

## Appendix 1

### Hammersmith & Fulham Hate Crime Strategy 2024-2028

#### Foreword by Cllr Harvey, Cabinet Member for Social Inclusion and Community Safety

##### No Hate in H&F

Hammersmith & Fulham is a place where we are proud of our rich cultural landscape and celebrate our diversity as our strength. It has long been a place where deep friendships stretch across communities.

Recent global events have fuelled a surge in hate crime across the UK, and our borough.

During the Covid-19 pandemic, we saw a spike in domestic abuse, modern slavery, and exploitation. A rise in race related crime – particularly against East Asian and Black communities followed.



It also left some more vulnerable to radicalisation as they spent more time isolated and online. Three years on, Antisemitic and Islamophobic offences in London increased by 1,353% and 140%<sup>[1]</sup> respectively as the devastating conflict in the Middle East commenced.

Hate crime has a significant impact on victims. A recent public consultation among H&F residents revealed that more than 70% of respondents, who had previously experienced hate crime, did not report it. Hate crime doesn't just harm individuals. It weakens our borough by dividing our communities, sowing division and creates fear.

That is why we are working with local partners, including community organisations and the Met Police, to ensure everyone in H&F can live safely and without fear.

Together, we have developed a new strategy to prevent and address hate crime, stop perpetrators, and deliver effective support for victims.

Our strategy builds on the foundations laid by our Equalities Plan 2021-25, complements our work with refugees and asylum seekers to ensure they feel welcomed in borough and aligns with our broader strategies for tackling crime and violence against women and girls.

We are grateful to all residents, youth and faith groups, businesses, and charities whose input has helped ensure that our strategy reflects the community, our commitment to doing things with local residents, not to them, and being a compassionate council.

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<sup>[1]</sup> 1 October 2023 – 18 October 2023 compared with the same period in 2022.

In 2023, we marked hate crime awareness week via a range of events and pop-ups to encourage reporting, offered advice and signposted people to organisations who can provide specific support and information.

Our strategy is a commitment to change. It will help boost community confidence, break down barriers to reporting, and create a future where everyone feels valued, safe, and included. A united H&F means a stronger, safer, and kinder borough for all.

**Cllr Rebecca Harvey,  
H&F Cabinet Member for Social Inclusion & Community Safety**

**Foreword by Superintendent Craig Knight Mst. (Cantab), CMgr MCMI,  
Metropolitan Police**

To the communities of Hammersmith & Fulham:

My colleagues and I are privileged to police your communities and to be part of them. Whether you live, work or travel through this borough it is our responsibility, working with partners, to keep you safe and feeling safe. Crimes that are motivated by hate or intolerance to others are particularly damaging and a priority for us all to reduce or bring to justice.



The National Police Chiefs' Council, the College of Policing, and the Crown Prosecution Service (CPS) have agreed the common definition of hate crime as:

*"Any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice based on a person's race or perceived race; religion or perceived religion; sexual orientation or perceived sexual orientation; disability or perceived disability and any crime motivated by hostility or prejudice against a person who is transgender or perceived to be transgender."*

I would encourage anyone who feels they have been impacted by hate crime to come forward, whether as a victim or as a witness to such offending. Your valuable information and support can contribute to identifying and dealing with those responsible and sending a clear, unambiguous message across this Borough, that hate crime in any form is not welcome or accepted here.

**Superintendent Craig Knight  
Hammersmith and Fulham Police**

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## 1. Introduction

### Our vision for Hammersmith & Fulham

- 1.1. Hammersmith & Fulham (H&F) has one of the most diverse communities in the UK - something we are immensely proud of. We want to ensure our H&F communities are unified and connected and diversity is valued. H&F is a champion of all people, inclusive of race, faith, disability, sexuality, and gender identity. Each year we celebrate Hate Crime Awareness Week, Refugee Week and Pride in London, along with many faith festivals.
- 1.2. With our partners we are committed to tackling hate crime because we understand the impact of these crimes on individuals and communities.
- 1.3. Hammersmith & Fulham Council will not tolerate discrimination of any kind and will do everything we can to prevent this from happening. As a local authority, we will use the powers and resources available to us to achieve the objectives set out in this strategy.
- 1.4. At H&F, equity and inclusion is at the heart of everything we do. We are committed to doing things with residents, not to them. This hate crime strategy has been developed in collaboration with over 100 residents, voluntary organisations and partner agencies and sets out our commitment to tackling discrimination and harassment.
- 1.5. H&F want to stand united against all forms of discrimination, including misogyny. While misogyny and alternative subcultures are not currently recognised as hate crime strands by central government, this strategy also considers crimes against women and alternative subcultures and makes clear that harassment of any kind is not acceptable within our borough. We aim to promote inclusivity and support, educating ourselves and others while raising awareness and advocating change around gender-based crime. We will work closely with our partners on this, and ensure our priorities align with our [Violence against Women and Girls Strategy 2022-2027](#).
- 1.6. Accompanying this strategy is an action plan which sets out how we will achieve our objectives. The action plan is a living document which will be regularly updated to ensure it continues to meet the needs of our communities.
- 1.7. We know that global events such as Brexit and conflicts in Israel-Gaza and Ukraine can have a large impact on recorded hate crimes globally.
- 1.8. Following the escalation of the conflict in Israel-Gaza in October 2023 we have seen a concerning increase in Islamophobia and Antisemitism across London and the UK. In H&F, we are committed to ensuring our diverse borough is

welcoming and safe for everyone. This strategy aims to demonstrate our commitment to preventing Islamophobia, Antisemitism and all forms of hate crime.

- 1.9. Having a flexible action plan allows us to adapt to current and emerging challenges.

## 2. Our Hammersmith & Fulham

### Our Communities

- 2.1. 2021 census data<sup>1</sup> shows the level of diversity in our borough, something that we think should be celebrated. Between 2011 and 2021 there was an increase in the number of people who are from an ethnic group other than white British. In Hammersmith & Fulham, 63.2% of people identified as 'white' and 36.8% identified as Black, Asian or minority Ethnic. The main ethnic groups identified are Black African (7.2%), Mixed (6.7%), black Caribbean (3.6%), and Arab (3%).
- 2.2. There are several distinct faith communities in H&F. Table 1 shows the breakdown of religions in the borough.

