECORDED CRIME DATA SOURCES AND VALIDATION PROCESS

Hate crime data are supplied to the Home Office by the 43 territorial police forces of England and Wales, plus the British Transport Police. Forces either supply the data at least monthly via the Home Office Data Hub (HODH) or on an annual basis in a manual return. For forces with data on the Data Hub, the Home Office extracts the number of offences for each force which have been flagged by forces as having been motivated by one or more of the monitored strands. Therefore, counts of hate crime via the HODH are dependent on the flag being used for each hate crime offence. It is then possible to derive the count of offences and the monitored strands covered.

In the manual return, police forces submit both the total number of hate crime offences (that is a count of the number of unique offences motivated by one or more of the five monitored strands) and the monitored strands (or motivating factors) associated with these offences. From 2015/16, police forces who returned data manually were required to provide an offence group breakdown for recorded hate crimes; prior to 2015/16 only an aggregated total of hate crimes for each of the five strands was asked for. It is possible for more than one of the monitored strands (motivating factors) to be assigned to a crime. For example, an offence could be motivated by hostility to race and religion, so would be counted under both strands but would only constitute one offence.

Further information on how the police record hate crime can be found in the Hate Crime Operational Guidance[15] publication.

At the end of each financial year, the Home Office carry out a series of quality assurance checks on the hate crime data collected from the police forces (either by aggregate return or via the HODH).

These checks include:

- Looking for any large or unusual changes in hate crimes from the previous year.
- Looking for outliers.
- Checking that the total number of hate crimes is higher than the total number of offences. Where these two figures were the same, the force was asked to confirm they were recording multiple hate crime strands.

[15] For recording purposes, the perception of the victim, or any other person, is the defining factor in determining whether an incident is a hate incident, or in recognising the hostility element of a hate crime. The victim does not have to justify or provide evidence of their belief, and police officers or staff should not directly challenge this perception. Evidence of the hostility is not required for an incident or crime to be recorded as a hate crime or hate incident. (http://www.report-it.org.uk/files/hate_crime_operational_guidance.pdf)

Police forces are then asked to investigate these trends and either provide an explanation, or resubmit figures where the reconciliation identifies data quality issues.

The data are then tabulated by monitored strand and year and sent back to forces for them to verify. At this stage they are asked to confirm in writing that the data they submitted are correct and if they are not, then they have the opportunity to revise their figures.

Racist incidents were provided to the Home Office on an annual basis until March 2016 when the collection was discontinued.

Further information

'Hate Crimes, England and Wales, 2011/12' is available from:
https://www.gov.uk/government/statistics/hate-crimes-england-and-wales-2011-to-2012--2

'An Overview of Hate Crime in England Wales' (wider coverage using data from the Ministry of Justice and the Crime Survey for England and Wales) is available from:
https://www.gov.uk/government/statistics/an-overview-of-hate-crime-in-england-and-wales

'Hate Crimes, England and Wales, 2013/14' is available from:
https://www.gov.uk/government/statistics/hate-crimes-england-and-wales-2013-to-2014

'Hate Crimes, England and Wales, 2014/15' is available from:
https://www.gov.uk/government/statistics/hate-crime-england-and-wales-2014-to-2015

'Hate Crimes, England and Wales, 2015/16' is available from:
https://www.gov.uk/government/statistics/hate-crime-england-and-wales-2015-to-2016

'Crime outcomes in England and Wales: year ending March 2016' is available from:
https://www.gov.uk/government/statistics/crime-outcomes-in-england-and-wales-2015-to-2016

Police recorded crime and outcomes open data tables:
https://www.gov.uk/government/statistics/police-recorded-crime-open-data-tables

Other sources of hate crime data from a number of different organisations (including the Association of Chief Police Officers, Stonewall and the Crown Prosecution Service) can be found here:
http://www.report-it.org.uk/hate_crime_data1

The True Vision website contains more information about hate crime and how to report it:
http://www.report-it.org.uk/home

Information about 'Challenge it, Report it, Stop it: The Government's Plan to Tackle Hate Crime' can be found here: https://www.gov.uk/government/news/challenge-it-report-it-stop-it-a-plan-to-tackle-hate-crime, and the latest update can be found here:
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/307624/HateCrimeActionPlanProgressReport.pdf

Hate crime statistics for Northern Ireland can be found here: https://www.psni.police.uk/inside-psni/Statistics/hate-motivation-statistics/

Hate crime statistics for Scotland can be found here:
http://www.copfs.gov.uk/images/HateCrimeinScotland2014-15.pdf (figures published by the Scottish Government are based on the number of offenders charged, rather than police recorded crime).

The Crown Prosecution Service website also carries information about hate crime, including policy and guidance and performance information, which can be found here:
http://www.cps.gov.uk/publications/equality/hate_crime/index.html

A report by the Law Commission which considers whether hate crime offences should be extended to cover all five of the monitored strands can be found here: http://www.lawcom.gov.uk/document/hate-crime-2/

Copies of other Home Office publications (including crime statistics releases prior to April 2012) are available from:

https://www.gov.uk/government/organisations/home-office/series/crime-statistics#publications

Copies of crime statistics publications from April 2012 are available from the Office for National Statistics website:
http://www.ons.gov.uk/ons/taxonomy/index.html?nscl=Crime+and+Justice

This includes the *User Guide to Crime Statistics*, a useful reference guide with explanatory notes regarding the issues and classifications that are key to the production and presentation of the crime statistics.

The dates of forthcoming publications are pre-announced and can be found via the UK National Statistics Publication Hub: https://www.gov.uk/government/statistics/announcements

Statistical Bulletins are prepared by staff in Home Office Statistics under the Official Statistics Code of Practice and can be downloaded from GOV.UK:

https://www.gov.uk/government/organisations/home-office/about/statistics

ISBN: 978-1-78655-573-1

© Crown copyright 2017

This publication is licensed under the terms of the Open Government Licence v3.0 except where otherwise stated. To view this licence, visit nationalarchives.gov.uk/doc/open-government-licence/version/3 or write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

Where we have identified any third party copyright information you will need to obtain permission from the copyright holders concerned.

This page is intentionally left blank

Committee: Overview and Scrutiny Commission

Date: 21 March 2018

Wards:

Subject: Progress report on implementation of the Equality and Community Cohesion Strategy 2017-21.

Lead officer: Chris Lee, Director of Environment and Regeneration

Lead member: Councillor Edith Macauley, Cabinet Member for Community Safety, Equalities and Engagement

Contact officer: Evereth Willis, Equality and Community Cohesion Officer

Recommendations:

1. That Members of the Overview and Scrutiny Commission note and comment on the progress made on the implementation of the Equality and Community Cohesion Strategy 2017-21.

---

1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

1.1. To provide the Overview and Scrutiny Commission with a progress report on the implementation of the Equality and Community Cohesion Strategy 2017-21.

2 DETAILS

2.1. The Equality Act 2010 introduced the Public Sector Equality Duty (PSED) which requires the local authority, when exercising its functions, to have due regard to the need to eliminate discrimination, harassment and victimisation and to advance equality of opportunity and foster good relations between persons who share a "protected characteristic" and those who do not. "Protected characteristics" are age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

2.2. The Equality Act 2010 also requires the council to publish equality objectives every four years to demonstrate how it will meet the PSED. The Equality Strategy outlines the Council's 'Equality Objectives' as the following six themes**:**

a. To ensure key plans and strategies narrow the gap between different communities in the borough;

b. Improve equality of access to services for disadvantaged groups;

c. Ensure regeneration plans increase the opportunity for all Merton's residents to fulfil their educational, health and economic potential, participate in the renewal of the borough and create a health promoting environment;

d. Promoting a safe, healthy and cohesive borough where communities get on well together ;

e. Encourage recruitment from all sections of the community , actively promote staff development and career progression opportunities and embed equalities across the organisation;

f. Fulfil our statutory duties and ensure protected groups are effectively engaged when we change our services.

2.3. The objectives aim to narrow the gap in outcomes between residents, in particular between the East and West of the borough. A cross-departmental approach has been taken to deliver some of the commitments such as Hate Crime and Domestic Violence.

2.4. Council approved the Equality Strategy 2017-21 in March 2017. The strategy is a four-year strategy that sets out what we will do to tackle discrimination and inequality and promote equal opportunities and community cohesion in Merton.

2.5. The accompanying action plan sets out the actions we will take to meet our equality priorities both corporately and departmentally.

2.6. The activity in the action plan is closely linked to the council's performance framework as commitments are aligned with departmental service plans. This will ensure the strategy is embedded in service plans across the council to ensure effective implementation. The aim is to set smart targets and, where no baseline information exists, improving data collection and analysis will itself become a target.

2.7. Departments are currently reviewing Service Plans and Target Operating Models (TOMs) and these will inform the action plan's priorities in early Autumn 2018.

Progress on the implementation of the strategy

Overall, the update in Appendix 1 shows good progress has been made to implement the commitments in the Equality Strategy, in particular key achievements to note include:

- Good progress has been made on the work to reduce health inequalities in the East of the borough, notably the proposed development of the Wilson Hospital Campus received approval from NHS England in December 2017, and the work with schools and other agencies to successfully deliver the Child Healthy Weight Action Plan 2016-18.
- An increase in library usage by 11-16 year olds from a CR4 postcode.
- A 20% increase of learners enrolled on employability or family learning courses coming from deprived wards in the East of the borough.
- The Local Welfare Support Scheme has provided support to approximately 250 residents, also between April 2017 and December 2017 the Welfare Benefits Advisor has secured over £270,000 in benefits for Merton residents.
- Our schools continue to improve educational outcomes for disadvantaged groups. Provisional outcomes at Key Stage 2 for 2016-17 show that 66%
- (9% increase on the previous year) of pupils attained the expected standard. At Key Stage 4 Merton has the highest Average Progress 8 score in the country.
- Excellent partnership work between the Educational Welfare Service and schools has continued to create a culture of good school attendance. The

recent Ofsted inspection reports highlights that *'Education Welfare staff are persistent in their tracking of children missing education, an example being undertaking unannounced visits at known addresses. They liaise and share information effectively with other local authorities and within the council, and escalate cases to social care when necessary, overseen by the multi-agency children missing education panel.'*

- As at June 2017, 47% of new requests for Educational Health Care (EHC) plans were completed within 20 weeks, raising to 49% year to date in July. This is an improvement as at the end of 2016-17 where 19% of new requests for EHC plans were completed within 20 weeks.
- Merton's Stonewall (Workplace Equality Index) rating has improved to 1st in London and 13th out of 39 local authorities who took part across the country. As part of Anti-Bullying Week 2017, a half-day conference took place showcasing students from Ricards Lodge who addressed issues around Transgender inclusion in education.
- During the current financial year the provision of housing advice and assistance has successfully met the target to prevent homelessness in 450 cases. The target will have been exceeded by year end.
- A draft Autism Strategy has been developed and signed off for public engagement 5th Feb-19th March. An action plan for its implementation is being developed during this public engagement period.
- Wimbledon Park station is step free from January 2018 and we are working with transport partners to make all stations step free.
- A review of polling places was undertaken in November 2017 and March 2018 to make sure that all polling stations are accessible ahead of council elections in May 2018.
- A Work Experience Scheme 2018 will shortly be launched with 32 placements being made available to Merton Schools.

4 ALTERNATIVE OPTIONS

4.1. The Equality Act 2010 requires the council to prepare and publish equality objectives and subsequently at least four-yearly. Failure to do so would mean the Council is not fulfilling its legal obligations and could be subject to legal action.

5 CONSULTATION UNDERTAKEN OR PROPOSED

5.1. The Joint Consultative Committee with Ethnic Minorities will be given a progress report on the Equality Strategy.

6 TIMETABLE

6.1. None.

7 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

7.1. Delivery of the Equality and Community Strategy 2017-21 action plan is with in existing resources.

8 LEGAL AND STATUTORY IMPLICATIONS

8.1. On 6 April 2011 the Equality Act 2010 introduced the Public Sector Equality Duty (PSED) which requires the Local Authority, when exercising its functions, to have due regard to the need to eliminate discrimination, harassment and victimisation and to advance equality of opportunity and foster good relations between persons who share a "protected characteristic" and those who do not. "Protected characteristics" are age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

8.2. Delivery of the commitments in the Equality Strategy action plan and the publication of an Equality Strategy setting out our equality objectives assists with working to fulfil the Council's on-going legal obligations relating to equalities legislation.

9 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

9.1. By setting out its equalities commitments in the Equality and Community Cohesion Strategy 2017-21 the Council is re-affirming its commitment to human rights, equality and community cohesion.

10 CRIME AND DISORDER IMPLICATIONS

10.1. There is a risk of increased hate crime activity directed towards certain groups if there is no commitment to eliminate discrimination and harassment.

11 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

11.1. There is a risk to the Council's reputation if it fails to produce and publish equalities objectives. Additionally there is a risk of claims of discrimination based on age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

12 APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT

- Appendix 1 – Progress update of the Equality and Community Cohesion Strategy 2017-21 Action Plan
-

13 BACKGROUND PAPERS

13.1. Equality and Community Cohesion Strategy 2017-21.

HTTPS://WWW2.MERTON.GOV.UK/COUNCIL/PLANSANDPOLICIES/EQUALITY-STRATEGY.HTM

This page is intentionally left blank

Appendix 1 – Equality and Community Cohesion Strategy 2017-21 Action Plan - Year 1 update

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
Equality Objective 1: To ensure key plans and strategies narrow the gap between different communities in the borough				

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
1. To reduce health inequalities between different communities in the borough: Sustained halt in rise in the gap in life expectancy between least and most deprived areas within Merton, through improving life expectancy amongst the most deprived	2012/14 Male -6.8 yrs Female-5 yrs Baseline 2011/13 & target Male -7.9 yrs Female- 5.2 yrs	Health and Wellbeing strategy (2015-18)	C&H	The 2018 Annual Public Health Report (due to be published in June 2018) will examine trends in health inequalities in Merton in detail, with life expectancy being the overarching indicator of the Health and Wellbeing Strategy (2015-2018). Reducing health inequalities is one of the strategic goals of the Public Health team and runs through all programmes of work. A number of projects that aim to reduce health inequalities between the most and least deprived areas of the borough are progressing including: - Development of the Wilson Hospital Campus for east Merton has progressed through a series of engagement workshops in autumn 2017. The project initiation document for the programme has been approved by NHS England in December 2017, and a public engagement lead by Merton CCG is planned to commence in May 2018 (post-elections). - The ongoing delivery of the Child Healthy Weight Action Plan (2016-2018) targeting the widening obesity gap between east and west of the borough (see box below for full details). - A targeted approach to delivering NHS Health Checks was established in January 2017 focusing on high risk groups in the borough, including those in areas of higher deprivation.

