

# Ealing Hate Crime Strategy 2026-2029



London Borough of  
**Ealing**



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## Foreword

Ealing is one of the most diverse boroughs in the country. Our communities are shaped by people of different backgrounds, faiths, cultures, identities and experiences, and this diversity is one of our greatest strengths. Everyone who lives, works or studies in our borough should feel safe, respected and able to participate fully in community life, free from fear, prejudice and discrimination. This strategy sets out our commitment to making that vision a reality.

While most people embrace these values, we know that hate crime continues to affect too many residents. Its impact can be far-reaching, damaging confidence, creating fear and undermining the sense of belonging that is so important to strong and connected communities.

That is why tackling hate crime remains a priority for Ealing Council and our partners. This strategy supports our Council Plan commitment to ensure our towns and communities are places where people feel safe and have a sense of pride and belonging. It also supports our mission to crack down on crime and antisocial behaviour while tackling the root causes that allow harm, hatred and discrimination to persist.

We know that enforcement alone is not enough. Reducing hate crime requires us to build trust, improve confidence in reporting, support victims and witnesses, challenge prejudice and work with communities to prevent harm before it occurs. We also recognise that many incidents go unreported, and that some residents face additional barriers to accessing support. This strategy seeks to address those challenges through a collaborative approach that puts community voices at its heart.

This strategy is focused on outcomes, partnership and action. I would like to thank the residents, community groups, faith organisations and partners who have helped shape it. Delivering real change will require all of us to play our part. By working together across the council, police, voluntary and community sector organisations, faith groups and local residents, we can challenge hate, support victims and create a borough where everyone feels safe, respected and able to belong.

Together, we can make sure that hate has no place in Ealing.



**Councillor Jasbir Anand**

Chair of Ealing Safer Partnership and cabinet member for tackling crime and antisocial behaviour

# Foreword – Joint Chair of Ealing Hate Crime Partnership

As we reflect on the progress made in tackling hate crime in Ealing, it is clear that we have come a long way. Through strong partnership working, greater awareness and an unwavering commitment to supporting victims, we have established firm foundations on which to build. This strategy provides a clearer pathway towards our ambition of making Ealing a borough where hate has no place.

Hate crime strikes at the heart of community cohesion. It harms individuals, damages confidence and undermines the sense of safety, dignity and belonging that every resident deserves. Its impact reaches beyond those directly affected, creating fear and division within communities. Through this strategy, we reaffirm our commitment to challenging prejudice, supporting victims and promoting the values of equality, inclusion and respect that allow our diverse communities to flourish.

Ealing should be proud of its diversity. We are a Borough of Sanctuary. Our communities bring together people of different backgrounds, cultures, faiths, identities, abilities and experiences. This diversity is one of our greatest strengths, but it also places a responsibility on all of us to make sure that everyone can live, work and participate in community life free from hatred, prejudice and discrimination.

This action plan sets out a practical and collaborative approach to tackling hate crime across Ealing. Its 4 strategic priorities provides a clear framework for turning our shared commitment into meaningful action.

- prevention and awareness
- reporting and trust
- support for victims and witnesses

Action Against Offenders Central to this approach is the recognition that effective responses must be shaped by the people and communities most affected. We must listen to lived experience, understand the barriers that prevent people from reporting hate crime or accessing support, and work with trusted community organisations to develop accessible and culturally competent responses.

The emphasis on community voice and co-production is particularly important. Building trust requires openness, sustained engagement and a willingness to learn. Through stronger partnerships between residents, community organisations, statutory services and other stakeholders, we can improve reporting, strengthen support and respond more effectively to emerging threats.

This is deliberately a living action plan. Its annual review will allow Ealing to respond to changing circumstances, emerging risks and community priorities, while remaining accountable for progress.

Tackling hate crime is a shared responsibility. By standing together, challenging prejudice and making sure that every voice is heard, we can build a safer, more inclusive and equal borough where everyone has the confidence to belong.



**Edmund Akeju**

Joint Chair of Ealing Hate Crime Partnership Group and Director of West London Equality Centre [WLEC]

# Strategy at a glance

## Why we need a hate crime strategy

There is currently no statutory requirement for local authorities to publish a standalone hate crime strategy. Ealing Council has chosen to develop this strategy because residents, community organisations and partners have shared how hate crime and hate incidents continue to affect people's safety, wellbeing, confidence and sense of belonging. The strategy sets out how we will work together to prevent hate crime, encourage reporting, support those affected and take action with our partners.

## Our vision

A borough where everyone feels safe, respected, included and able to participate fully in community life, free from hate, prejudice and discrimination.

## What is a hate crime?

A hate crime is a crime committed against someone because of who they are, or because of a protected characteristic. These characteristics are:

- race or ethnicity
- religion or belief
- disability
- sexual orientation
- transgender identity

These are the 5 hate crime strands recognised by the police and criminal justice system.

## What is a hate incident?

A hate incident is something that happens because of hostility or prejudice towards a person's race, religion, disability, sexual orientation or transgender identity, but which is not a crime.

Hate incidents can still be upsetting and harmful. Reporting them helps partners understand their impact, support those affected and act where needed.

## Why report?

### Why report a hate incident?

Even where an incident does not meet the criminal threshold, reporting helps organisations understand patterns of harm, support those affected and prevent escalation.

## **Why this matters:**

- residents and community organisations have shared how:
- hate crime is often under-reported
- many victims are concerned they will not be believed
- trust in services can be low
- some communities experience additional barriers linked to language, disability, immigration status or digital exclusion
- people often feel more comfortable disclosing incidents to trusted community organisations than directly to public services

## **What this strategy aims to do**

Set out a borough-wide commitment to:

- prevent hate and prejudice
- improve trust and confidence
- support victims and witnesses
- strengthen community cohesion
- improve partnership working
- deliver meaningful action and accountability

## **What this strategy is not**

- a replacement for police investigations
- a replacement for safeguarding responsibilities
- an enforcement-only strategy
- the responsibility of a single organisation
- a fixed programme that cannot adapt over time

## **How the strategy will deliver change**

### **Priority 1**

#### Prevention and awareness

Reducing prejudice before harm occurs through education, promoting understanding between different communities, youth engagement and challenging misinformation.

### **Priority 2**

#### Reporting and trust

Making reporting easier, safer and more accessible by providing more ways to report incidents, engaging with communities and building trust in local services.

### **Priority 3**

#### Support for victims and witnesses

Providing accessible, compassionate and person-centred support, regardless of whether an incident reaches the criminal threshold.

### **Priority 4**

#### Action against offenders

Holding perpetrators to account, using restorative approaches where appropriate, and working with partners to prevent further harm.

The strategy will be delivered through partnership between:

- residents
- community organisations
- faith groups
- voluntary and community sector partners
- Ealing Council
- Safer Ealing Partnership
- health services
- Metropolitan Police Service

Working together to create a borough where diversity is celebrated, communities are connected, and hate has no place.