Religion	Number of residents	Percentage
Christian	83,673	45.7%
Muslim	21,290	11.6%
Hindu	2,209	1.2%
Buddhist	1,723	0.9%
Jewish	1,228	0.7%
Sikh	450	0.2%
No religion	56,059	30.6%
Other	1,227	0.7%
Not answered	15,298	8.4%
Total	183,157	100%

Table 1. Shows the breakdown of religious groups in the borough as reported in the census 2021

- 2.3. In H&F, 15.5% of residents are disabled people (more than 1 in 7). We are committed to ensuring that we work with disabled people to plan, design and review policies and services that affect them. 'Nothing about disabled people without disabled people' is at the heart of decision-making and policy development in H&F.
- 2.4. We also have a large LGBTQ+ community in the borough, as shown in table 2.

<sup>1</sup> [Hammersmith and Fulham population change, Census 2021 – ONS](#)

	H&F (%)	London (%)	England (%)
Straight or heterosexual	85	86.19	89.37
Gay or Lesbian	3.1	2.23	1.54
Bisexual	1.8	1.52	1.29
Pansexual	0.1	0.10	0.10
Asexual	0.1	0.05	0.06
Queer	0.0	0.06	0.03
Another sexual orientation	0.2	0.31	0.16
Not answered	9.7	14.54	7.45
Total	100%	100%	100%

Table 2. Shows the breakdown of sexualities in the borough as reported in the census 2021

Of residents aged 16 and over	H&F (count)	H&F (%)
Gender identity the same as sex registered at birth	141,488	91.5
Gender identity different from sex registered at birth but no specific identity given	526	0.3
Trans woman	214	0.1
Trans man	211	0.1
Non-binary	111	0.1
All other gender identities	59	0.0
Not answered	12,018	7.8
Total	154,627	100%

Table 3. Shows the gender identity of residents in the borough as reported in the census 2021

## Keeping residents safe

- 2.5. We know how important feeling safe is to our residents and we want all residents and visitors to be able to live free from hatred and discrimination. Hate crime is a key priority of the Hammersmith & Fulham Community Safety Partnership.
- 2.6. Our Law Enforcement Team (LET) patrol the borough keeping residents safe and driving down anti-social behaviour. Our officers patrol dedicated wards getting to know communities and aim to build trust amongst all groups. Every Officer receives training on hate crime, and guidance on how they can support residents who have experienced hate crime.
- 2.7. H&F has launched a £4.5m CCTV investment programme to enhance, improve and upgrade our CCTV network. The scheme will see state-of-the-art upgrades to the borough's extensive camera network, with fully automated 360-degree cameras set to help improve coverage and, as a result, residents' safety.

## **Celebrating H&F**

- 2.8. In 2023, we launched 'Celebrating H&F' to honour Hammersmith & Fulham's diversity and the people and places that have helped shape the borough. 'Black History 365' builds on events held during Black History Month to continue celebrating all year and to learn more about H&F's own Black history.
- 2.9. Annually, we hold a range of events and activities to mark and celebrate LGBTQ+ History Month, PRIDE Month, Disability History Month and International Day of Disabled People. We mark Windrush Day with numerous events to honour our British Caribbean communities and its contribution to our diverse culture.
- 2.10. We also celebrate Women's History Month each year. In 2024, we launched the Women's Trail to commemorate the contribution of women that have lived and worked in the borough.
- 2.11. Each year, Hammersmith & Fulham celebrates LGBTQ+ History Month with a range of events including a five-a-side football tournament 'Football vs homophobia' in partnership with the football clubs in borough to challenge discrimination based on sexual orientation, gender identity and expression at all levels of football.
- 2.12. Annually, between 25 November and 10 December we mark 16 Days of Activism against gender-based violence. The council and a host of local partners deliver a range of events each year to highlight our work to support women and change behaviours that lead to gender-based violence.
- 2.13. Each year we celebrate Inter Faith Week and various religious festivals in H&F to celebrate our different religious communities and strengthen our understanding of our different celebrations and traditions. In December 2023, a large Menorah was placed in Lyric Square to mark Hanukkah. We host an annual Christmas Day lunch for elderly and vulnerable residents in the borough who would otherwise be alone during the festive period.
- 2.14. In H&F, we are welcoming to refugee and asylum seekers. Our dedicated refugee team support refugees and asylum seekers in H&F and provide practical and emotional support. The team also delivers events as part of Refugee Week for refugees and asylum seekers and the wider community.

## **Our staff**

- 2.15. Hammersmith & Fulham Council is committed to becoming an employer of choice and fostering greater inclusion. We are signed up to the Race at Work Charter and other equality and diversity and inclusion commitments, such as: Disability Confident, Armed Forces Covenant, Opening Doors Employers, Employers Initiative Against Domestic Abuse, UK Says No More (to end domestic abuse and sexual violence), Menopause Workplace Pledge,



Timewise and Age Friendly Employer. We continue to make strides to advance equity and inclusion in our workplace.

- 2.16. Our staff diversity networks include a Race Equality Forum, Women's Network, Early Careers Network (formerly Young Person's Network), Pride Network (formerly LGBTQIA+ Network), Carers Network and Disability Equity Network. These networks provide staff with a voice on issues of equity, diversity, and inclusion and host various community events across H&F.

### **Faith Forum**

- 2.17. The H&F Faith Forum has been running for over 5 years. Meeting quarterly, the Forum aims to bring together different faiths to improve inter faith dialogue and understanding. The Forum offers an opportunity for representatives from different faith groups to discuss shared interests or concerns with the council.
- 2.18. We have over 25 members representing over 7 different faiths and beliefs. During the pandemic, the faith forum worked closely with the council to support and assist the vulnerable and elderly residents in H&F and ensure places of worship remained safe when operational.
- 2.19. The forum also engages with Wormwood Scrubs Prison's Chaplaincy team to understand the needs of the inmates and develop a partnership where members of the Faith Forum can support the prison.
- 2.20. In December 2023, members of the Faith Forum wrote to the Prime Minister and Home Secretary to share their concerns about the ongoing war in Israel and Palestine.

### **Prevent Advisory Group**

- 2.21. The Prevent Advisory Group (PAG) consists of faith, community, youth and women's organisations from across Hammersmith & Fulham and Kensington & Chelsea.
- 2.22. The aim of the group is to provide a safe space for members to share concerns or issues impacting their communities. They provide feedback and advice on the local Prevent Delivery Plan and initiatives. They also assist in designing and disseminating key messages in an inclusive and supportive way.
- 2.23. Following the conflict in Israel and Palestine, the group has discussed the impact the conflict has had on local communities and has requested a meeting with the Home Secretary to discuss these concerns. The group also recently received training on tackling Antisemitism and Islamophobia.