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
2. Halt the widening gap in % of obese 10-11 year olds between east & west Merton, through reducing obesity in children in east Merton	Target 2015/16 – 2017/18 9.2% Baseline: 2012/13-2014/15 9.2% gap Trend in the gap between east and west Merton is increasing East: 23.6% obese West: 14.4% obese	Health & Wellbeing Strategy/ Merton action plan to prevent childhood obesity 2016	C&H	The Child Healthy Weight Action Plan 2016-18 continues to be delivered, aiming to both reduce childhood obesity levels and tackle inequalities between the east & west of the borough. Recent work completed includes: - Establishing a new child healthy weight support service delivered by Merton School Nursing Service to provide additional support to children identified as obese through the National Child Measurement Programme (began delivery in September 2017) - Commissioning the Great Weight Debate Merton – a consultation focused on engaging those from the east of the borough and from BAME groups in conversations around obesity. 2,100 individuals were engaged in this project between Feb-Aug 2017. The findings will be used to inform all work around childhood obesity going forward. - Extending support for the Merton School Sports Partnership for an additional year (2018/19) to continue to support schools in their applications to achieve the Healthy Schools London programme awards (bronze, silver, gold). To date, 5 schools have achieved their Bronze award, and 1 schools has achieved their silver award. 171 teaching staff from 10 schools have

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
3. Reduce gap in % of obese 10-11 year olds between east & west Merton, through reducing obesity amongst children in east Merton	target 2016/17 – 18/19 8% Baseline: 2012/13 –14/15 9.2% gap Trend in the gap between east and west Merton is increasing East: 23.6% obese West: 14.4% obese	Health & Wellbeing Strategy/ Merton action plan to prevent childhood obesity 2016	C&H	- benefited from training to support them to have conversations about the issues of childhood obesity with children and parents (commissioned by Public Health). 13 further schools have been offered training, to be delivered in the 2017/18 academic year. - The development of a Food Poverty Action Plan 2018-2020 to tackle poor access to food and malnutrition, a particular issue in the east of the borough. The commissioning of HENRY training (Healthy Eating And Nutrition for the Really Young) for up to 100 early years settings including private and voluntary nurseries.
4. Increase active usage of libraries by 5% in the east of the borough amongst 11-16 year olds.	2015/16: 2270 active library users aged 11-16 years in the CR4 postcode.	Business Plan 2016-2021	C&H	2017/18: There are currently 5814 active library users aged 11-16 from a CR4 postcode. This is a demonstrable improvement on previous performance that can be attributed to increased work with schools and local youth organisations.
5. Increase course take up by 25% in deprived wards by delivering a focussed employability and family learning offer.	2015/16: 52% of adult learners on employability and family learning courses were from deprived wards in academic year 2015-16.	Merton Adult Learning Strategy	C&H	2016/17: 72% of learners who enrolled on employability or family learning courses were from deprived wards.

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
6. Promote digital inclusion through activities that support the Customer Contact strategy	Proportion of completed online transactions for available services	Customer Contact strategy/Business Improvement	CS	In 2017 we have seen a significant shift from telephone to web transactions with 55% now being completed on-line. This is despite the soft launch of our new transactional website. Other operational areas are experiencing the same results with the majority of Housing Benefit claim forms now completed on-line. It is anticipated that this will continue to increase with further services coming on-line, the update of TOM's in 2018 and the communication of a new customer service strategy and standards within the year.
7. Produce guidance and training for commissioners on the use of the Social Value Act including the development of a model approach for measuring and evaluating social value.	Quarter 3 2017/18	Corporate Services/Infrastructure & Transactions division/ Commercial services team	CS	A draft Social Value Toolkit has been produced and circulated to Departmental Operational Procurement Groups for comment. The Procurement Board will review the Toolkit in March 2018. Once agreed, training will be looked at.
8. Work with MVSC to increase community giving to the VCS, in particular to support smaller groups with low/no income base - working with disadvantage and vulnerable groups.	Report to Compact Board Autumn 2017 with proposals	Voluntary Sector and Volunteering Strategy	CS	A working group has been formed by the Compact Board to consider this. A report went to the Merton Partnership Executive Board in February 2018 and approval was given to fund the Chamber of Commerce to employ a dedicated VCS fundraiser. The fundraiser has now been appointed with the aim of raising at least £40k in 2018/19. The fundraiser will focus on raising awareness of the work of the VCS with businesses and co-ordinating the work of Merton's major fundraisers.

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
9. Review the support offer to Merton's VCS organisations, in particular to smaller and informal groups	Revised commissioning objectives for VCS support in 2017/18	Voluntary Sector and Volunteering Strategy	CS	This is being taken forward as part of the review of the Council's Strategic Partner Programme. The Voluntary Sector and Volunteering Strategy recognised this as a priority. The first meeting of the Collaborative Working Group to consider the future development of the Programme, including support for small groups took place on 19 February. Findings will be reported to Cabinet in the Autumn of 2018.
10. Financial Inclusion/Welfare Reform	Continue with existing council tax support scheme and local welfare support scheme for 2017/18. The local welfare support scheme will include referrals to the Food bank and continued part funding of a CAB Welfare Disabilities Advisor	% of council tax collection	CS	Council tax collection for 2017/18 is on course to meet the performance target and the council tax support scheme for 2018/19 has been agreed and will remain the same. The local welfare support scheme has again been agreed for 2018/19. The estimated spend for the year is £approximately £35-40,000 with support provided to around 250 residents. Over 100 referrals have been made in the past year to the Foodbank and a £10,000 donation from the Local Welfare Support Scheme budget has been made. Between April 17 and December 17 the Welfare Benefits Advisor has generated over £270,000 in yearly benefits for Merton residents. This part funding will continue into 2018/19.

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
11. Continue to improve the educational outcomes for disadvantaged groups including LAC; SEN; and pupils eligible for Free School Meals or Pupil Premium	Education Outcomes at: • Early Years • Key Stage 2 • Key Stage 4 For disadvantaged groups of pupils	Children and Young People's Plan 2016 -2019 CSF Departmental Equalities and Community Cohesion Annual Plan Annual School Standards Report	CSF	Provisional outcomes at Key Stage 2 from the 2016-17 academic year show that the proportion reaching the expected standard in the combined indicator (reading/writing/mathematics) was 66% - a nine percentage point increase on Merton's performance in 2016 and increases the gap above the national average to 5 percentage points. Merton's performance is just below the Outer London and London average and ranks the LA 28th in the country. At Key Stage 4, Merton has the highest Average Progress 8 score in the country (+0.51, joint with Brent) and is above national in all headline attainment outcome indicators (Progress 8, Attainment 8, English and maths and EBacc).

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
12. Challenge schools to improve attendance and reduce exclusions for all children.	School attendance in primary and secondary schools • % attendance • % persistent absence Exclusions in primary and secondary schools • % of permanent exclusions • % of fixed-term exclusions	Children and Young People's Plan 2016 -2019 CSF Departmental Equalities and Community Cohesion Annual Plan Annual School Standards Report	CSF	Excellent partnership work between the Educational Welfare Service (EWS) and schools has continued to create a culture of good school attendance. Performance is now significantly above national and outer London figures/rates. For the last three years, Merton has been above London and National for primary, secondary, special and Pupil Referral Unit (PRU) attendance. The EWS has continued to use robust legal powers to challenge parents. The EWS has continued to use robust legal powers to challenge parents.
13. Work with London Councils, as the borough lead for a pan-London employment project to address the following two priorities – 1. Inclusive labour markets 2. Skills for Growth	Quarterly outputs provided by the contractor on Total participants and including: • long term unemployed • over 50's • ethnic minorities	Economic Development Strategy Refresh 2012	E&R	The Council is finalising a Skills Plan in collaboration with South London Partnership. This is in the context of the draft London Skills Strategy. The London Councils led programme was awarded to Prevista. Unfortunately this has commenced late (January 2018) and so there are currently no outputs available to report.
Equality Objective 2: Provide equality of access to services for disadvantaged groups				

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
1. Adult Social Care - ensure equality of uptake of social care for all- in line with residents' needs -and take action through commissioning and provision decisions to improve equality of uptake	Annual analysis of pattern of service use by characteristics relating to need- including ethnicity	Commissioning /service plans	C&H	Equality Impact Assessment screening is undertaken for each significant commissioning activity, eg the new Home Care contract. The contract also requires a specific method statement around ensuring equality of access, providing culturally appropriate services and compliance with the Equalities Act 2010. Now that the new social care information system is in place we will be able to run year-end analysis of take up by protected characteristics.
2. Housing –prevention of homelessness through advice and assistance	450 cases annual target	Service plan	C&H	At the end of January, Housing had successfully prevented homelessness in 450 cases, therefore the annual target has already been met, and the target will have been exceeded by year end.
3. Engage BAME groups to inform adult learning and library service development, tailored to their needs.	A range of services are currently provided. Workshops will be used to direct where some of our future resources are placed. Run 2 workshops each year.	Merton Adult Learning Strategy	C&H	A range of workshops have taken place across libraries and other community venues to gather input from BAME groups that feeds into the provision provided.

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
4. Disabilities and autism – to assess the need and picture of inequalities and inequity for people with disabilities and autism in Merton, and develop autism and disabilities strategies and action plans to tackle gaps in support, provision and access. These will take a pragmatic approach in recognition of existing financial constraints in the statutory sector, looking at optimising existing resources.	Needs assessments on autism and disabilities completed. Strategies and action plans developed for autism (by September 2017) and disabilities (by 31 March 2018).	Health and Wellbeing Strategy Children and Young People's Plan 2016-19	C&H CSF	A draft Autism Strategy has been developed and signed off for public engagement 5th Feb-19th March. An action plan for its implementation is being developed during this public engagement period. The finalised strategy and action plan are to be signed off at Health and Wellbeing Board on June 2018. Initial scoping on disability work has been undertaken including data analysis, a policy review and scoping of services and issues of stakeholders. Further progress to date has however been limited due to competing work priorities (including delivery of the Autism Strategy) and limited resources. Currently we are reviewing the best approach to delivering on the disability work stream – one option under consideration is delivering a more targeted, specific Health Needs Assessment to deliver a strong evidence base to inform commissioners, ensuring disability needs and issues are considered in the commissioning of services.
5. Provide an assisted collection for residents who otherwise may not be able to present their wheeled bin in accordance with standard policy	100% of those requesting assisted collection who meet the criteria set out in the standard policy to receive assisted collections		E&R	We provide assisted collections in all cases where requested / needed. We are making plans for the arrangements post October 2018 and liaising with Merton Centre for Independent Living and Age Concern.

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
6. Continues to raise the issue of step free access at train stations such as Motspur Park, Rayne Park , Wimbledon Park Stations as opportunities arise	This falls under Network Rails' jurisdiction. However, Merton will continue to raise this at the south London partnership meetings and at other stake holder groups.	Merton Local Plan & Local Implementation Plan	E&R	Wimbledon Park station is step free from January 2018 and we are working with transport partners to make all stations step free.
7. work with TfL to ensure that all signalised crossings have the appropriate tactile and audible features & all other controlled crossings have the appropriate tactile paving	All controlled crossings on borough roads adhere to the regulation and are DDA complaint. TfL have recently completed their review and remedial works at all signalised junctions.	Merton Local Plan & Local Implementation Plan	E&R	According to TfL all signals are DDA compliant. As the borough, all uncontrolled and controlled crossings are and continue to be DDA compliant. We have a rolling annual Accessibility programme where the needs of vulnerable road users are accommodated via engineering interventions. This also includes providing pedestrian phases at those signalised junctions that currently do not facilitate a pedestrian crossing.

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
8. Where possible, the Council endeavours to make the public realm accessible by: A. ensure that the kerbs are dropped at key locations such as at junctions; B. de-clutter the footways and footpaths to improve accessibility C. ensuring that dropped kerbs at formal crossings and at some informal crossings have the appropriate tactile paving.	Attend quarterly meetings with the sub-regional mobility forums This is also measured through the annual monitoring of the Local Implementation plan	Local Implementation plan	E&R	This is ongoing and delivered through TfL funding and facilitated at all key new developments.

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
9. Continue to work with BAME Voice, Merton Centre For Independent Living, the LGBT and Faith and Belief forums to disseminate and raise awareness in their respective communities of services and support on offered by the council and partners.	Hold regular or quarterly meetings	Voluntary Sector Strategy	CS	The JCC and Faith and Belief forum are held quarterly and continue to provide the mechanism for example for Public Health and the Clinical Commissioning Group to engage on matters such as the Health and Wellbeing Strategy and encourage outreach to target these communities to increase take up of Health Checks.

