

Objective	No.	Activity	Funding Source	Milestones for Each Quarter (Inc. Date & Deadline)	Outputs	Outcome	Lead Officer & Contact	Key Partners	Q1 Updates	Q2 Updates	Q3 Updates	Q4 Updates
1. To ensure that victims of all forms of hate crime have access to appropriate protection and support	1	<b>Victim Support Tower Hamlets</b> To ensure that clients have face to face visits.	Within Victim Support resources	Q.1-Q.4 All clients who request to be seen face to face will be offered a visit when it is safe to do so.	The Serious and Violent Crime Case Worker will see clients face to face.	Number of face to face visits.	<b>Rob Calcutt / Biggi Stiller</b> Victim Support	Victim Support				
	2	<b>Victim Support Tower Hamlets</b> To provide telephone support to victims.	Within Victim Support resources	Q.1-Q.4 All clients requesting telephone support will receive this.	Caseworkers and trained volunteers will provide support over the phone.	No of clients supported over the phone.	<b>Rob Calcutt / Biggi Stiller</b> Victim Support	Victim Support				
	3	<b>Victim Support Tower Hamlets</b> Establish a support desk at A&E Royal London Hospital.	Within Victim Support resources	Q.1-Q.4 Network with key contacts at A&E to set up a weekly support desk to take cases.	Caseworkers will visit A&E for half a day each week to take cases.	Successful engagement with teams and number of visits.	<b>Rob Calcutt/ Biggi Stiller</b> Victim Support	Victim Support				
	4	<b>Police CSU - Offer relevant and appropriate support to victims of hate crime</b>  Where requested, victims to be visited in person by investigating officer	Within Police resources	Q.1-Q.4 Consider all victims of hate crime as 'vulnerable' thus ensuring enhanced service in line with the Victim Charter.	Victims visited where requested.  Enhanced Service in line with Victim Charter.	Compliance with Victim Charter and MOPAC Hate Crime Strategy.	<b>DI Helen Barling</b> Police Community Safety Unit.	Police Community Safety Unit.				
	5	<b>Police Community Safety Unit</b>  Police Community Safety unit to offer specialist advice to frontline officers regarding hate crime.	Within Police resources	Q.1-Q.4 A CSU 'advice line' to be retained 0800 - 2200 to offer specialist advice to front line officers.  Q.1-Q.4 A substantive Detective Sergeant to be available to offer overnight advice.	Specialist advice is provided to front line officers.	Specialist advice is provided to front line officers investigating hate crime ensuring that thorough initial investigation is completed and documented.	<b>DI Helen Barling</b> Police Community Safety Unit.	Police Community Safety Unit.				
	6	<b>Tower Hamlets Police Disability Engagement Team - Disability Hate Crime Project</b>  To ensure that victims of disability hate crime receive appropriate response, referrals to key partners and representations at ward panel meetings.  Disability Hate Crime victims to be identified from the first point of contact with police. A project to build local database and recognise needs of all victims/ or suspects of disability hate crime.	Within Police resources	1. Advisory group established with representation from key partners, project scope and process agreed.  2. 1. Primary research completed.  3. Recommendations reviewed by relevant services and action plan developed to address identified service improvements.	Project report published.	Quality report with recommendations to improve service delivery, reporting, engagements, and confidence for victims/ suspects of disability hate crime.	<b>Acting Sergeant Mehmet ULUSOY and PC Lara Reynolds - Tower Hamlets Police Disability Engagement Team</b>	THVSS, Tower Hamlets Police Community Safety Unit, LBTH Community Safety Service, LBTH Consultation and Involvement Team, THIFF, LGBT Forum, LBTH Equalities and Local Voices (REAL).				
