

A HATE CRIME REDUCTION STRATEGY FOR LONDON

2014–2017

MAYOR OF LONDON

OFFICE FOR POLICING AND CRIME



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FOREWORD

It is an enduring cause for celebration that London is one of the most diverse cities in the world. People from all over the world choose to come and live in London and it is the number one tourist destination, in part because of the capital's tolerance and its openness to diversity.

Crime continues to fall across the capital, making London one of the safest global cities in the world. However, too often people are targeted simply because of who they are, or even who they are perceived to be.

Although rooted in conventional criminal behaviour, these hate crimes are different because in whatever form they take, and against whomever they are targeted, they are both traumatising to an individual and deeply damaging to entire communities. Hate crime makes victims of whole groups of people on the basis of their race, faith, sexuality, gender or disability and has a long lasting effect which ripples far beyond the affected individuals. Ultimately, it impacts on the ability of people to live their lives in the way they wish.

Too often, as this document shows, these crimes are not reported to the police, meaning that victims don't get the support they need and offenders are able to get away with their crimes.

Over the last few years the Met Police and Crown Prosecution Service have made improvements, and recorded hate crime is rising. In fact, the Met

now records more hate crime than not only any other police service in the UK, but than any other country. But there is much more to do.

This strategy reflects the Mayor's commitment to tackle hate crime by giving people the confidence to report it, providing appropriate support to victims, and ensuring effective action against perpetrators. This is London's first strategy to tackle hate crime in all its forms, and the Mayor's Office for Policing And Crime (MOPAC) is committed to working with the Met, the Crown Prosecution Service and other criminal justice partners to reduce hate crime in London.

These crimes are rare, but we recognise that society must change to tackle the root causes. Where hate crime occurs we owe it to all Londoners to work as hard as we can to seek justice and enable victims to cope and recover.



STEPHEN GREENHALGH

Deputy Mayor for Policing and Crime

I welcome this Hate Crime Reduction Strategy. I am proud to be the Chief Crown Prosecutor for the capital and I am also proud to be a Londoner; I live and work in one of the world's most welcoming cities, demonstrating the benefits that diverse and cohesive communities can make. To maintain this we need to tackle the challenges and issues experienced by some of our residents and those who come to work and visit our city.

Hate crime affects whole communities and can destroy lives and causes real fear to victims and witnesses. If these crimes are not tackled it can lead to isolation and victimisation of individuals and vulnerable groups, along with the polarisation of communities. The value of this strategy is in its partnership working. The Crown Prosecution Service (CPS) London is committed to working with our key partners from across the voluntary and public sectors to tackle hate crime effectively.

The CPS first reported on the prosecution of hate crime in 2005 as part of our performance review process. Since 2005, we have undertaken a range of activities, many in conjunction with community and other stakeholders, to help us to secure positive outcomes for the victims of hate crime and to improve the quality of the service that we provide in these often difficult cases.

The CPS has three key priorities: casework quality, improving the service that we provide to victims and witnesses, and providing our staff with

the tools and skills required to perform their roles effectively. Over the next three years, CPS London will address these priorities in the context of hate crime through this Hate Crime Reduction Strategy and we will progress the actions outlined.

Where hate crime occurs it is important that there is confidence that we will deal effectively when prosecuting hate crime offenders. This includes the holding of perpetrators to account and enabling the most suitable outcome, by taking into account the victim's view and requesting sentence uplifts on conviction.

Tackling hate crime remains a priority for CPS London. It is my belief that this strategy is key to achieving our aim of continuing to maintain and improve our service over the coming years.



BALJIT UBHEY
Chief Crown Prosecutor, London

The Metropolitan Police Service is committed to tackling hate crime in all its forms and has long since recognised the impact of hate crime within our communities and the hidden nature of this crime.

The Crime Survey of England and Wales tells us hate crime is widely under reported and suggested that nationally there are about 278,000 hate crimes committed every year, with only about 43,000 being reported. Of these, over 10,000 are reported to the Metropolitan Police and we are always seeking ways to increase reporting.

Our approach reflects the move away from “treating everyone the same” towards recognising the needs of the individual. Providing an improved service to the communities we serve requires an assessment based upon an improved understanding of race, faith, sexuality, gender and disability.

To assist our understanding, we formed a senior partnership group with key external representatives from all of these groups, along with the Crown Prosecution Service and MOPAC. They have used their shared expertise to create a new Met operational plan to improve our service delivery and review our hate crime policy.

We will continue to deliver a swift, immediate response to those affected by hate crime. When such incidents do occur it is only right that the public should expect the police and partner

agencies to protect those affected, to apprehend and bring the perpetrators to justice and to prevent any reoccurrence. To achieve this, the Metropolitan Police are providing specialist investigators to work across 32 dedicated hate crime Community Safety Units in every London borough.

The Metropolitan Police Service will continue to work with statutory and civil society partners to ensure that responsive and accessible services are provided for victims and witnesses of hate crime. I would urge people from all communities to come forward and report hate crime when it happens.

This strategy will help us to better understand how we can improve confidence amongst victims and shape the services we provide.



SIR BERNARD HOGAN-HOWE
Commissioner, Metropolitan Police Service

**WHAT WE
KNOW ABOUT
HATE CRIME**

It is important to understand the nature of hate crime in London. How prevalent is it, who is most affected by it, and how? And what more do we need to know in order to develop an effective response?

This section considers the available information and data to illustrate the current picture of hate crime in London.

DEFINING HATE CRIME

Given MOPAC's strategic focus and leadership role in holding both the Metropolitan Police Service (MPS) and the other criminal justice services to account, and to ensure commonality in the way in which we challenge and measure performance in this area, this strategy recognises the definition of hate crime as set by the Home Office, in agreement with criminal justice system partners, in 2007:

*"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."*

*"A **hate crime incident** is defined 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."*

HATE CRIME RECORDING

The way hate crime categories have been recorded by the police has changed over time and has varied across police service areas. Prior to 2008, the Home Office only required racist and religiously motivated offences to be recorded. Since 2008 all police services must record and measure hate crime offences across all five strands identified in the Home Office definition of hate crime; race and religion, faith, disability, homophobic and transgender.

It is important to recognise that there is no specific offence of 'hate crime' in criminal law. Rather, there are existing offences committed against a person, which may include threats, physical assault, harassment and damage to property. There are also offences which may not be directed at individuals such as incitement to violence or incitement to hatred.

When such offences are motivated by hostility or prejudice as outlined in the Home Office definition, they are categorised as 'hate crime' and this can influence how the offence is investigated and prosecuted. It can also, in the case of a conviction, lead to an enhanced sentence compared to the same offence where the 'hate' motivation is not evident.

