

Proposal for Hate Crime Advocate posts at Deaf & Disabled People's Organisations (DDPOs) who have been part of the London DDPO Hate Crime Partnership's Secondment Capacity-Building Project

Contents

Issue	3
Summary	3
Background	4
Gaps in provision.....	5
Gaps in funding	5
Evidence of need.....	6
National and London statistics – hate crime is increasing.....	6
Lack of community engagement with marginalised groups.....	6
Lowest levels of confidence in police is reported by Disabled victims.....	8
Need for hate crime advocates in localised services	9
Inclusion London’s Data on DDPOs with hate crime support.....	9
Community engagement needed to identify disability hate crime	10
Our proposal	13
Appendix 1	15
Appendix 2	20
About Inclusion London.....	35
Further information	35

Issue

DDPOs who have received capacity-building have not been able to secure follow on funding for hate crime support services in their organisations.

We feel this is a missed opportunity to make full use of the capacity-building and business support provided since 2018.

Disabled victims of hate crime often need support to identify what they are experiencing is a crime, are less likely to report to authorities without support, have low confidence in the Metropolitan Police Service and more likely to disengage from criminal proceedings due to close proximity of perpetrator.

Summary

Increased reported disability hate crime, still only estimated at 10% of actual crimes. Disabled victims of hate crime need community engagement and hate crime advocacy to be able to recognise, report and recover from hate incidents and crimes. Hate crime advocates increase likelihood of positive outcomes for victims, regardless of reporting to authorities.

DDPOs are holistic and able to provide the range of services needed when dealing with hate crime, including housing, financial and emotional support.

The Hate Crime Secondment Project has worked with 8 DDPOs over the last 4 years, so DDPO staff and organisations are now equipped to respond to hate crime and raise awareness in their local communities.

The DDPOs need funding to set up and use their anti-hate crime skills.

Background

In its current form this project started in April 2018 as part of the London Deaf & Disabled Hate Crime Partnership (DDPO). Together, we explored how a DDPO partnership approach to hate crime can improve the range and consistency of support for Disabled victims. In addition, we wanted to influence improvements in awareness, reporting, and policy in relation to hate affecting Disabled people.

This resulted in a 3-year funding program from Trust for London, which began in April 2018 and from 2019 from Inclusion London via The National Lottery Community Fund to initially support the TfL grant to increase Project Manager's hours, then fully from 2020.

The Aims of the Partnership Hate Crime Secondment Project:

- Increase specialist support for Disabled survivors of violence/hate crime through the development of skilled Hate Crime Advocates
- Enhance prevention of hate crime by raising awareness and ensuring survivors are supported/recognised sooner
- Improve quality of support through evaluation and communications policy work

We applied 6-month secondments with an experienced Disability Hate Crime Advocate from Stay Safe East.

We have worked with and supported the following DDPO's over the past five years:

- Harrow Association of Disabled People (HAD)
- deafPLUS (London-wide)
- Real (Tower Hamlets)
- Ruils (Richmond)
- Action Disability Kensington and Chelsea
- Transport for All (London-wide)
- Camden Disability Action

- BME (Black and Minority Ethnic) Volunteers (Greenwich)

The project has evolved over that time as we respond to the different structures and experiences within the DDPO's as well the impact of Coronavirus.

We have provided summaries of each secondment in appendix 1, with main learning points, achievements, and recommendations.

All DDPOs involved found that their knowledge and skills increased, and they had increased confidence in identifying and responding to hate incidents and crimes. The majority of DDPOs identifying potential hate crimes in existing client casework and were able to set up processes and procedures to embed practice.

Despite support to apply for funding to set up a dedicated hate crime support services, none of the DDPOs were successful. The consequence has been that there are DDPO staff able and willing to provide hate crime advocacy casework, but no resources to be able to do so.

Gaps in provision

Despite and the recently published London Mayor's Police & Crime Plan, which priorities hate crime until 2025, the Home Office have ended their funding for their hate crime coordinators across London. This is a significant loss to ensure local London councils maintain a focus on hate crime, with so many other competing priorities.

Gaps in funding

The Mayor's Office for Police and Crime are yet to finalise their budgetary plans for 2022. This means that any DDPOs receiving grants will be significantly impacted in being able to provide continuity of service for hate crime victims, as most grants ended in March. *[at time of publishing report, the small grants fund ended with no alternative so DDPOs using this funding either ended their hate crime support or are using reserves while trying to get funding.]*

Evidence of need

National and London statistics – hate crime is increasing

Nationally, the statistics for reporting hate crimes show an increase of 9% in 2020 to 2021 from the previous year.

The Metropolitan Police Service report that of the disability hate crimes reported to them, there has been an increase of 22.35% from the previous twelve months.¹

However, most disability hate crime go unreported. While National Victim Crime Survey (NVCS) data is not expected to be released until 2023; the police recorded 9,943 Disability hate crimes between April 2020 and March 2021² which is a 17.4% increase on the previous year. If the NVCS data increases by the same approximate percentage, this could mean the figure is closer to 58,700, with a range of between 38,742 and 77,484.

Lack of community engagement with marginalised groups

In London, the Mayor's Office for Police and Crime commission a consortium of hate crime support³, which includes disability hate crime. However, with increasing caseloads, part time hours and extensive coverage of all London boroughs, the DDPOs involved with the consortium now have waiting lists and use hours for casework to travel across London due to lack of localised support for Disabled victims. The consortium is the main referral point for reported hate crimes, and there is no provision to provide community engagement with marginalised groups to identify potential hate incidents and crimes. From an initial 1 DDPO as part of the consortium, it was extended to 3 to reflect Disabled victims needs to have localised services. The 3 DDPOs are also part of the London DDPO HC Partnership.