	7	<b>Third Party Reporting Project (TPR)</b>  To further develop and maintain the existing Third Party Reporting Centres and recruit new organisations to become TPR Sites.	Within existing resources	Q.2-Q.3 Review and Update TPR Partnership Protocol.  Q.1-Q.4 Recruit, register and train new organisations as TPR Sites (deliver joint training with CSU and DV reps, protocol to be signed/ issue all relevant information).  Q.1-Q.4 Create a TPR Log.	TRP Partnership Protocol signed by all Centres.  Existing and new individuals for each centre have been trained and re-/signed up to TPR protocol.  New Centres recruited and operational.  Council Website updated and containing accurate information on Hate Crime.  Existing Centres contacted and Newsletter established	Master copy of TPR Protocol signed and filed.  Victims have access to hate crime reporting sites across the borough.  Victims are able to access appropriate support through effective TPR structures.  Victims are able to obtain accurate information on hate crime services across the borough.  Improved communication and information sharing between the TPR Centres. Enhanced victim support.	<b>Benedicta Dikeocha - Hate Crime Projects Officer</b>	LBTH DV & Hate Crime Team  TPR Centres/ TPR Leads  Police Community Safety Team  Victim Support  THNPFH				

2. To deter & hold perpetrators accountable	8 <b>Hate Incident Panel</b> To coordinate the multi-agency panel which ensures a coordinated response to hate crime and incidents.	Within existing resources	Q.1-Q.4 Monthly meetings taking place where 100% of all cases referred are reviewed. Q.1- Q4 Service meetings and distribute minutes/ actions and case papers. Q.1-Q.4 Regularly update HIP Information Pack/ Contact list and distribute to partners. Q.1-Q.4 Monthly - Post HIP ensure all HIP Referrals are logged on central Excel Database for records. Q.1-Q.4 Quarterly monitoring reports produced showing referrals and outcomes of cases. Q.4 Annual report produced and distributed.	4 x Quarterly monitoring reports produced showing referrals and outcomes of cases. 1 Annual Report produced. Cases papers, minutes and action plan all distributed on time. HIP Database updated every month. 12 Panel meetings held. Updated Contact List and HIP Information Pack.	Monthly meetings held (12). Increased membership of HIP including RSL representatives. Increased referrals to HIP particularly from landlords and organisations not currently referring. Cases reviewed ensuring that all possible strategies for increasing the safety of victims or witnesses and imposing sanctions to deter repeat offending are fully explored and implemented in a co-ordinated way.	<b>Nazma Begum Hate Crime Partnership Officer</b>	Police Community Safety Unit Community Safety Operations Team Victim Support Scheme RSL's Tower Hamlets Legal Team LBTH Housing Advice & Options Youth Service						
	9 <b>Registered Social Landlords (RSL's) and Housing providers</b> Inform RSL's and Housing Providers of the Tower Hamlets Hate Incident Panel and encourage referrals and participation.	Within existing resources	Q.1 Identify RSL's and Housing Providers in Tower Hamlets. Q.2 Write to RSL's and Housing Providers with information about the Hate Incident Panel and how it operates. Q.3 Visit a minimum of 6 Housing providers and encourage sign up to the Hate Incident Panel. Q.3 Attend the RSL Forum and speak about the Hate Incident panel and encourage members to join. Q.4 Feedback to forum on outcome.	Major RSL's and Housing Providers written to. A minimum of 6 housing providers visited. RSL Forum attended	Housing providers better informed about the Hate Incident Panel. Increased referrals to the HIP. Increased sign up by housing providers to the Hate Incident Panel.	<b>Nazma Begum Hate Crime Partnership Officer</b>	Housing Providers/ RSL's						
	10 <b>Police Community Safety Unit</b> To reduce offending opportunities for Hate Crime.	Within Police resources	Q.1-Q.4 Intelligence Unit to identify trends and hotspots; intelligence disseminated to CSU and front-line responders through daily intelligence meetings and to Senior Management at bi-weekly tasking meeting. Q.1-Q.4 Local Authority in attendance at these meetings to ensure cohesive approach. Q.1-Q.4 Police will actively attempt to locate any identified offenders.	Intelligence disseminated to CSU and front-line responders through daily intelligence meetings & to Senior Management at bi-weekly tasking meeting. Local Authority in attendance at meetings. Police will actively attempt to locate any identified offenders in a timely manner.	Increase SD Rate	<b>DI Helen Barling Police Community Safety Unit</b>	Police Community Safety Unit.						
