

London Assembly Police and Crime Committee

Written submissions made to the committee's investigation into hate crime

001	David Wilkin, Lead Coordinator - Disability Hate Crime Network
002	Stop Hate UK
003	Centre for Hate Studies
004	Redbridge Equalities and Community Council
005	Campaign against Antisemitism
006	British Transport Police
007	Susan Hailes
008	Inclusion London
009	Merton Centre for Independent Living
010	Galop
011	Metropolitan Police

001 – David Wilkin, Lead Coordinator: Disability Hate Crime Network

I write representing the 3,600 members of our Network which discusses and provides support for victims of Disability Hate Crime (DHC) in the UK. I write in response to the Chair of your Committee and I write in the knowledge that DHC is the most underrepresented hate crime strand in the UK. I will begin with my background and respond to the queries in your letter, in turn.

I have been a victim of DHC and I am now a research criminologist working with the Centre for Hate Studies at the University of Leicester. I am the only researcher, globally, to have expertise in researching DHC on public transport. I have recently conducted research with 250+ participants to my study on this topic. DHC on public transport is preventing disabled people from using public transport and thus limiting their potential. I formerly was an employee of Transport for London for 31 years with roles throughout that organisation, including in senior management.

I, having been a victim, am passionate to raise awareness of DHC and to reduce it and its impact. I am also Lead Coordinator of the UK-wide Disability Hate Crime Network with over 3,600 members and I have a wealth of knowledge regarding DHC. My responses therefore, reflect those of our members. They will refer specifically to disability hate crime. DHC is a recognised strand of hate crime in the UK, but is almost completely overlooked.

What are the underlying reasons for change in the levels of recorded hate crime?

- Brexit has caused much tension in the community.
- Reporting has become more widely used but the response to reporting are poor and this causes little confidence in bothering to report hate offences.
- Resentment toward disabled people who may, or may not, be receiving enhanced levels of welfare benefits. This in a time of austerity.

What do Londoner's think the police's role in tackling hate crime should be?

- To believe complainants and to take their complaints seriously.
- To uphold the College of Policing (2014) guidance and treat complaints of hate crimes as hate crimes.
- Not to steer disabled victims toward care solutions but toward justice, which it is their right to have.

What are Londoner's experiences of different types of hate crimes?

- DHC is almost completely overlooked, despite both increased offending and reporting.

What are Londoner's experiences of police and criminal justice responses to hate crime?

- DHC is met with disbelief that a crime has been committed at all.
- DHC is met with an unwillingness to commit to processing as a DHC. The British Transport Police have done some good work in this area but other forces are reticent to move toward following best practice.
- Courts unwilling to uplift sentences for DHC even though the legislation exists. Recent research has shown that many judges are not even aware of the potential for uplift.

What are the barriers to reporting different types of hate crime?

- Non-accessible police stations.
- Poor training of police in terms of communications and understanding hate crime offences.
- Communications difficulties.

What challenges do third sector organisations and other statutory institutions face when supporting victims of hate crime?

- Poor information flows from government and regional agencies.
- Poor data from government and regional agencies.
- Inability to work with senior police officers in forming strategy

What more can the Mayor do to help reduce hate crime in London?

- Raise awareness of DHC.
- Use education more for young people of the effects of DHC.
- Train staff members in line with current equality legislation to recognise and reduce DHC.
- Train staff members of Transport for London in line with current equality legislation to recognise and reduce DHC.

002 – Stop Hate UK

I am the Director of London Services for Stop Hate UK. Stop Hate UK provides a 24 hour helpline in eight London boroughs and provides pan London services in relation to online Hate Crime with funding from MOPAC working alongside the MPS Online Hate Crime Hub. In addition I chair the Government's Independent Advisory Group which oversees delivery of the national Hate Crime Action Plan.

