



Merton Hate Crime Work Plan 2021-2022

- This work plan sets out the key objectives and work to be delivered on hate crime in Merton in 2021-22.
- It will be monitored by Merton’s Hate Crime Strategy Group and be updated quarterly by the Hate Crime Strategic Lead.
- Rag Rating is:



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

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Monitor and understand the picture of hate crime in Merton			
	Actions	Lead	Progress Updates
	<ul style="list-style-type: none"> • Produce an annual hate crime profile using available hate crime data to understand the issues currently facing the borough. • Consult with the community to hear their voice and their experiences of hate crime when updating the hate crime strategy and annual work plan. 	Safer Merton, Hate Crime Strategy Group	Hate crime profile for 2021 complete. Community feedback on 2021-22 work plan and strategy requested via Hate Crime Strategy Group. Safer Merton Community Safety consultation took place July-Oct 2021. Your Merton consultation took place summer 2021. Results incorporated into strategy and will feed into 2022-23 work plan.

2.	Share hate crime information and data between relevant divisions of the council and Community Safety Partnership		
	Actions	Lead	Progress Updates
	<ul style="list-style-type: none"> • Communication between divisions of the council and Community Safety Partnership in order to better understand hate crime and the implications it has on different members of the community, ensuring the right support is offered to vulnerable victims. • Audit safeguarding cases to ensure hate crimes are flagged as a safeguarding adults concern. 	Safeguarding Adults, Police, Safer Merton	Safeguarding and DOLs Team Manager sits on the Hate Crime Strategy Group. Auditing process is in place which ensures steps are taken to reduce missed opportunities to identify when a hate crime has taken place.
3.	Support a partnership approach to tackling hate crime and hate incidents		
	Actions	Lead	Progress Updates
Page 34	<ul style="list-style-type: none"> • Hate Crime Strategy Group meet quarterly, with updates via email on a regular basis. Group to be made up representatives from the community sector covering the different strands of hate crime, police and council. • Provide up to date information on hate crime and support services available on the Safer Merton website and via promotional materials. • Promote the Community Multi Agency Risk Assessment Conference (Community MARAC) so that agencies supporting hate crime victims are encouraged to make appropriate referrals to access multi-agency support to manage risk to the victim, perpetrator or community. 	Safer Merton	Quarterly meetings scheduled for 2022. Safer Merton web page updated with the Stop Hate UK helpline details December 2021.
4.	Encourage greater community integration as the best defence against hatred, celebrating how Merton's diversity makes it a wonderful place to live and work		
	Actions	Lead	Progress Updates
	<ul style="list-style-type: none"> • Focus on events celebrating Merton as a multicultural and harmonious borough. Mark events such as Black History Month, Holocaust Memorial Day, LGBT+ History Month, and International Womens' Day. 	Policy, Strategy & Partnerships, Inner Strength Network, Safer Merton	Will link in with council's planned events for Holocaust Memorial Day 27/01/2022.

5.	Continue to develop a strong network of third party reporting centres throughout the borough which reflect the diversity of the community		
	Actions	Lead	Progress Updates
	<ul style="list-style-type: none"> Explore potential new sites for Third Party Reporting Centres which target different groups in the community. Offer training and continued support to Third Party Reporting Centres. Publicise Third Party Reporting Centres via the Safer Merton website and promotional materials. 	Safer Merton	<p>November 2021 – discussions with All England Club re joining the scheme.</p> <p>Stop Hate UK Helpline for Merton launched December 2021. 24hr, seven days a week service.</p>
6.	Organise and hold a range of engagement events with our partners to raise awareness and promote mechanisms for reporting a hate crime		
	Actions	Lead	Progress Updates
Page 35	<ul style="list-style-type: none"> Alongside our partners coordinate a full programme of engagement events during national Hate Crime Awareness Week each October. Mark International Day Against Homophobia, Biphobia and Transphobia (IDAHOBIT) annually via a rainbow flag raising ceremony to show solidarity with the LGBTQ+ community. 	Hate Crime Strategy Group	<p>HCAW 2021 ran 9th-16th October 2021. Combination of online and face to face engagement events covering the different strands of hate crime, alongside a social media campaign for partners to pledge their support. Launch event focused on national theme of Transgender hate crime.</p>
7.	Support BTP, Safer Transport and TFL in any future campaigns around hate crime on public transport		
	Actions	Lead	Progress Updates
	<ul style="list-style-type: none"> Joint campaigns adapted to a Merton context where possible to ensure the best outcome. 	BTP	
8.	Explore funding options available and develop bids for hate crime projects		
	Actions	Lead	Progress Updates