Although we currently have 24 DDPOs involved with the partnership, only 5 offer specialist hate crime advocacy casework. This includes the DDPOs involved in the MOPAC consortium plus Merton CIL [funding ended in March] and Harrow Association of Disabled People, who are funded independently.

¹ <https://www.met.police.uk/sd/stats-and-data/met/hate-crime-dashboard/>

² <https://www.gov.uk/government/statistics/hate-crime-england-and-wales-2020-to-2021>

³ <https://www.catch-hatecrime.org.uk/about-the-partnership>

The other DDPOs provide various levels of support; from signposting to peer support.

We are currently working with Breaking out the Bubble, a DDPO in Lambeth, who have been supporting people with learning difficulties, including neuro diversity, despite not having had specific funding to do so. They will be funded this year to design and deliver hate crime training to public services in Lambeth to enable them to develop holistic assessment tools and questions to identify potential hate incidents and crimes affecting people they deliver their services to. However, they do not currently have sustainable funding to provide peer support or casework for hate crime victims.

Case study from Real in Tower Hamlets:

Client accessed the service for support with long-standing abuse from a neighbour in the same block of flats. The neighbour lived on a floor above client and had been verbally abusing Client, Client's family and Client's carer; throwing things from the balcony into Client's Garden; and harassing Client. The neighbour had made ableist towards Client.

Client, with support from her carer, had made reports to the police and housing association for previous incidents, and sought support from a local law service, but the abuse was ongoing. Advocate encouraged Client to continue reporting incidents to the police, but Client felt there was no point as they had not taken action before and had said there was not enough evidence. Client's housing association had said that it was a neighbour dispute, with both parties claiming abuse and without evidence for either side. Client continued reporting incidents to the housing association, but she felt they were ignoring her and not taking any action.

Advocate helped client make a formal complaint to the housing association on grounds of ignoring Client and mis-categorising Client's reports as ASB/neighbour-dispute, failing to recognise their severity, the hate-motivation and the impact it was having on the client. Client asked for her priority banding on the housing list to be increased. The housing association's response to the complaint did not uphold any of the Client's points and left the housing priority at the same level.

From this point on, Client, Advocate and the local law service, worked together, making formal appeals and putting pressure on the housing

association to recognise Client's need to move and to offer alternative accommodation. Eventually, after seven months of support, the housing association accepted a higher priority banding and Client successfully bid on a different property. Client was very pleased with this outcome and reported increased well-being; ability to cope; feeling of safety and empowerment.

Case study from Breaking out the Bubble:

Becky makes contact with people on dating sites which have resulted in her being pressured to both give money and to partake in sexual activities that she doesn't want to. In the past Becky has been raped. We have spent considerable amounts of time supporting Becky to understand her rights in these situations and to deal with withdrawing safely from these encounters both on and offline. Becky often needs to talk these situations through before she is confident about what to do and sometimes is unsure about whether her or the person pressuring her is in the wrong. Becky often gets into bother with people who misunderstand her communication or treat her unfairly, who dismiss or patronize her. We support Becky to manage her anger and to respond in ways that are not likely to cause her further problems. Becky has a diagnosis of personality disorder. Becky is a sensitive and thoughtful person who needs to spend time working out why other people respond to her in the negative ways they do sometimes, and how to deal with her upset and anger when people react badly to her.

Lowest levels of confidence in police is reported by Disabled victims

The MOPAC public voice dashboard⁴ shows that of the crimes reported (all crime, not just hate crime), Disabled victims have the lowest of all demographic groups surveyed at 56%, down 10% from last year. The figures do not allow for intersectional analysis.

⁴ <https://www.london.gov.uk/what-we-do/mayors-office-policing-and-crime-mopac/data-and-statistics/public-voice-dashboard>

Need for hate crime advocates in localised services

As part of the London DDPO HC Partnership, we offer a range of capacity building support that includes representation, training, secondments, policy responses and campaigning. Since March 2021, we set up the Data Collation Project led by the Hate Crime Data & Insight Officer. This project works with DDPOs who are providing anti-hate crime support and services to Disabled people in their boroughs.

Inclusion London's Data on DDPOs with hate crime support

Our initial findings⁵ between July 2021 and December 2021, show that DDPOs support Disabled victims of hate crime who do not want to report to authorities, including the police.

Our findings also show that having a hate crime advocate improves outcomes for victims.

Over half (*34 out of 59*) of the victims of disability hate crime did not want the involve the police. The reasons for this were varied, and included:

- feeling unable to reach the evidence threshold or lacking the evidence necessary to convince the police (*10 out of 34*)
- having distrust or fear of the police or authorities (*both 3 out of 34, totalling 6 out of 34*).
- needing someone to confide in without pressure to report (*5 out of 34*)
- having poor previous experiences with the police (*4 out of 34*)

Support from a hate crime advocate is varied and time-consuming, including:

- housing support
- dealing with multiple agencies
- emotional support and counselling

⁵ <https://www.inclusionlondon.org.uk/training-and-events/our-projects/hate-crime-partnership/hate-crime-data-insight-project/hate-crime-data-insight-project/>

- internet safety support
- financial and benefits support, as well as
- specific criminal justice system support.

There was long-term commitment from DDPOs in supporting disabled victims of hate crime. Casework continued with existing clients over the period covered in our initial findings, almost doubling with new referrals received. Disabled victims newly referred have been put on waiting lists. This is concerning given the increasing demand for services. DDPOs reported that they were having to tailor support to align with number of hours available, not the needs of the Disabled victim.

