

## Appendix 1

### City of London Tackling Serious Acts of Discrimination and Hate Crime Strategic Implementation Action Plan 2023 Safer City Partnership

**This action plan has been developed in line with the City of London Hate Crime Strategy.**

**KEY:**

- CoLP - City of London Police
- DCCSS - City of London Corporation, Department of Community and Childrens Services
- BTP - British Transport Police

Action	Owner	Completion Date	Red, Amber, Green	Impact and Outcome
<p><b>Increasing the reporting of hate crimes to the police leading to better-sanctioned detection rates.</b></p> <p>1. Develop communications around support services to engage with and promote to the community.</p>	CoLP DCCSS	Ongoing	<p>National Hate Crime Awareness Week took place in October 2023. During which CoLC, CoLP &amp; BTP held three drop-in stalls at community centres, with literature about hate crime, the different organisations who can support victims and how hate crime can be reported.</p> <p>The City of London Police have created a comprehensive page with definitions of what is hate crime, how to report to all different agencies and how to report to the police.</p>	<p>Feedback from the public was supportive and members of several minority groups were spoken with.</p> <p>A review of the 2023 event has been conducted and areas for greater footfall will be identified before the 2024 Hate Crime Week.</p> <p><a href="#">How to report hate crime   City of London Police</a></p>
<p>2. Establishing multi-agency processes for sharing</p>	DCCS	August 2023	Hate Crime cases/ reports will be referred to the monthly Community MARAC panel.	By referring of victims of hate crime to the Community MARAC will ensure

information about victims and perpetrators of hate crime so that appropriate interventions, including potential tenancy action against perpetrators, and support packages for victims can be provided.				the right, tailored and appropriate support will be provided to the victim, improving public confidence in the CoLC & CoLP policies and procedures.
3. Offer training for Corporation staff on hate crime.	DCCS	Ongoing	A training provider have been identified to facilitate Hate Crime training (especially to frontline staff). DCCS are currently developing a training package to be rolled out across the Corporation in 2024. Bystander training was offered to all corporation staff to help people know how to intervene in a situation while keeping themselves safe.	Keeping out staff informed unable us to respond to the public.
<b>Increased confidence and victim satisfaction in police response.</b>  4. Exploring the use of solutions such as community resolution and restorative justice for hate crime victims.	CoLP	Ongoing	CoLP is currently advocating the use of community resolution and restorative justice, however, there are difficulties with the implementation operationally.  Suspects often fail to admit to wrongdoing which results in a low number being brought to justice or the victim having to endure a lengthy court process.  A community resolution requires the perpetrator to admit guilt and provide restitution to the victim, often a face-to-face or written apology. This can provide the victim with closure about the incident and can be used as evidence of prior behaviour, should the perpetrator act similarly in the future.	Through the work of restorative justice and out of court disposals the Colp s trying to change the mentality of perpetrators to prevent future offenses.
<b>Improving victim support and reducing repeat victimisation.</b>  5. Increase awareness of support available for victims.	Victim Support	2023	Victim Support has created the Victim Support Vulnerable Victims Service which provides support for anyone living, working, studying and has been a victim of a crime in the City of London.	People and communities are learning and understanding the role and capability of Victim Support, which

			<p>A poster &amp; referral form about the VVA service has been developed and circulated.</p> <p>Victim Support are also providing several drop-in sessions for City of London police to raise awareness of the Victim Support service and how they can refer victims.</p> <p>They have also attended Social Services and City Connections team meetings and upcoming Guildhall University freshers fair to promote support.</p>	will increase the number of referrals to their service.
6. Raise awareness internally on how to make referrals to Victim Support	DCCS	Ongoing	<p>Victim Support have created a poster regarding Vulnerable Victims Service, CST will display these in communal areas.</p> <p>The referral form has been circulated to internal departments.</p>	Through raising awareness internally victims will be referred to their service, further supporting them.
<p><b>Increase awareness of support services available for victims of hate crime.</b></p> <p>7. Develop a list of support services to engage with and promote to the community.</p>	COLP	Ongoing	The City Police has created a comprehensive page with all the support services as well as reporting services in their website. Most of the charities names in the page can provide support as well as receive reports of Hate Crime.	Support will be provided to the victims, improving public confidence in the CoLP policies and procedures.
8. Review and update hate crime webpage on CoLP website with relevant, up to date information for the public to access.	DCCS	Ongoing	The COLP website has been updated including information of external agencies that provide support, receive reports and explanation and definitions of Hate Crime.	Our communities have the resources they need to understand Hate crime and report it to the right channels.
<p><b>Increasing the variety of reporting routes available for victims and witnesses of hate crime.</b></p> <p>9. Review and update hate crime webpage on CoLC</p>	DCCS	2023	New structure of the Community Safety web pages has been developed, work is being undertaken regarding content and updated information on how to report issues along with updated list of support agencies	Often victims, especially the vulnerable, do not want to or do not feel confident to report hate crimes.

website with relevant, up to date information for the public to access.				In having up-to-date web pages, we are ensuring the most current advice and guidance is available to the public.
<p><b>Increasing community confidence in the local police, council and partners.</b></p> <p>10. Using our resources such as CCTV and Community safety patrols to support the police in gathering evidence and prosecuting offenders.</p>	CoLP DCCS		<p>The City Corporation community patrol service provides useful evidence of all activity they find in their patrols. The Patrols will be expanding in 2024 to cover night time economy activity and the activity in City Bridges.</p> <p>The City Police is requesting POCA funding for additional resources to operate CCTV cameras.</p>	Increasing community confidence in the local police, council and partners
11. Police gathering insight and evidence into any on street hate crime occurring.	CoLP BTP		<p><b>British Transport Police</b> conduct Hi Vis patrols and plain clothes patrols at our hotspot locations, for Liverpool Street on trains and main concourse area of station are the hotspots.</p> <p>They have also been utilising social media to highlight good arrests or good court results relating to Hate crime incidents.</p>	Increasing community confidence in the local police,