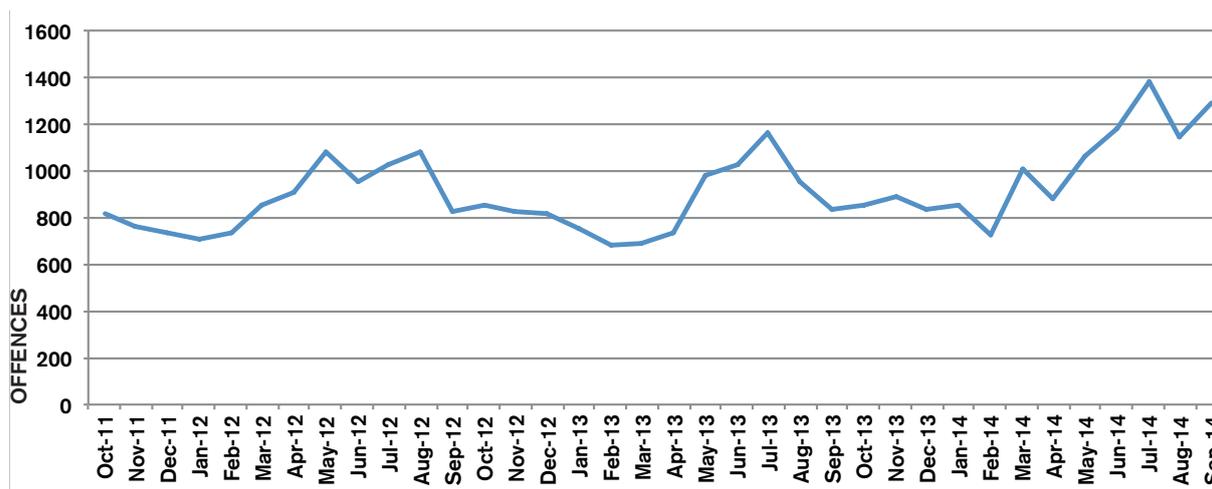
While the Home Office definition distinguishes between hate crimes and non-crime hate incidents, the Metropolitan Police Service (MPS) records all reports of hate 'incidents'. Not all incidents will meet the threshold necessary to be classed as criminal offences; those that do are recorded as 'offences'.

MPS data on recorded hate crime does not provide the full picture. The strategy recognises that under-reporting is a challenge and therefore that additional sources of information such as the Crime Survey for England and Wales (CSEW)¹ are important. The CSEW measures the extent of crime in England and Wales by asking people whether they have experienced any crime in the past year. In 2013/14 around 37,000 households across England and Wales participated in the survey, which records crimes that may not have been reported to the police. As such, it is a useful means by which to gather information about unreported crimes.

RECORDED HATE CRIME TRENDS IN LONDON

Research undertaken for the development of this strategy has provided a view of the nature and impact of hate crime across London. It is important to understand the changing nature of hate crime to enable agencies to respond accordingly. Analysis of MPS hate crime data (see figure 1) indicates that over the past three years the number of recorded offences in each monitored category has increased.

FIG 1: TOTAL HATE CRIME OFFENCES

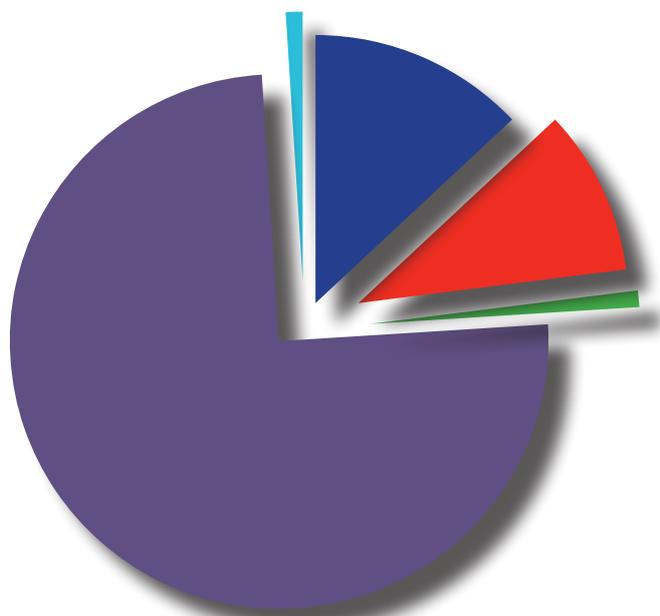


RACIST AND RELIGIOUS HATE CRIME

Figure 2 illustrates how racist and religious offences represent the largest volume of offences of all categories averaging approximately 890 offences per month in the year to September 2014, an increase of over 11% on the previous year. It is important to note that this is a breakdown of hate crime 'flags' and not offences. For example an offence may be perceived as motivated by racism and homophobia and may therefore have more than one flag.

FAITH HATE CRIME

Racist and religious hate crime data includes faith hate incidents/crimes. In addition, given the diverse nature of London's communities, the MPS also specifically monitors anti-Semitic and anti-Muslim faith hate data so as to ensure the most appropriate response. The data indicates that the volume of faith hate crime offences is increasing overall. The impact of national and international events on hate crime against some particular communities is understood, and has most recently been evidenced by the spike in faith hate offences in 2013, related mostly to anti-Muslim incidents following the murder of Drummer Lee Rigby in May that year, and the record high number of offences in July 2014, 95% of which were anti-Semitic incidents following the conflict in Gaza.



DISABILITY HATE CRIME

The number of recorded disability hate crime offences is extremely low, the highest monthly figure in the last three years being 20, in January 2012. However, the volume of disability hate crime has also increased over that time. There is evidence to suggest that disabled victims are among those least likely to report hate crime incidents to the police.²

HOMOPHOBIC HATE CRIME

As with other types of hate crime, the volume of homophobic hate crimes has been increasing, with June 2014 seeing 175 offences, the highest volume recorded in the last three years. Since March 2014 the monthly volume has been over 100 offences, an increase of 21.5% on last year. Community stakeholders who contributed to the consultation conducted in the development of this strategy³ expressed that this reflects an increase in reports of hate crime incidents rather than an increase in the actual amount of homophobic hate crime that is being perpetrated in London.

TRANSGENDER HATE CRIME

As is the case with disability hate crime, the volume of transgender hate crime offences is low, with the highest monthly total being 17 offences in June 2014. However, it has also increased significantly over the last three years, and is up by over 72% in the past year.

FIG 2: BREAKDOWN OF HATE CRIME STRANDS

Faith Hate	13.7%
Homophobic	9.9%
Transgender	0.8%
Racist & Religious	74.7%
Disability	0.9%

PROFILE OF HATE CRIME VICTIMS

In line with the increase in recorded offences, MPS data indicates that there has been an upward trend in the number of victims in all categories of hate crime in the past year. The smallest percentage increase is in racist and religious hate crime, up by 10.5%.

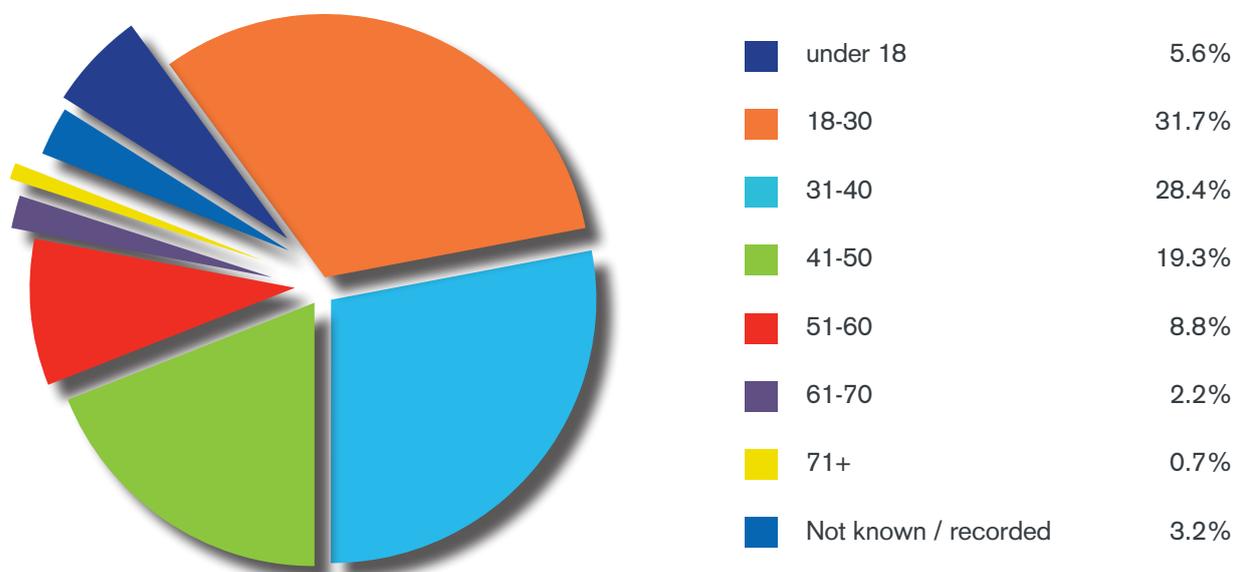
However, as most recorded hate crime is racist or religious this amounts to 943 additional victims. There were 101 more faith hate crime victims (+12.8%), 246 more victims of homophobic hate crime (+23.3%), 12 more victims of disability hate crime (+10.8%), and a 76% increase in transgender hate crime victims (+44 victims).