DDPOs who submitted data to the project had hate crime caseloads that required 60 solid days of work across the 6 months. That is 60 x 8-hour days where nothing other than disability hate crime work with clients was completed. **This does not account for:**

- *breaks*
- *administration outside of direct HC (Hate Crime) work*
- *other work on other projects and comms*
- *community work*

For example, staff who are contracted for a one day a week, would take 3 months for the 5 DDPOs to complete their front-line support of current Disabled victims. If this is increased to 2 days a week (a common contract for hate crime advocates) this would mean 6 solid weeks of front-line support with no other work completed. This does not consider the waiting lists.

Community engagement needed to identify disability hate crime

The Department for Work and Pensions (DWP (Department for Work & Pensions)) published a report in 2012⁶ stating that DDPOs were best placed to provide support for Disabled victims of crime due to their holistic approach and independence from statutory agencies. They suggested that anti-hate

⁶ <https://www.gov.uk/government/publications/making-a-difference-disability-hate-crime>

crime work needs to include ‘outreach,’ as well as casework due to the hidden nature of hate crime against Disabled people.

We support this view that anti-hate crime work needs to include allocated hours for HC advocates to engage with local disabled people to raise awareness of what hate crime is and how to get support. Unlike other types of hate crime, Disability Hate Crime is often not recognised by the person, usually because it is something they experience daily or are told it is anti-social behaviour issue or something else by authorities.

Inclusion London published their report, ‘Poor Police Response: Disabled Victims of Hate Crime’ in November 2021⁷ that detailed shocking experiences of Disabled victims when they tried to report hate crime to the Metropolitan Police Service and the barriers to getting a justice outcome. DDPOs providing specialist Hate Crime support improve victim outcomes in getting reports taken seriously or providing support to achieve outcomes that do not involve official reporting.

Through our policy work, we supported the London Victim’s Commissioner recommendation as part of our submission to on the Victim’s bill that all victims of serious crime, including hate crime should have access to an independent advocate. Domestic Violence (DVAs) and Sexual Violence Independent Advocates have been shown to improve outcomes for victims, supporting victims to continue to engage with criminal cases that are lengthy and emotionally draining.⁸

The Crown Prosecution Service state that hate crime victims are increasingly disengaging with criminal proceedings.⁹ This not only impacts the victim but the wider community when justice is, ‘not seen to be done.’

Our own research via our Hate Crime Data Collation Project agrees with the Project Manager, David Jenkins at Merton Centre for Independent Living¹⁰, who told us,

‘Hate crime cases are very complicated and can take a lot of time, compared, to other casework. Continuity of support is also vital in hate

⁷ <https://www.inclusionlondon.org.uk/news/poor-police-response-report-disabled-victims-of-hate-crime/>

⁸ <https://victimscommissioner.org.uk/our-work/briefings/victims-law/improving-advocacy-support/>

⁹ <https://www.cps.gov.uk/publication/cps-hate-crime-newsletter-issue-26>

¹⁰ <https://www.inclusionlondon.org.uk/training-and-events/our-projects/hate-crime-partnership/hate-crime-data-insight-project/ddpo-disability-hate-crime-data-project-first-six-months/>

crime cases and can be devastating for victims when funding for organisations runs out and support can no longer be provided. It is not great for victims to be signposted elsewhere when organisations can no longer provide that support, this is our experience at Merton CIL.'

We found when collating data from five DDPOs providing specialist hate crime support that,

'Cases often carried over into the next quarter, as demonstrated by there being 20 ongoing cases already being supported going into July 2021. Of the 50 cases (20 ongoing and 30 received in July-September) from the first quarter, 24 were still being supported throughout October-December specifically for matters relating to the disability hate crime. 'The work DDPO hate crime advocates and teams provide is diverse, bespoke, time intensive, and ongoing over many months. At times, funding decisions are made only looking at the front-line, hate crime specific tasks, and don't take in account the variety of support or the time it takes.'

We have also been campaigning for more resources to be allocated for developing anti hate crime work as a recognised career, embedded into legal structures, in a comparable way to IDVAs and ISVAs. This involves campaigning for law changes and also how qualifications can be developed. We recently published a report on the options available, which you can read via our website at <https://www.inclusionlondon.org.uk/news/report-on-options-for-hate-crime-advocacy-qualifications/>.

Our proposal

We would welcome grants officers to meet with DDPOs involved with the hate crime secondment project and look into funding anti-hate crime work. We are proposing that each DDPO who has been involved in the HC Secondment Project to have a dedicated anti hate crime advocate post who leads on the work detailed below:

The anti-hate crime advocate post includes:

- Specialist hate crime Advocacy casework
- Engagement with Disability Community Groups to raise awareness of hate crime against Disabled people.
- Engagement with local statutory agencies, including Metropolitan Police Independent Advisory Groups and Local Authority MARACs.
- Involvement in the London DDPO HC Partnership, for networking, learning and campaigns/policy.

Based on what DDPOs have told us and our own research, a minimum of 2 days a week is needed for casework and 2 days a week for engagement in each borough is needed to be effective.

An example of the person specification and job description is included in appendix 1.

[please note these costings are from one of our DDPOs currently providing hate crime advocacy. However, other areas may have different costings, so this is just a guideline.]