# Introduction: the borough's commitment to tackling hate

As Ealing is one of the most diverse boroughs in the country. Its communities are shaped by generations of migration, cultural exchange, faith, activism and community leadership. The borough has a proud history of standing against racism, discrimination and exclusion, and of welcoming people seeking safety, opportunity and belonging. This history continues today through its approach to community engagement and partnership working, our commitment as a Borough of Sanctuary. This recognises the borough as a place of welcome and safety for people fleeing war and persecution around the world. The council and its local partners are also held to account through initiative such as the CT which monitors whether they're continuing to promote race equality.

The overwhelming majority of residents live, work and interact positively with people from different backgrounds, and Ealing's diversity is widely recognised as one of the borough's greatest strengths. However, where hate crime and hate incidents do occur, they can have a significant impact on individuals and communities.

There is no place for hate in the borough. Hate crime and incidents have a profound impact on individuals, families and wider communities. They undermine feelings of safety, create fear and threaten the sense of belonging that is fundamental to strong and cohesive communities. The council acknowledges that there are barriers preventing residents from reporting hate crimes.

This strategy sets out how Ealing Council, the Safer Ealing Partnership, the Metropolitan Police Service, health partners, schools, faith groups, voluntary and community organisations and residents will work together to:

- prevent hate and prejudice before harm occurs
- improve trust and confidence in reporting
- support victims and witnesses
- strengthen community cohesion and resilience
- ensure appropriate and proportionate action is taken against offenders
- improve transparency, accountability and partnership working

This strategy aligns with the council's approach to working alongside residents rather than doing things to or for them. It recognises that communities are central to preventing harm, building trust and reducing inequality, and that lasting change depends on strong relationships, shared ownership and local leadership.

It also reflects the findings of the Ealing Race Equality Commission and the ongoing work of the Citizens' Tribunal, which highlighted the lived experiences of racism, discrimination and institutional mistrust reported by many residents, and called for sustained structural change rather than one-off interventions.

As a Borough of Sanctuary, the council is committed to creating a welcoming and supportive place for people seeking refuge and safety. This reinforces the importance of tackling hate crime in all its forms, particularly where people are targeted because of their race, religion, nationality, immigration status or perceived identity.

## Connected Communities

Ealing Council's approach to working alongside residents, communities and partners. It focuses on building relationships, sharing power, supporting local leadership and designing solutions together rather than delivering services solely through traditional top-down approaches.

## Borough of Sanctuary

A place committed to welcoming and supporting people seeking refuge, asylum or safety from conflict, persecution or displacement and helping them participate fully in community life.

## Citizens' Tribunal

A resident-led process that examines race equality and lived experiences of discrimination, helping hold organisations to account and inform local action.



## The national and London-wide context

There is currently no overarching national hate crime strategy for England. However, local authorities operate within a framework of legislation and statutory responsibilities designed to prevent discrimination, reduce crime and disorder, promote equality and foster good relations between different communities. These responsibilities are delivered alongside national policing, criminal justice, safeguarding and equality frameworks.

In London, the Mayor's Office for Policing and Crime (MOPAC), which oversees police accountability and community safety across the capital, has led work to tackle hate crime through its Hate Crime Reduction Strategy and wider policing and community safety plans. These plans continue to focus on improving reporting, supporting victims and taking action against hate crime. Tackling hate crime is also an important part of wider work on community safety, victim support and neighbourhood policing.

The council will continue to work closely with MOPAC, Metropolitan Police Service hate crime leads, specialist support organisations and London-wide partnerships to improve local responses, strengthen reporting and support victims. The council will also continue to seek funding opportunities through London-wide and Mayoral programmes to support victims, prevent hate crime and promote understanding between people from different backgrounds.

### The Mayor's Office for Policing and Crime (MOPAC)...

The Mayor's Office for Policing and Crime oversees policing and community safety across London, commissions victim support services and holds the Metropolitan Police Service to account.

### What does intersectionality mean?

Some people experience prejudice, discrimination or disadvantage linked to more than one aspect of their identity, for example race and disability, faith and gender, or sexuality and ethnicity. These experiences can overlap and create additional barriers.

### Trust and confidence

The belief that organisations will listen, act fairly and take concerns seriously when residents seek support or report incidents.

## **Population, place and neighbourhoods**

Ealing is one of London's largest and diverse boroughs, home to an estimated 385,985 residents (2024). Situated in West London, the borough is made up of 7 towns; Acton, Ealing, Hanwell, Southall, Greenford, Northolt and Perivale – and 24 wards - each of which has its own history, identity and community.

The borough's population has grown steadily over the past decade, increasing by around 20,000 residents since 2016 (Ealing Data / ONS). Population growth has been driven by migration, new housing developments and regeneration. This has placed sustained pressure on housing, local services and community infrastructure. Lived experience in the borough varies significantly between neighbourhoods, particularly in relation to deprivation, housing conditions, the make-up of local communities and confidence in public services. The experiences of communities vary across neighbourhoods, and understanding these differences is essential in making sure that services, and policies are responsive to local need. They are also vital in understanding hate crime, as the risk, reporting behaviour and access to support are not evenly distributed across the borough.

## **Diversity, migration and identity**

As one of the most ethnically and culturally diverse boroughs in London, no single ethnic group makes up most of the population. Residents identify with a wide range of ethnicities, nationalities, faiths, languages, sexual orientations, gender identities and abilities. The borough is home to long-established communities, including black, Asian, Irish, Gypsy, Roma and Traveller communities, alongside newer communities shaped by migration, resettlement and seeking sanctuary. Residents practise a wide range of faiths and beliefs, and many speak languages other than English at home, reflecting the borough's rich cultural diversity.

The borough's identity has been shaped by successive generations of migration and community activism. The borough has a long history of welcoming people seeking safety, opportunity and belonging, and of standing against racism, discrimination and exclusion. This includes a proud tradition of civil rights campaigning, anti-racist action and community-led action that continues to influence local approaches to equality, inclusion and social justice today. The council's commitment as a Borough of Sanctuary reflects this continuing tradition of welcome, support and participation for people seeking refuge and safety.

The council recognises that experiences of public institutions, including policing and the criminal justice system, have not always been the same for all communities. Historical and modern-day experiences of discrimination, racism and unequal treatment can continue to influence levels of trust and confidence in public services. Understanding this context is important when considering hate crime reporting, victim support and engagement with public services. Building trust therefore remains a central objective of this strategy.

For most residents, diversity contributes positively to daily life and community cohesion across the borough. However, the council recognises that some individuals and communities may experience discrimination, exclusion and vulnerability to hate when misinformation, global events or local tensions intersect with inequality, isolation or fear. Some residents may face prejudice or discrimination for more than one reason, which can make their experiences more complex

and require tailored support. Barriers such as language, immigration insecurity, disability, digital exclusion, caring responsibilities, financial hardship, insecure employment and previous negative experiences of public services can reduce confidence in reporting hate incidents or accessing support.

## **Socio-economic context and inequality**

The borough is home to both wealthy and disadvantaged communities, with some neighbourhoods experiencing deprivation, unemployment, overcrowding, financial insecurity and housing pressures. These inequalities can have a direct impact on access to opportunities, health outcomes, community participation and confidence in public services. In March 2026, 6.5% of residents were claiming unemployment-related benefits, reflecting continuing socio-economic challenges experienced by some communities.