There were more male hate crime victims than female in the past year, 60% compared to just over 36%. Victim gender was not recorded in a small number of incidents.

Of those victims that defined their ethnicity, 32% were Black, 31% were White, and 29% were Asian. The remaining victims self-defined as Chinese, other or of mixed ethnicity. It should be noted that victims are not obliged to self-define and ethnicity was not stated or not recorded in over 50% of cases. This is consistent with data on victims of all crime types.

Figure 3 demonstrates that hate crime affects people of all age groups, but over 60% are between the age of 18 and 40 years old. The next largest group is victims aged between 41 and 50.

FIG 3: AGE OF HATE CRIME VICTIMS



REPEAT VICTIMISATION

There were 450 repeat victims of hate crime in the year to September 2014 who were victimised 984 times. To put this into context, the average repeat victimisation rate for all crimes in London is 1.78. This means that on average a victim (of all crime) is statistically likely to become a victim on 1.78 occasions. By contrast, repeat victimisation is more prevalent amongst hate crime victims, where the data indicates that each person was victimised on between two and six occasions.

HATE CRIME OFFENDERS

Of those individuals where the MPS initiated proceedings for offences with a hate crime element in the past year 80% were male, almost 30% were aged between 20 and 29, and 45% were White British. This corresponds with national hate crime offender profiles. Research commissioned by the Welsh Government⁴ in 2013 found that the majority of hate crime offenders in the United Kingdom are white males aged under 25 years. Analysis conducted in 2009 across three police service areas, which included London, indicated that half of offenders were aged under 25 in sectarian and racially aggravated offences, and half under 30 for homophobic offences. Hate crime offenders convicted of more serious and violent offences tend to be older. The study also found that the socio-demographic profiles of offenders tended to be in line with the demographics of the local area, and that unemployed offenders constituted substantial proportions of the accused in each of the police service areas, and for each type of hate crime.

DETECTING HATE CRIME

Police outcomes are described as sanction detections.ⁱ The sanction detection rate for all hate crime in the year to September 2014 is 32.8%. This figure compares well with the sanction detection rates for all crimes, which is 21.9%, and indeed when comparing to other specific crime types. For example, the sanction detection rate for burglary is 10%. However, figure 4 (previous page) demonstrates that the volume of sanction detections has remained broadly static, whilst the number of offences is increasing. This means that in overall terms the sanction detection rate for hate crimes is declining as shown in figure 5.

FIG 4: HATE CRIME SANCTION DETECTIONS

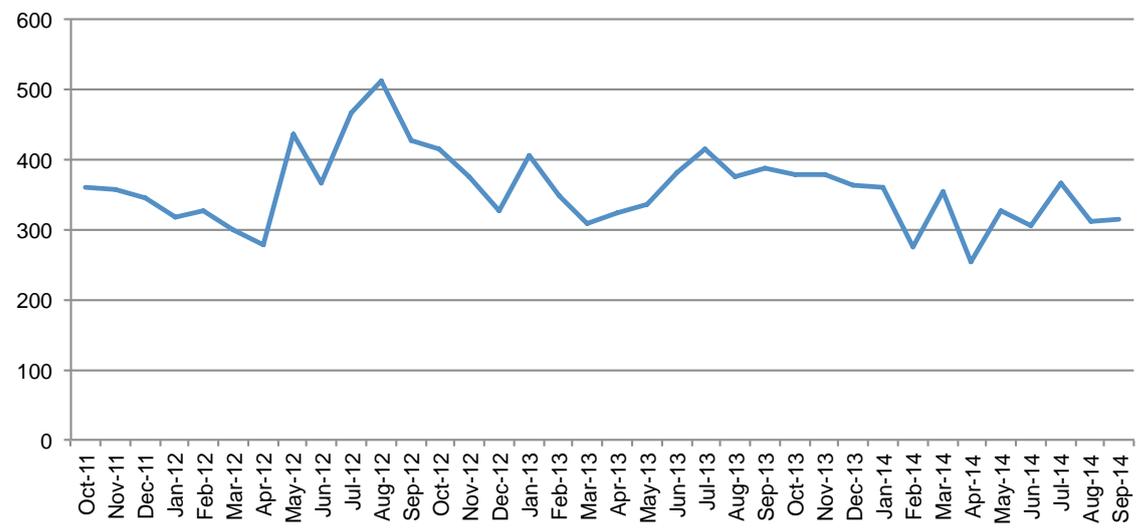
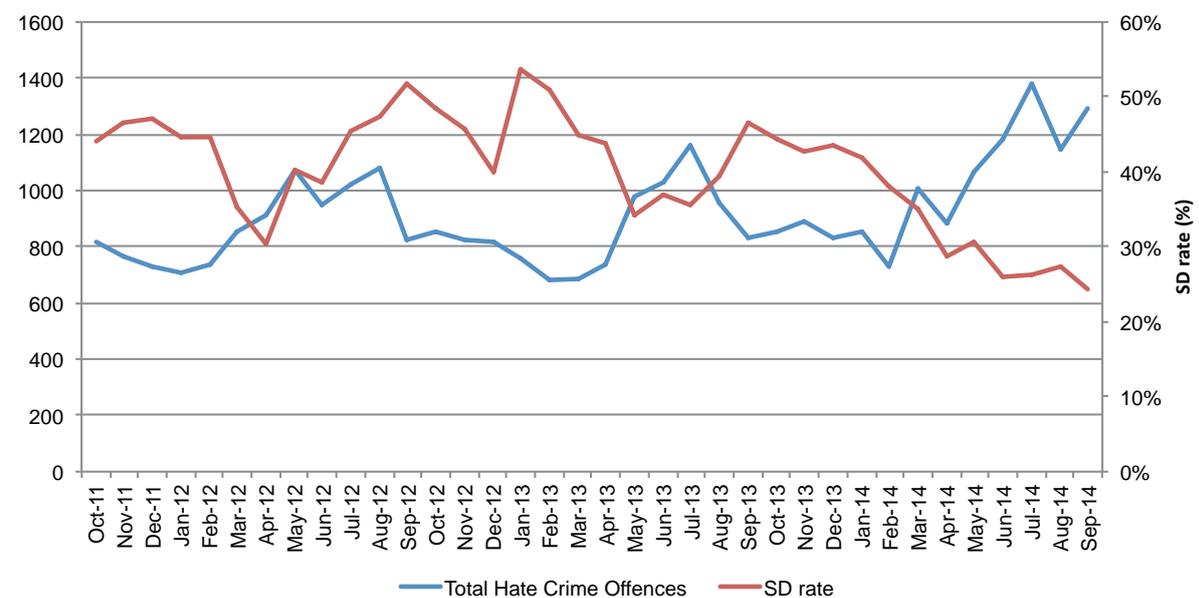


FIG 5: TOTAL HATE CRIME OFFENCES AND SANCTION DETECTIONS



COURT PROCEEDINGS AND CONVICTIONS

Sanction detections are only one part of the criminal justice process. It is important to examine how offences progress through the criminal justice system once a sanction detection is in place.