	11 <b>Police Community Safety Unit</b> To provide Quarterly Police Hate Crime Data to the NPFHF.	Within Police resources	Q.1 -Q.4 Provide information requested.	4 x Quarterly Police hate crime data report produced showing total number of hate crime reports received for each quarter. To be further broken down by each strand of hate crime.	Hate Crime data readily available for the forum to use.	<b>DI Helen Barling Police Community Safety Unit</b>	Police Community Safety Unit						
	12 <b>Victim Support</b> To participate in the monthly HIP panel and refer appropriate cases to the panel.	Within Victim Support resources	Q.1-Q.4 All clients who give their consent for referrals to the HIP will be referred if the case worker believes the panel could help achieve satisfactory outcomes/progress for the victim.	Case workers will refer appropriate cases to the HIP.	Number of ongoing and one off cases referred to the HIP.	<b>Rob Calcutt/ Biggi Stiller Victim Support</b>	Victim Support						
	13 <b>To reduce exclusions and cyberbullying by producing a locally relevant mobile app to inform pupils about cyber safety and online conflict</b> Developing an app with input from Tower Hamlets young people.	Within Behaviour Support Team resources	Q.1 Develop links with schools and identify groups of pupils. Q.2 Work with groups of pupils to gather views and material. Establish link with app developers. Secure funding when project is ongoing . Q.3 Work with developer to produce an app. Q.4 Launch app	Contact established. Materials gathered. App produced App gets launched online, in schools and in press.	Contacts established and meeting with staff and pupils. Materials ready, meetings with developers and funding secured App ready App shared with young people. Schools monitor use and impact.	<b>Liam Mc Quade LBTH Behaviour Support Team</b>	LBTH, George Green's, Morpeth, PRU TBC Developer LBTH, George Green's, Morpeth, PRU						

3. To prevent hate through promoting awareness, encouraging reporting and building community cohesion across all communities	14 <b>No Place for Hate Campaign</b> Awareness campaign promoting clear messages that Tower Hamlets is No Place for Hate.  To promote a stronger partnership stand against hate in Tower Hamlets	Within existing resources	Q.1-Q.4 Maintain profile of Campaign through frequent press releases/East End Life articles highlighting positive initiatives /achievements/case outcomes. Supply information for media enquiries when requested via Corporate Comms.  Q.1-Q.4 Encourage reporting of hate crime, including through dissemination of campaign materials and developing/maintaining partnerships with key organisations and members of the community.  Q.1-Q.4 Maintain system to record number of stalls held, events attended, literature distributed and number of people reached.  Q.1-Q.4 Seek opportunities to deliver /partake in outreach activities ( minimum 4/5 outreach events to promote campaign and encourage reporting).  Q.1-Q.4 Quarterly feedback to THNPFHF.	Deliver a min of 4-5 outreach activities per year. Set up stalls to mark notable dates in Hate Crime .  Quarterly feedback to THNPFHF.  Increase of sign up to both pledges.  Direct engagement with members of the public to raise awareness on hate crime.	Community/ visitors are made aware of the range of hate crime support services and reporting facilities available in the borough.  A strong message that LBTH is No Place for Hate.  Increase of sign up to both pledges.  Stronger partnership stand against Hate Crime in Tower Hamlets.  Increased awareness of hate crime amongst individuals and organisations.	<b>Benedicta Dikeocha Hate Crime Projects Officer</b>  <b>Nazma Begum Hate Crime Partnership Officer</b>  <b>LBTH Communications Team</b>	DV and Hate Crime Team LBTH  THNPFHF Partners  Community organisations				