	<ul style="list-style-type: none"> Publicise funding opportunities when they become available e.g. MOPAC Safer Neighbourhood Board Community Engagement Funding. Provide relevant support to community organisations where necessary when making bids. 	Safer Merton	<p>Inner Strength Network successful in bid to obtain funding 2021-22 for continuation of hate crime Third Party Reporting scheme.</p> <p>Ongoing scanning for funding opportunities and awareness raising taking place. Hate Crime Strategy Group to consider making a joint bid for Third Party Reporting.</p>
9.	Promote the work of the Hate Crime Strategy Group amongst the community		
	Actions	Lead	Progress Updates
Page 36	<ul style="list-style-type: none"> Produce a review of the annual work plan using info graphics to illustrate to the community what work has been achieved. 	Hate Crime Strategy Group	

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

10.	Consider hate crime in the context of education of children and young adults		
	Actions	Lead	Progress Updates
	<ul style="list-style-type: none"> Promote a range of programmes in schools to increase young people's understanding of hate crime and challenge prejudices. Increase the number of Third Party Reporting Centres accessible to young people to encourage them to report hate crime. Link in with the council's work on the safety of women and girls to encourage respect and emotional awareness, providing advice and support to those who are victimised. 	Merton School Improvement, Safer Merton	

11.	Raise awareness of hate crime amongst young people through campaigns		
	Actions	Lead	Progress Updates
	<ul style="list-style-type: none"> Attend events for young people such as Fresher's Week at Merton College to raise awareness and promote Merton's hate crime services. Continue to promote amongst young people in the borough the 'Protect Yourself from Hate' video made in conjunction with Merton College. Link in with Safer Schools officers during Hate Crime Awareness Week to ensure young people are engaged on the issues surrounding hate crime via assemblies, presentations and other materials. 	Safer Merton, Police	Safer Merton and Inner Strength Network attended Fresher's Fair Sept 2021 with a hate crime stall. 'Protect Yourself from Hate' video and presentation recirculated to Safer Schools Officers during HCAW 2021 alongside leaflets and posters for students.
12.	Further engage with primary schools to educate children in emotional intelligence from a young age		
	Actions	Lead	Progress Updates
Page 37	<ul style="list-style-type: none"> Incorporate hate crime into a session of the Junior Neighbourhood Watch programme run by Merton Neighbourhood Watch Association and police for Year 5 pupils in primary schools in Merton. 	Merton NHW Association, Police	JNHW programme awaiting relaunch in schools following the pandemic - planned for summer term 2022.
	Draw attention to the issue of online hate crime, linking in with any future campaign activity by the Met Police		
	Actions	Lead	Progress Updates
	<ul style="list-style-type: none"> Continue to build relationships with the Met Hate Crime Policy Development Team and participate in any future publicity campaigns about online hate crime. 	Safer Merton, Police	
13.	Run a series of public campaigns in order to educate and challenge attitudes around hate crime		
	Actions	Lead	Progress Updates
	<ul style="list-style-type: none"> Alongside leading events for Hate Crime Awareness Week and IDAHOBIT annually, mark other important days such as International Womens' Day, 	Hate Crime Strategy Group	Social media campaign took place for HCAW 2021 asking for pledges of support. Partners such as AFC

	<p>LGBT+ History Month, International Day of Disabled Persons and Black History Month.</p> <ul style="list-style-type: none"> • Develop an events calendar to be shared with partners. • Continue to utilise avenues such as social media, existing newsletter publications, websites and campaigns such as Hate Crime Awareness Week to promote messaging that Merton is no place for hate and via the #MertonStopsHate 		Wimbledon, Mayor of Merton, Merton CIL and Inner Strength Network took part.
14.	Promote the 'Ask for Angela' campaign, which is championed by Merton Council and the Met Police		
	Actions	Lead	Progress Updates
Page 38	<ul style="list-style-type: none"> • Ensure bar and security staff receive regular training. • Ensure up to date information regarding campaign is on the Safer Merton website. • Link in with any campaigns around the night time economy (high risk environments for hate crime) being run by the police and Safer Merton. 	Police, Safer Merton	
15.	Support and link in with MOPAC's (Mayor's Office of Policing and Crime) plans to launch a Hate Crime Victim Service to run 2021-2023		
	Actions	Lead	Progress Updates
	<ul style="list-style-type: none"> • 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. • Ensure that any services provided through MOPAC support and complement existing offers from community organisations. 	Safer Merton	Await update from MOPAC.
16.	Continue to reassure and support the community following the UK's withdrawal from the EU		
	Actions	Lead	Progress Updates