Salary @ 0.8FTE 22400

NI 3,029 (15.05%)

Pensions 672 (3%)

Total Cost 26,101

Contribution to core costs @ 15% 3,915

Full Cost 30,016

(Merton had full cost recovery for £42k)

Stay Safe East are the lead DDPO in London, specialising in anti-hate crime work and violence against Disabled people. They would be able to provide ongoing support with advice on individual casework, if needed.

[costing tbc]

Inclusion London have been leading the London DDPO HC Partnership for the past 4 years and can provide ongoing support, including the DDPOs in their Data Collation Project and quarterly Partnership meetings, as well as online Hate Crime Training three times a year. This work needs to be communicated to key policy makers, of which Inclusion London currently attend 20 meetings a year and co-chair the MPS DHC Working Group. This is currently funded until March 2023. There is also a hate crime training & film resource in development, due to be completed this budget year, that DDPOs can use as part of their awareness raising with local communities. We are seeking funding from other sources to continue this work post March 2023.

Appendix 1

Job Description

Hate Crime Advocate & Engagement Officer

Main Purpose of Job:

To deliver high-quality advocacy for disabled people living and working in Tower Hamlets. This includes:

- Managing a caseload offering advocacy support to disabled people with a range of impairments;
- Active community engagement with local Disability groups and events
- Attending local stakeholder groups to represent Disabled victims
- Promoting advocacy in the borough;
- Working within Real's quality frameworks
- Supporting the Coordinator with monitoring and evaluating the service and overall service delivery

Responsible to:

Advocacy Coordinator

Responsibilities and Tasks:

1. **Standard Advocacy:** Provide independent advocacy support for disabled people in line with our quality standards, particularly the Quality Performance Mark. Support clients to address issues in areas such as social care, housing, health, finances benefits, leisure, employment, volunteering, education, access, family issues and transport. Undertake individual case work to secure rights, remove barriers and challenge discrimination. Facilitate self-advocacy wherever possible. Attend home visits and accompany clients to appointments when requested. Ensure case files are up to date and maintain client confidentiality.
2. **Hate Crime Advocacy:** Undertake more complex and involved advocacy cases including in relation to non-instructed advocacy, group advocacy, cases where clients experience extreme distress (such as in relation to victims of hate crime or where disabled parents' suitability for parenting is being challenged), cases of challenging behaviour or other issues requiring additional experience.
3. **Active Community Engagement:** Find out about and attend local Disability groups and events to talk to Disabled community about hate crime and support available.
4. **Attend local stakeholder groups:** Attend local MARAC, Safer neighbourhood boards, Safeguarding Adults and Met. Police Independent Advisory Groups to represent Disabled victims of hate crime.

5. **Promote advocacy and the work of Real:** Work in partnership with colleagues to promote the advocacy service and develop good relationships with local voluntary and community groups and with social services, the NHS and other statutory organisations in order to promote and develop the service. Attend events to promote the advocacy service.
6. **Supporting the advocacy team:** Support the Advocacy Coordinator to produce reports, monitor and evaluate the service. Oversee when required the work of the level 1 advocates, and act as a role model to them. Support their induction, learning and development in the role.
7. **Quality Standards:** Deliver services in line with the Quality Performance Mark, and Real quality standards and in line with project plans. Support your colleagues to deliver in line with the quality standards in place.
8. **Evaluation and Feedback:** Ensure we receive evaluation and feedback from clients. Work to identify common issues experienced by our clients and identify gaps in provision to ensure our services are delivered appropriately. Work with the Advocacy Coordinator to implement service delivery changes based on client feedback.
9. **Administration:** Keep accurate records in relation to our project monitoring and evaluation requirements. Share information at team meetings to ensure our resources are up to date.
10. **Supporting Volunteers:** Support and develop volunteers and other individuals to contribute to Real's work– as directed by the service coordinator.
11. **Contributing to Real's Core Aims and Objectives:** Adopt and promote the social model of disability. Support the wider delivery of Real's strategic objectives. Working within the policies and procedures of the organisation. Support other projects and initiatives as appropriate.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall objectives of the organisation.

Job description approved by: **Date:**

Employee Signed: **Date:**

Line Manager Signed: **Date:**

Person Specification

Senior Advocate

Education, training and qualifications

Requirement	E = Essential D = Desirable
GCSE or equivalent (including Maths and English)	E
Minimum NVQ level 3 or equivalent in Advocacy	E
NVQ level 3 unit 313 in Independent Care Act Advocacy or equivalent (if you don't currently have this you will need to commit to obtaining it during your employment with Real)	D

Previous experience

Requirement	E = Essential D = Desirable
Experience of working with disabled people, ideally with a range of impairment types	E
Extensive experience working in the advocacy sector, providing one-to-one advocacy support in accordance with recognised quality assurance standards (such as QPM)	E
Experience of working with people from different backgrounds in an engaging way which responds to their lived experience	E
Experience of contributing to monitoring and evaluation reports	E
Experience of balancing multiple activities, and working as part of a team, to ensure excellent project deliverables	E
Experience of using a case management system to record your work	E

Experience of providing statutory advocacy, such as required under the Care Act, or as an IMCA or IMHA	D
Experience of supporting volunteers	D

Skills and abilities

Requirement	E = Essential D = Desirable
Excellent communication and interpersonal skills, with an ability to flex your style to the needs of different audiences, including: <ul style="list-style-type: none"> meeting disabled people's access needs; and working appropriately with different stakeholders 	E
The ability to demonstrate credibility and empathy with disabled people and their life experience, and ensure they have confidence in you and our projects	E
The ability to appropriately respond in situations of conflict or heightened anxiety in others	E
Ability to use computer technology effectively (and in particular Microsoft Outlook, Word and Excel)	E
To be numerate and able to manage data	E
Well organised and able to plan and prioritise your work effectively, escalating as appropriate	E
Ability to support and develop volunteers	E
Reliable and flexible approach to work, including working at different locations, and the ability to work weekends or evenings as required	D
The ability to speak fluently and write (where applicable) a community language commonly spoken in Tower Hamlets	Highly D