Communities face additional barriers linked to disability, language, migration status, caring responsibilities, digital exclusion or insecure work. These factors can make it more difficult for individuals to seek support, report incidents or engage with public services, particularly where trust and confidence are already low.

The Ealing Race Equality Commission highlighted how structural inequality and racism continue to shape some residents' experiences of public services, including elements of the criminal justice system. Many residents reported feeling unheard, unfairly treated or reluctant to report harm, particularly where previous experiences had reduced trust and confidence in public services. These findings are highly relevant to hate crime, where under-reporting is often driven not by a lack of awareness, but by fear, mistrust and uncertainty about whether action will be taken.

Reducing hate crime requires more than enforcement. It also means building trust, addressing barriers that prevent people from seeking help, strengthening relationships between communities and public services, and making sure support is accessible, inclusive and responsive to residents' needs. This approach focuses on building trust, supporting local leadership and working alongside communities to address shared challenges.



# Understanding hate crime

It is important that this strategy uses clear and shared definitions to help residents understand what can be reported and what support is available to them.

## What is a hate crime?

Everyone has the right to live free from fear, prejudice and discrimination. Hate crime has a profound impact on those on the receiving end, their families and wider communities and this can undermine feelings of safety, belonging and trust. Police and the Crown Prosecution Service define a hate crime as:

Any criminal offence which is perceived by the victim or any other person to be motivated by hostility or prejudice based on a person's race, religion, sexual orientation, disability or transgender identity.

Any criminal offence can be treated as a hate crime if it is motivated by hostility or prejudice linked to one or more of these protected characteristics. A hate crime can still occur even if the offender is mistaken about the victim's identity.

Where hostility is proven, the court may impose a more severe sentence to reflect the hate crime element of the offence.

## Why does this strategy focus on 5 hate crime strands?

Police and criminal justice agencies currently monitor hate crime under 5 recognised strands:

- race or ethnicity
- religion or belief
- disability
- sexual orientation
- transgender identity

These are the categories used nationally for recording, monitoring and prosecuting hate crime.

Ealing Council recognises that residents may also experience hostility, harassment or discrimination linked to sex, misogyny, age, caring responsibilities, migration status, socio-economic disadvantage and other aspects of identity. These experiences can overlap, creating additional challenges for those affected. This strategy complements wider work across the borough including safeguarding, equality, violence against women and girls, anti-social behaviour and community safety initiatives.

## What is hostility?

In hate crime legislation, hostility can include prejudice, contempt, discrimination, ill-will, anger or antagonism directed at someone because of a protected characteristic.

## What is a hate incident?

Not every incident that is driven by prejudice or hostility is a crime. A hate incident is something that is not a criminal offence, but is believed by the person affected, or by someone else, to have happened because of hostility or prejudice towards a protected characteristic. Hate incidents can include verbal abuse, intimidation, threatening behaviour, written abuse, or repeated comments and actions that make someone feel scared, distressed or targeted because of who they are. Repeated hate incidents by the same person or group may amount to harassment, which is a criminal offence. Addressing hate incidents at an early stage is important in preventing escalation, improving community confidence and supporting victims.

Many hate-related behaviours can also intersect with other forms of offending, including harassment, anti-social behaviour, public order offences, violence against women and girls, and online abuse.

## What is the criminal threshold?

The point at which behaviour meets the legal definition of a criminal offence and can be investigated as a crime.

## Community tensions

Concerns, fears or conflicts that affect relationships between communities and may increase the risk of hate incidents occurring.

## The impact of hate incidents in the borough

Ealing is one of London's most diverse boroughs, with communities representing a wide range of cultures, faiths, ethnicities, languages, identities and lived experiences. This diversity is a strength of the borough, but can also mean that when hate incidents occur, their impact can extend far beyond the individual directly targeted.

Hate incidents matter because they:

- can have a disproportionate psychological impact on individuals and the wider community
- may escalate if left unchallenged
- provide important intelligence about risk, repeat victimisation and community tensions

For this reason, the police encourage the reporting of both hate crimes and hate incidents and is committed to supporting those affected. Responding to hate incidents is an important part of preventing hate crime and strengthening community confidence.

This strategy has been developed in response to these challenges and the legal responsibilities of the council and its partners. The council is committed to creating an environment where everyone feels safe, respected and able to participate fully in community life.

## Hate crime in the borough: what the data shows

Understanding the nature and prevalence of hate crime in the borough is essential to making sure resources, support services and prevention activity are targeted where they are needed most.

### Improving data quality

The council will continue working with MOPAC, Metropolitan Police Service Hate Crime Leads and local partners to improve the quality of hate crime data, strengthen reporting arrangements and better understand emerging trends and community concerns.

### What police data shows

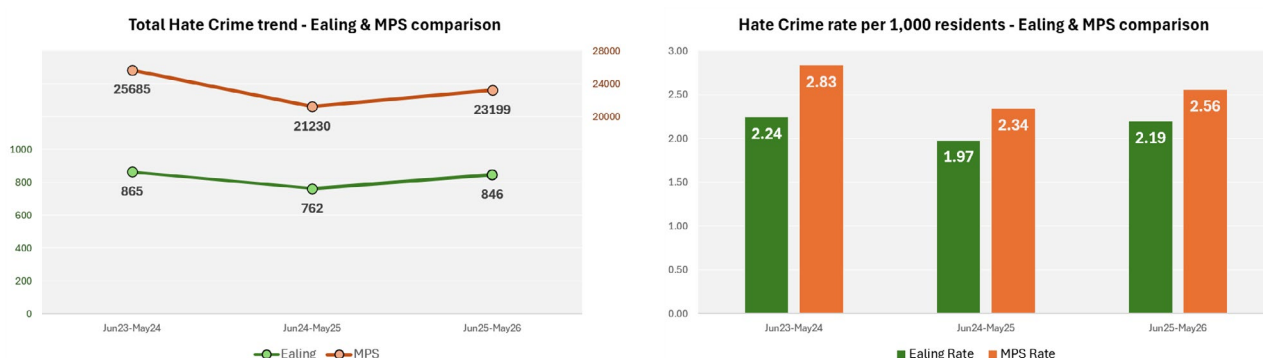
Recorded hate crime rates in the borough are below the London average and broadly reflect the borough's overall crime profile.

Most recorded hate crimes are related to race and religion, with homophobic hate crime accounting for the next largest proportion. Fewer disability-related and transphobic incidents are recorded; however, both are widely recognised as being under-reported, meaning the recorded figures may not reflect the true scale of these incidents.

Analysis is based primarily on 2 years of data from June 2024 to May 2026 which has been sourced from MPS data.

### Overview and trend

During the last two years, there have been 1,608 offences recorded as hate crimes in the borough. This represents 2.5% of all offences during this period.



The borough mirrors wider trends across London, experiencing a clear decrease in hate crime offences in 2024/25, followed by a smaller increase in 2025/26.