In the past twelve months I have delivered training to:

- Community Groups - primarily focused to being an upstander and setting up third party reporting centres
- Council staff (e.g. housing officers, Civil Enforcement Officers) - focused on what to do if they are the victim of or witness Hate Crimes and Hate incidents (how to handle it and how to report it)
- Front line police officers - 1,200 police officers trained on the community impact of Hate Crimes. Specifically the importance of effective handling, flagging and use of intelligence in relation to Hate Crimes and Incidents

On the specific issues raised:

Reasons for change in recorded hate crime

Given the level of under reporting it is impossible to give an exact answer. From our helpline we do know that Brexit has triggered an increase in racism and homophobia. Individuals talk to us about feeling unsafe "for the first time in their lives".

The statement by Sara Thornton the then head of the National Police Chiefs Council that sought to diminish the importance of Hate Crime will inevitably have had a negative impact on communities and the way front line officers handle incidents. It is regrettable that the MPS did not challenge the statement (which other forces did)

We need to move away from using the number of MPS recorded Hate Crimes as a performance measure. Measures of effectiveness should come from:

- Measures of reported Hate Crimes from trusted third party organisations. While this area is covered for LGBT Hate, Islamophobia and Anti-Semitism further work needs to be done to develop effective partnerships in regard to disability and race hate.
- Ability of Borough Commanders to explain annual variances in figures
- Percentage of Hate Crime victims who believe they have been treated with respect
- Percentage of Hate Crime victims who are repeat victims

Police role in tackling Hate Crime

Police are, without question, seen as the lead for tackling Hate Crimes and Hate Incidents.

Whilst there are examples of poor performance in general the MPS have shown themselves to be effective and committed in tackling Hate Crimes.

The key learning I would take from the training I've delivered to front line officers would be:

- Officers have forgotten key principles in handling and recording Hate Crimes - specifically the issue around the importance of victim perception
- Officers are in no way resistant to the key principles of handling Hate Crimes and are committed to providing good service to victims (when reminded)
- The issue of “flagging” or recording Hate Incidents is unclear and varies between boroughs.
- There is a disconnect between work on Hate Crime and work on safeguarding issues
- There is little difference between the approach of the police and the approach of communities

Moving forward, however, we need to bring in other key players - specifically council employees and contractors to ensure communities feel safe.

For example training of Civil Enforcement Officers (Traffic Wardens) highlighted:

- Traffic Wardens have accepted that racism and other forms of abuse are “part of the job”. Encouraging them to report such incidents is critical.
- Traffic Wardens were not aware of the impact they had in ignoring Hate Incidents they witnessed unconnected to their job.
- Traffic Wardens had no idea how to report incidents.

In reality all council employees and contractors have a part to play (from landlords of licensed premises to Social Workers) and ensuring the work fits with existing safeguarding structures means that significant progress can be made with limited cost.

Experience of different forms of Hate Crime

Police handling of different forms of Hate Crimes does vary. These variances are, in part, attributable to the confidence of officers in handling different victim groups.

To combat these issues I would strongly recommend joint training of police officers and community groups to develop better understanding.

When we developed the online Hate Crime initiative we trained volunteers (engaged in Counter Narrative work) alongside officers recruited to join the MPS Hate Crime Hub. The training sessions were effective - officers heard first hand from communities and the presence of police officers gave community members a sense that the issues were being taken seriously.

Barriers to reporting

Without question funding cuts have had an impact here. We know that if officers are visible and present then victims are more likely to report crimes. On every occasion I have attended community reassurance events with police officers there have been reports of Hate Crime.

To overcome barriers we need effective 24 hour reporting facilities to an organisation other than the police. This is of particular importance with regard to Disability Hate Crime. Victims of Hate Crime need an empathetic ear and time to process what has happened to them. A significant number of our calls last over two hours. There is no call handler nor any first on the scene officer with the capacity to commit that much time to a victim.

Criminal justice responses

The CPS in addition to the MPS and MOPAC have shown effective leadership in handling Hate Crimes. At times there have been problems/issues (including those created by funding cuts). Regrettably this has not been reflected by other criminal justice agencies.

London Probation Service created effective intervention programmes for Hate Crime offenders. This work ceased with the introduction of the CRC and there are no bespoke treatment programmes for offenders in the London area I am aware of. Given the rapid progression of Hate Crime offenders this is of real concern.

