

<p><b>Priority 4 – Stand Together Against Hate Crime and Extremism</b></p> <p><b>2022/23 Quarter 3 – Update</b></p> <p><b>Lead Partners – Police and Community Safety</b></p>	
<p><b>Priority 4</b></p> <p>This Priority focuses on work to tackle those crimes that are motivated by malice or ill-will towards a social group, based on race, religion, sexual orientation, disability, gender identity or any other protected characteristic.</p> <p><b>Aims</b></p> <p>To improve reporting of hate crime and to reduce repeat victimisation of victims of hate crime</p>	
<p><b>Commitments within the SBPS</b></p>	<p><b>RAG Status</b></p>
<p><b>1. Undertake ongoing analysis</b></p> <p>Use an analysis of hate crimes levels, to ensure increases and trends are identified and tackled early.</p> <p>In the Police and Crime Plan 2021-25, the Mayor of London highlighted Hate Crime and intolerance as a priority, and the Hate Crime Dashboard monitors the level of crime throughout London. The dashboard is actively monitored by MOPAC to establish levels of crime, public perception, and victim satisfaction. The Mayoral approach to hate crime will focus on three things, prevention, supporting victims, and oversight of police enforcement activity.</p> <p>The Police and other actors in the Justice system are in the process of reviewing their processes and procedures in the light of well publicised news events</p>	<p><b>Achieved</b></p>
<p><b>2. Work with Partners</b></p> <p><b>In partnership the Safer Neighbourhood Teams (SNTs), Police and, community and faith groups, will work to raise awareness and tackle all forms of hate crime.</b></p> <p><b>SNT Police</b></p> <p>The response officers have received additional training in identifying hate crime and changes to how hate crime is reported to allow easier and more</p>	<p><b>Achieved</b></p>

accurate flagging of incidents. Each hate incident is then monitored weekly and, as such, is overseen with greater scrutiny and control.

In partnership, the SNTs and community and faith groups, work to raise awareness and address all forms of hate crime as well as prevent and improve support for victims. The Safer Bromley Partnership support strategies that aim to increase the reporting of hate crimes and incidents.

### **Community Safety**

Head of Service attends the Pan London hate crime forum and the BCU Hate Crime Trends & Updates meetings monthly. Improved advice for all aspects of the Safer Bromley Partnership Strategy, including pages on Hate Crime are awaiting update on the council's website. This work has been delayed by a corporate website project and it is hoped it will go live by the end of Q2 this business year.

Q1 Update – Not requested

Q2 Update – Webpage review awaiting completion of new set of pages – delayed due to staff illness and bereavement and limitations on what can be uploaded to the webpages – Community Safety Team are currently working on workarounds

Q3 Update – Due to the onboarding burden of new starters in the Community Safety team the actions to update the webpages have been pushed back to Q4.

### **Community Coordination**

LBBs Community Coordinator, Counter Extremism Policy & Communities Gateway and the Strategy and Engagement Offices support the BCU. They work closely with community and statutory partners to ensure that all hate crimes are captured and passed to the Police who then triage reports and provide support to victims via the Catch referral project. In addition, they work to ensure that ongoing communication is delivered through campaigns that promote the message that reporting is key, as to do so raises awareness and provides the Police with a more informed view of where to target their resources to greatest effect.

### **Maintain a high visibility in the community by delivering talks and awareness raising events**

#### **Met Police**

The review of ward panels was completed and has subsequently been published as the Ward Panel Framework Review. It also contains as Terms of Reference for panels. Most panels have now returned to face-to-face meetings. The Police are also undertaking more community outreach with regard their Safer Streets walk and talk consultation programme.

#### **Trading Standards**

Trading Standards have been unable to deliver their usual high numbers of talks and awareness raising events in the community. Sessions were delivered via online platforms but face to face sessions are now returning.

**Achieved**

<p>Trading Standards have also launched regular electronic alerts raising awareness of local and national scams and rogue trader issues and these are shared with partners and communities to protect the aged from targeted crime.</p> <p>Q1 – Update not requested  Q2 – Work regarding alerts and public presentations to vulnerable and interest groups continue  Q3 – Between 1<sup>st</sup> October 2022 and 31<sup>st</sup> December 2022 Trading Standards officers delivered 9 awareness raising talks in the community to help empower vulnerable residents to protect themselves from scams and rogue traders. Around 250 attended these events.</p> <p>The team circulated nine ‘Trading Standards Alert!’, an early warning system which alerts residents and partners of scams and doorstep crime in the Bromley borough as it happens. This included a special edition on the dangers of buying second hand electrical equipment and linked into safety messages from the LFB</p> <p><b>Community Coordination</b></p> <p>Support has been sought from 3rd party hate crime specialists to facilitate awareness training with community partners, local businesses via the BID, and sports facilities including local football clubs, these organisations are being supported and encouraged to become 3rd party hate crime reporting hubs.</p> <p>Awareness training and support has been provided to several voluntary sector organisation who support women in the borough including those working around addressing VAWG and Hate Crime.</p>	
<p><b>Ensure training on how to spot financial abuse is delivered to practitioners within social care, Police, and other relevant stakeholders</b></p> <p>This training has been delivered previously and will be repeated as face-to-face sessions return. In the past 12 months trading standards received 59 referrals from social care colleagues, 13 referrals from banks and 18 from local police. Extensive training was provided to police colleagues across the BCU to highlight the work of trading standards and encourage a joined-up response to financial abuse involving a transaction.</p> <p>Q1 Update not requested  Q2 Update – Presentations continue.  Q3 Update – Presentations continue.</p>	<p><b>Achieved</b></p>
<p><b>Ensure a rapid response service is provided to all urgent requests for assistance.</b></p> <p>The team continues to disrupt rogue traders and there were 26 rapid response interventions where officers attended the homes of residents immediately following a call for assistance. One response resulted in a £12,000 for an elderly couple who had been cold called by traders seeking</p>	<p><b>Achieved</b></p>