### **Football Clubs**

- 2.24. H&F is in the unique position of having three English Football League teams in the borough - Chelsea Football Club, Fulham Football Club and Queen's Park Rangers. While action is being taken to tackle discrimination and hate within

sport, in 2023 Police statistics showed that there were 96 football related hate crimes reported in London. There were 23 offences flagged as hate crimes at football clubs in H&F in 2023. In 2022, the Crown Prosecution Service defined a homophobic slur aimed at Chelsea players and staff to be a hate crime.

## **Transport**

- 2.25. H&F is an extremely well-connected borough, with 17 tube stations including the transport hubs of Hammersmith Broadway and Shepherds Bush station. Transport for London and the British Transport Police have developed campaigns to reduce hate crime and abuse on public transport, including the Bystander Awareness Campaign launched in 2023 which aims to increase the awareness of hate crime to all Londoners so that they are able to support anyone targeted.



Figure 1  
 Picture 1 – Blue plaque unveiled in 2022 during Black History Month to honour Island Records  
 Picture 2 – Hammersmith & Fulham schoolchildren celebrating Women’s History Month in 2024  
 Picture 3 – Celebrating Pride in February 2023  
 Picture 4 – Unveiling of a blue plaque to honour Caribbean Singer Millie Small at her former home in Shepherd’s Bush  
 Picture 5 – Lighting of the menorah as part of our Hanukkah celebrations in December 2023

### 3. Our Equalities Plan 2021-25

- 3.1. Hammersmith & Fulham Council is committed to tackling inequality and ensuring our borough is a safe place for everyone to live, work and visit.
- 3.2. This strategy builds on the success of [Hammersmith & Fulham's Equalities Plan](#) 2021-2025 and feeds into our wider strategies for [tackling crime](#).
- 3.3. The Equalities Plan was developed to demonstrate our commitment to address inequalities in H&F and highlights how the council will put fairness, equity, and compassion at the heart of everything we do.
- 3.4. The five equality objectives are: -
  1. Everyone in our borough feels valued and that they belong.
  2. Removing barriers to inclusion.
  3. Ensuring that our services tackle the disproportionate impact on young people (including those at risk of street crime and exploitation by gangs).
  4. Improving opportunities for all.
  5. Becoming an employer of choice and fostering greater inclusion.
- 3.5. In addition to the Equalities Plan, the council has also published [the H&F Plan](#) which outlines the council's strategy to deliver the H&F Vision and what we want to achieve for our residents. As part of this, we have committed to creating 'a safer borough for everyone', including delivering this hate crime strategy.

## 4. Understanding Hate Crime

### What is a hate crime?

4.1. The UK Government<sup>2</sup> defines a hate crime as:

*Any criminal offence which is perceived by the victim, or anybody else, to be motivated by hostility or prejudice towards someone's:*

- Race
- Religion
- Sexual orientation
- Transgender identity
- Disability

4.2. Any crime can therefore be prosecuted as a hate crime if the offender has demonstrated hostility, or been motivated by hostility, based on race, religion, disability, sexual orientation and/or transgender identity.<sup>3</sup>

4.3. There are three main types of hate crime: physical assault, verbal abuse and incitement to hatred<sup>4</sup>.

4.4. Examples of hate crimes could include being assaulted by someone who used racist language or someone throwing a brick through your window and writing homophobic graffiti on your house.

4.5. It's still a hate crime even if the offender made a mistake about your identity. For example, if they targeted you because they thought you were Muslim, but you aren't<sup>5</sup>.

4.6. Someone can also be a victim of more than one type of hate crime<sup>6</sup>.

### What is a hate incident?

4.7. A hate incident is a non-crime incident which is perceived by the victim, or anyone else to be motivated by hostility or prejudice based on race, religion, sexual orientation, disability, or transgender identity.

4.8. If something happened to you that wasn't a crime, but you think it was motivated by prejudice against you, it is a hate incident. However, if someone experiences more than one hate incident by the same person or group of people, it might count as harassment which can be a crime.

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<sup>2</sup> [Hate Crime](#)

<sup>3</sup> [Hate crime | The Crown Prosecution Service \(cps.gov.uk\)](#)

<sup>4</sup> [What is hate crime? | Metropolitan Police](#)

<sup>5</sup> [Check if you've experienced a hate crime or hate incident - Citizens Advice](#)

<sup>6</sup> [What is hate crime? | Metropolitan Police](#)

- 4.9. Hate incidents and discrimination can escalate to criminal offences, especially if they are repeated and not challenged.
- 4.10. Anyone affected by hate crime or hate incident can access support in H&F.
- 4.11. While the powers partners can use to respond to hate incidents are different to hate crimes, as a partnership we remain committed to ensuring that victims of hate incidents receive appropriate care and support. More information about where you can access support can be found at the end of this strategy.
- 4.12. Residents can report hate crimes and hate incidents to the council's Anti-Social Behaviour Unit. Hate crime reports are treated as high priority cases and an anti-social behaviour coordinator will investigate the case and provide support to the victim and take action against the perpetrator if appropriate and necessary. The anti-social behaviour coordinator will provide advice on how to report hate crimes to the police and will liaise with the Community Alliance to Combat Hate (CATCH) partnership and Stop Hate UK for expert support. Professionals can also refer hate crimes and incidents to our monthly Community Multi Agency Risk Assessment Conference (CMARAC) where multi-agency action plans can be agreed to safeguard the victim.
- 4.13. The council currently commissions Stop Hate UK to provide a 24-hour helpline for residents affected by hate incidents and hate crimes. We also fund specialist anti-discrimination workshops for young people in schools.
- 4.14. CATCH is commissioned by the Mayor's Office Policing and Crime (MOPAC) to deliver hate crime advice, support and advocacy across London. The alliance brings together eight community organisations to provide tailored support, including: the East European Resource Centre, Galop, The Monitoring Group, Stay Safe East, Tell Mama, Real, The Community Security Trust, and Choice in Hackney. Further details on support services can be found at the end of this strategy.

### **Reporting of hate crimes**

- 4.15. Hate crime is underreported and this is a global problem. There are several recognised contributing factors to why people don't report hate crimes they experience.
- 4.16. A few of these barriers include:
  - Lack of trust in authorities
  - Fear of retaliation
  - People don't realise they have been a victim of a hate crime or incident
  - Incident may seem too minor to report
  - People are unaware of where they can seek advice, support, or guidance
- 4.17. We are working to break down these barriers so that everyone in H&F feels confident in accessing support.