Knowledge

Requirement	E = Essential D = Desirable
Knowledge and understanding of the issues affecting disabled people of all impairment types, and how their lives are impacted as a result	E
A good understanding of, or how to research around, relevant legislation such as the Equality Act 2010, Care Act, and other guidance on topics such as housing, health, finances, benefits, leisure, employment, education, family issues and transport	E
A sound knowledge of issues and procedures around client confidentiality and safeguarding procedures	E
A thorough understanding of and strong commitment to the social model of disability	E
A connection or familiarity with the area of Tower Hamlets and of local issues	D
Understanding or experience of using qualitative and quantitative research methods	D

Appendix 2

Consistencies across all Secondments:

Meeting with DDPO, Stay Safe East and Merton CIL ahead of the beginning of the secondment.
Service Delivery and Confidentially Agreements signed. Due diligence carried out on each DDPO by Merton CIL.
Baseline and endpoint questionnaires completed to measure knowledge and awareness of Disability Hate Crime by trainees.
In all secondments, the knowledge of those staff who underwent training throughout the period of the secondment, their knowledge improved.
Tam Preboye has been the nominated Disability Hate Crime Advocate specialist from Stay Safe East who has been supporting each DDPO with awareness training and where possible supporting live cases.
Each secondment presented different challenges. However, many of the learnings and recommendations are consistent across all DDPO's.
Completion of a full project evaluation report by Merton CIL at the end of the project.
Reflection by IL, Stay Safe East, and Merton CIL on how to improve and adapt where necessary approaches to the next secondment.

Harrow Action on Disability (HAD) April 2018 – September 2018

(Harrow are ranked 32nd for recorded disability hate crimes and 26th for hate crimes overall from 2018-Current)

Harrow Action on Disability were the first DDPO organisation to participate funded via Trust for London. HAD have an experienced Advocacy Service Manager who has been working within the borough for over 10 years and has developed strong links with statutory and third sector partners over this period. The Advocacy Service Manager has led on the development of the project within HAD, with wider support from the CEO and other members of the HAD Leadership Team.

Over the course of the project in Harrow, four service users have been supported. The Advocacy Service Manager advised that they had spent more than double the time on each individual hate crime case, compared with a general advocacy case. The Advocacy Service Manager reflected that a lack of systems and structures to support service users who have experienced hate crime meant that cases were complex and time consuming to move forward and resolve.

Ideas and learning from HAD helped shape the engagement with the next participating DDPO and included:

- Encouraging DDPO's to identify a Trustee to attend the Hate Crime training and be an active member of the monitoring and steering group.
- Encouraging DDPO's to send a range of staff on the Hate crime training that is provided by Inclusion London and delivered by Stay Safe East as part of this project in order to embed knowledge and understanding around hate crime across the organisation.
- The sharing of the evaluation questionnaires completed by HAD.
- Sharing the importance of setting a clear goal with service users at the beginning of a piece of case work. To ensure work remains focused and boundaries have been set regarding the parameters of the advocate's role.

Learning and Recommendations

- For HAD to ask the police for a summary breakdown of the 8 reported Disability Hate Crimes to identify whether there are gaps in the types of crime reported, and to check that cases they reported to the police are recorded
- For HAD to encourage Harrow Council's website to signpost victims of hate crime to a range of support organisations, including HAD when they have capacity to accept cases.
- For future service design and funding bids to reflect the fact that hate crime cases take much more time and work to address than other casework

- For HAD to build links with the Northwest Borough Command Unit Hate Crime lead so that issues like cases not being flagged or followed up can be addressed.
- To develop a first meeting exploration and goal identification template to support a consistent organisational approach as the service grows
- HAD to review and enhance supervision structures for hate crime workers, and consider external supervision
- To review policies and procedures to reflect the specific challenges of working with survivors of hate crime
- To start using a database to capture service delivery and outcomes measurement
- To progress with a skills audit and take advantage of hate crime training opportunities through the pan-London project
- HAD to continue building links with local statutory and voluntary agencies and use the Community Trigger and Community Multi Agency Risk Assessment Conference (CMARAC) forums

deafPLUS October 2018 – March 2019

(Bromley are 4th for DHC, 22nd for hate crime; Ealing are 18th for DHC, 10th for HC; Hackney are 17th for DHC, 2nd for HC; Hammersmith are 9th for DHC, 17th for HC; Tower Hamlets are 8th for DHC, 3rd for HC; Croydon are 1st for DHC, 12th for HC)

deafPLUS provides support to the deaf community in the following London boroughs: Bromley, Ealing, Hackney, Hammersmith & Fulham, Tower Hamlets and Croydon. Learning and Recommendations

Prior to this project starting deafPLUS were providing advice on their support line and signposting service users who experienced hate crime to other local and national services such as Victim Support and the police. However, limited

availability to interpreting services can make it difficult for members of the deaf community to access services quickly and easily.

deafPLUS advertised the hate crime project with a range of local partner agencies and more widely. Information was sent to the following organisations: Social Services, Police, MOPAC (Mayor's Office for Policing and Crime), Stay Safe East, Stop Hate, Housing Department and was posted on twitter. However, most referrals came via internal staff or other deaf organisations, and 2 were self-referrals.