<p>to extract payment for unnecessary roof repairs. Another has identified a saving of £36,833 and a further intervention saved a resident £18,000. Several individuals related to these incidents are under investigation.</p> <p>Q1 Update not requested  Q2 Update – rapid responses continue for latest figures see update for Priority 1  Q3 Update – The service received 39 calls to the Rogue Trader Rapid Response number, resulting in 5 immediate responses to incidents involving a vulnerable resident. In one case a resident had been cold called by builders who then persuaded him to agree to so called essential repairs to his property totalling £100k. Officers were called to his bank where police were in attendance following a call by concerned bank staff. Trading Standards officers attended immediately and were able to prevent £50k being paid. Officers from trading standards are now investigating this matter as fraud after commissioning an expert to review the work which has been largely dismissed as worthless.</p>	
<p><b>3. Encourage support from communities</b></p> <p><b>Undertake community tension assessments if needed and encourage communities to report incidents of hate crime as they occur.</b></p> <p>A weekly community tension report is submitted by Police and monitored locally and centrally by police specialist teams. This includes Faith, LGBT, open-source media and intelligence from partners. Following any critical incident, a specific tension report is conducted and consideration to Gold groups to support these on an ongoing basis if required.</p> <p>Q1 Update not requested  Q2 Update  Community Safety team are currently developing a list of community leaders and contacts for future should they be needed – community tensions in Bromley are generally low but the number of Hate Crimes was/is unduly high in comparison to other crime types in the annual Crime Needs Assessment  Q3 Update – The list of Community Leaders and advocates contact details continues to be updated and to grow. This action is now being taken forward by Gordon Falconer the Interim Team Manager for Community Safety.</p>	<p><b>Achieved</b></p>
<p><b>4. Continue to fulfil our Channel and Prevent duties</b></p> <p><b>Review of Prevent</b></p> <p>The Government’s review of Prevent has yet to be published.</p> <p>Q1 – Update not requested  Q2 – Update - The long awaited Prevent review is now expected to be published towards the end of this year. Locally, referrals into Prevent remain low following a small increase in the previous period  Q3 – The local authority continues to facilitate a Channel Panel which is an early intervention scheme that supports people who are at risk of radicalisation and provides practical support tailored to individual needs. It</p>	<p><b>Achieved</b></p>

<p>can help people to make positive choices about their lives. The Prevent review has still not been published.</p> <p><b>Channel</b></p> <p>The Channel annual assessment has been presented to the Chief Executive, together with the Counter Terrorism Local Profile.</p> <p><b>Training and raising awareness</b></p> <p>The Workshop to Raise Awareness of Prevent continues to be delivered online to social care professionals and a range of partners.</p> <p>Anyone can access (and share) the website for the ACT counter terrorism information and advice via this link: <a href="https://actearly.uk/">https://actearly.uk/</a></p> <p><b>London Prevent Network (LPN)</b></p> <p>The LPN is a network of prevent coordinators and leads who are centrally funded or otherwise from all London boroughs, priority or non-priority and other key priority areas in the wider Southeast region. Meetings are held twice a month (virtually) and are attended by LBB.</p> <p><b>London Prevent Board</b></p> <p>The Assistant Director of Public Protection (or their representative) has attended all London Prevent Board meetings on behalf of the Chief Executive. These meetings are held 4 times a year.</p>	
<p><b>5. Support for victims</b></p> <p><b>Work to support those who are victims of hate crimes</b></p> <p>See Section 3</p>	<p><b>Achieved</b></p>
<p><b>6. Restorative mechanisms</b></p> <p><b>Explore options for restorative justice mechanisms.</b></p> <p>See Section 3</p>	<p><b>Achieved</b></p>
<p><b>7. Protecting victims of doorstep crime or scams</b></p> <p>Trading Standards received around 250 complaints and enquiries about scams and doorstep crime on the past 12 months, with total financial impacts of over £1.6 million. 112 calls were made to the dedicated rapid response number.</p> <p><i>Case study – Tom is 80 and a victim of carbon credit scams. He has capacity but was targeted by scammers for some time. When we got involved, he confessed to handing over an “embarrassingly large amount of money” but the true extent of his loss was kept a secret from his family. During his victimisation, he lost his wife and</i></p>	<p><b>Achieved</b></p>