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
10. Continue to target families living in areas of deprivation to utilise Children's Centres	• % of total 0-4 year estimated Census 2011 population from areas of deprivation (IDACI 30%) whose families have accessed children's center services	Children and Young People's Plan 2016 -2019	CSF	Work continues on an outreach model to support an increase in the take-up of 2 year-old places for children meeting specific low household income criteria. The new policy for free 30 hours of education for children aged 3 and 4 was introduced in September 2017 with over 160 settings in Merton registering to deliver free education. The project plan has been completed with regard to key outputs by September 2017 which included: • Promotion/communication with providers and dissemination of new policy • Procuring a new Early Year's hub and going live with validity checking (provider portal); • Creating a new/bespoke claims process for the whole sector; • Disseminating good practice models and; • Attending key national, regional and local stakeholder groups. The focus for the remainder of 2017-18 and onwards is to raise the scheme's profile and maximise take-up of the 30 hours. At the end of Q3 this year, 44% of 0-5 year olds from areas of deprivation (IDACI 30%) were accessing Children's Centre services.

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
11. Ensure that looked after children achieve long-term stability and permanency	• Numbers of children adopted or subject of a special guardianship order • % of LAC in placement for at least 2 years • % of LAC at the end of the month with 3 or more placements	Children and Young People's Plan 2016 -2019 Looked after Children and Care Leavers Strategy	CSF	Bi-weekly adverts have been running in The Croydon and Wimbledon Guardian with adverts alternating on the need for carers for teenagers and sibling groups. Social media and the internet are also vital tools to reach prospective carers. The Fostering Recruitment Team uses their bespoke web pages as a platform for promotion. Merton's Fostering & Adoption Facebook page is used to promote the Fostering Information events at Morden Baptist Church which are held twice a month to raise awareness. In Q2 of 2017-18, three fostering roadshows were held at Mitcham Carnival, Wimbledon Guild Hall Fair and Morden Family Funday to advertise the need for Merton Foster Carers.At the end of Q3 this year, 7 in-house foster carers have been recruited. Merton's Staying Put policy is being implemented across the service with foster carers, young people and social workers.

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
12. Ensure the **timely delivery of Education, Health and Care Plans** for children with special educational needs and disabilities.	• % Education, Health and Care Plans completed within timescale	Children and Young People's Plan 2016 -2019	CSF	As at June 2017, 47% of new requests for Educational Health Care(EHC)plans were completed within 20 weeks, raising to 49% year to date in July. This is an improvement as at the end of 2016-17 where 19% of new requests for EHC plans were completed within 20 weeks. In May 2017, processes were streamlined which included the first 6 weeks of the EHC Assessment process being managed by the Business Support Team. This meant that the timeframes for new EHC assessment requests being heard at panel and professional advice being sought and received have decreased. It is envisaged that Merton will complete transfers by the March 2018 deadline. Use of the SEND Implementation Grant to employ additional SEN Case Officers has contributed to meeting this timeframe. The Educational Psychology service continues to strive to ensure that all contributions to EHCP assessments are completed in a timely fashion so that the SENDIS team can issue EHCPs to meet national timescales. This has improved over the year and currently 85% of EP advice is provided within timescale.
Equality Objective 3: Ensure regeneration plans and activities increase the opportunity for all Merton's residents to fulfil their educational, health and economic potential, participate in the renewal of the borough and create a health promoting environment.				

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
1. Merton Partnership to look at opportunities through the One Public Estate (OPE) programme to review how the public sector collectively uses its public estate and supports the VCS to deliver increased social value.	Report to Merton Partnership on OPE opportunities Autumn 2017	One Public Estate programme	CS/ER	We are using OPE money to develop approaches at Wilson hospital and working closely with the Voluntary Sector to increase social value.

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
2. Continue to support young people into Education, Employment and Training	Reduce the % of NEET young people Reduce the % of "not known" NEET Reduce the % of Care Leavers NEET	Children and Young People's Plan 2016 -2019 Looked after Children and Care Leavers Strategy	CSF	The measurement period for NEET is December to February. At the end of October 2017, there were 54 young people within Merton's 2016-17 academic age NEET group with the monthly NEET percentage at 1.4%. This data shows a number of groups that are overrepresented within NEET compared to the whole cohort: • Male gender group – 61.1% vs. 51.1% (10% overrepresentation) • White ethnic group – 57.4% vs. 41.8% (15.6% overrepresentation) • SEND (Statemented) – 16.7% vs. 5.3% (11.4% overrepresentation) • Supervised by YOT – 11.1% vs. 0.5% (10.6% overrepresentation) Schools and local authority teams are focusing on apprenticeship take-up. A NEET worker has been in post within the Virtual School since February 2017. The role works in partnership with the 14+ Team and the LAC Permanency Team to support a targeted group of NEET young people post-16 and also with Year 11 LAC who are at risk of becoming NEET.

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
3. Housing needs for vulnerable people and families to be considered as part of the affordable housing proportion of all planning applications (planning conditions s106)	Affordable housing supply and nominations policy between LBM and RPs.	Housing Strategy & Merton's Local Plan	E&R	The Council aim is to provide the right balance of homes, in terms of their type, size, price and tenure and seeking to maximise that housing supply is available for all of our residents , by working in partnership with our registered providers to build new homes and making the most of existing supply both public and private sector As we refresh our Housing Strategy we will look further at how we can meet housing need through mixed communities which provide opportunities for our residents.
4. We will work with Clarion-Latimer to promote access to local employment and apprenticeships opportunities via planning conditions and for Clarion's procurement for re-building the estates.	To be determined and monitored as planning conditions of the regeneration.	Merton's Local Plan & Estates Local Plan	E&R	This is being built into the development at the 3 estates which are due to come forward to planning Committee shortly.

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
Equality Objective 4: To encourage recruitment from all sections of the community, actively promote staff development and career progression opportunities and embed equalities across the organisation				
1. Monitor progress with respect to the recruitment of apprenticeships as required through the Waste Collection and Environmental Services Contract	% of apprentices as a proportion of the total workforce operating on this contract within Merton. In total the Lot 1 contractor has committed to 25 apprenticeship placements being made across the contract for all SLWP boroughs.		E&R	This is now with Veolia and they are employing apprentices as required. They have retained those staff with learning disability that were employed by LBM and TUPE transferred.
2. Ensure that the procurement of Environmental services contracts, allow for the recognition of social value through the employment of special needs, apprenticeships and local long term unemployed	A commitment to implement the Contractors Voluntary Work Placement Programme (Veolia Re-start) is contained within the contract. This programme is run in conjunction with JobCentre Plus and Welfare to Work partners.		E&R	This continues to be monitored.

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
3. Access to Apprenticeships: 1. Departments will work with HR to create opportunities for apprenticeships. 2. HR will work with managers to get maximum benefit from the Apprenticeship Levy by developing existing workforce. 3. The Council will continue to work closely with CSF to prioritise apprenticeships for its Looked After Children and Care Leavers.	HR will host quarterly apprenticeship awareness workshops for managers. % of apprenticeship levy accessed per workforce. Provide regular apprenticeship news stories and plan activities for Apprenticeship Day Set up quarterly meetings with Head of service to establish which young person/s would benefit from participating in an apprenticeship scheme and determine the support needed to ensure the young person fulfils their potential	Workforce Strategy	CS	HR have hosted three apprenticeship events for managers and discussed at the Council's SLT meeting. Discussed at CMT, DMT's and Workforce Strategy Board. Working closely with schools to increase the number of apprentices. 60 apprentices – including schools 30 new 30 existing workforce Series of news articles planned for Apprenticeship Week 2018. HR works closely with CSF to identify young people who would benefit from the apprenticeship scheme. Apprenticeship roles are sent to the team as soon as these become available. Work Experience Scheme 2018 to be launched – 32 placements to be made available to Merton Schools

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
4. Increase the diversity of Senior Leadership Team: 1. We cannot positively discriminate however we will ensure that our recruitment processes are adhered to for senior roles including the appointment of the best candidate for the role. 2. HR will ensure that the Council's Executive search consultants and recruitment team advertise the vacancies widely. 3. HR will monitor equal access to Learning and development opportunities including management and leadership development.	Monitor recruitment on quarterly basis and report findings to CMT as part of the HR metrics report. Provide CMT with the end of recruitment summary Provide participation rate on a quarterly basis to identify trends and respond to these as appropriate. Increase rating by 5% in the staff survey in relation to development	Workforce Strategy	CS	The process for senior recruitment consists of many layers including longlisting, preliminary interviews with technical assessor, shortlisting, psychometric assessments and a final member panel interview. At each stage candidates are assessed on the requirements of the role. When using any of our Executive Search consultants we ensure they are fully aware of our commitment to equality and diversity. They aim to attract a diverse candidate pool for us by designing a fully equalities proof and barrier free selection process, use of targeted mailshots to candidates from ethnically diverse backgrounds, specific targeted campaigns and use of networking groups i.e. Asian Voice, Asian Life, The Voice, Network of Black Professionals, Women in business, Women on Boards and diversity.org.uk.

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
5. In developing HR policies and procedures – statutory requirement and best practice is incorporated	Policies are agreed and staff are briefed and made aware of the new policies. Measure take up of briefing sessions. Ensure the policies are compliant with Equalities Act 2010.	Workforce Strategy	CS	HR policies have been reviewed, negotiated and agreed with the Trade Unions. Key features: compliant with legislation, user friendly. New polices, procedures and guidance available on the Council's HUB. Comprehensive communications was produced for the workforce. HR Policies for Managers sessions- 54 attendees HR Policies for HR staff- 22 attendees Interactive tools available for managers to underpin understanding and application of the policies Commissioning training for investigating officers and Hearing Managers.
Equality Objective 5: Promoting a safe, healthy and cohesive borough where communities get on well together				

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
1. Increase the confidence of victims to report Hate Crime and Domestic Violence	The performance measures remain tbc until year 1 priorities are confirmed and the strategic assessment is completed in January 2017 Current performance is designed to increase reporting by 20% year on year for 2016-17. This will be subject to review in the new year when the strategic assessment is finalised and the MOPAC police and crime plan performance is confirmed	Hate Crime Strategy Violence Against Women and Girls Strategy	E&R	**Domestic Violence** The end of year figure for 2016/ 17 financial year for Violence with Injury - Domestic Abuse (VWI DA) was 471. This was a reduction of -3.3% compared to the previous year. Whilst the target of a 20% increase was not achieved a significant amount of partnership work was undertaken throughout the year to try and increase reporting, through the No More campaign, 16 days against violence and articles that have appeared in My Merton. Despite the reduction in reports, figures from Victim Support show an increase in the caseloads of the Domestic Violence Advocates over the year. We do not currently have the end of year figure for 2017/18, however at the end of quarter 3 there had been 350 incidents of VWI DA. This was a -2% decrease compared to the end of Quarter 3 2016/17. Due to the large disparity between the 20% target in 2016/17 and the end of year figure, it was decided that the target would reduce to a 10% increase for 2017/18, which for this FYTD has not been met. **Hate Crime** The end of year figure for calendar year 2016 was 335 with 2017 reporting levels 313, a decrease of 22 reports. This slight decrease is a small disappointment given all that has been achieved over the last 12 months including work on hate crime week, IDAHO, a communications campaigns and the launch of a new hate crime logo and literature designed to provide resilience to our victims of hate crime. We have seen an increase in transgender hate crime reports however which is a huge positive which we can take forward over the coming year.

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
2. Working in partnership to deliver the Prevent Duty and keep Merton a safe and cohesive borough	Hold monthly Prevent Case Management meetings	Prevent Delivery Plan	CS Lead	Monthly Prevent Case Management and Channel Panel meetings are held to discuss referrals. Meetings are attended by a SO15 Police Officer, and representatives from the CCG, Mental Health Trust and Adult and Children Safeguarding staff.
3. Working in partnership to reduce alcohol-related harm	Baseline Admission episodes for alcohol related conditions (broad)- 1,858 rate per 100,000 population	Strategic Framework for prevention of substance misuse (September 2017) Local Alcohol Action Area	Public Health & E&R	The baseline performance measure (1,858 rate per 100,000 population) is for the period 2014/15. The latest performance figures are for the period 2016/17 and are: Admission episodes for alcohol related conditions (broad)- 1,868 rate per 100,000 population This shows a small increase (0.5%) in the numbers of admissions over this period. This, compared to both the increase for the London region (4.5%), and the England (2.8%) increase, shows that LB Merton are (2016/17) doing significantly better regionally and nationally. The LB Merton Strategic Framework for the Prevention of Substance Misuse (SFPSM) has a number of actions that directly work towards raising awareness of the risks of harm associated with alcohol use. The aims of these actions are to reduce alcohol-related harm. We are therefore hopeful that in 2017/18 the admission episodes for alcohol related conditions will not increase.

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
4. Continue to celebrate diversity by promoting community cohesion activity such as Black History Month and LGBT History Month	Hold annual civic event for Holocaust Memorial Day and promote LGBT History Month and Black History Month events	Equality Strategy	CS/E&R	Working with the LGBT forum a display was set up in Merton Link for LGBT History month. Libraries had an electronic display and the resource has been shared with schools. The Faith and Belief Forum continues to promote community cohesion and integration in the borough. For interfaith week, the forum came together to have an interfaith dinner in Wimbledon. The Faith and Belief forum worked with officers to plan and organise Holocaust Memorial Day. This year the theme was 'The Power of Words'. The guest speaker was Marcel Ladenheim, whose father was killed in Auschwitz.