	15 <b>Hate Crime Awareness Week 2016-17</b> Deliver outreach activities/ stalls during the week.	Within existing resources	Q2. Identify key sites to deliver outreach activities/ stalls Q2. Book dates and times for activities. Q2. Encourage THNPFH Forum to also deliver activities during Hate Crime Awareness Week. Q2. Publicise the activities locally. Q2. Deliver activities.	Direct engagement with members of the public to raise awareness on hate crime.  A min of 2 outreach activities held during the week.	Increased awareness of hate crime amongst communities and visitors in Tower Hamlets.	<b>Nazma Begum Hate Crime Partnership Officer</b>	Benedicta Dikeocha Hate Crime Projects Officer  Domestic Violence Team  Police  THNPFHF Members				
	16 <b>No Place for Hate Pledge</b> To promote a stronger partnership stand against hate in Tower Hamlets.	Within existing resources	Q.1-Q.4 Process all pledges submitted via web, from outreach events or in person following the Pledge Maintenance Guidance. Q.4 Increase of individuals signed up to the pledge (baseline 1295) Q.4 Increase in organisational pledge sign ups (baseline 117) Q.3 Develop Pledge Complaints Procedures. Q.3 End of year feedback to THNPFHF.	Increase in sign up to both pledges.	Increase of sign up to both pledges.  Stronger partnership stand against Hate Crime in Tower Hamlets.  Increased awareness of hate crime amongst individuals and organisations.	<b>Nazma Begum Hate Crime Partnership Officer</b>	Benedicta Dikeocha Hate Crime Projects Officer  THNPFHF Members				
	17 <b>No Place for Hate Champions</b> Recruit, train and support 10 NPFH Hate Champions to cascade hate crime awareness activities and training in the community.	Within existing resources	Q.1 Recruitment process for NPFH Champions to be completed including promoting, shortlisting and selecting.  Q.2 Deliver the Champions Training Programme to develop Champions  Q.3-Q.4 Seek opportunities for activities (training and outreach) for Champions to deliver, encouraging an increase in NPFH Pledge sign ups.	Quarterly updates to THNPFHF	Existing network of individuals working in key community settings to promote awareness that Tower hamlets is No Place for Hate and build community resilience to the impact of hate.	<b>Benedicta Dikeocha / Menara Ahmed LBTH Hate Crime &amp; DV Team</b>	Domestic Violence & Hate Crime Team  NPFH Hate Champions				
	18 <b>Children Centres in Tower Hamlets</b> Inform all Children Centres in Tower Hamlets about the NPFH Campaign and invite them to join the NPFH Pledge.	Within existing resources	Q.2 Identify list of Children Centres in Tower Hamlets to contact. Q.3 Write to all Children Centres with copies of pledges, publicity materials and information about the THNPFH Forum and the Hate Incident Panel. Q.4 Report back to the THNPFHF on outcomes.	All Children Centres in Tower Hamlets written to and sent information.	Better awareness of the NPFH Campaign, Pledge, Forum and the HIP in Children's Centres.  Sign up to the pledge.	<b>Nazma Begum Hate Crime Partnership Officer</b>	Children's Centres				
	19 <b>Hospitals and GPs in Tower Hamlets</b> Inform all GP's in Tower Hamlets about the NPFH Campaign and invite them to join the NPFH Pledge. Raise awareness of the THNPFH and Hate Incident Panel encouraging referrals.	Within existing resources	Q.2 Identify list of Hospitals and GP's in Tower Hamlets to contact. Q.3 Write to all Hospitals GP's with copies of pledges, publicity materials and information about the THNPFH Forum and the Hate Incident Panel. Q.4 Report back to the THNPFHF on outcomes.	All GP's and Hospitals written to and sent information.	Better awareness of the NPFH Campaign, Pledge, Forum and the HIP in GP's and Hospitals.  Sign up to the pledge.	<b>Nazma Begum Hate Crime Partnership Officer</b>	Hospitals and GP's				
	20 <b>Hate Crime Awareness Training</b> Deliver training and workshops on Hate Crime awareness as far as resources allow.	Within existing resources	Q.1-Q.4 Identify Services that need to be trained. Q.1-Q.4 Deliver training in partnership with the DV Team. Q.3 Feedback to THNPFHF	Training sessions delivered and records kept.	Increased awareness of hate amongst Services and professionals.  Increase in the number of individuals and organisations aware of hate crime and support available (Measured through evaluations, feedback and records kept)  Increased awareness of how to make referrals to both Hate Incident Panel.  To encourage new agencies to attend the NPFH Forum and HIP Panel.	<b>Benedicta Dikeocha Hate Crime Projects Officer</b>	LBTH DV & Hate Crime Team  TH NPFHF Partners				