Knowledge of Hate Crime legislation and its application by the judiciary (including Magistrates) in London can best be described as patchy.

Challenges for third sector organisations

In comparison to work elsewhere in the country MOPAC are supportive of third sector organisations. Their evaluation methodology can be overly cumbersome and we could always use more funding but they do listen and they do want to work in partnership.

Role of the Mayor

Moral leadership is key and the current Mayor has shown this to real effect. His condemnation of the increase in Hate crime following the London Bridge attack was swift, clear and effective.

Going forward I would like to see greater praise for councils that are addressing the issues head on.

003 – Centre for Hate Studies

Who are the Centre for Hate Studies?

The Centre for Hate Studies – based in the Department of Criminology at the University of Leicester – conducts groundbreaking empirical studies and offers a wide range of professional development services which inform and improve responses to hate crime. The Centre’s activities are coordinated by Professor Neil Chakraborti and Dr Stevie-Jade Hardy and are based on two decades worth of pioneering research within the field of hate studies.

What is our evidence based on?

This written evidence draws on the findings from three major studies, which were commissioned by different funding bodies¹ but shared the common goals of seeking to uncover lived experiences of hate crime, to understand the physical and emotional harms suffered by victims and their families, and to identify ways of improving the quality of support offered to victims. The research participants within these studies came from a diverse range of backgrounds in terms of age, disability status, ethnicity, gender identity, religion, sexual orientation and socio-economic status, and included victims who had been targeted on the basis of having multiple identity characteristics and on multiple occasions. Through these studies we connected with more than 6,000 members of different communities, and heard from over 2,000 hate crime victims.

How big a problems are hate crime and hate speech and what form do they take?

Official data suggests that the police recorded 94,098 hate crimes in 2017-18, but this figure is widely recognised as being a considerable underestimate of the actual numbers of hate crime taking place within the UK (Home Office, 2018). Our research has highlighted that the vast majority of those affected by hate crime and hate speech do not report their experiences to the police or to any other relevant organisation, and that reporting rates vary depending on the strand of hate crime:

- One in ten victims of homophobic hate crime report their experiences
- Two in ten victims of racist hate crime report their experiences
- Two in ten victims of religiously-motivated hate crime report their experiences
- Three in ten victims of transphobic hate crime report their experiences

(Chakraborti *et al.*, 2014)

In our most recent study (Hardy and Chakraborti, 2017) we found that experiences of hate crime and hate speech are diverse in nature, and that victims encounter certain forms of hate frequently (see

¹ The Economic and Social Research Council, the Police and Crime Commissioner for Hertfordshire, and the Police and Crime Commissioner for the West Midlands.

Table 1). Participants within this study recalled numerous experiences of being “*verbally abused*”, being “*spat at*”, being “*pushed*”, “*kicked*” and “*punched*”, and having “*eggs*” thrown at their windows or their flower pots “*smashed*”.

Table 1: Forms and frequency of victimisation

Forms of victimisation	Percentage of participants who had experienced this form of victimisation	Percentage of victims who have experienced this form of victimisation repeatedly
Verbal abuse	98%	54%
Threatened or harassed in person	79%	36%
Threatened or harassed online	48%	46%
Deliberate damage to property	31%	28%
Physically attacked	41%	24%

(Hardy and Chakraborti, 2017)

Our research has also provided an insight into the locations in which hate crimes take place, including outside or near the victim's home, on public streets, in shops and supermarkets, schools, colleges and universities, places of work and on public transport. The location in which a hate crime takes place can heavily influence how the incident affects the victim and their family. In the more 'familiar' environments such as at work, in school or near the home, it is more likely that the victim will be acquainted with the perpetrator(s) and will, therefore, have to face them again.

How does experiencing hate crime and hate speech impact on individuals, communities and their values?

In the context of hate crime and hate speech the victim is being targeted because of who they are, because of the community that they are perceived to belong to or because of the way that they live their life. These characteristics make this form of victimisation inherently personal, which is why it can be so damaging to the well-being of victims. Within our research we have found that hate crime and hate speech acutely affects a victim's emotional well-being as demonstrated by the following quotations from our research participants:

It made me very nervous and self-conscious.