One of the issues also raised in this project was that there were recurring cases of clients giving statements without an interpreter (or with an unqualified interpreter).

The statement is an important document and is admitted as evidence in court. It can be the case that the deaf person doesn't understand the process they have been involved in or the consequences of signing the statement. As the police interview is the first point of contact in a legal process, it is essential that deaf people understand their rights and the process. This can't happen for deaf people if they don't have a professional qualified interpreter in the interview.

Also, it is critical that the interpreter is a qualified professional, to ensure that they are not misinterpreting and communicating something different from the client. It's the interpreter's job to facilitate the process of conveying the message correctly - this was a challenge for a number of the interpreters worked with during the project.

Learning and Recommendations

- For deafPLUS to attempt to gather further information on statistics for Deaf Hate Crime from MOPAC and to review internal deafPLUS data to build a picture of the prevalence of hate crime towards the community.
- To consider getting funding for more engagement with police to ensure access issues and Deaf Awareness is better embedded, as well as consistent use of interpreters.

- Centre managers or hate crime advocate attend CMARAC meetings to address high risk cases or cases which are not progressing. Attending these meetings will also enable deafPLUS to identify possible hate crime cases and build on relationships with partner agencies.
- To develop the outcome fields on their database further to enable them to identify and track patterns that may emerge in their hate crime service.
- To review the safeguarding, confidentiality, conflict of interest and case management policies.
- To consider introducing external supervision for staff completing hate crime work and facilitate their attendance at the Pan London hate crime advocates support group.
- To reflect on policies and practices to support service users who are traumatised or negatively affected by the hate crime they have experienced.
- To reflect on the use of different monitoring tools depending on how people accessed the service, e.g., one off users vs people accessing casework support.

Real April 2019 – September 2019

(Tower Hamlets is 8th for DHC, 3rd for HC)

Based in Tower Hamlets, Real supports one of the most ethnically diverse boroughs in London. Tower Hamlets remains the second most densely populated local authority in the UK next to Islington, with 46% aged between 20-39. More than two thirds belong to minority ethnic groups and Tower Hamlets is home to the largest Bangladeshi population in the country accounting for 32% of the population. Currently 38% are Muslim - the highest proportion in the UK.

MOPAC reports that the average age of individuals who are experiencing Hate Crime is 24-35 with the average age of individuals experiencing Disability Hate Crime estimated at between 45-54 years old. This profile is consistent with the work undertaken on the Real Hate Crime project. The average age of the victims was 59 years old.

Over the course of the project at Real, nine clients have been supported. A total of 95 hours has been spent supporting these nine clients. There was a range of resource required with one client needing 1.5 hours support whilst another needed 49 hours. This highlights the complexities around Disabled Hate Crime cases.

Learning and Recommendations

- For future service design and funding bids to reflect the fact that Hate Crime cases can take much more time and work to address than other casework. There can be many strands and sensitivities to consider, particularly where family members or carers are involved.
- Observational evaluation is a great technique when reviewing sensitive and challenging cases. However, if it is possible to conduct a feedback meeting with the client, the insight can be greater. Real have the experience to conduct the most appropriate evaluation after the conclusion of every case.
- Real must keep updating its knowledge on Hate Crime and the Law. Real could add that responsibility to one of the existing advocates so that it is his/her responsibility to keep the team updated and make them aware of implications relating to Hate Crime.
- Real could consider utilising Charity Log within its organisation to help with reporting on service performance and outcomes. This will help not only with internal monitoring of cases but can provide supporting details for any funding bids.
- As part of the ongoing team meetings, make sure that time is allocated to discuss Hate Crime. The Hate Crime advocate should continue to attend learning events to raise profile and contribute to the Disabled Hate Crime conversation.

- Collectively review the self-evaluation process and ensure this is implemented at the end of every client engagement. Also continue to develop the monitoring and evaluation steering group to support the ongoing development and evaluation of the Hate Crime service. It would also be worth considering rolling it out to support evaluation of other services.
- For Real to encourage Tower Hamlet's website to signpost victims of Hate Crime to a range of support organisations, including Real when they have capacity to accept cases.

Ruils October 2019 – March 2020

(Richmond are 31st for DHC, 32nd for HC – Also discussed in the Local Authority HC report as they have a disproportionately low number of hate crimes for their population (0.75%) compared to the London average (1.36% (1.27% without Westminster)) without any investigation into how this was achieved)

Based in Richmond, Ruils supported children as well as adults which provided a unique perspective on the support required around Disability Hate Crime.

Due to the Covid-19 pandemic, the Ruils office was closed towards the end of March 2020. This meant we were unable to have the final Monitoring and Evaluation meeting at the end of March as scheduled which would have allowed us to discuss a number of the elements relating to the Hate Crime project.

Overall, the levels of reported crime in Richmond is one of the lowest across London with 63 offences per 1,000 persons across a rolling 12-month period to April 2020, with violence and sexual offences at 16 per 1,000.

Ruils have also been successful in raising Hate Crime in the community, particularly aimed at children. Here are edited summaries of discussions and meetings

- 20th November 2019: Hate Crime meeting with Amanda Winterburn; Emily John to discuss Hate Crime awareness workshops in schools.

Amanda used to be a nursery teacher, and now runs voluntary workshops on behalf of Ruils, which she developed with Cathy Maker the CEO.

Amanda runs about 12/14 sessions a month. This usually involves 2/3 sessions in a day, aimed at different age groups within a school. Depending on the age group there could be up to 70 children in a session. The sessions are around an hour or an hour and a half long.