## Discrimination and the Equality Act

4.18. The Equality Act (2010)<sup>7</sup> legally protects people from discrimination in the workplace and in wider society. As a result of the Act, it is against the law to discriminate against anyone because of:

- *Age*
- *Gender reassignment*
- *Being married or in a civil partnership*
- *Being pregnant or on maternity leave*
- *Disability*
- *Race, including colour, nationality, ethnic or national origin*
- *Religion or belief*
- *Sex*
- *Sexual orientation*

4.19. These are known as 'protected characteristics'.

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<sup>7</sup> [Discrimination: your rights: Types of discrimination \('protected characteristics'\) - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

## 5. Legislation and Policy

- 5.1. The **Crime and Disorder Act 1998** and **section 66 of the Sentencing Act 2020**<sup>8</sup> allows for any crime to be prosecuted as a hate crime if the offender has either:
- Demonstrated hostility based on race, religion, disability, sexual orientation, or transgender identity; or
  - Been motivated by hostility-based race, religion, disability, sexual orientation, or transgender identity
- 5.2. These characteristics are defined under section 66, subsection (1).
- 5.3. This legislation allows for a sentence uplift to increase the sentence for those convicted of a hate crime. This means that if a criminal offence is considered to be fuelled by hate they can receive a harsher sentence.
- 5.4. The **Anti-Social Behaviour (ASB), Crime and Policing Act 2014** was introduced to provide simpler and more effective powers to tackle ASB using a victim centred approach. This legislation introduced ASB Case Reviews (previously named Community Triggers) to give people a greater say on how agencies respond to complaints of ASB. In H&F, an individual can request an ASB Case Review if after reporting a single hate crime or hate incident they do not believe sufficient action was taken.
- 5.5. The **Equality Act (2010)**<sup>9</sup> legally protects people from discrimination and replaced previous anti-discrimination laws with a single Act. The Act recognises 9 types of 'protected characteristics' outlined in section 4.18.

### The national approach to tackling hate crime

- 5.6. In 2016, the UK government set out a plan<sup>10</sup> for tackling crimes motivated by hate. The plan included 5 themes:
1. Preventing hate crime by challenging beliefs and attitudes
  2. Responding to hate crime within our communities
  3. Increasing the reporting of hate crime
  4. Improving support for victims of hate crime
  5. Building our understanding of hate crime
- 5.7. In 2018, an update was provided to reflect on the progress made. The 5 themes were unchanged; however, the update placed a greater focus on emerging trends such as online hate crime.

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<sup>8</sup> [Sentencing Act 2020 \(legislation.gov.uk\)](https://www.legislation.gov.uk)

<sup>9</sup> [Discrimination: your rights: Types of discrimination \('protected characteristics'\) - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/consultations/discrimination-your-rights-types-of-discrimination-protected-characteristics)

<sup>10</sup> [Action against Hate- The UK Government's plan for tackling hate crime – 'two years on'](https://www.gov.uk/government/consultations/action-against-hate-the-uk-governments-plan-for-tackling-hate-crime-two-years-on)



## **Misogyny**

- 5.8. In 2021, the House of Lords called for current hate crime legislation to be amended to include characteristics of sex and/or gender, and officially recognise misogyny as a hate crime across England and Wales.
- 5.9. While the term has no legal definition, misogyny in relation to hate crime has been previously defined as *'incidents against women that are motivated by an attitude of a man towards a woman, and includes behaviour targeted towards a woman by men simply because they are a woman.'*<sup>11</sup>
- 5.10. Following a recommendation from the Law Commission's report (2021), the government maintained that misogyny should not be considered a hate crime.<sup>12</sup>

## **Pan-London**

### *Metropolitan Police 'New Met for London' Plan*

- 5.11. In 2023, the Metropolitan Police Service (MPS) published '[A New Met For London](#)' Plan which acknowledged the need to improve public trust in the Metropolitan Police, particularly amongst Black, ethnic minority and LGBTQ+ communities and women where trust and confidence has been damaged.
- 5.12. The two-year plan outlined the Metropolitan Police Service's commitment to improving trust, reducing crime, and improving standards and focused on three areas of reform:
- **Community crime-fighting** – reduce crime, rebuild trust and work with local communities to tackle crime and anti-social behaviour
  - **Culture change** - become a police service that does not discriminate – tackling racism, misogyny, and homophobia, and reflect the diversity of London
  - **Fixing our foundations** – ensure police officers are given the training, equipment, and tools they need to succeed in cutting crime
- 5.13. For example, a new Culture, Diversity and Inclusion Directorate has been created within the Metropolitan Police Service with a focus on all marginalised groups.
- 5.14. The plan also commits to increasing the proportion of positive outcomes for victims of hate crime and reducing the number of repeat victims of hate crime.

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<sup>11</sup> South Wales Business School Research, [Misogyny as a hate crime - Is it all that it seems? | University of South Wales](#).

<sup>12</sup> [Making misogyny a hate crime: Police, Crime, Sentencing and Courts Bill 2021 factsheet - GOV.UK \(www.gov.uk\)](#)

*Building a Safer London – Police and Crime Plan for London 2022-25*

- 5.15. The Mayor's Office for Policing and Crime (MOPAC) launched its Police and Crime Plan in 2022. One of the five key priorities is 'Preventing Hate Crime', stating that "there will be a zero-tolerance approach to hate crime".
- 5.16. MOPAC committed to delivering this by:
- Championing London's diversity
  - Ensuring victims of hate crime receive specialist support that best meets their needs
  - Building community confidence and resilience to stand against hate
  - Working with the criminal justice system (CJS) to address behaviour of hate crime offenders
  - Working with communities most affected by hate crime through Independent Advisory Groups (IAGs) to increase the percentage of hate crimes solved and improve satisfaction for victims
  - Ensure Transport for London (TfL), British Transport Police (BTP) and the MPS will continue to take a zero-tolerance approach to hate crime

*Mayor's Action Plan – Transparency, Accountability and Trust in Policing*

- 5.17. In November 2020, the Mayor of London released an action plan to improve trust and confidence in the MPS and address community concerns about disproportionality in the use of certain police powers affecting Black Londoners.
- 5.18. As a partnership we will continue to monitor key policy changes throughout the life of this strategy as we continue to improve our response to hate crime.