While the data demonstrates an increase in hate crime across all strands, the nature of hate crime has changed over time. Figure 6 illustrates the number of defendants proceeded against in a magistrates court in London and the type of offences with which they were charged. In 2003, 26% of offences were for assault and 74% for harassment, criminal damage or public order offences, charges likely to attract a less severe sentence in the case of a conviction.

By 2013, although the number of defendants charged with assault without injury is greater, assault makes up only 19% of the total number proceeded against, whereas the number for harassment, criminal damage and public order offences has risen to 81%.

The number of prosecutions for hate crime offences in London remains static, with 1,517 in the six months to September 2014 compared to 3,001 in the previous twelve months. The conviction rate – 78% of all hate crime prosecutions – has decreased in comparison to last year, and the attrition rateⁱⁱ increased from 18% to 22%. This reflects national hate crime conviction and attrition rates and the figure for prosecutions of all crime in London.

The proportion of offenders who receive a custodial sentence for hate crime offences has reduced compared to other outcomes. Further, the average length of custodial sentences for hate crime has greatly reduced in the last 10 years. Most offenders convicted in London for hate crime offences are given a fine or community sentence.

The reduction of custodial sentences and increased use of community sentences is a reflection of the outcomes for all crime types, but may also be due to the fact that the nature of hate crimes has changed, as outlined in figure 6, with fewer offences, as a percentage of all hate crime, that are likely to attract a custodial sentence.

FIGURE 6: NUMBER OF DEFENDANTS PROCEEDED AGAINST IN LONDON, AND TYPE OF OFFENCE

TYPE OF OFFENCE	2003	2013
Assault with injury	112	49
Assault without injury	156	366
Harassment	66	72
Criminal damage	116	39
Causing public alarm, fear or distress	594	1640
Other public racially or religiously aggravated public order offences	0	7
TOTAL	1044	2173

i. A sanction detection occurs when; a notifiable offence (crime) has been committed and recorded; a suspect has been identified and is aware of the detection; the Crown Prosecution Service evidential test is satisfied; the victim has been informed that the offence has been detected; and the suspect has been charged, reported for summons or cautioned, been issued with a penalty notice for disorder, or the offence has been taken into consideration when an offender is sentenced.

ii. Attrition rates reflect the number of prosecutions that do not result in a conviction. This can be for many reasons but includes withdrawal of the allegation, victims or witnesses failing to turn up at court or the evidence fails to support the case.

**RESPONDING
TO THE
CHALLENGE**

This strategy sets out a more focused and robust response from those partners in the criminal justice system with the responsibility to act when hate crime occurs. It will also lead the drive for a more joined-up approach to how victims are supported to cope and recover from what has happened to them, and ensuring they receive swift and sure justice.

Through our understanding of the current hate crime context in London, and by building on the consultation responses, we have identified three clear objectives for the strategy that will have a positive impact on the incidence of hate crime in London and the experience of those who fall victim to it.

OBJECTIVE 1:

Boost confidence and increase the reporting of hate crime

OBJECTIVE 2:

Prevent hate crime and reduce repeat victimisation

OBJECTIVE 3:

Ensure swift and sure justice for hate crime victims

KEY ACTIONS IN DELIVERING OBJECTIVES

OBJECTIVE 1:

Boost confidence and increase the reporting of hate crime

TACKLING THE UNDER-REPORTING OF HATE CRIME

While there has been an increase in all recorded hate crime, we know that hate crime is still significantly under-reported. The Crime Survey for England and Wales indicates that 43% of personal hate crimes are not reported to the police. There are some communities where victims are even more unlikely to report crime and we need to ensure their specific needs are addressed.

Research into crimes against different communities affirms this. The Stonewall 'Gay British Crime Survey' (2013)⁵ reported that more than three-quarters of gay, bisexual and lesbian victims of hate crime did not report it to the police.

The Equalities and Human Rights Commission report into disability-related harassment, 'Hidden in Plain Sight' (2011), described several reasons why people who have experienced disability hate crime were reluctant to report. These included a low expectation that the report would be taken seriously, or that any action would be taken, anxiety about reprisals or other unwelcome consequences and negative past experiences with police and other public authorities.

Evidence from the Government's hate crime action plan 'Challenge it, Report it, Stop it' (2012)⁶ suggests that under-reporting is greater where the victim is 'isolated' and the problem is particularly challenging where the victim is from the Gypsy,

Irish Traveller and Roma communities, from 'new' migrant communities, including asylum and refugee communities, or is disabled or transgendered. This may be for a number of reasons including a lack of confidence that the authorities will take them seriously and because sometimes people do not even recognise that a crime has been committed against them.

We have seen in figure 2 that racist and religious hate crimes are the most reported and that transgender and disability hate crimes the least. While government data suggests almost 1.2 million of London's population is disabled⁷, MPS hate crime data identifies disabled people as the target of less than 1% of recorded hate crime.

However, Stop Hate UK's consultation response⁸ highlighted findings from their 2013-14 annual report which shows disability as the most commonly reported motivation type to their third party reporting helplines and electronic services.

The reasons for these variations are not obvious. It may be that because racially motivated crimes have been on the statute books since the 1960s, the communities targeted by such crimes have had the opportunity to develop an increased awareness and well established support mechanisms for ensuring such crimes are addressed. Regardless of the cause of the variations, it is clear that we need to address the under-reporting of hate crime in general, but particularly within those communities where the levels of under-reporting are even more acute.

It is clear that there must be a greater awareness of hate crime, among victims and the wider public. Further, the opportunity to report hate crime must be made easier and more accessible. MOPAC will work with voluntary and statutory partners, including Safer Schools Officers, to disseminate hate crime resources for educational establishments, raising awareness of the impact of hate crime on individuals and the wider community. This will ensure young people are aware of what may constitute hate crime, but also have the effect of increasing confidence among young people to report hate crime incidents inside and outside educational establishments. The CPS, the National Union of Teachers and a number of community groups have produced a range of resources that, taken together, provide a 'Hate Crime Pack' available to all schools.⁹

As well as working with young people, it is equally important to ensure the wider public understands what hate crime is, how to report it and how to access support and assistance. MOPAC will work with partners to develop a London-wide hate crime awareness campaign.

This will include opportunities to publicise successful outcomes, using appropriate and targeted means of communication, to help build confidence within communities about the police response, such as the high rate of sanction detections compared to other crimes.

Awareness of this may counter the belief that there is no point in reporting hate crimes as "nothing will be done".

1

MPS Safer Schools Officers will be trained to provide specific advice and guidance on hate crime in school PSHE lessons. They will disseminate the CPS Hate Crime Pack to every school in London by summer 2015

2

MOPAC will work with partners to develop a London-wide hate crime awareness campaign leading up to Hate Crime Awareness Week in 2015



“This [awareness raising and education] will hugely encourage victims to come forward, many of whom fail to report hate crimes since they believe that in most instances, nothing happens.”

– Consultation response

It is important to recognise the opportunities provided by increased access to the internet, as well as the challenges. Online technologies not only provide further channels through which to report hate crime, but by using the internet we have the opportunity to reach out to victims and would-be perpetrators, ensuring wider targeting of information about hate crime, its impact and the consequences of offending behaviour.

We must embrace these opportunities by offering a simple, direct way of reporting hate crime not just online, but through smartphones and other hand-held devices.

Contributors to the consultation suggested that increased awareness and signposting of non-police reporting facilities, alongside the development of better links between those facilities and the MPS, would lead to an increase in confidence to report hate crimes. The MPS will develop consistent processes for receiving and acting upon third party reports, and MOPAC will work with the Ministry of Justice to ensure London-specific information and reporting opportunities on the True Vision¹⁰ hate crime reporting website.

