



### Merton Hate Crime Work Plan 2024-2025

- This work plan sets out the key objectives and work to be delivered on hate crime in Merton in 2024-25.
- 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*

1.	Monitor and understand the picture of hate crime in Merton		
	Actions	Lead	Progress Updates
	<ul style="list-style-type: none"> <li>• Produce an annual hate crime profile using available hate crime data to understand the issues currently facing the borough.</li> <li>• Consult with the community to hear their voice and their experiences of hate crime when updating the hate crime strategy and annual work plan.</li> </ul>	Safer Merton, Hate Crime Strategy Group	Completed 23-24

<b>2.</b>	<b>Share hate crime information and data between relevant divisions of the council and Community Safety Partnership</b>		
	<b>Actions</b>	<b>Lead</b>	<b>Progress Updates</b>
	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Audit safeguarding cases to ensure hate crimes are flagged as a safeguarding adults concern.</li> </ul>	Safeguarding Adults, Police, Safer Merton	
<b>3.</b>	<b>Support a partnership approach to tackling hate crime and hate incidents</b>		
	<b>Actions</b>	<b>Lead</b>	<b>Progress Updates</b>
	<ul style="list-style-type: none"> <li>• Hate Crime Strategy Group to 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.</li> <li>• Provide up to date information on hate crime and support services available on the Safer Merton website and via promotional materials.</li> <li>• 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.</li> </ul>	Safer Merton	
<b>4.</b>	<b>Encourage greater community integration as the best defence against hatred, celebrating how Merton's diversity makes it a wonderful place to live and work</b>		
	<b>Actions</b>	<b>Lead</b>	<b>Progress Updates</b>
	<ul style="list-style-type: none"> <li>• 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.</li> </ul>	Policy, Strategy & Partnerships, Inner Strength Network, Safer Merton, Merton School Improvement team.	

<b>5.</b>	<b>Continue to develop a strong network of Third Party Reporting Centres throughout the borough which reflect the diversity of the community</b>		
	<b>Actions</b>	<b>Lead</b>	<b>Progress Updates</b>
	<ul style="list-style-type: none"> <li>• Explore potential new sites for Third Party Reporting Centres which target different groups in the community.</li> <li>• Offer training and continued support to Third Party Reporting Centres.</li> <li>• Publicise Third Party Reporting Centres via the Safer Merton website and promotional materials.</li> </ul>	Safer Merton	
<b>6.</b>	<b>Organise and hold a range of engagement events with our partners to raise awareness and promote mechanisms for reporting a hate crime</b>		
	<b>Actions</b>	<b>Lead</b>	<b>Progress Updates</b>
	<ul style="list-style-type: none"> <li>• Alongside our partners coordinate a full programme of engagement events during National Hate Crime Awareness Week each October.</li> <li>• Mark International Day Against Homophobia, Biphobia and Transphobia (IDAHOBIT) annually via a rainbow flag raising ceremony to show solidarity with the LGBTQI+ community.</li> </ul>	Hate Crime Strategy Group	
<b>7.</b>	<b>Support BTP, Safer Transport and TFL in any future campaigns around hate crime on public transport</b>		
	<b>Actions</b>	<b>Lead</b>	<b>Progress Updates</b>
	<ul style="list-style-type: none"> <li>• Joint campaigns adapted to a Merton context where possible to ensure the best outcome.</li> </ul>	BTP	
<b>8.</b>	<b>Explore funding options available and develop bids for hate crime projects</b>		
	<b>Actions</b>	<b>Lead</b>	<b>Progress Updates</b>
	<ul style="list-style-type: none"> <li>• Publicise funding opportunities when they become available e.g. MOPAC Safer Neighbourhood Board Community Engagement Funding.</li> </ul>	Safer Merton	

	<ul style="list-style-type: none"> <li>• Provide relevant support to community organisations where necessary when making bids.</li> <li>• Look for other funding opportunities</li> </ul>		
<b>9.</b>	<b>Promote the work of the Hate Crime Strategy Group amongst the community</b>		
	<b>Actions</b>	<b>Lead</b>	<b>Progress Updates</b>
	<ul style="list-style-type: none"> <li>• Produce a review of the annual work plan using info graphics to illustrate to the community what work has been achieved.</li> </ul>	Hate Crime Strategy Group	Annual report 2023-24 circulated.

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

<b>10.</b>	<b>Consider hate crime in the context of education of children and young adults</b>		
	<b>Actions</b>	<b>Lead</b>	<b>Progress Updates</b>
	<ul style="list-style-type: none"> <li>• Promote a range of programmes in schools to increase young people's understanding of hate crime and challenge prejudices.</li> <li>• Increase the number of Third Party Reporting Centres accessible to young people to encourage them to report hate crime.</li> <li>• 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.</li> <li>• Incorporate in JNHW and bystander sessions</li> </ul>	Merton School Improvement, Safer Merton	
<b>11.</b>	<b>Raise awareness of hate crime amongst young people through campaigns</b>		
	<b>Actions</b>	<b>Lead</b>	<b>Progress Updates</b>