This suggests that the borough is experiencing the same pressures and challenges seen elsewhere in London. Hate crime levels can be influenced by wider events and public debate, including international conflicts, economic pressures and issues such as housing and immigration.

Looking at the rate per 1,000 residents, the borough consistently has a lower rate of hate crime than London as a whole.

Hate crime offences in the borough increased by 11% in the year to May 2026, rising from 762 to 846 offences.

Over the last 2 years, the borough experienced an average of 67 hate crime offences per month, with most months seeing between 52 and 78 offences. Offence levels fluctuated throughout the year, with no clear seasonal pattern.

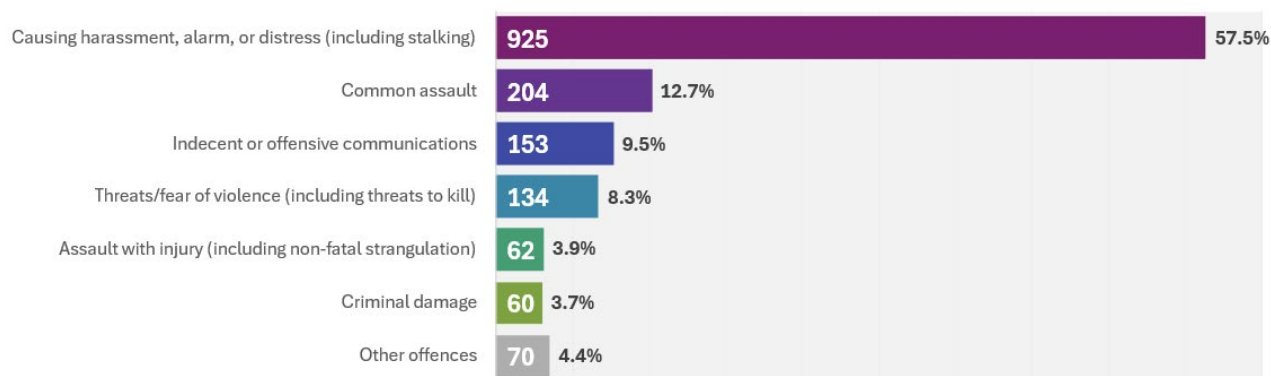
### Categories of hate crime and offence types

|                       | Jun24-May25 | Jun25-May26 | Annual Change | 2-year total | Proportion of all hate crime offences |
|-----------------------|-------------|-------------|---------------|--------------|---------------------------------------|
| <b>All hate crime</b> | <b>762</b>  | <b>846</b>  | <b>+84</b>    | <b>1608</b>  | <b>100.0%</b>                         |
| Disability            | 11          | 21          | +10           | 32           | 2.0%                                  |
| Homophobic            | 85          | 116         | +31           | 201          | 12.5%                                 |
| Transgender           | 7           | 13          | +6            | 20           | 1.2%                                  |
| Racist/Religious      | 680         | 723         | +43           | 1403         | 87.3%                                 |
| - <i>Racist</i>       | 603         | 643         | +40           | 1246         | 77.5%                                 |
| - <i>Faith</i>        | 101         | 109         | +8            | 210          | 13.1%                                 |
| - <i>Islamophobic</i> | 58          | 66          | +8            | 124          | 7.7%                                  |
| - <i>Anti-Semitic</i> | 18          | 17          | -1            | 35           | 2.2%                                  |

- racist and religious hate crime makes up the majority of hate crime recorded by police. In Ealing over the last two years, there were 1,403 such offences equating to 87.3% of all hate crime in the borough.
- homophobic hate crime was the next largest category, with 201 offences in the borough (12.5% of the total).
- there were 32 recorded offences of which the type of hate related to disability, and 20 offences relating to transgender status.
- the subcategorisation for racist and religious hate crime shows that racist hate was present as a feature of the majority of these and in over three-quarters of all hate crime in the borough.

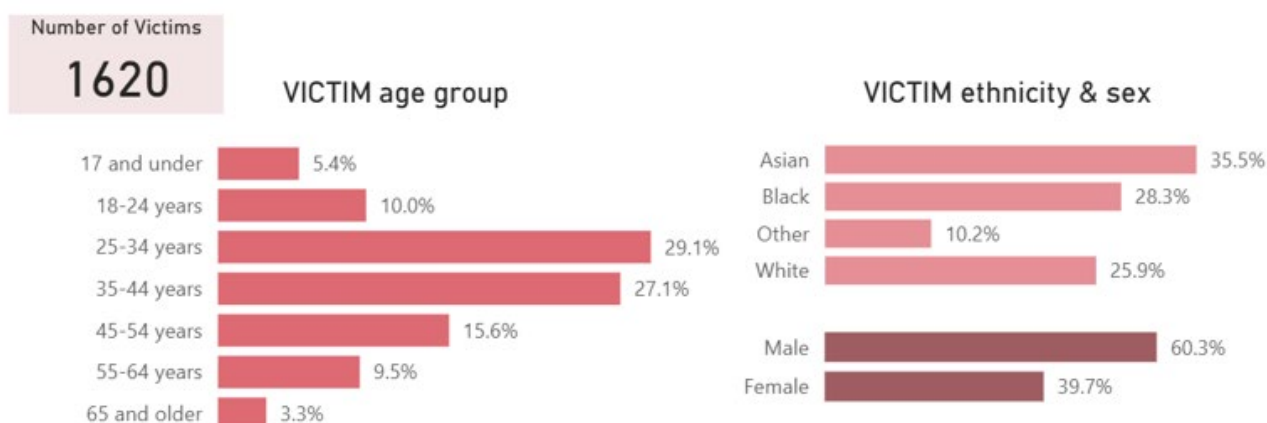
In addition to the increase in overall hate crime, there have been annual increases in all categories and subcategories apart from anti-semitic crime, which fell by 1.

### Hate Crime offence groupings - Ealing, 2-year totals



- over half (57.5%) of all recorded hate crimes related to harassment type offences, with the most frequent being 'Racially or religiously aggravated harassment, alarm or distress'.
- around 1 in 6 (16.6%) featured a physical assault of some kind, mostly common assault.