3

MOPAC will develop a smartphone crime reporting app and pilot the use of that app for hate crime by 2015

4

MOPAC will work with the third sector to scope and develop a pan-London third party telephone reporting mechanism to complement existing local mechanisms

“We welcome the acknowledgement that an increase in the number of reported hate crimes is a desirable outcome. This is often not appreciated by the public or the media.”

– **Mayor’s LGBT Stakeholder Group, consultation response**

5

The MPS will work with third sector organisations to develop consistent processes for third party reporting into the MPS

6

MOPAC will work with Ministry of Justice and stakeholders to develop London-specific resources within the True Vision hate crime reporting information website

IMPROVING HATE CRIME RECORDING

In addition to the issue of under-reporting, it is also evident that there is a lack of awareness and clarity as to what constitutes certain types of hate crime, which may impact on how it is reported and recorded. A joint review by Her Majesty's Inspectorate of Constabulary, the CPS and Probation Service in 2013 specifically identified this issue in relation to disability hate crime and highlighted that this causes difficulty in the identification and recording of such hate crime, leading to challenges for police and CPS when seeking charging advice. A number of consultation respondents also raised this particular issue.

Disabled respondents, and those organisations representing disabled people, also suggested in the consultation that the MPS follow the example of Leicestershire and Lancashire Police in flagging any crime against a disabled person as a hate crime in the first instance. This suggestion is echoed in the London Assembly Conservative Group report, 'Hidden Hate' (2014). The MPS must ensure that officers and staff have the knowledge and skills to enable the accurate recording and flagging of hate crime. This will not only diminish the impact which inaccurate recording can have on the level of under-reported hate crimes but is also important to ensure the most appropriate response will be delivered by the police and criminal justice partners.

7

The MPS will flag any crime against a disabled person as a hate crime, in the first instance, to ensure a robust and appropriate response

“...there is no point in encouraging people to report hate crime unless training is given to front-line staff to encourage them to recognise hate crime...”

– **Consultation response**

ADDRESSING THE HATE CRIME DEFINITION

As described earlier in this document (see Defining Hate Crime, p.9), the formal reporting (to the Home Office) of hate crime is currently limited to those that fall within the agreed definition. However, a number of responses to the consultation suggested that the Mayor should use the strategy as a means to lobby government to expand the definition of hate crime to include age and gender. 'Challenge it, Report it, Stop it' recognises that hate crime may be motivated by hostility or hatred of other characteristics beyond the monitored strands, such as gender, age or appearance. It goes on to say that:

"Although crimes such as this may fall outside of the nationally monitored strands, they are nonetheless hate crimes, and they should therefore be treated as such".

On this basis, local areas are free to include other strands, in addition to the monitored five, when developing their approach to hate crime.

The Law Commission conducted a review of hate crime legislation, which considered the case for extending the existing offences.¹¹ Although the review did not consider the addition of hate crime beyond the monitored strands, it highlighted concerns about the operation of the current provisions and therefore recommended a full review of the existing provisions.

The recommendation also stated that this should include a review of the existing data to identify whether it would be appropriate and beneficial to extend the existing offences. We would support this and the same considerations should apply in relation to extending the categories of recorded and monitored hate crime to include age and gender.

8

The Mayor will write to the government to call for full implementation of the Law Commission's recommendation for a full review of aggravated

offences, and also review existing data to ascertain whether or not the laws should be extended to include age and gender.

OBJECTIVE 2:

Prevent hate crime and reduce repeat victimisation

The Mayor is committed to working with local authorities and criminal justice agencies to ensure that victims are at the centre of everything they do, and together they have agreed the provision of integrated victim services as a key priority for London.

The Independent Review of Victim Services, commissioned by the Mayor and headed by Baroness Newlove¹², identified a number of gaps in the provision of services for hate crime victims. MOPAC's new victim services commissioning powers, which took effect on 1 October 2014, provide an opportunity to work with others to address this by ensuring the provision of specialists for hate crime victims.

Hate crime impacts on different communities in different ways. How they react and what their needs are may be very different. In order to be able to respond appropriately, it is important to have an understanding of how and where hate crime is likely to occur, and how those targeted can best be supported, both to cope and recover and be protected from repeat victimisation.

As part of his commitment to victims, the Mayor has commissioned a universal service, currently provided by Victim Support, to support victims of crime to help them cope and recover. This service includes an enhanced priority referral service, which is specifically focused on repeat and vulnerable victims, including those who suffer hate crime, with onward referral to specialist services where appropriate.

“...one of our case workers who runs part of the hate crime service said that out of 100 cases, not one came from the police. The only odd one that actually had a connection was someone who picked up our leaflet from the police station.

“We’re not getting the referrals...I think that when someone goes in to report hate crime, hate incidents or their perception of it, this should be passed on to voluntary support groups in the borough.”

– Hounslow Hate Crime
Support Group, MOPAC
Challenge February 2014

DRIVING LOCAL PLANS TO PREVENT HATE CRIME AND PROTECT THOSE AT RISK

In order to ensure that interventions and resources are targeted at those most likely to be affected by hate crime, local partners need to understand where those communities and individuals are located. The analysis of hate crime data and intelligence to map hate crime 'hotspots' can enable police and partner agencies to better understand communities, drive local plans to prevent hate crime from occurring and reduce the risk of those targeted becoming repeat victims.

In addition, better information sharing between agencies such as local authorities, registered social landlords (RSLs) and the police can, along with increased awareness and training in how to respond to hate crime reports, ensure hate crime

incidents are properly identified and resources targeted appropriately and effectively. This requires the establishment of a framework or protocol that would enable information sharing such as that developed by South Wales Police with Neath Port Talbot Homes.¹³ In London, a number of housing providers have information sharing protocols for anti-social behaviour with local authorities and police in the boroughs in which they work.

The sharing of hate crime information could be incorporated within the existing protocols and extended to RSLs in every London borough. RSLs will also be encouraged to follow the example of Peabody Housing¹⁴ and provide staff with a hate crime briefing to enable them to recognise, record and respond to hate crime.

9

10

MOPAC will ensure that repeat and persistently targeted victims of hate crime receive an enhanced response, with early identification and detailed needs assessment, via the MOPAC commissioned referral service

Criminal justice and housing providers will work together to establish a framework for partners to share crime and anti-social behaviour data to help protect victims

As part of the corporate MPS community programme and the development of borough engagement plans to ensure effective engagement with all sections of the community, there is a key opportunity to ensure they identify those communities more likely to be targeted for hate crime. As well as ensuring effective engagement plans are in place in every London borough, MOPAC will place an expectation on the MPS to tackle hate crime spikes driven by external events. Such planning and information can be used to provide appropriate support, advice and reassurance to those communities.

11

The MPS will work with local partners to develop local engagement plans that identify and provide support, advice

and reassurance to those communities most likely to be affected by hate crime

TACKLING HATE CRIME ON PUBLIC TRANSPORT

A number of consultation responses spoke of hate crime incidents occurring on public transport. The transport system in London is a low-crime environment and the risk of becoming a victim of crime is the lowest it has ever been. However, hate incidents, anti-social behaviour and the fear of crime or harassment can affect people's willingness to travel, particularly if they have been victims or have witnessed such behaviour.

The Transport for London (TfL) Single Equality Scheme identifies hate crime as an issue on the transport network and contains a commitment to making it easier to report hate crime, specifically by improving its online reporting tools to better signpost those who may be victims.¹⁵ TfL also has an Independent Disability Advisory Group to better understand and address the safety concerns of passengers who have disabilities. MOPAC will ensure that the work of TfL is connected to the work undertaken as part of this wider strategy.

ADDRESSING THE NEEDS OF HATE CRIME VICTIMS

There is clear evidence that being targeted because of who you are has a greater impact on your wellbeing than being a victim of a non-targeted crime¹⁶ and this is reflected in legislation where sentencing is more severe if it is believed that the crime is motivated by hate.