	<ul style="list-style-type: none"> <li>Attend events for young people such as Fresher's Week at Merton College to raise awareness and promote Merton's hate crime services.</li> <li>Continue to promote amongst young people in the borough the 'Protect Yourself from Hate' video made in conjunction with Merton College.</li> <li>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.</li> </ul>	Safer Merton, Police	
<b>12.</b>	<b>Run a series of public campaigns in order to educate and challenge attitudes around hate crime with all partners</b>		
	<b>Actions</b>	<b>Lead</b>	<b>Progress Updates</b>
	<ul style="list-style-type: none"> <li>Alongside leading events for Hate Crime Awareness Week and IDAHOBIT annually, mark other important days such as International Womens' Day, LGBT+ History Month, International Day of Disabled Persons and Black History Month.</li> <li>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</li> <li>Continue to participate in any future publicity campaigns about online hate crime.</li> <li>Mark Stephen Lawrence day 22<sup>nd</sup> April.</li> </ul>	Hate Crime Strategy Group	
<b>13.</b>	<b>Promote the 'Ask for Angela' campaign, which is championed by Merton Council and the Met Police</b>		
	<b>Actions</b>	<b>Lead</b>	<b>Progress Updates</b>
	<ul style="list-style-type: none"> <li>Ensure bar and security staff receive regular training.</li> <li>Ensure up to date information regarding campaign is on the Safer Merton website.</li> <li>Link in with any campaigns around the night time economy (high risk environments for hate crime) being run by the police and Safer Merton.</li> </ul>	Police, Safer Merton	

<b>14.</b>	<b>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</b>		
	<b>Actions</b>	<b>Lead</b>	<b>Progress Updates</b>
	<ul style="list-style-type: none"> <li>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.</li> <li>Ensure that any services provided through MOPAC support and complement existing offers from community organisations.</li> </ul>	Safer Merton	
<b>15.</b>	<b>Continue to reassure and support the community following national and international events which may have an effect on community cohesion</b>		
	<b>Actions</b>	<b>Lead</b>	<b>Progress Updates</b>
	<ul style="list-style-type: none"> <li>Engagement with relevant communities regarding community tensions related to the UK's withdrawal from the EU.</li> <li>Police continue to share community tension reports to flag any concerns.</li> <li>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.</li> <li>International events –any perceived 'favouritism' for any ethnic, cultural or religious group in terms of strained public services should be carefully monitored and we need to double check messages going to the public.</li> </ul>	Safer Merton, Police	
<b>16.</b>	<b>Roll out Bystander training to the community to improve the confidence of the public in intervening safely when a hate crime is taking place*</b>		
	<b>Actions</b>	<b>Lead</b>	<b>Progress Updates</b>

\*Actions 17 and 18 dependent on budget being identified.

	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Exploring potential links with work around Women and Girls safety in public places.</li> <li>• Explore essential links with the safer streets project</li> </ul>	Safer Merton	
<b>17.</b>	<b>Coordinate the provision of training for any front line staff on how to recognise hate crime</b>		
	<b>Actions</b>	<b>Lead</b>	<b>Progress Updates</b>
	<ul style="list-style-type: none"> <li>• Ensure frontline services have a consistent practice for responding to hate crime reports.</li> <li>• Ensure employees are safeguarded in the workplace if they experience a hate crime.</li> </ul>	Safer Merton	

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

<b>18.</b>	<b>Continue to run monthly Hate Crime Advice Surgeries in conjunction with third sector partners</b>		
	<b>Actions</b>	<b>Lead</b>	<b>Progress Updates</b>
	<ul style="list-style-type: none"> <li>• Publicise the Hate Crime Advice Surgeries via social media and promotional materials.</li> <li>• Hold the surgeries in a face to face format once again at Merton Civic Centre and within other venues.</li> </ul>	Safer Merton	
<b>19.</b>	<b>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</b>		

	<b>Actions</b>	<b>Lead</b>	<b>Progress Updates</b>
	<ul style="list-style-type: none"> <li>• Begin with a focus on sports clubs as hubs of the community and the ability of sport to bring different communities together.</li> <li>• Explore how the scheme can be expanded into local businesses such as barber shops, nail bars and taxi services.</li> <li>• Raise awareness of Third Party Reporting Centres amongst different groups in the community via publicity campaigns and materials.</li> </ul>	Safer Merton	
<b>20.</b>	<b>Develop our 'Think Family' offer</b>		
	<b>Actions</b>	<b>Lead</b>	<b>Progress Updates</b>
	<ul style="list-style-type: none"> <li>• Explore existing local/national guidance around dealing with the impact of hate crime incidents involving young people, including on the relatives of the victims and perpetrators.</li> <li>• With aim of promoting existing guidance widely and/or drafting further guidance if required.</li> </ul>	Merton Safeguarding Children Partnership Manager / School Improvement	
<b>21.</b>	<b>Promote the use of apps relevant to personal safety and hate crime reporting</b>		
	<b>Actions</b>	<b>Lead</b>	<b>Progress Updates</b>
	<ul style="list-style-type: none"> <li>• Ensure the Safer Merton website is updated with the latest apps and safety advice.</li> <li>• Promote the use of apps such as True Vision which can be used as a mechanism to report a hate crime.</li> </ul>	Safer Merton	

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



<b>22.</b>	<b>Social housing landlords record and take appropriate actions where hate crime is a motivating or recorded factor in neighbour nuisance or housing related nuisance</b>		
	<b>Actions</b>	<b>Lead</b>	<b>Progress Updates</b>
	<ul style="list-style-type: none"> <li>Engage with the key social landlords in the borough.</li> <li>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).</li> </ul>	Safer Merton and most prominent social landlords in the borough – Clarion, Moat Housing and L&Q Housing	
<b>23.</b>	<b>Ensure that all front line police officers understand the importance of providing a robust response to hate crime</b>		
	<b>Actions</b>	<b>Lead</b>	<b>Progress Updates</b>
	<ul style="list-style-type: none"> <li>Training to ensure police officers are aware how to record hate crimes using the appropriate flags on police recording systems.</li> <li>Training and awareness for police officers to ensure they are aware of the support services available to victims.</li> </ul>	Police	