### Demographics of hate crime victims and suspects

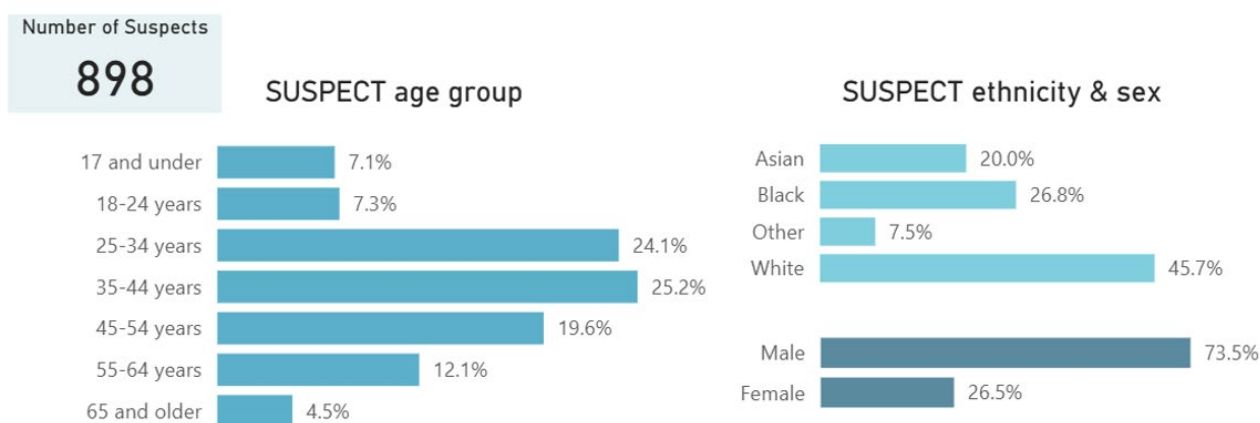


**Age:** The peak age for victims was 25-34 years, with 71.8% of victims aged between 25 and 54. The peak age for suspects was 35-44 years, with 68.9% of suspects aged between 25 and 54.

For both victims and suspects, there were relatively low numbers of young people involved in these offences (15.4% of victims and 14.4% of suspects are aged under 25).

**Sex:** There were more males than females involved in these offences as both victims (60.3% male) and suspects (73.5%).

**Ethnicity:** With such a large proportion of hate crime relating to race and/or religion, demographics relating to ethnicity are intrinsically intertwined with the nature of many offences.



Overall, there were slightly more Asian victims (35.5%) than black (28.3%) or white (25.9%) victims. There were more white suspects (45.7%) than for any other ethnic group.

For racist/religious hate crime, the majority of victims were Asian (37.7%) or black (30.7%). Conversely, for other types of hate crime offences, the majority of victims were white (64.1%).

## Additional demographic observations

The data shows a clear difference in the ethnicity of suspects when additionally looking at the suspect ages.

- Of the 273 suspects aged under 35 years, 36.4% were black, 29.5% were white, and 25.0% were Asian.
- Contrastingly, of 436 suspects aged 35 or over, 56.6% were white, 21.4% were black, and 15.9% were Asian.

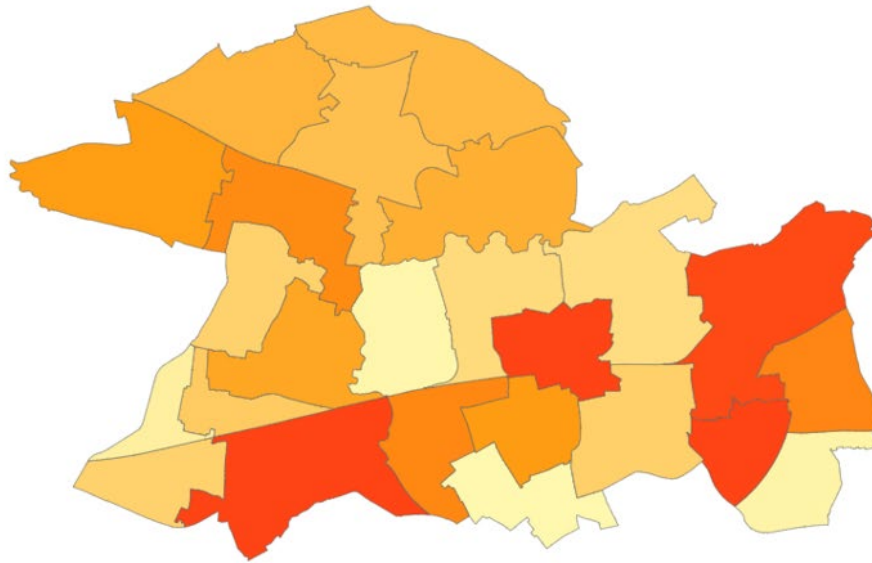
For racist and religious hate crime, there was also a difference between ethnicities of victims depending on the ethnicity of the suspects, which was not necessarily an expected or obvious trend.

- where the suspect was white (266 suspects), most victims were either black (42.5%) or Asian (32.1%)
- where the suspect was black (146 suspects), most victims were either Asian (34.3%) or white (31.4%)
- however, where the suspect was Asian (122 suspects), the majority of victims were also Asian (58.5%)

## Geography of hate crime offences

There are hate crime incidents across all wards of the borough, but 4 stand out as experiencing the largest number of hate crime offences, which are Ealing Broadway, Norwood Green, South Acton and North Acton. In the last 2 years, 29% of the hate crime in the borough occurred in these 4 wards.

### Hate Crime per Ward for the last 2 years



Ealing Broadway and South Acton include busy town centre areas as well as residential land use, while Norwood Green and North Acton are the largest wards in the borough by area and Norwood Green additionally includes Ealing Hospital.

## Understanding under reporting

Recorded crime data only tells part of the story. Local consultation conducted by Ealing council in 2025, national research engaged by MOPAC and discussions with community organisations suggest that hate crime remains significantly under reported. Residents often choose not to report incidents because they do not believe action will be taken, are worried about consequences, or do not feel comfortable engaging with public services. At the same time, residents also highlighted the strengths of local communities, including strong neighbourhood networks, active faith organisations and positive relationships between people from different backgrounds.

### What is under-reporting?

Under-reporting occurs when hate crimes or hate incidents are experienced but not reported to the police, council or support services. This means official figures may not reflect the true level of harm experienced by communities.

## What residents told us

The 2025 Hate Crime Consultation identified that:

- 43% of respondents reported personally experiencing hate crime
- 49% reported knowing someone who had experienced hate crime
- verbal abuse, harassment and intimidation were the most reported experiences
- many residents reported feeling more comfortable disclosing incidents to trusted community organisations, faith leaders or community groups than directly to the police

These findings demonstrate the importance of improving trust, strengthening community-based reporting pathways and ensuring victims receive meaningful support and follow-up.

### **Improving data quality**

The council will continue working with MOPAC, Metropolitan Police Service Hate Crime Leads and local partners to improve the quality of hate crime data, strengthen reporting arrangements and better understand emerging trends and community concerns.



# Legislative and statutory context

## Protected characteristics and equalities

The Equality Act 2010 protects people from discrimination, harassment and victimisation on the basis of 9 protected characteristics:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

The hate crime strands monitored by policing and criminal justice agencies form part of this wider equalities framework.

This strategy is guided by laws that require the council and its partners to tackle discrimination, promote equality, reduce crime, protect people at risk of harm, and help keep communities safe from extremism and violence.

## Equality Act 2010 and the Public Sector Equality Duty

Under the Equality Act 2010, the council has a legal duty to promote equality and consider the impact of its decisions on different groups of people. This includes:

- tackling discrimination, harassment and victimisation
- improving equality of opportunity for people with protected characteristics
- building positive relationships between different communities.

Hate crime and hate incidents get in the way of these goals. This strategy helps the council meet its legal responsibilities by tackling discrimination, helping people feel safe, and building understanding and respect between different communities. (Equality Act 2010; Public Sector Equality Duty – GOV.UK) [gov.uk], [legislation.gov.uk]

### Public Sector Equality Duty (PSED)

A legal requirement for public bodies to consider equality when making decisions, reduce discrimination and promote good relations between different groups.