I developed PTSD, social anxiety, depression, suicidal ideation.

It [hate crime] really destroyed my life. I wanted to commit suicide. It was two years of hell.

It makes you feel like a lesser form of human being and makes you feel empty, angry, upset, confused, all of the above.

My family needs psychological support. My two sons are afraid to go outside.

It made me not feel safe at home ... I dreaded every day of my life, I just...you know, I didn't get any sleep.

As illustrated by these comments, the impact of hate crime can be long lasting and especially detrimental to an individual's self-esteem and confidence. For some victims, the emotional harms of hate crime had severely affected their quality of life, with individuals reporting feeling increasingly "mistrustful", "suspicious of others", that they had "lost friends", and "now avoid certain areas", are "afraid to go places" and "hardly ever go out on [their] own".

Within our research we have also found that there are certain groups of victims – including trans people, those with physical disabilities and/or learning difficulties and/or mental ill-health, and those who identify as Muslim – whose experiences of hate crime victimisation formed part of their day-to-day life. For these groups the impact of hate crime has, to some extent, been 'neutralised'. In part this can be seen as a coping strategy, whereby participants had come to accept that targeted hostility was an 'ordinary', 'routine' feature of their everyday life.

I more or less expect something to happen every day. I'm getting quite used to it, and you know I'm so used to the verbal abuse.

On a day-to-day basis we have comments passed, people giving us weird looks, saying something.

It made me think continuously that I need some sort of self-defence class so I know how to defend myself and protect my children...you start to think that something is going to happen

People shouting or spitting or throwing bottles from cars or, you know, stuff like that. But that stuff happens all the time.

Hate crimes are often described as 'message crimes' designed to intimidate not only the victim but also their family and even the broader community they are perceived to belong to. Through our research we have found instances in which a victim's family is also directly and indirectly victimised. In addition, we have identified that the harms of hate crime can, in some contexts, extend beyond the individual victim to create a sense of fear and apprehension amongst people with similar identity characteristics to the victim (see Paterson *et al.* 2018 for further evidence of the wider community impact). The wider community impact of hate crime is most apparent in religiously-motivated victimisation and within some of the smaller, more marginalised minority groups, including new and emerging, trans, homeless and English Roma communities. Our research shows that in the wake of terror attacks and other incidents seen to involve Muslims, the levels of hate crimes targeting Muslims typically increases (Allen, 2014). Not only is this seen to target Muslims communities per se but so too convey a 'message' of revenge (Allen, 2017).

A similarly understood means of communicating a 'message' to Muslims has begun to emerge in the past decade or so from typically isolated fringe elements within society. Typically emanating from the far and extreme right-wing, a number of groups and movements have begun to use speech in the public and political spaces that might be understood to be able to garner hate. In its broadest, one might consider a British National Party (BNP) campaign titled "Islam out of Britain" or marches by Britain First against the "Islamification" of Britain. While these are neither hate crimes nor hate speech per se, our research shows that such activities and 'messages' have disproportionate impacts that have the potential to cause significant harm among communities not least that those being targeted do not belong.

In summary, the emotional harms caused by hate crime and hate speech can cause the victim, their families and wider communities to change their daily routine including avoid certain social spaces (such as shopping outlets, town centres, public transport and places of leisure) and situations. The

impact of limiting engagement with people who are perceived to belong to different communities or to pose some sort of threat is likely to affect social cohesion by cementing divisions within society.

What are the issues with current responses to hate crime?

Although hate crime has received increased levels of strategic prioritisation, and numerous policing manuals, guidance documents and strategies, hate crime victims are less likely to be satisfied with the police response both in terms of fairness and effectiveness of the service provided when compared to victims of non-hate motivated crimes. Based on combined 2015/16 to 2017/18 surveys, just 51 per cent of hate crime victims within England and Wales were found to be very or fairly satisfied with the handling of their case, compared to 69 per cent of general crime victims (Home Office, 2018). Following a recent inspection of how the police in England and Wales investigate hate crime, Her Majesty's Inspectorate of Constabularies and Fire and Rescue Service (HMICFRS, 2018: 6-14) concluded that 'progress has been too slow', with victims often encountering 'an inconsistent response from control room staff', and that there were 'problems with the accuracy' of data with 'most forces doing too little to put this right'. Of particular concern was the finding that robust risk assessments were not widely used, and that risk management plans were rarely developed or followed, despite hate crime victims being at an increased risk of repeat victimisation (HMICFRS, 2018; Home Office, 2018).