<p><i>the scammers used this to strengthen their bond with him. He was unknown to social services, but his bank account had previously been flagged. Police had been involved but for a long time he refused to believe he was the victim of a scam and continued to respond to demands for payment to recover his investments. We fitted a call blocker to his phone and analysis of this device showed he was getting 70 scam calls a week. We also arranged a befriending service through Age UK as he was very lonely, despite having a strong family support network. After engaging with colleagues from the national trading standards scams team, we supported the family in writing a letter to his bank to see if they would reimburse his losses. He was eventually refunded a significant sum.</i></p> <p>Q1 Update not requested  Q2 Update – see update in Priority 1  Q3 Update – Trading Standards received 212 service requests of which 43 related to doorstep crime and scams, with a total consumer detriment of £1,204,326.</p>	
<p><b>8. How we know we are on track?</b></p> <p>This theme will be included as a substantive discussion item at the Safer Bromley Partnership Board in Quarter 4 and present an end of year update in December.</p> <p>Presented</p>	<p><b>Achieved</b></p>
<p><b>The Metropolitan Police Hate Crime and Special Crime Dashboard will be used to monitor increased reporting of victims of Hate crime.</b></p> <p>See Section 3</p>	<p><b>Achieved</b></p>
<p><b>Data is published into the public domain monthly for each London Borough. Data through the Mayor’s Office for Policing &amp; Crime Hate Crime Dashboard for figures at a borough level will be monitored.</b></p> <p>MOPAC Data is automatically provided by Met police for publication.</p>	<p><b>Achieved</b></p>
<p><b>Levels of early identification of hate crime and extremism through referrals will be monitored and tracked</b></p> <p>This is covered at multiple partnership meetings across BCUs and pan London.</p>	<p><b>Achieved</b></p>
<p><b>The number of rapid response calls to the rogue trader hotline, and the associated outcomes will be tracked and monitored.</b></p> <p>Trading Standards track and monitor the scam hotline and its associated outcomes.</p>	<p><b>Achieved</b></p>

<p>Q1 Update not requested  Q2 Update – see update in Priority 1  Q3 Update – The service received 39 calls to the Rogue Trader Rapid Response number, resulting in 5 immediate responses to incidents involving a vulnerable resident. In one case a resident had been cold called by builders who then persuaded him to agree to so called essential repairs to his property totalling £100k. Officers were called to his bank where police were in attendance following a call by concerned bank staff. Trading Standards officers attended immediately and were able to prevent £50k being paid. Officers from trading standards are now investigating this matter as fraud after commissioning an expert to review the work which has been largely dismissed as worthless.</p>		
<p><b>The Reporting of Hate Crime</b></p> <p>Previously MOPAC data has been used to report on this section. However, this data has now been changed as crime stats are now made available in a changed format via the MPS. This now provides rolling 12 month crime data as per the attached data sheet.</p> <p>You will note from the SBPS that the focus here was to improve reporting of hate crime and to reduce repeat victimisation of victims of hate crime.</p> <p>Hate crime has been the subject of several proactive media campaigns across London and there have been massive attempts to increase confidence in people to report. For example, last month was LBGT+ month and officers are now flagging potential hate crimes differently.</p> <p>The BCU and SNT officers have also been increasingly using crime report flagging to re-engage with victims who may be subject to hate incidents to ensure all aspect of crimes are explored. It is a measure of success in many ways to see a broader increase in hate crime reporting as this suggests confidence in reporting is improving. Most hate crimes reported in Bromley are rooted in Race.</p> <p>The RAG status here is split, as the target for increasing the reporting of this crime type is being achieved, however, ongoing work and commitments need to be maintained, to effectively address the perpetrators of this high harm crime</p>	<p><b>In Process</b></p>	<p><b>Achieved</b></p>
<p><b>9. Impact of COVID 19 on Business as Usual</b></p> <p>See above</p>		
<p><b>10. General Annual Update of achievements</b></p> <ul style="list-style-type: none"> <li>Interventions by trading standards have resulted in total financial savings of £507,127 over the past 12 months. This includes estimated future financial savings relating to scams and doorstep crime of £210,035 with estimated healthcare saving and health related quality of life savings of £113,419. Savings from the installation of 3 call blocking devices are estimated</li> </ul>		

at £82,703 with estimated healthcare savings and health related quality of life savings based on the 5-year call blocker program of £44,659.

- Most of the strategic actions for this priority have been achieved
- There is improved awareness and better reporting of hate crime