## Understanding community experiences of hate

Whilst hate crime legislation operates within nationally recognised legal definitions, the council also recognises the importance of understanding how different communities experience prejudice and discrimination.

Community experiences of antisemitism, Islamophobia, anti-black racism, anti-Sikh hate, anti-Hindu hate, anti-disability prejudice, homophobia, biphobia and transphobia can have significant impacts on individuals and communities, regardless of whether incidents are formally reported as crimes.

The council recognises the International Holocaust Remembrance Alliance (IHRA) Working Definition of Antisemitism and acknowledges the All-Party Parliamentary Group (APPG) Working Definition of Islamophobia as important frameworks that help organisations understand and respond to community experiences of prejudice and discrimination. While these are not statutory hate crime definitions, they provide valuable context for understanding lived experience, barriers to reporting and the wider impact of hate on communities.

## Crime and Disorder Act 1998 and community safety duties

The Crime and Disorder Act 1998 places a statutory duty on local authorities, the police and other partners to work together through Community Safety Partnerships to prevent and reduce crime, disorder and anti-social behaviour.

Section 17 of the act also requires local authorities to exercise their functions with due regard to the impact on crime and disorder in their area.

Hate crime is a core community safety concern because of its disproportionate impact on victims and its wider effect on community confidence and cohesion

This strategy helps the borough fulfil its statutory responsibilities under the Crime and Disorder Act and contributes to the Safer Ealing Partnership's wider efforts to reduce harm and increase residents' sense of safety.

(Crime and Disorder Act 1998; Community Safety Partnerships – GOV.UK) [gov.uk], [legislation.gov.uk] Community Safety Partnership]

### Community Safety Partnership

A statutory partnership bringing together councils, police, health services and other agencies to reduce crime and improve community safety.

## Social housing and regulatory responsibilities

Ealing Council also has responsibilities as a social landlord. The Social Housing (Regulation) Act (2023) and the Regulator of Social Housing's consumer standards require registered providers to work with tenants to keep them safe in their homes and communities, including taking appropriate action to tackle hate crime, harassment and anti-social behaviour. The council recognises that hate incidents occurring in or connected to social housing can have a significant impact on victims, families and neighbourhoods. Through this strategy, the council will further develop its work with tenants, housing services and partner agencies to promote reporting, support victims and take appropriate action where hate-related behaviour affects council tenants and leaseholders.

## Prevent Duty – Counter Terrorism and Security Act 2015

The Counter-Terrorism and Security Act 2015 places a legal duty on local authorities, schools, health services, the police and other public bodies to help prevent people from being drawn into terrorism. This duty is known as Prevent. Prevent is a safeguarding programme that aims to protect vulnerable people and support communities to be safe, resilient and inclusive. It is based on partnership working, with public services, community organisations and local communities working together to identify concerns about radicalisation or extremism early, provide support and help keep people safe.

While hate crime and terrorism are different issues, both can be fuelled by prejudice, misinformation, harmful stereotypes, division and harmful narratives that encourage hostility towards others. Hate crime can cause significant harm to individuals and communities, and addressing prejudice and discrimination helps to build a safer and more resilient society.

The Prevent Duty complements the aims of this strategy by:

- addressing hostility and prejudice at an early stage
- supporting community resilience and cohesion
- strengthening partnership engagement and information-sharing
- helping to ensure that prejudice, discrimination and hatred are challenged and do not become accepted or normalised.

(Counter Terrorism and Security Act 2015; Prevent Duty Guidance – GOV.UK) [[gov.uk](https://www.gov.uk)], [[legislation.gov.uk](https://legislation.gov.uk)]

### What is Prevent?

Prevent is a safeguarding programme that aims to protect people who may be susceptible to being drawn into extremist ideologies or terrorism.

## **Safeguarding duties – children and adults**

Local authorities hold statutory safeguarding responsibilities under:

- the Children Act 1989 and Children Act 2004 (including Section 11 duties), and
- the Care Act 2014 for safeguarding adults at risk

### **Hate crime and hate incidents can involve or affect:**

- children and young people
- adults with care and support needs
- individuals experiencing exploitation, abuse or neglect

Safeguarding responsibilities operate within different statutory and policy contexts for children and adults.

Children's services are increasingly focused on identifying problems early, supporting families and making sure organisations work together to keep children safe. This approach is important when hate incidents or hate crime affect children and young people, especially when there are concerns about their safety or wellbeing. Under the Care Act 2014, services work to protect adults' wellbeing and prevent harm. For adults who need care and support, hate incidents may not always trigger immediate safeguarding action, but ongoing experiences can have a serious impact over time. This strategy recognises that hate-related harm can affect people's safety and wellbeing. It encourages organisations to work together, share information and make sure victims get the right support when risks are identified. (Children Act 2004; Care Act 2014; Working Together to Safeguard Children)

## **Wider statutory and strategic alignment**

This strategy also aligns with wider legislation and policy frameworks, including:

- Protection from Harassment Act 1997
- Public Order Act 1986
- Anti-Social Behaviour, Crime and Policing Act 2014
- Domestic Abuse Act 2021
- Worker Protection (Amendment of Equality Act 2010) Act 2023
- Serious Violence Duty under the Police, Crime, Sentencing and Courts Act 2022
- Violence Against Women and Girls strategies
- Data Protection Act 2018 and UK GDPR

Many hate-related incidents can overlap with harassment, public order offences, anti-social behaviour, violence against women and girls, online abuse or wider safeguarding concerns. Addressing these issues effectively requires organisations and services to work together to provide the right support and response. The council will continue to work closely with the Mayor's Office for Policing and Crime (MOPAC), Metropolitan Police Service Hate Crime Leads and local partners to improve reporting pathways, strengthen data quality, support training and ensure responses to hate crime are informed by both evidence and lived experience.

## Understanding under-reporting and trust in the borough

National evidence and local engagement consistently demonstrate that hate crime is under-reported. Victims may choose not to report incidents because they fear retaliation, lack confidence that action will be taken, don't know how to report, or do not trust statutory services.

This is reinforced by the borough's own consultation findings:

- 43% of respondents reported personally experiencing hate crime
- 49% reported knowing someone who had experienced hate crime
- verbal abuse, harassment and intimidation were the most reported experiences
- many residents said they would be more likely to disclose experiences to faith leaders, community organisations or trusted individuals than directly to the police

These findings suggest that hate crime figures may not fully reflect the experiences of all residents. The consultation highlighted the importance of trust and confidence in determining whether people choose to report incidents or seek support. While many residents shared positive experiences of living in a diverse borough, some participants identified concerns about reporting incidents, confidence in services and whether concerns would be acted upon.

The borough's history is shaped by generations of migration, community organising and civil rights activism. The borough has a proud history of standing against racism and discrimination. Understanding this context is essential to improving reporting rates and developing responses that reflect residents' experiences.

Building trust therefore requires more than encouraging people to report incidents. It requires transparency, accountability, visible action, meaningful engagement and strong relationships between communities and public services.