	<ul style="list-style-type: none"> Engagement with relevant communities regarding community tensions related to the UK's withdrawal from the EU. Police continue to share community tension reports to flag any concerns. Regular messaging via the council and partners' social media channels that Merton is no place for hate and via promotion of our support services such as Hate Crime Advice Surgeries and Third Party Reporting. 	Safer Merton, Police	<p>Regular messaging is shared with community via social media channels that Merton is a welcome place for all and hate in any form is not tolerated.</p> <p>Engagement event took place with Polish Family Association, Safer Merton and Police during HCAW October 2021.</p>
17.	Roll out Bystander training to the community to improve the confidence of the public in intervening safely when a hate crime is taking place*		
	Actions	Lead	Progress Updates
Page 189	<ul style="list-style-type: none"> Offer training sessions to community stakeholders including community organisations (in particular those who work with specific groups known to be most impacted by hate crime), businesses and residents. Exploring potential links with work around Women and Girls safety in public places. 	Safer Merton	Stop Hate UK Awareness sessions during 2022 dates TBC.
	Coordinate the provision of training for council front line, call centre and other staff on how to recognise hate crime		
	Actions	Lead	Progress Updates
	<ul style="list-style-type: none"> Ensure frontline services have a consistent practice for responding to hate crime reports. Ensure employees are safeguarded in the workplace if they experience a hate crime. 	Safer Merton	

*Actions 17 and 18 dependent on budget being identified.

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

19.	Continue to run monthly Hate Crime Advice Surgeries in conjunction with third sector partners		
	Actions	Lead	Progress Updates
	<ul style="list-style-type: none"> Publicise the Hate Crime Advice Surgeries via social media and promotional materials. Hold the surgeries in a face to face format once again at Merton Civic Centre once Covid-19 restrictions allow. 	Safer Merton	Regular messaging shared via council's events calendar and social media channels.
20.	Increase confidence in reporting by expanding the third party reporting scheme at different locations throughout the borough from which hate crime can be reported in a safe space		
	Actions	Lead	Progress Updates
Page 40	<ul style="list-style-type: none"> Begin with a focus on sports clubs as hubs of the community and the ability of sport to bring different communities together. Explore how the scheme can be expanded into local businesses such as barber shops, nail bars and taxi services. Raise awareness of Third Party Reporting Centres amongst different groups in the community via publicity campaigns and materials. 	Safer Merton	<p>AFC Wimbledon, Tooting and Mitcham FC and 10 Coaching signed up to Third Party Reporting scheme during 2021.</p> <p>Meeting with All England Club November 2021.</p> <p>Engagement with local businesses in town centres to be picked up in 2022.</p>
21.	Develop our 'Think Family' offer		
	Actions	Lead	Progress Updates
	<ul style="list-style-type: none"> In incidents of hate crime, always consider what the impact might be on the relatives of the victim and perpetrator. 	Merton Safeguarding Children	<p>Ongoing practice.</p> <p>Domestic Abuse Think Family sub-group of the MSCP will be seeking to strengthen their work on 'Think Family'</p>

		Partnership Manager	and a sub-group has been coordinated to review the Think Family presentation that was shared with partners a few years ago to refresh it. We are also holding a joint conference with the Adults Safeguarding Board in the coming year which will have a focus on transitions, and this may be an opportunity to share Think Family themes with partners. A Task and Finish group with members of both the children's and adults boards are taking this joint conference work forward.
22.	Promote the use of apps relevant to personal safety and hate crime reporting		
Page 41	Actions	Lead	Progress Updates
	<ul style="list-style-type: none"> Ensure the Safer Merton website is updated with the latest apps and safety advice. Promote the use of apps such as True Vision which can be used as a mechanism to report a hate crime. 	Safer Merton	Website is up to date with avenues of reporting. Also contains list of Third Party Reporting Centres.

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

23.	Trial the recording of misogyny as a hate crime		
	Actions	Lead	Progress Updates
	<ul style="list-style-type: none"> Police to trial the recording of hate crimes motivated by a person's gender and update the Community Safety Partnership on results of trial. 	Police	Await update from Met Police.

24.	Social housing landlords record and take appropriate actions where hate crime is a motivating or recorded factor in neighbour nuisance or housing related nuisance		
	Actions	Lead	Progress Updates
	<ul style="list-style-type: none"> Engage with the key social landlords in the borough. Consider approach to ensure tenancy agreements are clear on how the landlord will act on reports of hate crime (supporting the tenant, or taking action against the perpetrator). 	Safer Merton and most prominent social landlords in the borough – Clarion, Moat Housing and L&Q Housing	<p>Social housing rep from Clarion Housing attends Hate Crime Strategy Group and Community MARAC meetings.</p> <p>Work ongoing with engagement with other HAs.</p>
25.	Ensure that all front line police officers understand the importance of providing a robust response to hate crime		
	Actions	Lead	Progress Updates
Page 42	<ul style="list-style-type: none"> Training to ensure police officers are aware how to record hate crimes using the appropriate flags on police recording systems. Training and awareness for police officers to ensure they are aware of the support services available to victims. 	Police	<p>All response team officers have been informed via training sessions of the importance of correctly dealing with hate crime and the support services that are available to victims, including the 124H form and CATCH referrals.</p> <p>Drop in sessions also held with investigating officers.</p> <p>The Hate Crime Outcomes and Performance Officer (HCOP) also supervises all open hate crime investigations from reporting to closure.</p>