## **6. Collaboration with our Communities**

6.1. We recognise that effectively tackling hate crime requires the whole community to work together. This strategy has been co-produced with residents, youth groups, partner statutory organisations, faith groups, local businesses, and voluntary and community sector organisations, such as:

- Hammersmith & Fulham Youth Council
- Hammersmith & Fulham Faith Forum
- Young Hammersmith & Fulham Foundation
- Chelsea Football Club (CFC)
- Fulham Football Club (FFC)
- Queen's Park Rangers (QPR) Football Club
- Hammersmith and Fulham Business Improvement Districts (BID)
- Iranian Association
- West London Welcome
- Action on Disability
- Age UK
- British Transport Police (BTP)
- Galop
- Crimestoppers, a charity independent of the Police where you can report crime 100% anonymously
- Shepherds Bush Housing Group
- Show Racism the Red Card
- Sobus
- Stop Hate UK

### **Hate Crime Survey**

6.2. The strategy has also been guided by a public survey aimed at residents, faith groups, local businesses and voluntary and community sector organisations and ran between October and December 2023. In the survey, respondents were asked questions about their understanding and experiences of hate crime in H&F, how we can prevent hate crimes and how we can better support those affected.

6.3. The survey found that:

- 42% of respondents experienced hate crime in the past year (either as a victim or witness). However, only around 28% of those who experienced a hate crime reported this to police or another agency.
- Those who had experienced hate crime in the past year sought support from a range of places including the police, family and friends, and their housing provider.

- Those who reported a hate crime in the past year reported a mixed response regarding how satisfied they were with the support they received.
- Over 95% of respondents supported the strategy objectives in section 7.1.
- While misogyny is not recognised strand of hate crime under national legislation, 75% of respondents believed that misogyny should be considered as part of this strategy and our accompanying action plan. For example, one respondent stated:

*“I, like any father, worry about comments and actions which my daughter might be subjected to whilst out either on her own or with her friends. I am trying to raise an independent strong daughter and while I do all I can to protect her, it is comforting to know that the council are actively working to make the area safer for females too.”*

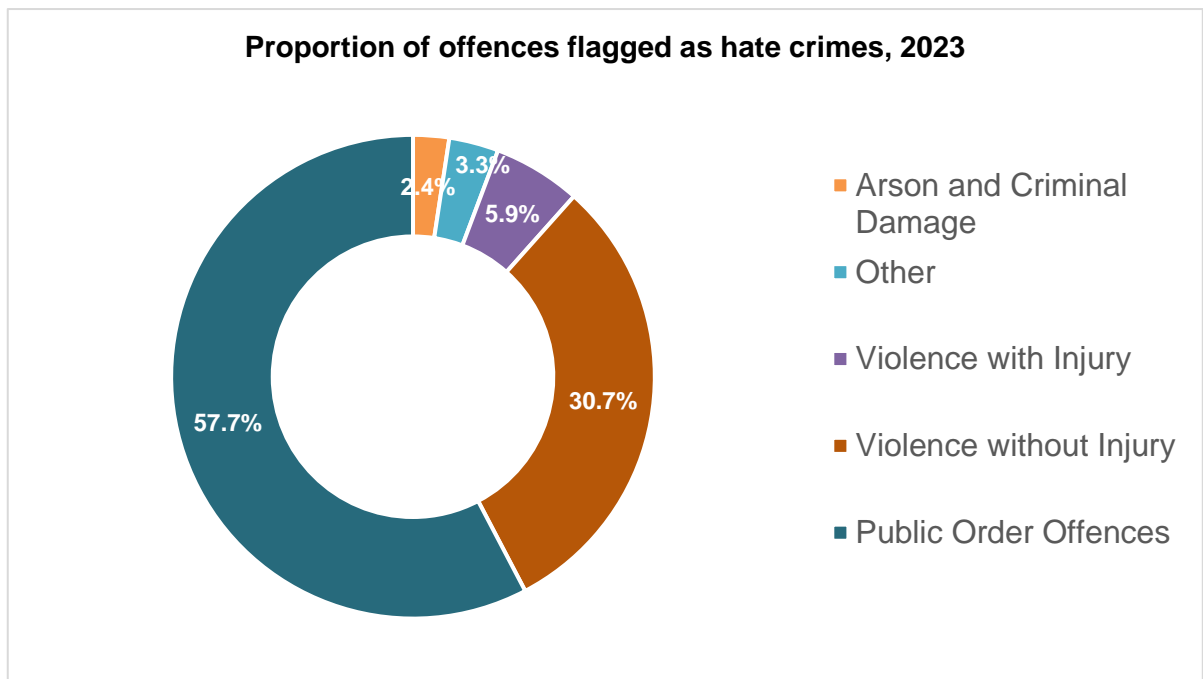
## 7. Evidence & Data

7.1. H&F recorded 664 crimes that were flagged as a hate crime in 2023 that were reported to the police. This is a rate of hate crime of 3.6 per 1,000 residential population. This is an increase from last year of 16.3% and an increase of 26.5% from 2018.

### Annual Comparison (2018 - 2023)

Year	Count	Year on Year Change
2018	525	
2019	593	13.0%
2020	580	-2.2%
2021	641	10.5%
2022	571	-10.9%
<b>2023</b>	<b>664</b>	<b>16.3%</b>

7.2. As shown on the graph below, more than half (57.7%) of hate crimes recorded in H&F were Public Order Offences<sup>13</sup> and nearly one-third (36.6%) were violence Against the Person where 5.9% were for Violence with injury<sup>14</sup> and 30.7% for Violence without injury<sup>15</sup>.



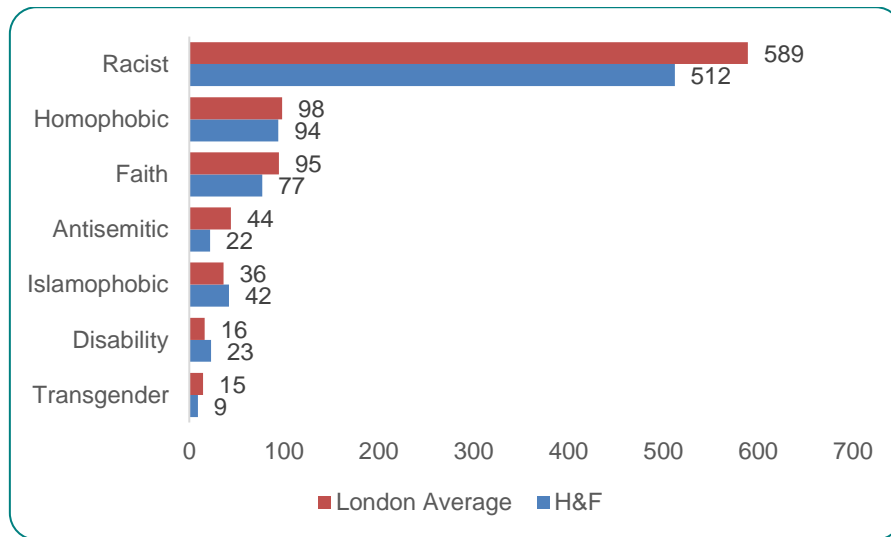
<sup>13</sup> The term “public order offence” is used to describe acts of violence or intimidation in public, such as rioting, affray and inciting racial or religious hatred

<sup>14</sup> The term “violence with injury” encompasses a range of offences where physical harm is inflicted upon a victim, such as assault, battery or threats that cause fear of immediate violence.