Amanda has various age-appropriate materials to support her program.

Amanda thinks the workshop in its current form is fit for purpose- but would like Hate Crime to form part of its own partner workshop but would need to write the material. Writing the material is straightforward but training people to work with her would take time.

Part of the aims of this project was to collect information, experience and data to support funding applications which Ruils has been able to do.

In comparison with other secondments, Tam Preboye attended a number of external meetings in Richmond to talk about Disabled Hate Crime and raising awareness.

In summary:

Meeting Dates	Organisation
4 th November 2019	Richmond Hate Crime Forum
6 th January 2020	People Hive
8 th January 2020	RAID
6 th February 2020	Richmond Hate Crime Forum

Learning and Recommendations

- The definition of Disabled Hate Crime can also mean that victims are not aware that they have been subjected to this type of crime.

- Gap in knowledge of the criminal justice system. This could provide an opportunity for training on this subject and how it could apply to services supported by Ruils.
- The consensus that came from the meeting was that the Children's Services team would benefit from having a dedicated member of staff who works on Hate Crime cases, as they feel that there is currently no-one in their team who has the capacity to take on this kind of work.
- Ruils must keep updating its knowledge on Hate Crime and the Law. Ruils could add that responsibility to one of the existing advocates so that it is his/her responsibility to keep the team updated and make them aware of implications relating to Hate Crime.
- Collectively review the self-evaluation process and ensure this is implemented at the end of every client engagement. Also continue to develop the monitoring and evaluation steering group to support the on-going development and evaluation of the Hate Crime service. It would also be worth considering rolling it out to support evaluation of other services.
- Outreach with Young people developed the skill set of the seconded Hate Crime advocate.
- Was able to work with the Ignite Me Theatre Group who specialise in drama for Disabled people.

Action Disability Kensington and Chelsea (ADKC) – April 2020- September 2020

(Kensington and Chelsea are 30th for DHC, 23rd for HC)

This was a challenging secondment as we were in lockdown due to the Coronavirus pandemic and all meetings were on-line. Accessibility needed to be addressed for some of the team members as all individuals were beginning to start working with Zoom or Teams.

ADKC really embraced the project and many individuals in the organisation took part in the project and overall, extremely positive feedback.

The **Royal Borough of Kensington and Chelsea (RBKC)** is an Inner London borough with royal status. It is the smallest borough in London and the second smallest district in England; it is one of the most densely populated administrative regions in the United Kingdom.

At the 2011 census, the borough had a population of 158,649 who were 71% White, 10% Asian, 5% of multiple ethnic groups, 4% Black African and 3% Black Caribbean. Due to its high French population, it has long held the unofficial title of the 21st arrondissement of Paris.

Overall, the levels of reported crime in Kensington and Chelsea are one of the highest across London, behind Camden, Westminster, and City of London.

Learning and Recommendations

- The definition of Disabled Hate Crime can also mean that victims are not aware that they have been subjected to this type of crime.
- ADKC must keep updating its knowledge on Hate Crime and the Law. ADKC could add that responsibility to one of the existing advocates so that it is his/her responsibility to keep the team updated and make them aware of implications relating to Hate Crime.
- Be aware that Inclusion London could look to develop a training program that focusses on Hate Crime law. Refer to the Inclusion London website for up-to-date information and detail.
<https://www.inclusionlondon.org.uk/>
- All the documents sent to ADKC CEO on 13th October 2020 should be saved on a local drive so that all the staff members at ADKC have access.
- As part of the ongoing team meetings, make sure that time is allocated to discuss Hate Crime. There continues to be plenty of resources available with Inclusion London.

- External supervision on Disability Hate Crime is available through Inclusion London via the link below and should be used as a valuable resource. <https://www.inclusionlondon.org.uk/campaigns-and-policy/facts-and-information/hate-crime/support-for-ddpo-hate-crime-advocates/>
- Collectively review the self-evaluation process and ensure this is implemented at the end of every client engagement. Also continue to develop the monitoring and evaluation steering group to support the on-going development and evaluation of the Hate Crime service. It would also be worth considering rolling it out to support evaluation of other services.
- For this secondment, we were unable to fully evaluate a client following engagement with ADKC. However, the resources available to ADKC should enable the organisation to have a bank of information and resources.

Transport for All (TfA) – October 2020 – March 2021

Transport for All is a pan-impairment organisation, guided by the passionate belief that all Disabled and older people have the right to travel with freedom and independence. Our specialised services are unique; we are the only Disability group in the UK to exclusively focus on transport.

The main aims for Transport for All are:

- Inform, educate and challenge the transport network in private and public sectors to the needs of Disabled and older people and the inherent barriers that exist.
- Use the Equality Act to challenge the illegal barriers in society and fight for the rights Disabled and older people. Campaign for the transport sector to become increasingly increasingly accessible and fully usable for all.
- Educate and support and empower our members, and all Disabled and older people, to understand and challenge their legal rights when access is denied.

- Build a connected community of Disabled and older people so that they gain strength and knowledge from being part of a movement making change for all.

TfA was the first time a DDPO had a pan London remit, rather than working in a specific borough. It was also the first time we had worked in environment where the focus was on transport. In preparation for this secondment, Ruth Bashall the then CEO of Stay Safe East ran a short training course for MCIL and SSE on Disability Hate Crime on the London transport network. Ruth had previous experience in providing this training so was invaluable preparation.