## **Building trust and confidence in policing – A New Met for London and Met Engage**

Trust and confidence in policing are important factors in determining whether victims and witnesses feel able to report hate crime, seek support and engage with investigations.

Nationally, public confidence in policing has been influenced by several high-profile incidents and wider discussions regarding fairness, accountability and community trust. These issues have shaped perceptions among some communities and reinforce the importance of continuing efforts to strengthen engagement and confidence

In response, the Metropolitan Police Service has launched A New Met for London, a programme focused on rebuilding trust, strengthening neighbourhood policing and improving engagement with communities across London.

As part of this approach, the Met has introduced Met Engage, a community engagement model delivered locally through safer neighbourhood teams.

Met Engage aims to:

- increase the visibility and accessibility of neighbourhood policing
- strengthen 2-way communication between communities and local officers
- help residents and organisations to contribute to local policing priorities
- improve local accountability and responsiveness

In the borough, Met Engage complements the council's approach and supports wider partnership working between residents, community organisations, voluntary sector partners, faith groups, the council and police.

Alongside policing initiatives, the council will continue to build trust through community-led approaches such as Community Champions, Your Voice Your Town, Borough Frontline, faith networks and voluntary sector partnerships.

These trusted local networks can help people feel heard, access support and raise concerns in ways that are accessible and meaningful to them.

By working collaboratively across communities, public services and partner organisations, the council aims to create an environment where everyone feels confident to report hate crime, knowing they will be treated with dignity and respect, and can access the support they need.

### **A New Met for London**

The Metropolitan Police Service's programme of reform focused on rebuilding trust, improving standards and strengthening neighbourhood policing.

### **What is Met Engage?**

A neighbourhood policing engagement model that helps residents and organisations contribute to local policing priorities and improve communication with local officers.

## Mental health, vulnerability and “Right Care, Right Person”

Hate crime and hate incidents can have a significant impact on mental health, emotional wellbeing and quality of life. People who experience hostility, discrimination or repeated hate-related behaviour may be distressed, in crisis, or need additional support to stay safe and well. In some cases, incidents may first come to the attention of services through welfare, health or safeguarding concerns rather than through formal reporting routes.

Hate-related harm can have a lasting impact, particularly when it happens repeatedly. Over time, it can affect people's confidence, sense of safety and belonging, and their ability to take part in everyday life. Some residents may need extra support to report incidents or access services, including disabled residents, older people, young people, sanctuary-seeking residents and people experiencing mental ill-health. Police data and insights shared through the borough's Hate Crime Partnership indicate that hate-related incidents occur across a range of settings, including public spaces, transport networks, workplaces, education settings and health environments.

This highlights the importance of making sure staff across services can recognise hate-related harm, respond appropriately and connect people with the right support.

### Trauma-informed practice

The council is committed to responding to hate crime with empathy, respect and understanding. This means listening to those affected and providing support that reflects their individual needs and circumstances. Partners delivering this strategy will seek to:

- recognise that the impact of hate-related harm can build up over time
- respond with empathy, dignity and respect
- help people feel safe, supported and able to move forward
- recognise that people may experience hate and discrimination in different and overlapping ways
- make sure support is accessible, inclusive and responsive to people's needs

### Trauma-informed practice

The council recognises the impact that distressing or harmful experiences can have on people's wellbeing and seeks to avoid causing further harm when providing support.

### Right Care, Right Person

The Right Care, Right Person (RCRP) approach is a national partnership framework designed to ensure that people receive support from the service best placed to meet their needs.

As part of this approach:

- the police continue to respond where a crime has occurred, there is an immediate risk to life, or serious harm is present
- health and social care services take the lead where needs are primarily health or care related
- decisions are guided by risk assessment, professional judgement and partnership working

This strategy recognises that Right Care, Right Person does not replace the response to hate crime. Instead, it emphasises the need for police, health services, voluntary organisations and community groups to work together so that victims get the support, protection and follow-up they need.

### **Right Care, Right Person (RCRP)**

Right Care, Right Person (RCRP) is a national framework designed to ensure individuals receive support from the service best placed to meet their needs, whether that is health services, social care, safeguarding services or the police.



# What residents and communities told us

## Resident survey and focus group findings

This strategy has been shaped by engagement with residents, community organisations, faith groups, partner agencies and frontline professionals.

Consultation activity included:

- a borough-wide resident survey receiving almost 600 responses
- focus groups with young people
- engagement with faith communities
- discussions with voluntary and community sector organisations
- workshops with statutory partners and professionals

This engagement provided valuable insight into people's experiences of hate crime and the issues affecting different communities across the borough.

## Important context and limitations

The findings presented in this strategy provide valuable insight into lived experience, barriers to reporting and opportunities to improve services.

However, no single consultation exercise can fully capture the experiences of every community equally. Participation was voluntary and responses reflect the experiences of those who chose to take part.

Some communities are less likely to take part in engagement activities because they face barriers such as:

- language needs
- disability
- digital exclusion
- immigration insecurity
- caring responsibilities
- work commitments
- financial pressures
- transport barriers
- distrust of public services

Recognising these barriers helps identify where more engagement is needed. The council and its partners will continue to listen to residents and work with communities to make sure a wider range of voices are heard.

## **Key themes from the survey and focus groups**

### **Experience and nature of hate-related harm**

Survey findings and focus group discussions highlighted that many residents value Ealing as a welcoming and diverse borough. Respondents frequently spoke positively about living alongside people from different backgrounds and recognised diversity as one of the borough's key strengths and an important part of Ealing's identity. At the same time, hate crime and hate incidents remain a significant concern for some residents, and the feedback identified areas where further work is needed to address hate-related harm and strengthen confidence in support services.

Participants described:

- verbal abuse
- harassment and intimidation
- threatening behaviour
- repeat victimisation
- online hostility

Residents frequently described hate-related incidents not as isolated events, but as repeated experiences that affected confidence, wellbeing and feelings of belonging.

### **Protected characteristics and intersectional experiences**

Residents identified race, ethnicity and religion or belief as motivating factors behind hate-related behaviour. Sexual orientation was also frequently referenced.

Many participants explained that their experiences could not be understood through a single identity alone. Experiences of hate were often shaped by overlapping factors including:

- gender
- disability
- ethnicity
- religion
- age
- immigration status
- language barriers
- socio-economic disadvantages

This highlights the need for flexible and tailored approaches that recognise the complexity of people's experiences.

### **Reporting behaviour and barriers**

Under-reporting emerged as one of the most significant themes.

Participants described barriers including:

- lack of confidence that reporting would result in action
- fear of escalation or retaliation
- concern about not being believed
- previous negative experiences with agencies
- immigration-related concerns
- lack of awareness of available support

Residents consistently emphasised that barriers to reporting were more closely linked to trust and confidence than awareness alone.

## **Trust, access and preferred routes to support**

A consistent theme emerging from the data, focus groups and community engagement is the importance of trust. Trust influences whether individuals feel confident in reporting hate crime, accessing support services and engaging with statutory agencies. Focus group participants reported greater trust in community, faith and voluntary sector organisations, with many saying they would be more comfortable speaking to these groups before approaching the police or other public services.