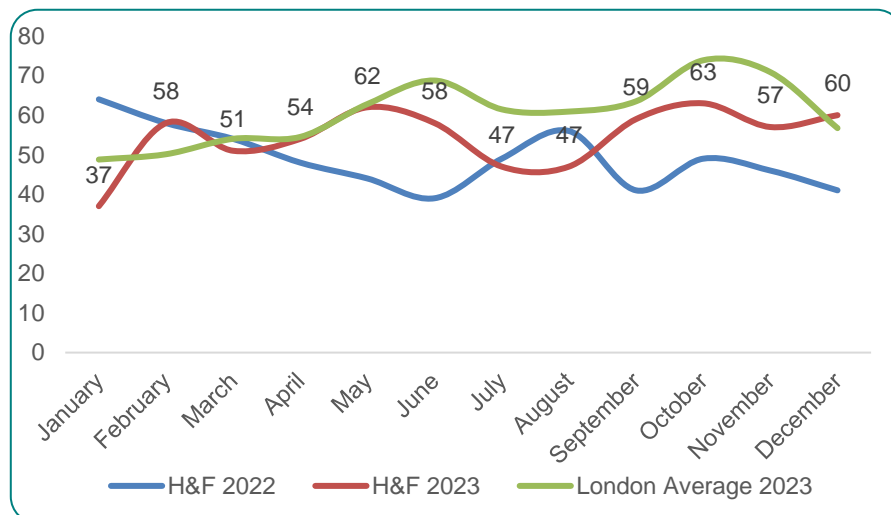
<sup>15</sup> “Violence without injury” refers to situations where the victim experiences physical aggression but does not sustain any resulting injury and includes actions such as being punched, kicked or pushed without significant harm.

7.3. H&F ranks 15th lowest of 32 boroughs for the volume of hate crimes. However, when comparing rates of crime per 1,000 residential population, H&F ranks 6th highest of 32 boroughs.

7.4. As shown in the graph below, racially motivated hate crimes are responsible for the majority of reports in H&F and across London. In the majority of hate crime cases the suspect was not known to the victim.



7.5. The graph below shows the number of hate crimes reported to the police by month. In H&F, and across London, the highest number of antisemitic, racist and faith hate crimes offences were reported in October 2023, which is likely linked to the escalation of the conflict in the Middle East.



7.6. In 2023, the H&F wards where most reported hate crimes took place were Shepherd's Bush Green, Hammersmith Broadway, and Brook Green. This

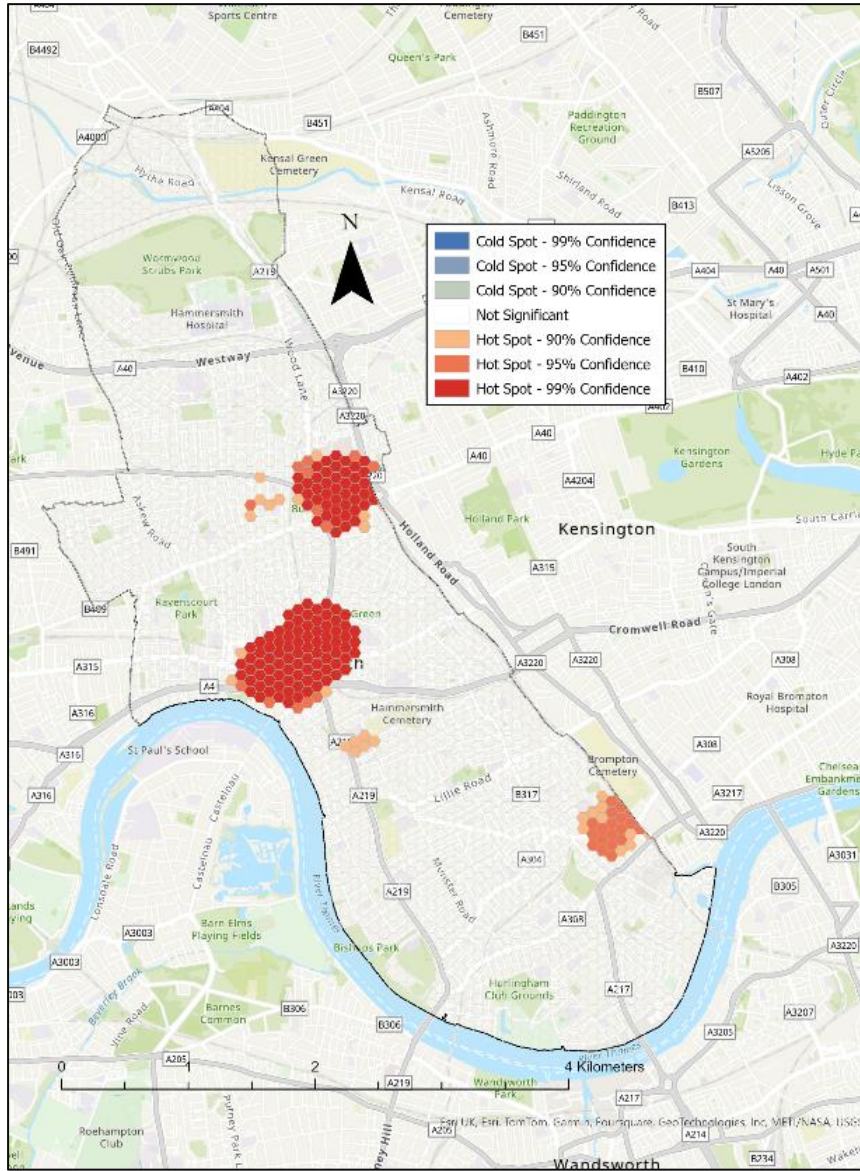
suggests links to areas of high footfall such as town centres and transport hubs. Crimes are recorded where the incident took place.