Learning and Recommendations

- First time working with a pan London organisation which was a new development for the project.
- Though Transport for All were really keen on the project and its objectives, they failed to really engage and deliver on the service level expectations which was disappointing. Merton CIL realised that he should have taken a more active role in the monitoring and execution of this project.
- They did develop and include a page on their website around their ability to support victims of Disability Hate Crime.
- Disability Hate Crime is an ever-present threat in society so having dedicated support will be vital should TfA wish to continue offering this service. Therefore, suggest a funding plan put in place for a dedicated Caseworker, though funding for these types of roles can be a challenge. Merton CIL and Stay Safe East have experience in writing bids so can provide necessary support and advice.
- A dedicated Disability Hate Crime caseworker would provide the additional support and resource. There was an offer to support bid writing for such a post but due to TfA time constraints this was not considered.

Camden Disability Action (CDA) – April 2021 – September 2021

(Camden are 2nd for DHC, 6th for HC)

Camden Disability Action¹¹ is a user-led organisation which aims to promote the equality of Deaf and Disabled people living or working in Camden. It was set up by Deaf and Disabled people in May 2015 to remove barriers that prevent us having full choice and control over our lives.

As Camden Disability Action develops and secures funding, members will decide its activities, which could include:

- Provision of an advice and advocacy service to help Deaf and Disabled people to access services and resources necessary to participate in Camden life.
- Finding out what training and support Deaf and Disabled people need to participate in Camden life in the way we choose.
- Gathering and representing the views and interests of Deaf and Disabled people in Camden to local, London wide and national policy makers.
- Ensuring our membership reflects the diversity of the Disability community in Camden and that members exercise democratic control over all aspects of Camden Disability Action's work.

Due to Covid-19 the whole project was conducted either on the Zoom platform or telephone meetings and consultations.

Learning and Recommendations

- Became apparent from one of the clients that CDA were working with that the needs at first appeared to be to support a victim of Disability Hate Crime. However, the needs of the individual were multiple and complex, and it became clear that CDA did not have the experience and resources to meet all their needs.
- For future service design and funding bids to reflect the fact that Hate Crime cases have many strands and sensitivities to consider. This was borne out by a challenging case where the initial Hate Crime evolved into a much more complex case involving housing which CDA felt at the time they were not fully resourced to support. The definition of Disabled

¹¹ <https://camdendisabilityaction.org.uk/what-we-do/>

Hate Crime can also mean that victims are not aware that they have been subjected to this type of crime.

- However, it is clear from the experience of CDA with an active case that wider support is necessary and can be too much of a challenge for one active caseworker
- CDA will need to review their priorities and develop a funding plan to potentially support Disability Hate Crime. Merton CIL and Stay Safe East have experience in writing bids so can provide necessary support and advice.
- If CDA intend to provide a Disability Hate Crime service, they have to be clear with the client at the beginning of the engagement on the levels of service that can be provided. Otherwise, the multiple needs of the client can overwhelm the organisation.

BME Volunteers – November 2021- April 2022

(Greenwich Are 12th for DHC, 15th for HC)

BME Volunteers – November 2021- April 2022

(Greenwich Are 12th for DHC, 15th for HC)

BME Volunteers CIC is User-led organisation offering Holistic Health Support, Training, Advocacy and Research for and with racialised communities.

They advocate for Families and People living with visible or invisible disability and exclusion in London and Southeast England.

BME Hate Crime interventions and provisions have been developed from lived experiences. We began as a small group of SEND parents unable to access health services to meet the needs and wants of our children and families. Since then we have supported over 168 families to make GP appointments, access counselling, improve their health and wellbeing.

In 2018, we took part in a qualitative SEND research with Healthwatch Greenwich. This evidenced our equity challenges unveiling health inequalities that exist and how it intersects with hate crime and discrimination. It led to us taking the decision to formally register as community interest company in

2019. We believe that it is important to have a holistic family safeguarding intervention system which includes Hate Crime advocacy to build on our provisions to give support to people and families with children with special educational needs and disability living with hate crime. We support anyone living with mental health challenges. Our learnings suggest that in order to achieve person and setting centred wellbeing improvement, reduce inequality, impact Anti-African and Caribbean specific hate crime, and incidents, it is important to work with key decision makers, social workers as well as the family to educate the parents and stakeholders giving them tools to increase resilience, reduce inequality and improve social and racial inclusion, diversity and far more equitable equality.

The forming of our organisation has allowed for other services and networks to develop; service provider peer support groups, equality partnerships, professional training for trainers, ethnographic research consultations, Public Health England Covid Recovery Consultations, McKenzie Friend Programme, Hate Crime Partnerships, and others.

Interpersonal racism and religious hate crime has increased from 20.1% in 2018 to 24.6% in 2019 for Greenwich according GLA (CPS) data, we use this data because it is pre-covid. However, structural challenges for our community remain with regards to race equity which covid has extended, exacerbated, and raised awareness off.

Thank you to the DDPOs members of the London DDPO Hate Crime Partnership for their contributions to this report, including Merton Centre for Independent Living, Real Tower Hamlets and BME Volunteers in Greenwich.

About Inclusion London

Inclusion London's mission is to promote Deaf and Disabled people's equality and inclusion. We do this by supporting Deaf and Disabled People's Organisations to have a strong and influential collective voice and to deliver empowering and effective services to Deaf and Disabled Londoners. We are the only organisation run by and for Deaf and Disabled people working across every borough in London.

Further information

For more information about the Inclusion London Hate Crime Partnership Project, please contact

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<https://www.inclusionlondon.org.uk/services-and-support/our-projects/hate-crime-partnership/>