	21 <b>Victim Support Tower Hamlets</b> To provide information about the Victim Support's Serious and Violent Hate Crime Project.	Within Victim Support resources	Q.1-Q.4 Produce service information.	Caseworkers will produce and distribute information to help make the service accessible.	Produce leaflets and referral forms.	<b>Rob Calcutt Biggi Stiller/ Victim Support Tower Hamlets</b>	Victim Support				

	22	<b>Victim Support Tower Hamlets</b>  'Guest' edit an edition of East End Life.	Within Victim Support resources	Q.3 By the end of Q3 to edit an edition of East End Life that reflects the issues facing and issues relating to all strands of Hate Crime (Age, Disability, Religion, Belief, Gender, Sexual Orientation, Marriage and Civil Partnership, Pregnancy and Maternity, Gender Realignment) and how this is reflected in the borough.	Victim Support will guest edit and source articles and features for this edition.	Produce copy for this paper.	<b>Lead taken by Maddi Joshi/ Rob Calcutt/ Biggi Stiller Victim Support</b>	Victim Support aided by community groups and LBTH				
	23	<b>Victim Support Tower Hamlets</b>  To send out notices with Council tax bills stating that Tower Hamlets positively supports the groups covered by all the Hate crime strands. It has a No Place for Hate Pledge.	Within Victim Support resources	Q.1-Q.3 Maintain contact with LBTH Communications Team to try and get a listing inclusion in the council tax bill mailer and accompanying booklet.	The council will produce the copy which would need the approval of the No Place for Hate Forum.	Council with advice from NPFHF.	<b>Victim Support</b>	Council				
	24	<b>Victim Support Tower Hamlets</b>  To assist with delivering presentations, workshop and attending events when resources allow.	Within Victim Support resources	Q.1-Q.4 Victim Support will where possible participate in events which cover the issue of Hate Crime.	Staff and volunteers will attend appropriate conferences, events (when case loads allow).	Types of events covered.	<b>Maddi Joshi/ Rob Calcutt Biggi Stiller Victim Support</b>	Victim Support				
	25	<b>SWAN Housing - Work with our partners and residents to prevent hate crime and harassment and support victims / survivors.</b>  Include at least one article about hate crime and harassment in The Communicator (newsletter for residents each year).	Within SWAN resources	Q.4 Article to be published in or before Q.4.	Article published	Article included in The Communicator (newsletter for Swan residents) each year.	<b>Anna Williams Swan Housing Association</b>	N/A				
	26	<b>SWAN Housing - Work with our partners and residents to prevent hate crime and harassment and support victims / survivors.</b>  Regularly promote awareness of hate crime and harassment and the help available on Swan's digital platforms.	Within SWAN resources	Q.1-Q.4 Ongoing	Tweets, Facebook posts etc.	Awareness of hate crime and harassment and the help available is promoted on Swan's digital platforms.	<b>Anna Williams Swan Housing Association</b>	N/A but any suggestions regarding organisations that we can follow on social media in order that we can retweet news items etc. welcomed				
	27	<b>Community Cohesion Intergenerational work Breaking Barriers Reducing Crime &amp; Getting along together.</b>  Commissioning a range of Cohesion activities, including the understanding of Faith and Belief in Tower Hamlets, the support of Community Engagement Forums such as the Interfaith Forum and forums for LGBT and Disabled communities, New Residents and Refugee Forum; Mosque and Community Engagement Service; cohesion projects in Mile End and Aldgate East Masterplan areas; and other activities through mainstream grants and One Tower Hamlets Funding.	