7.7. The wards with the lowest levels of hate crime were Wendell Park, Fulham Town, and Grove. A breakdown of hate crime across all the wards in the borough over the last three years is shown below.

Ward Comparison				
Ward Name	2021	2022	2023	Rate per 1,000 Residential Population
Addison	23	30 (30%)	34 (13%)	4.4
Avonmore	20	15 (-25%)	11 (-27%)	1.5
<b>Brook Green</b>	<b>59</b>	<b>37 (-37%)</b>	<b>70 (89%)</b>	<b>8.5</b>
College Park & Old Oak	50	26 (-48%)	41 (58%)	4.1
Coningham	35	36 (3%)	49 (36%)	4.6
Fulham Reach	40	28 (-30%)	41 (46%)	3.4
Fulham Town	7	9 (29%)	11 (22%)	1.5
Grove	12	19 (58%)	11 (-42%)	1.5
<b>Hammersmith Broadway</b>	<b>67</b>	<b>76 (13%)</b>	<b>87 (14%)</b>	<b>11.1</b>
Lillie	25	16 (-36%)	18 (13%)	2.7
Munster	24	16 (-33%)	19 (19%)	1.6
Palace & Hurlingham	10	14 (40%)	11 (-21%)	1.0
Parsons Green & Sandford	19	16 (-16%)	14 (-13%)	1.8
Ravenscourt	15	16 (7%)	16 (0%)	2.3
Sands End	18	18 (0%)	29 (61%)	2.6
<b>Shepherd's Bush Green</b>	<b>80</b>	<b>66 (-18%)</b>	<b>68 (3%)</b>	<b>12.2</b>
Walham Green	40	40 (0%)	52 (30%)	6.5
Wendell Park	14	9 (-36%)	8 (-11%)	1.1
West Kensington	30	23 (-23%)	29 (26%)	3.1
White City	39	52 (33%)	29 (-44%)	2.8
Wormholt	14	9 (-36%)	16 (78%)	2.0

7.8. The hot spot areas of hate crime in the borough in 2023 can be seen below.

**2023**





## **8. Our Objectives**

8.1. This strategy identifies our four main objectives, which are:

1. Prevent hate crime and increase community cohesion
2. Increase trust and confidence to encourage reporting of hate crimes and hate incidents
3. Provide effective support to those affected by hate crime (including witnesses)
4. Work with partners to take coordinated action against perpetrators

### **Objective 1: Prevent hate crime and increase community cohesion**

8.2. Building on the success of our Equalities Plan, we want to promote equality, diversity, and inclusion alongside preventing hate crimes and hate incidents in our borough.

8.3. We will:

- Raise awareness of hate crime and promote the value of diversity, cultural understanding and acceptance through training and engagement (including preventative educational programmes in schools).
- Continue to challenge beliefs and attitudes that can underlie hate crime and promote an inclusive culture across the borough which respects equality, equity, and diversity.
- Ensure hate crime remains a priority in key forums across H&F.
- Continue to engage with experts and our communities to co-produce our approach.
- Encourage and empower our communities to be positive bystanders if they witness hate crimes or hate incidents (this will be supported by the provision of bystander training by the council).
- Ensure staff are trained to identify hate crime if they witness or it is reported to them and that they are confident in knowing what action should be taken. We will ensure that where data suggests there is an increase in a particular hate crime in the borough specialised training will be delivered. e.g. antisemitism.

## **Objective 2: Increase trust and confidence to encourage reporting hate crimes and hate incidents**

- 8.4. Evidence suggests hate incidents and hate crimes are under reported to agencies such as the council and police. We recognise that this is partly due to the poor trust and confidence in statutory services amongst some communities.
- 8.5. To help rebuild trust and confidence, we will:
- Work with our communities to improve our approach to tackling hate crime and supporting victims.
  - Listen to what victims tell us using their feedback to improve our response(s).
  - Create clear & accessible referral process so victims can access support quickly and easily and don't have to retell their story.
  - Promote other ways of reporting incidents and accessing support, such as via the Stop Hate UK helpline and Crimestoppers.
  - The Council's Law Enforcement Team will continue to build trust and confidence with communities so that residents feel confident in disclosing hate crimes and hate incidents to our officers.
  - We will work with residents and community groups to improve trust and confidence in all statutory services and will work with them to understand what support they want.
  - The Community Safety Partnership and the Policy and Accountability Committee will continue to hold partners to account in delivering on the action plan.

## **Objective 3: Provide effective support to those affected by hate crime (including witnesses)**

- 8.6. Hate crime can have a devastating effect on victims and witnesses and can continue to impact victims long after the incident. We are committed to ensuring victims and witnesses can access meaningful and effective emotional and practical support which meets their needs.
- 8.7. To do this, we will:
- Listen to what victims tell us and use their feedback to improve support available.
  - Train staff & frontline professionals on hate crime/hate incidents and how to respond appropriately.

- Work with partners and communities to enhance our support offer and ensure support can be provided by a range of services which meet victim needs.

#### **Objective 4: Work with partners to take coordinated action against perpetrators**

8.8. We will work together to ensure robust action is taken by all partners against perpetrators of hate crime. We will support the Metropolitan Police to take action through the criminal justice system and consider other action that can be taken to prevent future incidents.

8.9. To do this, we will:

- Build public confidence in reporting hate crimes.
- Take robust tenancy action against perpetrators of hate crime and hate incidents in council properties and provide support to social and private landlords for other tenanted properties.
- The council will use the tools and powers available to them within the ASB, Crime and Policing Act 2014 to take action against perpetrators. This includes introducing a street-based harassment public space protection order (PSPO). The PSPO will give authorised officers the ability to issue a fixed penalty notice, when they witness an individual directing unwanted verbal or physical attention towards a person or group of people where it is likely to cause harassment, alarm, or distress in a public space. This would include sexist, homophobic or transphobic slurs.
- Front line professionals will be encouraged to make referrals to the Community Multi Agency Risk Assessment Conference (CMARAC) in order to generate a robust action plan to protect victims and ensure action is taken against perpetrators of hate crime and hate incidents.
- We will train professionals to identify factors which could indicate crime or anti-social behaviour is motivated by hatred and how to refer hate crimes to police on victims' behalf.
- We will provide appropriate assistance for vulnerable perpetrators to tackle the root cause of ASB and hate crime by engaging and working with appropriate support services.
- The Hate Crime Steering Group will hold all agencies to account to ensure, where possible, action is taken against perpetrators of hate crime providing annual updates to the Community Safety Partnership.