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
5. Continue to work collaboratively to reduce bullying in Schools	• % of primary and secondary schools graded 'Good' or better for personal development, behaviour and welfare by Ofsted	CSF Departmental Equalities and Community Cohesion Annual Plan	CSF	Merton's Stonewall (Workplace Equality Index) rating has improved to 1st in London and 13th out of 39 local authorities who took place across the country. As part of Anti-Bullying Week 2017, a half-day conference took place showcasing students from Ricards Lodge who addressed issues around trans inclusion in education. At secondary level, 100% of secondary schools are good or better (in comparison with the national average of 79%). Ricards Lodge moved from "Good" to "Outstanding" on its recent inspection and St Mark's has retained its "Good" rating. As at January 2018, 91% of all Merton schools are currently judged to be good or better - this is the same as the national average, but slightly below the London average of 93%. 89% of primary schools are good or better (just below the national average of 90%). A consultation took place in June 2017 with students and school senior leaders around Merton's LGBT/Transgender Guidance. Merton and Wandsworth are working in conjunction to produce this guidance which will be applicable for both boroughs. Case studies are being compiled to demonstrate good practice locally, which will published alongside the guidance.

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
6. Continue to work in partnership to reduce the number of First-Time Entrants (FTE) to the Youth Justice system and undertake targeted work to identify and support those at risk of offending and re-offending.	• Number of FTE to the YJS aged 10-17 • Rate of proven reoffending in the YJS	Children and Young People's Plan 2016 -2019	CSF	There were 37 First-Time Entrants (FTE) during quarter 3 retaining and average of just over 12 in each quarter. There is an anticipated drop in FTE for the year should this rate continue. Ethnicity data shows overrepresentation of BME groups in Merton's YOT clients compared to the general population, which is in line with many other areas. The YJB reoffending toolkit continues to be used and a more detailed quarterly dashboard has information about the age and demographics of those young people reoffending. It also provides information on the reoffending of YP participating in different programmes. At the end of Q2, there were 38 young people in the cohort with 13 re-offending with 27 offences – making an average of 0.71 offences across the whole group.
Equality Objective 6: Fulfil our statutory duties and ensure (relevant stakeholders are consulted) protected groups are effectively engaged when we change our services.				
1. Equality Analysis routinely undertaken to support the decision making process	Savings, growth and service reviews to include EAs	Equality Strategy	All	EAs accompanied the savings proposals and are undertaken routinely.

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
2. Refresh User Voice Strategy and ensure children, young people and families continue to impact continuous improvement for all services across CSF	• Ensure each CSF service commit to User Voice activity in annual Service Plans. • Report quarterly to Director's management team on annual action plan and programme of User Voice activity.	CSF User Voice Strategy 2017 - 2019	CSF	Progress on key activity contained in the Children and Families' Voice Framework 2017-19 continues to be reported regularly to DMT and the Children's Trust. User voice continues to feature as a key theme in the service planning process for activity to be delivered over 2018-19.

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
3. Continue to consult with children, young people and parents in the development of services for children with SEN and disabilities in line with the expectations of the Children and Families Act 2014	• Report quarterly to Director's management team.	CSF User Voice Strategy 2017 - 2019	CSF	The Head of SENDIS is working with the Participation Manager to establish a CYP forum following the closure of Your Shout. It is envisaged that the SEN reference group forum will be established by March 2018. A time-limited forum was established to gain user voice insight in relation to the Autism Strategy being developed by Public Health. Young people actively participated in this and a formal report was written and presented to the CCG on their feedback, which resulted in the Autism Strategy being amended to incorporate their views. The Preparation for Adulthood Board has updated its Terms of Reference. The Board has been expanded to include broader preparation for adulthood and not just transitions from Children's Social Care to Adults Social Care, with a work plan developed to drive forward the priorities of the Board. The Board includes parental representation from Kids First and Adults First. On-going work with key stakeholders is taking place with a focus on raising the profile of the Family Service Directory and Local Offer for families and young people in partnership with adult services, encouraging feedback and supporting professionals to use the directory as an integrated information hub for sourcing information about the wider range of services that are available locally.

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
4. Polling station review to be undertaken ahead of the council elections in May 2018	Seek to ensure that all electors in the local authority area have such reasonable facilities for voting as are practicable in the circumstances. Seek to ensure that so far as is reasonable and practicable every polling place for which it is responsible is accessible to electors who are disabled.	Electoral Commission Performance Standards for Returning Officers	CS	Review of polling places undertaken in November 2017 March 2018 to make sure that all polling stations fit for purpose ahead of council elections in May 2018. Full polling district review of every premises will be undertaken in 2019 as per statutory requirements.

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
5. Target particular communities who have not responded or registered to vote: 1. Continue to collect council tax and housing benefit data on a monthly basis in order to identify new electors, plus student data at the beginning of each academic year. Expand data mining in an attempt to gain access to registrars, blue badge, and libraries data to identify new citizens/residents. 2. Compare non responding properties to mosaic data in order to identify if there are particular communities under represented on the electoral register.	50% of all new monthly registrations through data mining.	Electoral Commission Performance Standards for Electoral Registration Officers	CS	Data mining progressing as planned. Blue badge have provided access to their records, Registrars have been able to provide partial access. Libraries data has been assessed as having little value for ES purposes. Snap general election of 2017 delayed the analysis of non - responding properties and mosaic data. However, all properties have been sent a household notification letter in early 2018 giving residents the chance to register ahead of the council elections.

Committee: Overview and Scrutiny Commission

Date: March 21st 2018

Wards: ALL

Subject: Communities and Local Government Committee: Effectiveness of local authority overview and scrutiny committees report - Merton response

Lead officer: Julia Regan, Head of Democracy Services Julia.regan@merton.gov.uk

Lead member: Councillor Peter Southgate, Chair of the Overview and Scrutiny Commission.

Contact officer: Julia Regan, Head of Democracy Services julia.regan@merton.gov.uk; 020 8545 3864

Recommendations:

A. That the Overview and Scrutiny Commission consider the findings and recommendations made by the Communities and Local Government Committee on: The effectiveness of local authority overview and scrutiny committees.

B. That the Overview and Scrutiny Commission agree the proposed actions it will take in 2018-19 as set out in section 2.82 of the report.

C. That the Overview and Scrutiny Commission consider whether there are additional actions it wishes to take.

---

1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

1.1. The purpose of the report is to provide the Commission with the main findings and recommendations of the effectiveness of local authority overview and scrutiny committees report. This is an opportunity to reflect on the current practice in Merton and identify areas for improvement. The Commission is asked to note that recommendation two in the report urges local authorities *to 'take note of the findings of the report and consider their approach*'

2 DETAILS

2.1. On 11th December 2017 the Communities and Local Government Select Committee published its highly anticipated report entitled: *Effectiveness of local authority overview and scrutiny committees*. This is the first national assessment in many years to consider how scrutiny committees operate. The report looks at why scrutiny is important and the role it should play in local authorities.

2.2. The terms of reference included:

- The ability of the scrutiny function to hold decision makers to account;
- The impact of party politics on scrutiny; and
- Resources for the scrutiny function.

2.3. The Chair of the Overview and Scrutiny Commission was keen to support this review and Merton responded to the select committee's call for evidence, both in writing and by a telephone interview. Merton Councillors also attended a session at Portcullis House, run by the select committee, to highlight the work of overview and scrutiny.

2.4. A large number of submissions were received from local authorities across the country. Amongst these, Merton was highlighted as a good practice example for its work on pre-decision scrutiny:

2.5. Pre-decision scrutiny is also a vital part of a committee's role. By commenting on and contributing to a decision before it has been made, scrutiny committees are able to offer executives the benefit of their ability to focus on an issue in greater depth over a longer period of time. For example, **the London Borough of Merton's Children and Young People Overview and Scrutiny Panel** considered a site proposal for a new secondary school. As a result of its work, the Panel was "able to provide a detailed reference to Cabinet focusing on how to optimise use of the selected site and mitigate any negative impact", helping the Cabinet to make a more informed and considered decision.
Effectiveness of local authority overview and scrutiny committees, Page 9.

2.6. **An overview of the report and recommendations and Merton's response**

2.7. Overview and scrutiny committees were created by the Local Government Act 2000 and were designed to offset increased centralised power established by the Leader and Cabinet executive arrangements. Many of the current issues and challenges faced by scrutiny arrangements across the country relate to the need to redress the balance between the executive and scrutiny. The Select Committee found evidence that the scrutiny function is treated in many authorities as peripheral rather than an integral part of the council's work.

2.8. The report endorses the Centre for Public Scrutiny's four principles of good scrutiny:

- Provides a constructive "critical friend" challenge;
- Amplifies the voices and concerns of the public;
- Is led by independent people who take responsibility for their role; and
- Drives improvement in public services.

2.9. **The Role of Scrutiny**

2.10. The report recognises that the role of scrutiny has continued to evolve since its inception. Local government is facing a number of challenges including

ageing populations and budget shortfalls. As a result, services are increasingly being delivered through partnership arrangements and shared services. The last government guidance on scrutiny dates back to 2006 and the report recommends that this should be updated to reflect the changes within the scrutiny role.

2.11. The report found that while good scrutiny can be difficult to define and quantify, examples of poor practice can have a big impact. One of the biggest challenges to the reputation of the scrutiny function in recent years was its role in the failings at Mid Staffordshire NHS Trust and at Rotherham Council. The Francis report into Mid Staffs in 2013 criticised scrutiny committees for having a lack of understanding and grip on local healthcare issues, weak challenge of the information and an over willingness to accept explanations. The Casey report into Rotherham council in 2015 also criticised scrutiny for its lack of challenge.

2.12. Select Committee recommendations on the role of scrutiny

2.13. ***Recommendation one:*** *We therefore recommend that the guidance issued to councils by DCLG on overview and scrutiny committees is revised and reissued to take account of scrutiny's evolving role.*

2.14. ***Recommendation two:*** *We call on the Local Government Association to consider how it can best provide a mechanism for the sharing of innovation and best practice across the scrutiny sector to enable committees to learn from one another. We recognise that how scrutiny committees operate is a matter of local discretion, but urge local authorities to take note of the findings of this report and consider their approach.*

2.15. Merton's response to recommendations 1&2

2.16. Merton scrutiny has recognised the changing role of local services and this is reflected in agenda items and task group activity. For example, the Commission conducted a task group review on shared and outsourced services in 2016. Also the Commission and Panels regularly scrutinise services provided by external organisations such as the police, NHS, Clarion and Veolia.

2.17. Guidance on scrutiny can be a useful tool to clarify procedures, strengthen relationships with local partners and raise the profile of the function. A refresh of the DCLG guidance is welcome but it is important that DCLG work closely with local authorities to do this. It is also vital to ensure local discretion on scrutiny arrangements is maintained and undue burdens are not placed upon the function.

2.18. **Party politics and organisational culture**

2.19. The review found that the most important factor in determining if scrutiny is effective in a local authority is whether the executive and senior officers welcome constructive challenge. This will mean scrutiny is well resourced, listened to and is taken seriously.

2.20. A poor organisational culture will mean:

- Lack of parity of esteem between scrutiny chair and cabinet portfolio holder; and
- Dominance of party politics - scrutiny is supposed to be apolitical and should not be used for political point scoring.

2.21. The report argues that another problem with the status of scrutiny is that it reports to Cabinet which is the body it is supposed to be scrutinising.

2.22. Select Committee recommendations on party politics and organisational culture

2.23. ***Recommendation three:*** *However, all responsible council leaderships should recognise the potential added value that scrutiny can bring, and heed the lessons of high profile failures of scrutiny such as those in Mid Staffordshire and Rotherham.*

2.24. ***Recommendation four:*** *To reflect scrutiny's independent voice and role as a voice for the community, we believe that scrutiny committees should report to Full Council rather than the executive and call on the Government to make this clear in revised and reissued guidance. When scrutiny committees publish formal recommendations and conclusions, these should be considered by a meeting of the Full Council, with the executive response reported to a subsequent Full Council within two months.*

2.25. ***Recommendation five:*** *We believe that executive members should attend meetings of scrutiny committees only when invited to do so as witnesses and to answer questions from the committee. Any greater involvement by the executive, especially sitting at the committee table with the committee, risks unnecessary politicisation of meetings and can reduce the effectiveness of scrutiny by diminishing the role of scrutiny members. We therefore recommend that DCLG strengthens the guidance to councils to promote political impartiality and preserve the distinction between scrutiny and the executive.*

2.26. ***Recommendation six:*** *It is vital that the role of the scrutiny chair is respected and viewed by all as being a key part of the decision-making process, rather than as a form of political patronage.*

2.27. ***Recommendation seven:*** *We believe that there are many effective and impartial scrutiny chairs working across the country, but we are concerned that how chairs are appointed has the potential to contribute to lessening the independence of scrutiny committees and weakening the legitimacy of the scrutiny process. Even if impropriety does not occur, we believe that an insufficient distance between executive and scrutiny can create a perception of impropriety.*

2.28. ***Recommendation eight:*** *We believe that there is great merit in exploring ways of enhancing the independence and legitimacy of scrutiny chairs such as a secret ballot of non-executive councillors. However, we are wary of proposing that it be imposed upon authorities by government.*

2.29. Merton's response to recommendations 3-8

2.30. Many of the recommendations have been developed in light of evidence of an organisational culture in local authorities where scrutiny is disregarded and dominated by the executive. The report recognises that there are vast

differences in the status of scrutiny in local authorities. However the select committee is proposing a standard top-down approach to addressing this issue rather than empowering local politicians to determine what will work best in their local area.

2.31. Scrutiny is working well in Merton compared to many other authorities. The Merton Member Survey of 2017 highlights that 75% of members rated the scrutiny function as effective. However some concerns were raised about the negative impact of party politics on scrutiny.

2.32. Merton's topic suggestion process and flexible work programmes help to identify failings in local services. Members of the public and local organisations are contacted annually and invited to suggest topics for scrutiny panels to include in their work programmes over the year ahead. The work programmes can also respond if a local issue is brought to the attention of the Panel. For example the health scrutiny panel invited a local mental health charity and Merton Clinical Commissioning Group when challenges with the service were raised.