Consultation responses drew attention to the fact that not all hate crime victims are the same. For example while most hate crime victims are male, aged 20-49, the largest number of victims of street-based, anti-Muslim hate crime are female, with attacks often based on dress or appearance. There may be cultural complexities that exacerbate the lack of knowledge or confidence in reporting such crimes. Victims of hate crime may also be targeted on the basis of more than one characteristic, such as race and disability or sexual orientation.

Hate crime victims continue to have higher levels of depression, stress and anger for as long as five years after their victimisation has occurred, as opposed to victims of other types of crime who tend to experience symptoms for two years.¹⁷ Victims report that even the simplest elements of daily life can be affected, such as which streets they walk down, how they answer the phone, reactions to strangers, and suspicion of co-workers.¹⁸

The combined 2011/12 and 2012/13 Crime Survey for England and Wales¹ hate crime estimates show higher rates of repeat victimisation for hate crime compared with crime overall.

The same survey stated that victims of hate crime were more likely to say they were emotionally affected by the incident than victims of crime overall (94% and 82% respectively) and more likely to be 'very much' affected (34% and 14% respectively).

This demonstrates that the impact on people can differ and that how people react to being a victim of hate crime will be different, as will their needs. Services must therefore be able to respond to the multiple needs of the victim and it will be for the MPS and others to ensure that any and all reports are effectively assessed to ensure the full extent of the victimisation can be identified.

TACKLING HATE CRIME HOTSPOTS AND PROTECTING HIGH RISK VICTIMS

The effective management of hate crime cases is important in reducing repeat victimisation. Local Authority-led Multi-Agency Risk Assessment Conferences (MARACs) have been successfully used to address high risk, victim-based cases for many years. A number of boroughs have implemented Community MARACs, which provide a harm-centred, problem-solving approach to the management of high harm cases, including hate crime, anti-social behaviour and other cases involving vulnerable people. MOPAC's ambition is to build on this needs-led, partnership approach to resource deployment to ensure effective protection and support is provided to high harm hate crime cases. MOPAC will work with partners to see this good practice adopted more broadly across London.

12

13

MOPAC will work with the Ministry of Justice to introduce a web-based Victims' Portal that meets the information and advice needs of hate crime victims in London

MOPAC will work with Local Authorities to support the implementation in every borough of a Community Multi-Agency Risk Assessment Conference (MARAC), or similar process, to ensure the effective sharing of information and the protection of high-risk hate crime victims



“We have a client who was a victim of repeat threats, anti-social behaviour, all specifically disability related... thanks to the intervention of our local ASBRAC, which is the anti-social behaviour risk assessment conference, I think it has probably helped prevent hate crime. Our local ASBRAC deals with the high risk cases. It’s the same model as the MARAC for domestic violence.”

– Stay Safe East, MOPAC Challenge February 2014

In addition, through the use of data on hate crime incidents, MOPAC will work with the MPS and other partners to identify the top ten hate crime hotspots in London. This will allow MOPAC to challenge how well police resources are allocated to hate crime hotspots and how any mismatches can be addressed. This will reassure communities and individuals in hate crime hotspots that police and partners are taking their concerns seriously and allocating resources effectively.

COMBATING ONLINE HATE CRIME

Almost all stakeholders who took part in the consultation pointed to the extent of hate crime that now occurs online. The national Muslim hate crime support service, Tell MAMA, reported in the consultation that 80% of the reports it receives are about online hate crime. Representatives of all groups subject to hate crime speak of a rapid rise of online hate crime which can be both aimed at inciting hatred against groups or targeted at individuals.

Although the internet may allow perpetrators of hate crime to target a broader swathe of victims, often behind a veil of anonymity, users are still bound by existing laws against inciting hatred and harassment on the basis of race, religion, transgender or sexual orientation, and disability. Online hate crime is still hate crime and perpetrators can still be pursued for their offences.

14

The MPS will develop a hate crime hotspot map to assist all agencies to target resources at communities and individuals at most risk. MOPAC will challenge how well police resources are allocated in those hotspots

MOPAC will therefore ensure that the MPS incorporates online hate crime into a wider strategy and approach to tackling cyber-crime. This will result in victims of online hate crime being offered equal protection from victimisation, thereby increasing the likelihood that those subject to online hate crime will report it. In the long term, this will also help produce a better intelligence picture to target resources and reduce victimisation from online hate crime.



15

MOPAC will ensure that the MPS incorporates online hate crime into a wider strategy and approach to tackling cyber-crime.

INTRODUCING HATE CRIME LIAISON OFFICERS

Victim satisfaction with the police in London is measured by the User Satisfaction Survey, a telephone survey of around 16,500 people a year who have been victims of certain crimes. This includes victims of racially motivated crime but not all hate crime victims. The data from this survey shows a satisfaction gap between white and BME victims of crime and a growing satisfaction gap between victims with a disability (72%) and those without (80%).

The most effective way to improve victim satisfaction is to ensure that the police and other partners provide a more victim-focused service. The MPS has made some significant strides in recent years in how it addresses the victimisation of individuals and communities and specific types of crime.

In response to the Mayor's pledge in his Police and Crime Plan for London¹⁹ the MPS ensured that a designated LGBT Liaison Officer was appointed in every London borough. Community stakeholders who took part in the consultation for this strategy have said this has done much to improve community confidence and increase reporting.

We suggest that these improvements can be built upon to enable a better service for those who are victims of all hate crime. The MPS will pursue the introduction of Hate Crime Liaison Officers in all London boroughs with an initial focus on those areas that need it most. Such officers would act as a single point of contact for all those who have reported hate crime and require support.

“What you need is police officers who are given the time to do it [liaison] around disability, LGBT and race and faith, so that they are able to do outreach, go and talk to people, maybe work with voluntary sector organisations.”

– Stay Safe East, MOPAC Challenge February 2014

16

The MPS will put in place trained Hate Crime Liaison Officers in every London borough

DELIVERING ADVOCACY FOR VICTIMS OF HATE CRIME

While addressing the skills and effectiveness of CJS professionals is vital, an awareness of the victims' needs is equally important in securing successful outcomes. The CPS annual report on hate crime in 2012 identified that almost one in four failed hate crime prosecutions collapsed because the victim dropped the allegations, unexpectedly failed to attend court or their evidence failed to support the case – up from 19.9% the previous year

Respondents to the consultation pointed to the importance of one-to-one support to help victims to navigate the criminal justice system and access practical and emotional support. Many of the concerns faced by hate crime victims throughout the criminal justice process are similar to those of domestic violence.

There is an opportunity to consider how the concept of Independent Domestic Violence Advocates (IDVAs) could be replicated to support hate crime victims. Hate Crime Victim Advocates could not only provide one to one support for victims, assisting them in accessing the most appropriate services, but could also assist in navigating the courts process if a criminal justice outcome is what they seek.



17

MOPAC will work with criminal justice system partners to develop and pilot a scheme of Hate Crime

Victim Advocates to support those who have been targeted and to help them to cope and recover

OBJECTIVE 3:

Ensure swift and sure justice for hate crime victims

The Mayor recognises the importance of building confidence in the whole criminal justice system. He has set a very specific challenge for criminal justice partners so that the public see that justice is swift and sure, and that offending has consequences.²⁰

During the consultation, a number of organisations that support victims of hate crime told us of the importance of seeing effective action against perpetrators and the positive effect this can have on both the recovery of the victim and increased confidence in the community.

IMPROVING WORKFORCE CAPABILITY TO RESPOND TO HATE CRIME

Examination of the data, the existing research and the contributions made by community and statutory stakeholders through our consultation, clearly indicate the need for change in how the criminal justice system responds as a whole to hate crime in London.