## **9. How will this strategy be delivered?**

- 9.1. This strategy sets out our ambition to tackle hate crime in the borough.
- 9.2. This strategy will be monitored and reviewed by the H&F Hate Crime Steering Group (HCSG) chaired by the Assistant Director Community Safety, Resilience and CCTV.
- 9.3. The HCSG is attended by representatives from:
  - Metropolitan Police
  - Hammersmith & Fulham Council (including service leads from Housing, Adult / Children's Social Care, Community Safety Unit and Anti-Social Behaviour Team)
  - Hammersmith Faith Forum
  - Hammersmith & Fulham Business Improvement Districts
  - Other partners on a flexible, as-needs-be, basis
- 9.4. We are committed to expanding our steering group and welcoming voluntary and community sector partners and residents to help us shape our approach and deliver our objectives.
- 9.5. This strategy will be accompanied by a robust action plan which will outline the actions we will take as a partnership to achieve our objectives.
- 9.6. This action plan will be updated quarterly and will be the responsibility of the HCSG.
- 9.7. The HCSG will present an annual report at the Hammersmith & Fulham Community Safety Partnership (CSP), chaired by the Chief Executive, on progress.
- 9.8. The action plan will be continuously monitored to ensure it is in line with current priorities, and the action plan will be reviewed annually. Feedback will be sought from the steering group and the wider communities to measure our success.

## 10. Further information and support

**ADVISORY, CONCILIATION AND ARBITRATION SERVICE (ACAS)** – gives employees and employers free, impartial advice on workplace rights, rules, and best practice. They also deal with disputes where individuals claim their employer has denied them a legal right.

0300 123 1100

[www.acas.org.uk](http://www.acas.org.uk)

**CATCH** – Community Alliance to Combat Hate (CATCH) is a group of charities working to end hate crime. They offer specialist advice and help to people targeted with violence, abuse or harassment because of their race, religion, disability, sexuality or gender identity.

[www.catch-hatecrime.org.uk](http://www.catch-hatecrime.org.uk)

**COMMUNITY SECURITY TRUST (CST)** - has a dedicated team in response to antisemitic incidents and provides victim support.

0208 457 9999

[www.cst.org.uk](http://www.cst.org.uk)

**CRIMESTOPPERS** – confidential, anonymous crime reporting.

0800 555 111

[www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)

**EDUCATIONAL ACTION CHALLENGING HOMOPHOBIA (EACH)** – helps young people affected by homophobic bullying in England and Wales and is available 10:00-16:00 weekdays. It gives callers the opportunity to receive confidential help and support.

0808 100 0143

[www.eachaction.org.uk](http://www.eachaction.org.uk)

**EQUALITY AND HUMAN RIGHTS COMMISSION** – aims to eliminate discrimination, reduce inequality, protect human rights and to build good relations, ensuring that everyone has a fair chance to participate in society.

0800 800 0082

[www.equalityhumanrights.com](http://www.equalityhumanrights.com)

**FEARLESS** – Fearless is part of Crimestoppers and enables young people to pass on information about crime 100% anonymously.

0800 555 111

<https://crimestoppers-uk.org/fearless>

**GALOP** – supports LGBT+ people who have experienced abuse and violence (including hate crime, domestic abuse, sexual violence, so called “conversion therapy” or any other kind of abuse).

0800 999 5428

[www.galop.org.uk](http://www.galop.org.uk)

**KICK IT OUT** – is football’s equality and inclusion organisation. It works throughout the football, educational and community sectors to challenge discrimination, encourage inclusive practices and campaign for positive change.

[www.kickitout.org](http://www.kickitout.org)

**MIND** – delivers help directly to those who need it most, which they achieve by offering local support and access to a range of networks, including Diverse Minds, which aims to make mental health services more responsive to the needs of black and ethnic minority communities.

0208 571 7454

[www.hfemind.org.uk](http://www.hfemind.org.uk)

**PINK PARENTS** – is a volunteer-based, non-profit organisation. It offers a range of support services and social activities for all LGBTQ+ families.

[www.pinkparents.org.uk](http://www.pinkparents.org.uk)

**REFUGEE ACTION** – is involved in the reception, resettlement, development and integration of asylum seekers and refugees, as well as dealing with any problems they may face, such as hate crime.

0800 141 2426

[www.refugee-action.org.uk](http://www.refugee-action.org.uk)

**SAMARITANS** – provides confidential, non-judgemental emotional support, 24 hours a day, for people who are experiencing feelings of distress or despair, including those that could lead to suicide.

Free to call on 116 123

[www.samaritans.org](http://www.samaritans.org)

**SCOPE** – aims to drive the changes that will make our society the first in which disabled people are able to realise their full civil liberties and human rights.

0808 800 3333

[www.scope.org.uk/helpline/](http://www.scope.org.uk/helpline/)

**STONEWALL** – works with a whole range of agencies to address the needs of lesbians, gay men, and bisexuals in the wider community.

[www.stonewall.org.uk](http://www.stonewall.org.uk)

**STOP HATE UK** – is a UK charity dedicated to raising awareness and understanding of discrimination and hate crime, encouraging reporting and supporting individuals and communities it affects.

24-hour helpline: 0800 138 1625

[www.stophateuk.org/](http://www.stophateuk.org/)

**TELL MAMA** – is a secure and reliable service that allows people from across England to report any form of Anti-Muslim abuse.

0800 456 1226

[www.tellmamauk.org](http://www.tellmamauk.org)

**THE JOINT COUNCIL FOR THE WELFARE OF IMMIGRANTS (JCWI)** – is an independent national charity that campaigns for justice in immigration,

nationality and refugee law and policy.

0207 251 8708

[www.jcwi.org.uk](http://www.jcwi.org.uk)

**THE MUSLIM COUNCIL OF BRITAIN** – is a national representative Muslim umbrella body with more than 500 affiliated national, regional, and local organisations, mosques, charities, and schools.

0845 262 6786

[www.mcb.org.uk](http://www.mcb.org.uk)

**TRUE VISION** – Provides advice and support to victims of hate incidents and crime, including online reporting.

[www.report-it.org.uk](http://www.report-it.org.uk)

**VICTIM SUPPORT** – give help, information, and support to victims of crime and their family and friends.

0808 168 9111

[www.victimsupport.org.uk](http://www.victimsupport.org.uk)

**WEST LONDON WELCOME** – is a community centre run for and with refugees, asylum seekers, migrants and other locals living in West London.

[www.westlondonwelcome.com](http://www.westlondonwelcome.com)

<http://www.catch-hatecrime.org.uk/>