2.33. Training and member development sessions are held on a regular basis to help members challenge the information they receive at scrutiny. Both the Sustainable Communities and Children and Young People's Panels recently held training sessions looking at how to analyse their performance data. The Children and Young People's panel also receives written guidance on questioning that is specific to the subject being addressed.

2.34. The organisational culture in Merton includes areas of strength and good practice. For example during the budget scrutiny process, the Cabinet seeks a response from scrutiny before finalising its proposals. Provision for this is made in the council's constitution whereas this is not the case for many other councils.

2.35. Cabinet also places value on the cross party and evidenced based approach taken by scrutiny task groups. For example the Cabinet Member asked for the findings of a task group review of Crossovers (dropped kerbs) to inform final decisions on changes to this policy area. Cabinet generally responds positively and implement the majority of task group recommendations.

2.36. In Merton the Chair of the Overview and Scrutiny Commission presents the scrutiny annual report to Full Council. Provision for this is also set out in Merton's constitution, which is not replicated in other authorities. Task group reviews are conducted independently with the support of a dedicated scrutiny officer and presented to Cabinet upon completion. The vast majority of task group report recommendations are agreed by the Cabinet at Merton, which is a testament to the effectiveness of the scrutiny process.

2.37. It is good practice to share the chairing of scrutiny to promote its independence. The council may want to consider if it wishes to share the chairing of scrutiny committees more widely with opposition groups than at present. The Commission is asked to take a view and decide if it wishes to add to the list of actions set out in Paragraph 2.82

2.38. **Accessing Information**

2.39. The report highlights concerns about scrutiny committees not being given access to information. It is important for councils to be transparent and scrutiny committees should be deemed as having a 'need to know' status to give them the legal right to access exempt or confidential information. An example was given of a scrutiny committee that had to submit a freedom of Information request to its own organisation. "Commercial Confidentiality" was also cited as a barrier to scrutiny committees receiving the information they need for effective scrutiny. The report argues that information of this nature should not be withheld from councillors.

2.40. Select committee recommendations on accessing information:

2.41. ***Recommendation nine:*** *Scrutiny committees that are seeking information should never need to be 'determined' to view information held by its own authority, and there is no justification for a committee having to resort to using Freedom of Information powers to access the information that it needs, especially from its own organisation. There are too many examples of councils being uncooperative and obstructive.*

2.42. ***Recommendation ten:*** *Councils should be reminded that there should always be an assumption of transparency wherever possible, and that councillors scrutinising services need access to all financial and performance information held by the authority.*

2.43. ***Recommendation eleven:*** *We do not believe that there should be any restrictions on scrutiny members' access to information based on commercial sensitivity issues. Limiting rights of access to items already under consideration for scrutiny limits committees' ability to identify issues that might warrant further investigation in future, and reinforces scrutiny's subservience to the executive. Current legislation effectively requires scrutiny councillors to establish that they have a 'need to know' in order to access confidential or exempt information, with many councils interpreting this as not automatically including scrutiny committees. We believe that scrutiny committees should be seen as having an automatic need to know, and that the Government should make this clear through revised guidance.*

2.44. ***Recommendation twelve:*** *We note that few committees make regular use of external experts and call on councils to seek to engage local academics, and encourage universities to play a greater role in local scrutiny.*

2.45. ***Recommendation thirteen:*** *We commend such examples of committees engaging with service users when forming their understanding of a given subject, and encourage scrutiny committees across the country to consider how the information they receive from officers can be complemented and contrasted by the views and experiences of service users.*

2.46. Merton's response to recommendations 9-13

2.47. Merton has a long history of giving scrutiny councillors greater rights of access to information than is the case in other local authorities. All councillors are entitled to view exempt committee reports and this was the case long before legislation changed permissions. Merton task groups are also provided with policy, service and financial information that has been categorised as commercially sensitive.

2.48. The scrutiny function in Merton does make use of experts and the non statutory co-opted members are carefully selected for the expertise they bring to the Panels. Task groups can co-opt people with specific expertise; for example a review on climate change had support from a local sustainability charity.

2.49. There is room for improvement - scrutiny members have expressed concern about the over reliance on officer reports and would like to see more expert witnesses invited to contribute to specific topics and to provide challenge. This is an important action to be taken forward in 2018-19.

2.50. **Resources**

2.51. The report expressed concern about the reduction in resources and dedicated support for scrutiny across the country.

2.52. Select committee recommendations on resources:

2.53. ***Recommendation fourteen:*** *We acknowledge that scrutiny resources have diminished in light of wider local authority reductions. However, it is imperative that scrutiny committees have access to independent and impartial policy advice that is as free from executive influence as possible. We are concerned that in too many councils, supporting the executive is the over-riding priority, with little regard for the scrutiny function. This is despite the fact that at a time of limited resources, scrutiny's role is more important than ever.*

2.54. ***Recommendation fifteen:*** *We therefore call on the Government to place a strong priority in revised and reissued guidance to local authorities that scrutiny committees must be supported by officers that can operate with independence and provide impartial advice to scrutiny councillors. There should be a greater parity of esteem between scrutiny and the executive, and committees should have the same access to the expertise and time of senior officers and the chief executive as their cabinet counterparts. Councils should be required to publish a summary of resources allocated to scrutiny, using expenditure on executive support as a comparator. We also call on councils to consider carefully their resourcing of scrutiny committees and to satisfy themselves that they are sufficiently supported by people with the right skills and experience.*

2.55. ***Recommendation sixteen:*** *We recommend that the Government extend the requirement of a Statutory Scrutiny Officer to all councils and specify that the post-holder should have a seniority and profile of equivalence to the council's corporate management team. To give greater prominence to the role, Statutory Scrutiny Officers should also be required to make regular reports to Full Council on the state of scrutiny, explicitly identifying any areas of weakness that require improvement and the work carried out by the Statutory Scrutiny Officer to rectify them.*

2.56. Merton's response to recommendations 14 to 16

2.57. In Merton there are 2.4 dedicated scrutiny officers, which is above the London average. The team work independently of both the executive and the service departments. This means that the team are able to act in an impartial way and support independent member-led scrutiny.

2.58. Scrutiny Chairs have direct access to senior officers and cabinet members and make arrangements to meet them to discuss emerging issues and share information. All senior officers offer regular support, advice and attendance to scrutiny meetings.

2.59. The Head of Democracy Services is Merton's statutory scrutiny officer and reports directly to the Assistant Director of Corporate Governance (Monitoring Officer).

2.60. The annual scrutiny member survey is used each year as an opportunity to identify areas of weakness and to develop an action plan. The action plan is signed off by the Overview and Scrutiny Commission.

2.61. While it is important that there should be parity of esteem between the Executive and Scrutiny, publishing a summary of resources allocated to scrutiny would be both impractical and time consuming. A more useful measure of the success of scrutiny will be evaluating the outcomes and achievements of the work programmes.

2.62. **Member training and skills**

2.63. Select Committee recommendation on member training and skills:

2.64. **Recommendation seventeen***: It is incumbent upon councils to ensure that scrutiny members have enough prior subject knowledge to prevent meetings becoming information exchanges at the expense of thorough scrutiny. Listening and questioning skills are essential, as well as the capacity to constructively critique the executive rather than following party lines. In the absence of DCLG monitoring, we are not satisfied that the training provided by the LGA and its partners always meets the needs of scrutiny councillors, and call on the Department to put monitoring systems in place and consider whether the support to committees needs to be reviewed and refreshed. We invite the Department to write to us in a year's time detailing its assessment of the value for money of its investment in the LGA and on the wider effectiveness of local authority scrutiny committees.*

2.65. *Merton's response to recommendation 17*

2.66. In Merton, the scrutiny team regularly looks at ways to provide members with the support they need for effective scrutiny. This includes not only training and development activities but also visits. For example the Sustainable Communities Panel had scrutinised plans to change both the venue and commissioning model for Merton's adult learning. Councillors visited Merton College to see the service following these changes.

2.67. Councillors at Merton are not dependent on one organisation for training but participate in a wide range of opportunities hosted by a range of organisations including the London Scrutiny Network, Local Government Information Unit, INLOGOV and the Centre for Public Scrutiny.

2.68. The induction programme for new councillors in May 2018 will include an introduction to overview and scrutiny, plus a session on questioning skills in the autumn.

2.69. **The role of the public**

2.70. Select Committee recommendation on the role of the public

2.71. **Recommendation eighteen:** *The Government should promote the role of the public in scrutiny in revised and reissued guidance to authorities, and encourage council leaderships to allocate sufficient resources to enable it to happen. Councils should also take note of the issues discussed elsewhere in this report regarding raising the profile and prominence of the scrutiny process, and in so doing encourage more members of the public to participate in local scrutiny. Consideration also need to be given to the role of digital engagement, and we believe that local authorities should commit time and resources to effective digital engagement strategies. The LGA should also consider how it can best share examples of best practise of digital engagement to the wider sector.*

2.72. Merton's response to recommendation 18

2.73. In Merton, the scrutiny team is looking at new ways to encourage attendance at meetings. The team is currently using a questionnaire to capture the experience of public attendees and promote more meaningful interaction.

2.74. It is the communications team role to lead on promoting scrutiny through social media, they circulate information about meetings and specific agenda topics. The Sustainable Communities and Overview Panel members have used Twitter to promote specific agenda items over the last year, resulting in greater public attendance.

2.75. The challenge for Merton scrutiny is to find new ways for residents and local community organisations to participate in scrutiny in a meaningful way.

2.76. **Scrutinising public services provided by external bodies**

2.77. Select Committee recommendations on public services provided by external bodies

2.78. ***Recommendation twenty****: In light of our concerns regarding public oversight of Local Economic Partnerships, (LEPS) we call on the Government to make clear how these organisations are to have democratic, and publicly visible, oversight. We recommend that upper tier councils, and combined authorities where appropriate, should be able to monitor the performance and effectiveness of LEPs through their scrutiny committees. In line with other public bodies, scrutiny committees should be able to require LEPs to provide information and attend committee meetings as required.*

2.79. Merton's response to recommendations 19

2.80. Scrutiny committees have an on-going relationship with a range of partners including the NHS, Clarion and Veolia. These organisations regularly attend scrutiny to present reports and answer questions.

2.81. In 2008 , Merton agreed an External Scrutiny Protocol to manage working relationships between the scrutiny function and local partners. This Protocol is a useful tool and could be refreshed for 2018-19.

2.82. **List of actions to be taken by Merton Overview and Scrutiny Commission in response to the Communities and Local Government recommendations on: Effectiveness of Overview and Scrutiny Committees.**

2.83. Use Annual Member Survey results to identify training and development needs for scrutiny councillors.

2.84. Continue to have informal meetings between Scrutiny Chair, Cabinet Member and Director.

2.85. Endorse the Centre for Public Scrutiny's four principles of good scrutiny as set out in paragraph in 2.8.

2.86. Extend training and development opportunities to include a wide range of visits to local services and participation in London Scrutiny Network events.

2.87. Increase use of external experts and witnesses to support effective challenge by scrutiny committees.

2.88. Refresh the Merton External Scrutiny Protocol which supports local organisations to understand and participate in the scrutiny process.

2.89. Investigate potential for greater resident involvement in scrutiny through digital engagement. Increased involvement should focus on participation in task group reviews and agenda items as well as attending Commission/Panel meetings.

3 ALTERNATIVE OPTIONS

The Overview and Scrutiny Commission can select topics for scrutiny review and for other scrutiny work as it sees fit, taking into account views and suggestions from officers, partner organisations and the public.

Cabinet is constitutionally required to receive, consider and respond to scrutiny recommendations within two months of receiving them at a meeting.

3.1. Cabinet is not, however, required to agree and implement recommendations from Overview and Scrutiny. Cabinet could agree to implement some, or none, of the recommendations made in the scrutiny review final report.

4 CONSULTATION UNDERTAKEN OR PROPOSED

4.1. The Commission will be consulted at the meeting

5 TIMETABLE

5.1. The Commission will consider important items as they arise as part of their work programme for 2017/18

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

6.1. None relating to this covering report

7 LEGAL AND STATUTORY IMPLICATIONS

7.1. None relating to this covering report. Scrutiny work involves consideration of the legal and statutory implications of the topic being scrutinised.

8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

8.1. It is a fundamental aim of the scrutiny process to ensure that there is full and equal access to the democratic process through public involvement and

engaging with local partners in scrutiny reviews. Furthermore, the outcomes of reviews are intended to benefit all sections of the local community.

9 CRIME AND DISORDER IMPLICATIONS

9.1. None relating to this covering report. Scrutiny work involves consideration of the crime and disorder implications of the topic being scrutinised.

10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

10.1. None relating to this covering report

11 APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT

11.1. None

12 BACKGROUND PAPERS

12.1. None

This page is intentionally left blank

Committee: Overview and Scrutiny Commission

Date: 21 March 2018

Wards: All

Subject: Draft Overview and Scrutiny Annual Report 2017/18

Lead officer:	Julia Regan, Head of Democracy Services
Lead member:	Councillor Peter Southgate, Chair of the Overview and Scrutiny Commission
Contact officer:	Julia Regan; Julia.regan@merton.gov.uk; 020 8545 3864

Recommendations:

1. That, subject to any changes agreed by the Commission at its meeting on 21 March, the Commission approves the Annual Report to be presented to Council at its meeting on 4 July 2018.

1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

1.1. Members are invited to consider and agree any changes it wishes to make to the draft Overview and Scrutiny Annual Report 2017/18.

2 DETAILS

2.1. The Overview and Scrutiny Commission is required to produce an Annual Report outlining the work of the Overview and Scrutiny function over the course of the municipal year.

2.2. The Overview and Scrutiny Commission is asked to consider the draft report, identify any changes it wishes to make and approve the Annual Report to be presented to Council at its meeting on 4 July 2018 in order to update all Members on the delivery and outcomes of the scrutiny annual work programme for 2017/18.