When victims do report hate crime, their journey through the criminal justice system can take various paths, and not all hate crimes will achieve a criminal justice outcome. Nor is that always the desired outcome for victims. However, for those that do embark upon such a journey, it is important that the process is understood and every effort is made to ensure the outcome is appropriate.

There is no evidence that hate crime cases are processed more or less efficiently by UK courts

than other criminal cases. However, we have seen how hate crime victims can be more deeply affected by their experience than victims of many other crimes with the result that any challenges within courts processes can be exacerbated for some victims.

There is criticism that much of the case management information on victims is generic, failing to record detailed data on characteristics such as disability or sexuality. There is also no mechanism for recording historical victimisation, with reliance placed on the victim to provide this insight. This may be fundamental in the response to victims of hate crime. In addition, information given to victims can be poor and in some cases inaccessible for certain groups, such as those with disabilities or learning difficulties. Such negative experiences have resulted in some victims claiming that they would choose not to report any future crimes if they were victimised again.

A more effective response to hate crime requires improvements in workforce and organisational capability across criminal justice partners. Ensuring the police, CPS and Her Majesty's Courts and Tribunal Service staff (HMCTS) are adequately trained and have a shared understanding of both victim and evidentiary requirements would support the development of a more consistent and effective prosecution of hate crime.

For the police, ensuring the correct classification of hate crimes at the recording stage could have a positive impact on the under-reporting and

recording of hate crime. Further, gathering appropriate information about the crime and the victim(s) during the investigation can have a significant impact on the criminal justice outcome. For example, there might be particular aggravating factors that could lead to the use of enhanced sentencing. The College of Policing strategy on hate crime states that to support this, a National Police lead on hate crime will conduct a needs analysis which will provide direction for the MPS in the training requirements of its officers.²¹

For the CPS, effective management of hate crime cases by prosecutors with specialist hate crime skills will ensure the more effective use of hate crime legislation and more offenders being brought to justice. Such outcomes would increase the confidence of victims and communities in the response of the criminal justice system. The CPS is committed to a programme of work to ensure its officers have the right skills and knowledge to use all the legal tools available to deal with hate crime offences.

18

19

The MPS will work with the College of Policing to ensure all front-line police officers are adequately trained and equipped to recognise hate crime when it occurs and to ensure effective recording, charging and proceeding against hate crime perpetrators

The CPS will develop its cadre of prosecutors to raise awareness of hate crime and their knowledge of the legal tools available to deal with such offences

“It is important that victims are involved in decisions about the most positive outcome for them.”

– **Consultation response**

TAKING VICTIMS' VIEWS INTO ACCOUNT WHEN PURSUING JUSTICE

Consultation responses demonstrated that what constitutes a positive outcome differs from victim to victim; there is no 'one size fits all'. Whatever outcome is achieved it is important for all victims that justice is seen to be delivered quickly and effectively. As well as aiding victims in coping and recovering, it will also send a clear message to offenders about the seriousness with which such offending behaviour will be viewed. Some contributors suggested that tougher sentencing is necessary, while others thought that more use of a victim-led, person-centred approach may be more effective.

This strategy focuses on putting victims at the centre of the criminal justice process. Victims should expect to have their views taken into account when dealing with offenders, and have some degree of choice as to whether to proceed to court or to pursue an out-of-court disposal. For those who wish to pursue a criminal justice outcome, the support they need must be provided. We must also ensure that hate crime victims are aware of (and have the opportunity to pursue) outcomes that don't necessarily require a journey through the full criminal justice system, such as Restorative Justice.

20

The CPS will develop its quality assurance and performance management systems to oversee

the progress of hate crime cases and ensure the best possible outcomes for victims

PURSUING VICTIM-LED RESTORATIVE JUSTICE

Restorative Justiceⁱⁱⁱ can help victims feel they are more in control of resolution, and in doing so help them to cope and recover from the crime or incident. It is usually suggested alongside usual criminal justice processes and is proven to help with 'closure' and victim satisfaction. It can also enable perpetrators to more fully understand the impact of their offences and may provide an opportunity for them to make amends. This can reduce the risk of re-offending and the likelihood of repeat victimisation.

The essential element of restorative justice is that it is victim-led. A government funded study into the use of restorative justice found that face to face conferences had victim satisfaction rates of 85%, far higher than those reported for hate crime incidents dealt with by traditional criminal justice routes.²² It is important that victims are aware of the availability of restorative justice and understand how to pursue this option should they wish to.

21

Criminal justice system partners will ensure there is a consistent restorative justice offer for hate crime victims in appropriate

cases, and for those who want it, throughout the criminal justice process

GETTING TOUGH ON PERPETRATORS OF HATE CRIME

The acknowledgement of victims' views and the availability of both criminal justice and non-criminal justice outcomes is not the only important factor in delivering swift and sure justice.

The Law Commission review¹¹ also considered sentencing in the case of hate crime offences. It reported that enhanced sentencing, available to judges in 'hostility-based' offences, is under-used and that this has a potentially adverse effect on community confidence and victim satisfaction. It may also be a contributory factor in the under-reporting of hate crime.

The review recommends new guidance from the Sentencing Council to enhance consistency in sentencing for crimes involving hostility, for all hate crime strands. The Commission also recommended that episodes of enhanced sentencing are recorded on the Police National Computer, and reflected in an offender's record. This would give the police, prison and probation services access to more accurate information about offenders' history, assisting police in identifying potential repeat hate crime offenders and enabling prison and probation services to tailor rehabilitation and education programmes.

22

The Mayor will write to the Home Secretary to call for the implementation of the Law Commission's recommendations for new sentencing guidelines

for hate crimes, and the recording of enhanced sentences on the Police National Computer and offender records.

23

The National Probation Service (NPS) will ensure that pre-sentence reports recognise the guidance on hate crime legislation and include the victim's perspective

24

The NPS and Community Rehabilitation Company¹⁹ will ensure that all offenders managed by them will have risk management plans that focus on victim safety

**PERFORMANCE
AND
GOVERNANCE**

Reducing the incidence of hate crime and ensuring an effective response to victims is a cross-agency responsibility. As such, this strategy describes actions for partners working together and with London's communities.

In order to ensure the strategic aims are met, the objectives fulfilled and the actions delivered, a transparent structure is required to enable partners to contribute and be held to account for delivery.

PERFORMANCE GOALS

The publication of hate crime data will be an important tool in monitoring delivery of the strategy, but also for communities and partners, providing key information to inform their understanding of, and response to, hate crime.

A MOPAC performance 'dashboard' will be created to demonstrate how well these success factors are met;

- An increase in the number of reported hate crimes
- A decrease in the number of repeat victims
- An increase in a range of positive outcomes for victims, including sanction detection rates
- A decrease in the attrition rates of cases that go to and through court
- The number of convictions attracting enhanced sentencing
- An increase in hate crime victims' confidence in the police
- A reduction in the confidence gap between victims of hate crime and victims of other crime types
- An increase in the satisfaction rates for hate crime victims.

Criminal justice agencies use a number of methods to measure user satisfaction with the services they provide. For example, satisfaction with the MPS is measured through the User Satisfaction Survey. However, not all crime types are considered, and the USS only asks questions about police response. There is no single survey that measures the satisfaction of hate crime victims with the services they receive across the criminal justice system. Such a survey, conducted on a regular basis, would help all criminal justice partners identify areas where the victim experience can be improved.

25

26

MOPAC will create a performance 'dashboard' that will provide a clear picture of how agencies are delivering against a list of clearly identified success factors

MOPAC will commission an annual victim satisfaction survey, which will include victims of hate crime, to measure the victim experience across the criminal justice system

The MPS will put in place a Commander-led structure to support the delivery of an effective response to hate crime, and this will include a mechanism for working with community members to examine data and identify where hate crime is taking place and against whom. This will assist police and partners to target resources effectively to ensure the protection of those targeted and effective enforcement against perpetrators. One of the specific tasks of this mechanism will be to carry out dip-sampling exercises of hate crime reports that attract 'no-crime'^{iv} or NFA^v outcomes.