Focus groups highlighted the importance of:

- safe, familiar spaces for initial conversations
- having time to talk through options before deciding whether to report formally
- practical and emotional support that does not end at the point of reporting

These findings show the importance of providing different ways for people to report hate incidents and access support. A range of local organisations can play an important role in helping people feel comfortable coming forward.

Building trust is a key part of this strategy. By working closely with residents, community organisations and faith groups, the council aims to improve confidence in local services and make sure people can access help when they need it.

## **What residents and communities said would make a difference**

Across all engagement, participants identified clear priorities for improvement, including:

- earlier education and raising awareness to challenge prejudice before harm occurs
- trauma-informed approaches from all agencies involved in responding to hate
- clearer communication and follow-up when incidents are reported
- visible partnership working between the council, police and community organisations
- sustained support for victims and witnesses, not limited to the immediate incident

These priorities have been used to directly inform the strategic priorities and action plan set out later in this document.

## **Using the findings to shape action**

The survey and focus groups highlighted that tackling hate crime in the borough requires more than just encouraging reporting alone. Residents are calling for a response that prioritises prevention, trust-building, accessible support and meaningful partnership with communities.

By bringing together quantitative data, community engagement and lived experience, the council has developed a clearer understanding of the challenges facing residents and the opportunities to strengthen prevention, reporting, support and partnership. The findings highlight that while the experiences of communities differ, several common themes emerge, including the importance of trust and the need for ongoing engagement, particularly with communities and groups who were under represented in this phase of consultation. The findings also highlighted many examples of strong community relationships and local organisations already helping to bring people together. This strategy treats engagement as a continuous process, with further listening, learning and adaptation built into its delivery and how the strategy will be managed.

The findings from the resident survey in 2025 and focus groups directly inform the priorities and actions set out in the remainder of this strategy, highlighting where current approaches are not working for residents, where trust needs to be rebuilt, and where further engagement is required. The strategic priorities and actions that follow are designed to respond directly to the issues identified through the evidence, while remaining flexible to respond to changing community needs and emerging hate crime trends. They aim to strengthen confidence in reporting, improve outcomes for victims, prevent hate crime before it occurs and foster communities where everyone feels safe, respected and able to participate fully in life in the borough.

## **A strategy shaped by the borough's values**

The strategy builds on the strong foundations that already exist across Ealing, including active communities, strong partnership networks and the generally positive relationships that exist between residents from different backgrounds.

The borough's response to hate crime is grounded in a shared commitment to working with residents and communities. These values reflect both local priorities and statutory responsibilities, and respond directly to what residents and partners shared during the consultation.

At the heart of the strategy is a commitment to:

- Connected Communities, recognising that strong relationships, trust and shared ownership are central to preventing harm and supporting those affected by hate crime
- equity and inclusion- recognising the inequality, discrimination and structural disadvantage that exist, and making sure that the strategy does not widen existing gaps
- prevention and early action, addressing hate-related behaviour before it escalates or becomes normalised
- responding to victims with empathy and understanding, recognising the impact hate crime can

have on people's lives and the importance of dignity, safety and choice partnership working, making sure no single organisation carries responsibility alone, and that community, voluntary, faith and statutory partners work together

As part of its Connected Communities approach, Ealing Council is committed to place-based engagement and action, recognising that experiences of hate, trust and safety can vary significantly between neighbourhoods and towns.

Programmes such as Your Voice, Your Town provide an important opportunity to understand and respond to local concerns at town level, working with residents, community groups and partners across the borough's 7 towns. This approach helps identify and address issues before they escalate, strengthens local relationships, and ensures responses to hate crime are shaped by the lived experience of communities.

Prevention also means paying attention to the physical and social environments in which people live, work and spend time. The borough recognises the role that designing out crime and place-based approaches can play in reducing opportunities for harassment, intimidation and hate-related behaviour, and in improving perceptions of safety and confidence in public spaces.

The council and its partners will consider how environmental design, visibility, lighting, layout and use of shared spaces can support wider hate crime prevention work, particularly where residents identify specific locations as causing concern.

These values underpin the strategic priorities set out in this strategy and inform how action will be delivered, reviewed and adapted over time, including through boroughwide and town-based approaches.

### **Your Voice, Your Town**

Your Voice, Your Town is a boroughwide engagement programme that gives residents the opportunity to identify priorities for each of the borough's 7 towns, shape solutions, and make decisions that directly affect their communities.

## **The borough's hate crime priorities**

This strategy is built around 4 strategic priorities, informed by resident and partner engagement, local data, legal responsibilities and shared values.

### **Priority 1: Prevention and awareness**

#### **What this priority aims to achieve**

This priority focuses on reducing the conditions in which hate crime and hate incidents occur. It recognises that enforcement alone cannot address prejudice, and that long-term change depends on education, dialogue and community resilience.

Under this priority, the council aims to:

- increase awareness of what hate crime and hate incidents are, and why they matter
- challenge misinformation, stereotypes and normalised hostility
- support early intervention, particularly with children and young people
- strengthen community cohesion and mutual understanding across faiths, cultures and identities
- consider how place-based and environmental approaches can support hate crime prevention and feelings of safety

Preventing hate crime will require schools, youth services, faith groups, community organisations and local partners to work together, using local evidence to shape their approach.

## **Priority 2: Reporting and trust**

### **What this priority aims to achieve**

This priority responds directly to consultation findings that under-reporting is driven by lack of trust rather than lack of awareness.

- under this priority, the council will aim to:
- improve confidence that reporting hate crime leads to meaningful action
- widen access to reporting through trusted, community-based routes
- make sure reporting processes are clear, evidence-based and accessible
- strengthen communication, feedback and follow-up after reports are made

This priority recognises that people need choice in how and where they report, and that reporting should feel safe, supportive and worthwhile.

## **Priority 3: Support for victims and witnesses**

### **What this priority aims to achieve**

This priority places the experience and wellbeing of victims and witnesses at the centre of the borough's response to hate crime.

Under this priority, the borough will aim to:

- make sure victims and witnesses are treated with dignity, believed and taken seriously
- improve access to emotional, practical and ongoing support
- recognise that repeat incidents can have a lasting impact on individuals and communities
- make sure support is not dependent on whether an incident meets the criminal threshold

Support will be delivered in partnership with voluntary and community organisations, recognising the important role they play as trusted providers.

## Priority 4: Action against offenders

### What this priority aims to achieve

This priority balances accountability with prevention and fairness. It recognises the importance of enforcement, where appropriate, alongside opportunities to reduce reoffending and address underlying causes.

Under this priority, the council aims to:

- support effective investigation and intelligence gathering
- make sure appropriate enforcement is taken where hate crime thresholds are met
- explore opportunities for restorative justice and raising awareness where appropriate
- make sure work with people who commit hate incidents is linked to wider efforts to keep communities safe, reduce tensions and build community cohesion
- action against offenders will be proportionate, lawful and aligned with safeguarding and prevention principles







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