3 ALTERNATIVE OPTIONS

3.1. The Overview and Scrutiny Commission is required to produce an annual report outlining the work of the Overview and Scrutiny function over the course of the municipal year to present to the full Council. The Commission would be in breach of the constitution if it did not do this.

4 CONSULTATION UNDERTAKEN OR PROPOSED

4.1. The Chairs of each of the Overview and Scrutiny Panels have been consulted on the draft text relating to the undertaken by that Panel.

5 TIMETABLE

5.1. Any additions/amendments as agreed by the Commission at its meeting on 21 March 2018 will be included in the final version of the Annual Report to be presented to full Council at its meeting on 4 July 2018.

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

6.1. There are none specific to this report. Scrutiny work involves consideration of the financial, resource and property implications of any recommendations to Cabinet, including specific financial, resource and property implications.

7 LEGAL AND STATUTORY IMPLICATIONS

7.1. Overview and Scrutiny operates within the provisions of the Local Government Act 2000, Health and Social Care Act 2001 and Local Government and Public Involvement in Health Act 2007.

7.2. The Overview and Scrutiny Commission is required by the council's constitution to produce an Annual Report outlining the work of Overview and Scrutiny during the municipal year.

8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

8.1. It is a fundamental aim of Overview and Scrutiny to ensure that there is full and equal access to the democratic process through public involvement and engagement.

8.2. The reviews involve work to consult local residents, community and voluntary sector groups; businesses, hard to reach groups etc and the views and evidence gathered are fed into the review.

8.3. Scrutiny work involves the consideration of the human rights, equalities and community cohesion issues relating to the topic being scrutinised. Scrutiny work also needs to assess the implications of any recommendations made to Cabinet, including specific human rights, equalities and community cohesion implications.

9 CRIME AND DISORDER IMPLICATIONS

9.1. In line with the requirements of the Crime and Disorder Act 1998 and the Police and Justice Act 2006, all Council departments must have regard to the impact of services on crime, including anti-social behaviour and drugs. Scrutiny review reports will therefore highlight any implications arising from the reviews relating to crime and disorder as necessary.

10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

10.1. Scrutiny work involves the consideration of the risk management and health and safety implications relating to the topic being scrutinised. Scrutiny work also needs to assess the implications of any recommendations made to Cabinet, including specific risk management and health and safety implications.

11 APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT

- Appendix 1 - draft Overview and Scrutiny Annual Report 2017/18

12 BACKGROUND PAPERS

12.1. None

Overview and Scrutiny Annual Report 2017/18

London Borough of Merton

Overview and Scrutiny Annual Report 2017/18

Contents

Foreword	3
What is overview and scrutiny?	4
Scrutiny achievements, 2014-2018	5
Overview and Scrutiny Commission	7
Children and Young People Overview & Scrutiny Panel	11
Healthier Communities and Older People Overview & Scrutiny Panel	15
Sustainable Communities Overview & Scrutiny Panel	18
Get Involved	20
Contact the Scrutiny Team	21

Foreword

To follow

Cllr Peter Southgate
Chair, Overview & Scrutiny Commission

What is overview and scrutiny?

Overview and Scrutiny was introduced by the Local Government Act 2000. Merton operates a Leader and Cabinet model, where the Cabinet makes the executive decisions of the authority on behalf of local residents.

Overview and Scrutiny's main roles are:

- holding the Cabinet to account
- improving and developing council policies
- examining decisions before they are implemented
- engaging with members of the public
- monitoring performance of the council and its partners

Scrutiny can look into services provided by other agencies and other matters of importance to the people of the borough. Scrutiny has legal powers to monitor and hold to account local health services (Health and Social Care Act 2001) and to scrutinise crime reduction and community safety issues (Police and Justice Act 2006).

Principles

Overview and Scrutiny at Merton is:

- open to the public
- informed by methodically gathered evidence
- based on careful deliberation and discussion
- conducted in an appropriate manner

How Overview and Scrutiny works in Merton

Merton Council has an Overview and Scrutiny Commission, which acts as a coordinating body supporting three Overview and Scrutiny Panels with individual areas of responsibility:

- Children and Young People
- Healthier Communities and Older People
- Sustainable Communities

Commission and Panel meetings take place throughout the year and members of the public are welcome to attend. Dates, agendas and minutes for these meetings can be found on the council website:
https://democracy.merton.gov.uk/ieDocHome.aspx?bcr=1

More information about Scrutiny at Merton can be found at
https://www2.merton.gov.uk/council/decision-making/scrutiny.htm
or by phoning the scrutiny team on 020 8545 3864 or emailing scrutiny@merton.gov.uk.

Scrutiny achievements 2014-2018

Councillors involved in scrutiny have indicated that they have found this to be a rewarding and influential role, as highlighted from feedback from our last survey of scrutiny councillors, co-opted members and Cabinet members:

"I believe the overview and scrutiny function gives me the opportunity to learn from others by way of practice, policy, communication and link working, also an opportunity to identify where changes need to be made and practice and habits need to be changed."

"The Task Groups are very good and enable in depth discussion on potential policy direction."

"Cabinet continues to be responsive to suggestions from scrutiny when reviewing the budget"

Scrutiny has resulted in real changes in policies, service provision and council budgets over the last four years. Some of the highlights are set out below:

Improvements to local services
Over the last four years scrutiny has made recommendations that have had a significant impact on services provided by the council, its partners and other external organisations:

Care leaver accommodation
The recommendation of the Sustainable Communities Panel that a *House of Multiple Occupation* be piloted as an alternative option for care leaver accommodation has now been realised. This resulted from the Panel taking a workshop approach to focus exclusively on the issue of housing and specifically care leaver accommodation working in partnership with members of the Children and Young People Panel.

Energy Supply Company updates
Council officers continue to pursue the scrutiny task group recommendation that Merton should establish an energy supply company (ESCO). Discussions are ongoing with a housing scheme provider and as part of these setting up an ESCO is still being explored. It has been established that the business case for an ESCO is dependent on having a housing development opportunity as well as the necessary level of demand for energy and heating. Proving the business case therefore cannot be achieved until the development is more advanced.

Type Two Diabetes
The task group review on tackling type two diabetes in the South Asian community led to culturally appropriate services being provided for this group. This includes education sessions and ensuring NHS health checks are provided at a younger age.

The task group review also raised the profile of this important issue. This has contributed to the Health and Wellbeing Board identifying tackling type two diabetes as a priority area.

Brain injury

The Healthier Communities and Older People Overview and Scrutiny Panel considered the services available for people who had experienced traumatic brain injury. It became apparent during the scrutiny process that Merton had lower provision that its neighbours therefore Merton Clinical Commissioning Group decided that additional services will be provided in the Borough.

Childhood immunisations

A cross cutting scrutiny review on improving the rates of childhood immunisations in the 0-5 age group has led to successful outcomes. The review was conducted because Sutton and Merton had the worst immunisations rates in London and key partners including NHS England, the local authorities and the clinical commissioning groups did not have a joint approach to tackling this issue but worked in silos. As a result of the recommendations arising from the review and the positive manner in which they were received a strong partnership approach with regular meetings and a joint action plan was in place and overall there has been an increase in immunisations rates amongst the 0-5 age group

Holding external bodies to account

The Sustainable Communities Overview and Scrutiny Panel is pleased that it successfully managed to scrutinise two key external bodies during this municipal year: Clarion Housing and Veolia UK. Merton transferred its social housing stock to Clarion in 2010 which was subject to an agreement lasting five years. Now that this has concluded, there is no obligation on Clarion to continue to participate in Merton's scrutiny process. Therefore, the Panel is pleased that it secured the commitment to attend this year and in future years.

Merton's waste, recycling and street cleaning services are now provided through the South London Waste Partnership by Veolia UK. It was therefore important that when faced with performance issues it was willing to participate in the scrutiny process with its representative having appeared at two of the Panel's meetings.

Overview and Scrutiny Commission

The Overview and Scrutiny Commission is responsible for the scrutiny of cross cutting and strategic issues, crime and disorder and issues relating to the council's "corporate capacity". The Commission acts as a coordinating body in supporting the three Overview and Scrutiny Panels and has responsibility for developing and keeping scrutiny under review.

Scrutiny reviews

Recruitment and retention of teachers

The task group was set up in order to investigate the difficulties that schools in Merton were experiencing with the recruitment and retention of teachers and how Merton Council and its partners could assist with this. The task group heard from local headteachers, newly qualified teachers and council officers as well as examining information about teacher recruitment and retention nationally.

The task group noted that good school performance has a positive impact on both recruitment and retention and were therefore encouraged by evidence of sustained improvement in performance in Merton schools and the high proportion of schools that have been rated "good" or "outstanding" by Ofsted.

The task group found that the council already has appropriate systems and structures in place for teacher recruitment. It has made recommendations aimed at using these more effectively and promoting them more widely to headteachers. Similarly, there is a range of benefits already on offer to teachers, so the task group has made recommendations to re-invigorate their promotion as well as encouraging governing bodies to organise activities that would promote staff health and wellbeing.

The cost of local accommodation was found to be a key factor affecting both recruitment and retention. The task group has made a number of recommendations that are intended to improve teachers' experience of the private rented sector, including the proposed introduction of an interest free loan to assist teachers with payment of rent deposits.

Shared and outsourced services

The Commission has continued to receive reports on progress made by Cabinet in responding to recommendations made by the scrutiny review of shared and outsourced services. The recommendations were intended to stimulate a more consistent and rigorous approach to selecting delivery models and challenging officers on the most appropriate model for each service.

The Commission has welcomed progress made on identifying different service models for a number of services and on the development of a draft toolkit and business case pro-forma. Members expressed disappointment that more had not been done to bring proposals for large or strategically important outsourced services to scrutiny at an early stage when there was still time to have some influence on their development.

Strategic issues and pre-decision scrutiny

The Leader of the Council and the Chief Executive attended to set out their priorities for 2017/18, pressures on services and on housing supply in London and the financial challenges facing the council. The Commission asked them questions on issues including emergency procedures and building safety, commercial activity undertaken and planned by the council and how service performance was being addressed with Clarion.

The Commission commented on the annual report from Merton Partnership, particularly in relationship to use of the government's apprenticeship levy, SEN funding and the night time economy. Members suggested that all priority areas in the action plan should have measurable targets and a full set of data.
A presentation on the findings of the residents' survey 2017 showed a positive shift against many of the measures. A notable concern was street cleanliness. Members agreed that they wished to see the survey continue on a biennial basis.

Equality and community cohesion strategy action plan – add after March 2018 meeting

The Commission has continued to receive updates on the customer contact programme and has been was pleased with the increased level of use of online services. The Commission noted the delay in completion and the budget overspend. Members were assured that various Apps for reporting streetscene issues could still be used. Members were informed of the commercial discussions with the supplier and the options that were being considered for ongoing support and hosting for the technology.

The Commission was pleased to hear that the Registration Services had received positive feedback from the General Register Office. Members also welcomed the completion of works at Morden Park House that would enable the council to maximise income from its use for ceremonial and other functions.

Scrutiny of crime and disorder

(update on crime data and levels of policing after March meeting)

The Borough Commander has been asked questions on a wide range of issues including knife crime, Traveller encampments and the Eastern Electrics festival in Morden Park. (*Update after March meeting – Borough Command Unit and policing levels)*

A response to the MOPAC Public Access and Engagement Strategy was sent to express the Commission's support for the retention of a front office in Wimbledon, agreeing the need to debate the best way to resource policing in the borough but

questioning the wisdom of such large cuts to police budgets at a time of increasing terrorism and civil unrest.

The Manager of Merton Refuge outlined the services and support provided by the Refuge. The Commission also received a report setting out progress that had been made on tackling violence against women and girls, including domestic violence. Members who subsequently visited the Refuge to speak to service users, their children and staff were impressed by the facilities and services provided.

Add info on Safer Merton report to March 2018 meeting

Call-in

One call-in request was received by the Commission in 2017/18:

Residual waste container size

The Commission heard a call-in further to pre decision scrutiny on this issue by the Sustainable Communities Scrutiny Panel, in January 2018. Cabinet's decision was that the standard size of wheeled bins for both residual waste and paper/card should be 180 litres, with 240 litre and 140 litre alternatives to be an option for larger and smaller households respectively.

The call-in signatories and invited witnesses raised considerations relating to consultation processes, resident views, the consideration of different options and the assisted collection scheme. Commission members expressed varying views about whether the proposals were sufficiently flexible and whether consultation specifically on size should have been undertaken. The Commission voted to uphold Cabinet's decision.

Finance and performance monitoring

The financial monitoring task group has continued to monitor quarterly financial management reports. In particular, it has scrutinised the forecast overspend, capital programme and lack of progress on achieving savings in some service areas. It has scrutinised a number of areas in depth including asset management, the Wimbledon tennis championship, the council's approach to commercialisation, and the service and financial position of the council's CHAS company.

Scrutiny of the budget

The draft business plan, medium term financial strategy and proposed budget savings proposals were examined in detail, alongside equality impact assessments for each of the savings. The Commission examined progress made with savings that had been agreed in previous years and commented on the size of the capital budget, given that it was underspent in the past.

The Commission made a recommendation to Cabinet in November 2017 in relation to the proposed use of reserves to balance the budget, the predicted shortfall in savings from previous years, the vacancy rate and use of agency staff, and the longstanding and persistent pressures in adult social care as well as the unfunded costs of supporting unaccompanied asylum seeking children and those with no recourse to public funds.

A further recommendation was made to Cabinet in January 2018 noting the substantial budget gap predicted for 2020/21 and beyond, recommending that officers should be encouraged to be entrepreneurial and pursue innovative solutions (subject to an acceptable level of risk), and that Cabinet recognize the importance of effective and appropriately planned project management to ensure projects are achieved on time and maximize potential savings from those projects.