Within their resources	Q1. Review funding (where contracts have breaks), commission and continue monitoring providers. Q2. Council support to help organisations to develop projects through action learning sessions and begin developing projects. Q3. Monitoring period and evaluating projects. Q4. Final report on projects.	Evaluate projects and measure successes and outcome.	Improved relationships of various groups  Awareness, respect and appreciation of different ethnicities, religions, identities  Reduced crime Mutual Trust and understanding  Working together to protect the environment and social factors of the community.	<b>Iqbal Raakin SPP Officer One Tower Hamlets</b>  <b>LBTH Cohesion and Equality Team</b>	St Hilda's Society Links Mile End Community Project East London Chinese Community Centre RE Today London Tigers Ebrahim College Tower Hamlets CVS Praxis ELOP REAL Betar Bangla City Gateway Dorset Community Association East London Advanced Technology London Gypsy and Traveller Unit Newark Youth London Somali Parents and Children's Play Association Stifford Community Centre Rooted Forum Uprising Wapping Bangladesh Association				
	28	<b>To raise awareness of LGBT hate crime - IDAHOBIT EVENT</b>  Hatred Hurts All Conference – aimed at those that work with victims of hate crime.	Within ELOP resources	Q1 – Conference to be held. Q2 Report of recommendations produced from conference.	40 people attending.	Increased visibility of LGBT hate crime, increased intersectionality responses, report of recommendations to support victims / increase reporting	<b>ELOP &amp; TH LGBT Community Forum S Humphreys</b>	TH Police GALOP Positive East TH Domestic Violence & Hate Crime Team				
	29	<b>To inform members of the LBTH LGBT Community Forum of NPFHF</b>  Raise awareness of pathways for hate crime reporting.	Within ELOP resources	Use social media channels and newsletter inclusion.	Disseminate information each month re: e.g. Third Party Reporting venues.	Raise awareness of pathways for hate crime reporting.	<b>Susha Eng – TH LGBT forum / ELOP</b>	THLGBT Forum				
	30	<b>To gain insight into local people experiences and promote good practice in challenging homophobia, biphobia and transphobia</b>  Write a report on homophobia, biphobia and transphobia in the work place and in education.	Within ELOP resources	Gather information on experiences, examples of good practice where pro active work it taking place.	1 Report with recommendations.	Action plan for implementation of recommendations.	<b>Susha Eng – TH LGBT forum / ELOP</b>	ELOP/TH LGBT community Forum				

	31	<b>Tower Hamlets Homes - INTRANET LINK/INFORMATION</b> Improve information held on intranet internally and externally and provide short cut for customers and staff to the information.	Within THH resources	Q.2 Link in with existing comms working group July/August 2016	Simplified reporting process for victims and witnesses of Hate Crime and Hate Crime incidents.	Improve information with shortcut for customers and staff.	<b>Tracey Barrett ASB Officer, but as notified other THH staff may already be managing this as an ongoing project.</b>	THH Comms Team THH Management Team ASB staff				
	32	<b>Tower Hamlets Homes - Noticeboards</b> To ensure that all victims of hate crime have access to information to enable them to be informed and to know where to go for support and advice.  Identify suitable locations for displaying information throughout THH stock.	Within THH resources	Q.1 May 2016 - Notice Board/location check. Q.1 May .2016- Obtain up to date poster/contact information from HIP. Q.2 June/July 2016- Ensure installation of information across all housing stock.	All noticeboards checked and updated.	Increase in reporting by victims and witnesses  Safer and confident communities	<b>Tracey Barrett ASB Officer Tower Hamlets Homes</b>	Tower Hamlets Homes L.B.T.H. Metropolitan Police Victim Support				
<b>Key</b>			Key									
Milestones for this quarter met		Awaiting for update/ or no new updates		this quarter/ capacity issues / lack of funding/ Other								
Milestones for this quarter nearly met												
Milestones for this quarter not met												