GOVERNANCE

MOPAC Challenge²⁴ will be the primary mechanism through which the Mayor and the Deputy Mayor for Policing and Crime (DMPC) will hold the MPS Commissioner and criminal justice partners to account publicly for the achievement of this strategy's objectives. Hate crime will be the subject of a specific themed MOPAC Challenge and will be discussed when challenging on overall police and criminal justice partner performance.

In addition, MOPAC will work with partners to establish and facilitate a London Hate Crime Panel that will meet twice a year and be chaired by the DMPC. This will ensure effective cross-partner delivery of the strategy and engagement with affected communities to understand their experiences on the ground.

27

The MPS will establish a Commander-led hate crime structure that includes statutory and community stakeholders

28

MOPAC will work with partners to establish and facilitate a twice-yearly London Hate Crime Panel, chaired by the Deputy Mayor for Policing and Crime

iv. Where a crime is considered to have been recorded in error or where, having been recorded, additional verifiable information becomes available that determines that no crime was committed <https://www.gov.uk/government/statistics/no-crimes-data>

v. No further action – if there is insufficient evidence to charge or caution a suspect, no further action will be taken by police.

29

The London Criminal Justice Management Board, which has prioritised hate crime, will monitor criminal justice performance and drive improvements within the courts, CPS and probation service.



ENDNOTES

1. Crime Survey for England & Wales (2014), Office for National Statistics
<http://www.ons.gov.uk/ons/taxonomy/index.html?nsc1=Crime+in+England+and+Wales>
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3. A 12-week online consultation was undertaken along with over a dozen focus group discussions with stakeholders between Jan and September 2014. The consultation report is available on request from Enquiries@mopac.london.gov.uk
4. Roberts, C et al., (2013) Understanding who commits hate crime and why they do it, Welsh Government Social Research
5. Homophobic Hate. The Gay British Crime Survey 2013
https://www.stonewall.org.uk/documents/hate_crime.pdf
6. Challenge it, Report it, Stop it. The Government's Plan to Tackle Hate Crime (2012).
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8. Stop Hate UK is a national organisation working to challenge all forms of hate crime and discrimination.
<http://www.stophateuk.org/>
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10. True Vision hate crime reporting and information website. <http://www.report-it.org.uk/>
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12. The Review of Victims Services in London 2014.
<https://www.london.gov.uk/sites/default/files/Review%20of%20victim%20services%20in%20London.pdf>
13. Hate Crime and Housing
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14. Peabody is one of the oldest and largest housing providers in London. It owns and manages more than 27,000 homes across the capital, housing around 80,000 residents.
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<http://www.london.gov.uk/priorities/policing-crime/police-and-crime-plan>
20. Mayor of London Police and Crime Plan 2013-16
<http://www.london.gov.uk/priorities/policing-crime/police-and-crime-plan>.
21. College of Policing National Hate Crime Strategy.
<http://library.college.police.uk/docs/college-of-policing/National-Policing-Hate-Crime-strategy.pdf>
22. The Restorative Justice Council
<http://www.restorativejustice.org.uk/resource/mojresearch/>
23. The 21 Community Rehabilitation Companies in England and Wales started delivering offender management and rehabilitation services on 1 June 2014. <http://www.londoncrc.org.uk/who-we-are/london-community-rehabilitation-company-board/>
24. The MOPAC Challenge is the principal mechanism through which the Mayor and the Deputy Mayor for Policing and Crime holds the Met Commissioner and his top team to account.
<http://www.london.gov.uk/priorities/policing-crime/police-and-crime-plan/mopac-challenge/2014/13-february-2014-challenge-board-hate-crime>
- iii. Restorative justice is the process which gives victims the chance to meet or communicate with their offenders to explain the real impact of the crime. It also holds offenders to account for what they have done and helps them to take responsibility and make amends.
<http://www.restorativejustice.org.uk/source/mojresearch/>

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Community Security Trust	Mayor's Older People's Advisory Forum
Crown Prosecution Service	Metropolitan Police Service
Galop	Migrant and Refugee Community Support Groups (convened by the Evelyn Oldfield Unit)
Greenwich Inclusion Project	Ministry of Justice
Her Majesty's Courts and Tribunals Service	National Probation Service, London
Hounslow Hate Crime Support Service	Race Independent Advisory Group
Inclusion London	Stay Safe East
Local authority Hate Crime Officers	Stonewall
Mayor's Deaf and Disabled Stakeholders Group	Tell MAMA
Mayor's Lesbian, Gay, Bisexual and Transgender Stakeholders Group	

We also thank all those groups and individuals who expressed their views via the online consultation.

GLOSSARY

BME	Black and Minority Ethnic
CJS	Criminal Justice System
CPS	Crown Prosecution Service
CSEW	Crime Survey for England and Wales
DMPC	Deputy Mayor for Policing and Crime
HMCTS	Her Majesty's Courts and Tribunals Service
LGBT	Lesbian, Gay, Bisexual and Transgender
MARAC	Multi-Agency Risk Assessment Conference
MOPAC	Mayor's Office for Policing And Crime
MPS	Metropolitan Police Service
NFA	No Further Action
NPS	National Probation Service
PSHE	Personal, Social and Health Education
RSL	Registered Social Landlord

Other formats and languages

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Chinese

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Vietnamese

Nếu bạn muốn có văn bản tài liệu
này bằng ngôn ngữ của mình, hãy
liên hệ theo số điện thoại hoặc địa
chỉ dưới đây.

Greek

Αν θέλετε να αποκτήσετε αντίγραφο του παρόντος
εγγράφου στη δική σας γλώσσα, παρακαλείστε να
επικοινωνήσετε τηλεφωνικά στον αριθμό αυτό ή ταχυ-
δρομικά στην παρακάτω διεύθυνση.

Turkish

Bu belgenin kendi dilinizde
hazırlanmış bir nüshasını
edinmek için, lütfen aşağıdaki
telefon numarasını arayınız
veya adrese başvurunuz.

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੀ ਕਾਪੀ ਤੁਹਾਡੀ ਆਪਣੀ ਭਾਸ਼ਾ
ਵਿਚ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਹੇਠ ਲਿਖੇ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ ਜਾਂ ਹੇਠ
ਲਿਖੇ ਪਤੇ 'ਤੇ ਰਾਬਤਾ ਕਰੋ:

Hindi

यदि आप इस दस्तावेज की प्रति अपनी
भाषा में चाहते हैं, तो कृपया निम्नलिखित
नंबर पर फोन करें अथवा नीचे दिये गये
पते पर संपर्क करें

Bengali

আপনি যদি আপনার ভাষায় এই দলিলের প্রতিলিপি
(কপি) চান, তা হলে নীচের ফোন নম্বরে
বা ঠিকানায় অনুগ্রহ করে যোগাযোগ করুন।

Urdu

اگر آپ اس دستاویز کی نقل اپنی زبان میں
چاہتے ہیں، تو براہ کرم نیچے دئے گئے نمبر
پر فون کریں یا دیئے گئے پتے پر رابطہ کریں

Arabic

إذا أردت نسخة من هذه الوثيقة بلغتك، يرجى
الاتصال برقم الهاتف أو مراسلة العنوان
أدناه

Gujarati

જો તમને આ દસ્તાવેજની નકલ તમારી ભાષામાં
જોઈતી હોય તો, કૃપા કરી આપેલ નંબર ઉપર
ફોન કરો અથવા નીચેના સરનામે સંપર્ક સાધો.

MAYOR OF LONDON

OFFICE FOR POLICING AND CRIME