Children and Young People Overview and Scrutiny Panel

Areas of responsibility: scrutiny of issues relating to children and young people. This includes education, children's social care, child protection and youth services.

Councillor Dennis Pearce, Panel Chair: "It has been a pleasure this year to scrutinise a service that has received such a positive outcome from its Ofsted inspection and it is good to note that the cross party working of this Panel was complimented as part of Ofsted's report. It is also important to note that this year we have worked in partnership with the Sustainable Communities Overview and Scrutiny Panel to bring attention to the issue of care leaver accommodation, reflecting that this is an issue that needs to be addressed across Departments. It is important to acknowledge this valuable way of working. We have also continued to grow in our role of scrutinising children and family health and wellbeing. This remains new to the remit of the Panel but one in which we are growing in confidence".

Scrutiny reviews

Prevent task group
The decision to form this task group was set against the background of the four terror attacks that happened between March and June 2017; the Panel wanted to reassure itself that Merton's schools are successfully implementing the duty and doing everything possible to prevent Merton's young people from becoming radicalised and doing so in a way that doesn't cause stigmatisation of individuals or communities. Recommendations include looking at the role of the wider Merton community in helping prevent radicalisation amongst Merton's young people and Merton's schools continuing to share their best practice to support each other in fulfilling the duty. The report will be presented to Cabinet on 26 March before the action plan comes to the Panel in the new municipal year.

Care leaver accommodation
Members of the Children and Young People Panel were pleased to support the work of colleagues on the Sustainable Communities Overview and Scrutiny Panel when it took an in-depth look at accommodation for care leavers. It is evident that there are issues that sit across Panels and it is beneficial for us to work collectively and in partnership with officers from several departments across the Council. The officer response to the detailed reference that resulted from the workshop was welcomed by the Panel. The Panel pleased that this has already resulted in a *House of Multiple Occupation* being piloted to provide alternative accommodation for care leavers.

User voice rapporteur scrutiny review
Discussion of possible options in response to the recommendations in the review due at the meeting on 14 March 2018.

Routes into employment for vulnerable cohorts
This task group reported in February 2017 with the action plan for the implementation of the recommendations being presented to the Panel this year. Members have asked officers to clarify why it is not possible to ensure through standard terms that contractors and service providers offer apprenticeships for Merton residents. A further review of progress against the recommendations is due within six months.

Strategic issues and pre-decision scrutiny

Ofsted inspection
The Panel dedicated a whole meeting to looking at the outcome of the Ofsted single framework inspection and comparing this to the performance of other London boroughs. This emphasised that Merton is in the top 10 of local authorities nationally for its provision of children's services. Highlights include that managers and social workers know their children well, Merton's systematic model and approach to safeguarding is regarded as robust by Ofsted, the approach to care proceedings is credited with being the best out of boroughs using the South West London courts and the adoption service received a rare outstanding judgement.

With the help of Kathy Bundred, Children's Improvement Adviser for the Local Government Association, Merton's success was quantified and highlighted as one of a small number of authorities judged to be doing well in the provision of children's services. The session also focused on features of authorities with children's services judged good or higher providing the Panel with a framework for future scrutiny of the service.

Harris Wimbledon Secondary Academy
The Panel has continued to work with officers to review progress on the delivery of Harris Wimbledon and to understand the associated issues. This has been achieved through regular updates from the Cabinet Member for Education, information in the Department Update Report, member questions asked through matters arising and through a dedicated item. Members focused on admission criteria, demand for the new school and how the needs of Merton Abbey Primary are being accommodated through the shared use of the site. Members resolved to ask Cabinet to seek formal written reassurance from the Elim Church that under its management, Merton Hall lettings will enable the venue to remain for the use of all the community and that lettings will be fully compliant with equality legislation. It was reported to the Panel, at its meeting in January 2018, that Elim had confirmed in writing it will be offering the church site to the local community for groups and individuals to hire when it is available and that there would be no restriction on those groups accessing services, meetings and clubs etc. No bookings will be taken that conflict with the Constitution of Elim's charity.

Merton Safeguarding Children Board
The Panel received the annual report of the Merton Safeguarding Children Board (MSCB). Members used the session to understand how the board will sustain its focus on improvement, what support is provided to young people with a custodial sentence, what is being done to address knife crime and how the service ensures

the child's voice is heard.

Corporate parenting
The corporate parenting annual report was received by the Panel with the focus on improving placement stability for Merton's very complex young people highlighted along with the challenge of child sexual exploitation.

Health and wellbeing strategies for children and families
Officers from Public Health and colleagues from the Clinical Commissioning Group provided the Panel with an update report on health and wellbeing strategies for children and families. This focused on activity to address and progress being made on childhood obesity as well as looking at Child and Adolescent Mental Health Services (CAMHS). Members sought to understand satisfaction with the CAMHS service. This is a new area of responsibility for the Panel and one in which it is growing in confidence. During this year, training has been provided for Panel members on those areas of the public health strategy that relate to children and young people.

Think Family
The Panel benefited from a briefing on the Think Family initiative which recognises and promotes the importance of a whole-family approach, working across children's and adult's services.

Performance monitoring

Performance monitoring data
The Panel has continued to review progress against a basket of agreed key targets (Key Performance Indicators) with Councillor Mike Brunt continuing in the role of performance monitoring lead for the Panel. However, access to this data has been limited this year by the implementation of the new Mosaic information management system by the Children, Schools and Families Department. This situation has been carefully monitored by the performance monitoring lead and the Panel. Data is again starting to become available for the last Panel meeting of this municipal year.

Education, Care and Health Plans
Having carefully monitored performance in provision of Education, Care and Health Plans (ECHPs), the Panel requested a deep dive session to improve its understanding of why the 20 week statutory target wasn't being met and what further work was in hand to improve performance. This established that whilst the target wasn't being met, the number of tribunals had notably decreased and that performance was on track to transfer all existing SEN statement to ECHPs by March 2018. The Panel also learned how the ECHP process was being streamlined to achieve the 20 week target including getting requests to the assessment panel quicker.

Schools annual report
Due at the 14 March meeting.

Financial monitoring

Members used the two budget and business planning sessions this year to explore how the costs of Harris Wimbledon will be covered, look at how budgetary pressures are monitored, explore how efficiencies are being achieved by keeping staff sickness and use of agency staff to the lowest possible level and discuss additional opportunities for the Children, Schools and Families Department to generate income.

The Panel resolved that it wishes to receive financial information on a more regular basis through the Department update report. This is to allow any significant financial items to be understood earlier (to be picked up in the next municipal year through the work programme). The Panel passed a reference on the budget and business plan: 'Recognising the excellent progress already made by the Children, Schools and Families Department in revenue generation, officers should explore additional opportunities for revenue generation in the same way as they are exploring opportunities for cost savings'.

Call-in

No call-in requests were received by the Panel in 2017/18.

Healthier Communities and Older People Overview and Scrutiny Panel

This Panel has responsibility for the scrutiny of issues relating to health, public health and adult social care. This includes promoting good health and healthy lifestyles, mental health issues, and reducing health inequalities for people of all ages.

Councillor Peter McCabe said *"The role of this Panel is crucial in bringing democratic accountability to the local health economy. Over the past year this panel played an important role in speaking up on behalf of local people and most importantly seen changes to local services as a result."*

Responding to local issues

South West London and St Georges Mental Health Trust - proposed change to diagnostic autism spectrum disorder.

The Chief Executive of South West London and St Georges Mental Health Trust attended the Panel to address public concerns that they would no longer provide diagnostic Autism Spectrum Disorder Services for children. The Panel were informed that there had been a significant increase in the demand for this service therefore it was under review but no immediate changes would be made to the current provision.

Personal Independent Payment process

The Chief Executive of Merton Centre for Independent Living (Merton CIL) reported that there had been a number of re-occurring issues when supporting people through the Personal Independent Payments process (PIP) . This included inaccessible medical centres and appointment cancellations. A local resident also spoke about the difficulties they had faced with this process. The Department for Work and Pensions submitted a report but were unable to attend the meeting. A further meeting will be held in March.

Merton Clinical Commissioning Group – changes to some services

Last year Merton Clinical Commissioning Group (MCCG) consulted with the Panel about proposed changes to some services. It was reported that they were facing significant financial challenges meant that they had to review current provision. Proposed changes included ending availability of gluten free products on prescription. The Panel expressed concern about plans to restrict the provision of IVF services and asked MCCG to conduct a full 90 day consultation. However having consulted with scrutiny committees across South West London MCCG decided not to go ahead with the proposal.

Financial Monitoring

Budget and Business Plan 2017-18

The Panel considered the budget for 2017-18. The Chief Executive of Merton Centre for Independent Living (Merton CIL) addressed the Panel in regards to the Adult Social Care Budget. She expressed concern that not all the proposals had been subject to consultation. The Director for Community and Housing reported that many of the draft savings were still under review and a consultation would take place if significant service changes were proposed.

Scrutiny of key partners

South West London and St Georges NHS Trust – update following CQC inspection

The Acting Medical Director from South West London and St Georges NHS Trust attended the Panel to discuss progress with making improvements since the Care Quality Commission (CQC) inspection rated the Trust as Inadequate. The Panel were informed that significant progress had been made. The Panel asked a number of questions about specific services as well as areas of concerns expressed by their residents.The Panel were satisfied that the Trust were addressing the issues raised by the CQC inspection

Epsom and St Helier University NHS – 2020-2030 vision

Epsom and St Helier University NHS Trust attended the Panel to discuss their vision for 2020-2030. The Trust highlighted that there are significant challenges with their current estate which is spread across two sites and requires significant rebuilding and regeneration. The Panel were keen to emphasise their support for maintaining all services on the St Helier site.

Services for people who have experienced traumatic brain injury

The Panel considered the services Merton provide for people who need support and rehabilitation after an incidence of brain injury. The Panel met with clinicians at St George's Neuro-rehabilitation Centre, Merton Clinical Commissioning Group, Merton Safeguarding Adults Manager and the Assistant Director for Adult Social Care. The Panel were informed that while there were areas of good practice, provision for Merton residents was lower than neighbouring boroughs, especially within the psychological services. As a result of the scrutiny by this Panel, MCCG agreed to increase service provision in the borough.

Scrutiny reviews

Tackling Loneliness in Merton

The Panel commissioned a review to look at how to tackle loneliness amongst older people. The topic was suggested by the school council at Abbotsbury Primary School.

The task group met with the British Red Cross, Libraries Manager, Merton Clinical Commissioning Group, Street Pastors, Voluntary Sector Organisations and Adult Social Care colleagues. The task group found that there are services available but it can be difficult to identify people who are lonely. Recommendations sought to try and raise the profile of this issue across existing strategies and to develop an agreed list of organisations that people who are facing loneliness can be referred to.

Tackling Type Two Diabetes in the South Asian Community

The Panel conducted a task group review looking at how to reduce the high levels of type two diabetes in the South Asian community, of which there is a higher prevalence than in other ethnic groups. Since this task group has been completed, the Health and Wellbeing Board has identified type two diabetes as a priority. The Panel received an update on the progress with implementing the recommendations and were pleased to find that there has been significant progress and a range of projects will be taking place in the community as part of the wider strategic framework for diabetes.

Scrutiny Review of Homeshare Schemes

The Panel commissioned a task group to consider if a Homeshare scheme would be beneficial in the borough. Homeshare brokers a relationship between older people who have a spare room with a younger person who will give around ten hours of support with tasks around the home. The task group found that although Homeshare schemes exist in Merton, they do not have any links or referral arrangements with the council.

A Homeshare scheme could help to address some of the council's priorities such as tackling loneliness amongst older people and access to housing for young people. The task group found if there are stringent safeguarding measures in place, a scheme of this nature could be beneficial for Merton residents. Adult Social Care was asked to lead on taking this work forward.

Sustainable Communities Overview and Scrutiny Panel

Areas of responsibility: scrutiny of issues relating to housing, environmental sustainability, culture, enterprise and skills, libraries and transport.

Councillor Abby Jones, Panel Chair:

Scrutiny reviews

Air Quality Task Group
This task group has operated alongside the development of a council led air quality action plan, focusing on air quality issues around building sites as there is potential for enforcement through building control. Recommendations include that the Sustainable Communities Overview and Scrutiny Panel conduct pre-decision scrutiny on the scope of any reviews to parking levies as these are seen as one of the tools available to influence behaviour change and inform decisions around car purchases. **Action plan comes to Panel for review: 20 March 2018.**

Strategic issues and pre-decision scrutiny

The Panel has undertaken pre-decision scrutiny on a range of strategic issues and Council priorities. These include:

Performance monitoring

Financial monitoring

Scrutiny of external bodies

Different approaches

During the municipal year the Panel has employed a number of different approaches to support it in effectively scrutinising

Visits

Veolia ride-along
Conducted by Cllr Sargeant in June 2017, this was undertaken to identify issues to

be addressed in preparing for the new service rollout in Merton in autumn 2018. The ride-along took place in Kingston and involved the Cllr talking to two waste teams and riding along with a third. The success of real time reporting and monitoring of the Veolia on-board computer (the Echo system) was noted as was the adaptation in the service provided for the 5% of residents requiring assistance. Planning for the new service rollout was highlighted as key.

Merton College Adult Learning
In January 2018, Cllrs Anderson, Holden, Jones and Makin visited Merton College to look at the adult learning provision following a change in venue and commissioning model. Members noted the quality of the facilities available, the breadth of provision and the level of participation despite the concerns expressed following closure of the Whately Avenue site.

Performance monitoring

Call-in

The Panel has heard two call-ins during this municipal year:

Call-in	Outcome
Proposal for improving parking facilities in selected borough parks	The Panel resolved to accept all proposals within the report and ask the Cabinet Member to conduct a review in 12 months to ensure the changes are delivering the intended outcomes. This recommendation has been accepted by the Cabinet Member (due October 2018 onwards).
Decision to award the construction works for Merton Hall	Not to refer the decision back to Cabinet and therefore the decision was upheld and took immediate effect.

Get involved

The involvement of local residents, community organisations and partners is an important part of the scrutiny process and councillors are committed to responding to the views and concerns of residents.

Getting involved in scrutiny is one of the best ways to influence decision making at the council, as councillors will hear your experiences first hand. There are a number of ways you can get involved in the work of scrutiny at the council:

Suggesting an issue for scrutiny
The council's website contains an online form which can be used to make suggestions on issues and topics for future scrutiny:
http://www.merton.gov.uk/council/scrutiny/scrutiny-getinvolved.htm

Suggestions may also be made in writing, by email or by phone to the Scrutiny Team – contact details overleaf.

All suggestions received will be discussed by the relevant scrutiny Panel and the person who made the suggestion will be contacted to let them know what has happened to it.

Attending meetings
All scrutiny meetings are open to the public except where confidential information has to be discussed. A list of meeting dates and agenda items can be found on the council's website. http://www.merton.gov.uk/council/committee.htm

If you would like to attend a meeting simply come along to the meeting venue or, if you want more information, contact the Scrutiny Team – details overleaf.

Providing information and views
Members of the public can send in written views or speak on issues that are under discussion at the Overview and Scrutiny Commission or one of the Overview and Scrutiny Panels.

Information on current task group reviews and any deadlines for submission on information can be found on http://www.merton.gov.uk/scrutiny
or by contacting the Scrutiny Team – details overleaf.

Contact the Scrutiny Team

The Scrutiny Team provides independent and professional support and advice to the Members of the Overview and Scrutiny Commission and the three standing Overview and Scrutiny Panels.

You can contact the Scrutiny Team using one of the following methods: -

In writing:

Scrutiny Team
Corporate Services
Merton Civic Centre
London Road
Morden
Surrey SM4 5DX

By emailing:
scrutiny@merton.gov.uk

By phoning:

Julia Regan – Head of Democracy Services
020 8545 3864

Stella Akintan –Scrutiny Officer
020 8545 3390

Annette Wiles – Scrutiny Officer
020 8545 4035

For further information about overview and scrutiny at Merton please access our web pages using the following address http://www.merton.gov.uk/scrutiny

This page is intentionally left blank

Committee: Overview and Scrutiny Commission

Date: 21 March 2018

Wards: All

Subject: Planning the Commission's 2018/19 work programme

Lead officer: Julia Regan, Head of Democracy Services

Lead member: Councillor Peter Southgate, Chair of the Overview and Scrutiny Commission

Contact officer: Julia Regan; Julia.regan@merton.gov.uk; 020 8545 3864

Recommendations:

A. That the Commission reviews its 2017/18 work programme (set out in the appendix), identifying what worked well, what worked less well and what the Commission would like to do differently next year;

B. That the Commission suggests items for inclusion in the 2018/19 work programme – both agenda items and potential task group review topics;

C. That the Commission advises on agenda items for its meeting on 11 July 2018.

1. **PURPOSE OF REPORT AND EXECUTIVE SUMMARY**

1.1 To enable the Commission to plan its work programme for the forthcoming municipal year and, in particular, to agree agenda items for the first meeting of the municipal year.

2. **DETAILS**

Identifying issues for the 2018/19 work programme

2.1 The scrutiny officers are currently gathering suggestions for issues to scrutinise, either as Commission agenda items or task group reviews. Suggestions are being sought from members of the public, councillors and partner organisations including the Police, NHS and Merton Voluntary Service Council. The council's departmental management teams have been consulted in order to identify forthcoming issues on which the Commission could contribute to the policymaking process.

2.2 The Commission is therefore invited to suggest items for inclusion in the 2018/19 work programme – both agenda items and potential task group review topics.

2.3 All the suggestions received will be discussed at the Commission's topic workshop on 5 June 2018. As in previous years, participants will be asked to prioritise the suggestions using criteria so that the issues chosen relate to:

- the Council's strategic priorities;
- services that are underperforming;
- issues of public interest or concern;
- issues where scrutiny could make a difference

Planning the first meeting of the 2018/19 municipal year

2.4 A note of the workshop discussion and draft work programme will be reported to the first meeting of the Commission in the new municipal year. The Commission will be requested to discuss this draft and agree any changes that it wishes to make.

2.5 In previous years the Leader of the Council and the Chief Executive attended the first meeting of the municipal year to outline their priorities and challenges for the year ahead. The Merton Partnership annual report was also presented at that meeting so that members could ask the Leader and Chief Executive questions on issues arising from the report.

2.6 The Commission also received an analysis of the Members' annual scrutiny survey and a scrutiny improvement plan at its July meeting last year.

2.7 One of the recommendations of the shared and outsourced services task group was that "the Overview and Scrutiny Commission should invite the Chief Executive to present a report annually to set out how challenge has been embedded, what choices have been made by service managers on models of service delivery, what changes resulted from the challenge process and what options were rejected and why". Last year this was addressed when the Chief Executive attended the July meeting.

2.8 It is therefore recommended that the Commission should include the following items on the agenda for the meeting on 11 July:

- Priorities and challenges for 2018/19 – Leader of the Council and the Chief Executive
- Merton Partnership Annual Report - Head of Policy, Strategy & Partnerships
- Embedding challenge in models of service delivery – Chief Executive
- Analysis of Members' annual scrutiny survey – Head of Democracy Services

2.9 The Commission is asked to advise on any other items that it would be helpful to include on the agenda for its 11July meeting. Items may also be identified at the topic workshop on 5 June

3. ALTERNATIVE OPTIONS

3.1 The Overview and Scrutiny Commission can select topics for scrutiny review and for other scrutiny work as it sees fit, taking into account views and suggestions from officers, partner organisations and the public.

4. CONSULTATION UNDERTAKEN OR PROPOSED

4.1 Scrutiny topic suggestions are being sought from members of the public, councillors, council officers and partner organisations including the police, NHS and Merton Voluntary Service Council.

5. FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

5.1 None for the purposes of this report.

6. LEGAL AND STATUTORY IMPLICATIONS

6.1 There are none specific to this report.

7. HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

7.1 It is a fundamental aim of the scrutiny process to ensure that there is full and equal access to the democratic process through public involvement and engaging with local partners in scrutiny reviews. Furthermore, the outcomes of reviews are intended to benefit all sections of the local community.

8. CRIME AND DISORDER IMPLICATIONS

8.1 The Police and Justice Act 2006 requires every Council to have a scrutiny committee with the power to review or scrutinise decisions made, or other action taken by the Council and the other responsible authorities in the exercise of their crime and disorder functions. The other responsible authorities are the police, the police authority (Metropolitan Police Authority), the fire and rescue authority and the NHS (Merton Clinical Commissioning Group and local NHS Trusts).

8.2 In Merton the responsible committee is the Overview and Scrutiny Commission.

8.3 Under the 2006 Act, the responsible committee is required to "meet to review or scrutinise decisions made, or action taken, in connection with the discharge by the responsible authorities of their crime and disorder functions, no less than once every twelve months". In doing so, it may require the attendance of officers from the Council, the police and co-operating authorities.

9. RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

9.1 None relating to this report.

10. APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT

10.1 2017/18 work programme

11. BACKGROUND PAPERS

11.1 None

This page is intentionally left blank

Overview and Scrutiny Commission Work Programme 2017/18

This table sets out the Overview and Scrutiny Commission's Work Programme for 2017/18 that was agreed by the Commission at its meeting on 6 July 2017**. Amendments have been made subsequently to invite the Borough Commander to attend on 20 September in order to give the Commission an opportunity to discuss the MOPAC consultation on potential police station closures and front office provision.**

This work programme will be considered at every meeting of the Commission to enable it to respond to issues of concern and incorporate reviews or to comment upon pre-decision items ahead of their consideration by Cabinet/Council.

The work programme table shows items on a meeting by meeting basis, identifying the issue under review, the nature of the scrutiny (pre decision, policy development, issue specific, performance monitoring, partnership related) and the intended outcomes. The last page provides information on items on the Council's Forward Plan that relate to the portfolio of the Overview and Scrutiny Commission so that these can be added to the work programme should the Commission wish to.

The Overview and Scrutiny Commission has specific responsibilities regarding budget and financial performance scrutiny and performance monitoring which it has delegated to the financial monitoring task group – agendas and minutes are published on the Council's website.

Scrutiny Support
For further information on the work programme of the Overview and Scrutiny Commission please contact: -
Julia Regan, Head of Democracy Services, 0208 545 3864, Julia.regan@merton.gov.uk

Meeting date – 6 July 2017

Scrutiny category	Item/Issue	How	Lead Member/ Lead Officer	Intended Outcomes
Holding the executive to account	Leader and Chief Executive – vision, key priorities & challenges for 2017/18	Presentation	Leader of the Council Ged Curran, Chief Executive	Context for Commission's work programme
	Merton Partnership annual report	Report	Chief Executive John Dimmer, Head of Policy, Strategy & Partnerships	Context for Commission's work programme
Scrutiny of crime and disorder	Safer Merton Update	Report	Neil Thurlow, Community Safety Manager	Progress report
Scrutiny reviews	Embedding challenge in models of service delivery	Report	Ged Curran, Chief Executive	Follow up on recommendations of the Shared and Outsourced Services Scrutiny Task Group
	Analysis of Members' annual scrutiny survey 2017	Report	Cllr Peter Southgate Julia Regan	Discuss findings and agree action plan for 2017/18
	Overview and Scrutiny Commission work programme 2017/18	Report	Cllr Peter Southgate Julia Regan	To agree work programme and task group reviews

Meeting date – 20 September 2017

Scrutiny category	Item/Issue	How	Lead Member/ Lead Officer	Intended Outcomes
Scrutiny of crime and disorder	Borough Commander	Report and in-depth discussion	Borough Commander	Update on crime figures & discussion of MOPAC consultation on potential police station closures & front office provision.
Holding the executive to account	Customer contact programme	Update Report	Sophie Ellis, Assistant Director of Business Improvement	Progress report for comment
Scrutiny reviews	Potential task group review for 2017/18	Report	Cllr Peter Southgate Julia Regan	Decision on whether to commence a task group review on recruitment and retention
	Financial monitoring task group	Minutes of meetings on 25 July	Cllr Hamish Badenoch Julia Regan	Financial monitoring task group

Meeting date – 15 November 2017

Scrutiny category	Item/Issue	How	Lead Member/ Lead Officer	Intended Outcomes
Budget scrutiny	Business Plan 2018/22 - information pertaining to round one of budget scrutiny	Report	Cllr Mark Allison Caroline Holland, Director of Corporate Services	To send comments to Cabinet budget meeting 11 December
Holding the executive to account	Annual Residents Survey	Report and presentation	Kris Witherington, Consultation & Community Engagement Manager	Discuss results of the annual residents survey and identify any issues for scrutiny

Meeting date – 25 January 2018 – scrutiny of the budget

Scrutiny category	Item/Issue	How	Lead Member/Lead Officer	Intended Outcomes
Budget scrutiny	Business Plan 2018/22	Report – common pack for Panels and Commission	Cllr Mark Allison, Cabinet Member for Finance Caroline Holland, Director of Corporate Services	To report to Cabinet on budget scrutiny round 2
	Business Plan update - latest info from Cabinet 15 January (if any)	Report	Cllr Mark Allison, Cabinet Member for Finance Caroline Holland, Director of Corporate Services	To report to Cabinet on budget scrutiny round 2
Scrutiny reviews	Report of Teacher Recruitment & Retention task group	Report	Cllr Peter Southgate Julia Regan	To agree report for submission to Cabinet
	Financial monitoring task group	Minutes of meeting	Cllr Hamish Badenoch Julia Regan	To note minutes of meeting held on 14.11.17

Meeting date – 20 February 2018 (new date – meeting moved from 31 January)

Scrutiny category	Item/Issue	How	Lead Member/Lead Officer	Intended Outcomes
Holding the executive to account	Customer contact programme	Update Report	Sophie Ellis, Assistant Director of Business Improvement	Progress report for comment
	Registrars Service	Report	Sean Cunniffe, Head of Customer Contact	Progress report for comment
Scrutiny reviews	Shared and outsourced services task group	Updated action plan	Sophie Ellis, Assistant Director of Business Improvement	To scrutinise progress with implementation of task group recommendations
Scrutiny of crime and disorder	Discussion of questions for the Borough Commander	Discussion	Cllr Peter Southgate Julia Regan	Discussion to plan line of questioning for meeting on 21 March

Meeting date – 21 March 2018

Scrutiny category	Item/Issue	How	Lead Member/Lead Officer	Intended Outcomes
Scrutiny of crime and disorder	Borough Commander	Report and in-depth discussion	Borough Commander	Update on policing issues
	Hate crime strategy	Report and discussion with community organisations	Neil Thurlow, Community Safety Manager Lyla Adwan-Kamara, CEO of Merton Centre for Independent Living	Update and identification of issues for further scrutiny
Holding the executive to account	Equality and Community Cohesion Strategy 2017-20	Action plan	Evereth Willis, Equality and Community Cohesion Officer	To comment on progress made with action plan
Performance management	Overview and Scrutiny Annual Report	Report	Cllr Peter Southgate Julia Regan	To approve and forward to Council
	CLG Parliamentary Select Committee Report on Local Government Overview and Scrutiny			To assess effectiveness of overview and scrutiny in Merton and identify areas for improvement
	Planning the Commission's 2018/19 work programme	Report	Cllr Peter Southgate Julia Regan	
Scrutiny reviews	Financial monitoring task group	Minutes of meeting	Cllr Hamish Badenoch Julia Regan	To note minutes of meeting held on 06.03.18

This page is intentionally left blank