In this respect, it is unsurprising that there has been a decline both in referrals from the police to the Crown Prosecution Service and in successful hate crime prosecutions (CPS, 2018). While the UK has one of the strongest legislative frameworks for responding to hate crimes, the number of convictions remains stubbornly low despite an increase in police recorded hate crime (CPS, 2018). A series of Criminal Justice Joint Inspection (CJJI, 2013; 2015; 2018) reports have highlighted particular failings within the context of disability hate crime, attributing low conviction levels to inadequate investigation and collection of evidence by the police service, to a poor understanding of disability and of existing policy definitions of hate crime, and to a disregard of victim needs and their rights to reasonable adjustments. Indeed, a significant number (28 per cent) of non-convictions are as a result of victim disengagement with the process, emphasising the importance of victims receiving effective and meaningful support throughout the criminal justice process (CPS, 2018).

Both the HMICFRS and CCJI reports highlight issues with the support provided to hate crime victims in terms of inconsistent referral processes and compliance with the Victims' Code of Practice (HMICFRS, 2018; CCJI, 2018). In the recent cross-government Victim Strategy (2018), which sets out a framework for dealing with victims through the criminal justice system, it was noted that current practices fall short of expected standards, particularly in the coordination of support services, information sharing and the promptness of the support offered to facilitate effective recovery (HM Government, 2018). Non-compliance with the Victims Code can be reported to the police or to the Crown Prosecution Service, but it is not legally enforceable. There is limited evidence to suggest that violations of the Victims Code are reported, and this is likely to be explained through a lack of awareness of victims' rights and entitlements within the general public, especially within marginalised and disempowered communities (Waxman, 2019; The Independent, 2018). Despite well-intentioned measures being implemented, hate crime victims continue to encounter a defective service with insensitive responses from frontline professionals, long periods with limited updates, short notices of court appearances and a lack of choice in terms of an alternative outcome as opposed to a punitive approach (Walters and Brown, 2016; Wedlock and Tapley, 2016).

Are there projects that help individuals to support their emotional, mental health and practical needs when they are targeted online and offline?

On a national-level there are a number of third-sector organisations who offer support to those affected by different strands of hate crime, including the Community Safety Trust, Galop, Mermaids, Stop Hate UK and Tell MAMA. On a local-level Police and Crime Commissioners have been responsible for providing and/or commissioning support services for people affected by all forms of crimes since 2014. However, there is a dearth of research evidence on whether existing support services at both the national- and local-level are meeting the needs of hate crime victims. In recognition of this knowledge gap, the Centre for Hate Studies has been commissioned by the Derbyshire Police and Crime Commissioner to evaluate the effectiveness of the hate crime victim support services delivered by different organisations within the local area. The findings from this evaluation will be available in early 2019.

In addition, our research has highlighted that many victims suffer in silence as they are often not aware that support services exist or are fearful that their experiences will not be taken seriously. When hate crime victims are asked to consider what features of a support service would be most important to them, the most important features are being able to access support quickly, being treated with kindness and compassion, and being able to access support from a trained professional (see Table 2).

Table 2: Expectations of support services

Characteristics of a support service	Percentage of participants
Being able to access support quickly	79%
Being treated with kindness and compassion	70%
Accessing support from a trained professional	56%
Being able to access practical support (e.g. safety advice, personal safety equipment)	54%
Having a service with flexible opening times	51%
Being able to access emotional support face to face	47%
Being able to access support in a safe place	47%
Being able to access support at home	45%
Being made aware of local support groups	45%
Being able to access emotional support on the phone	31%

(Hardy and Chakraborti, 2017)

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PRESIDENT: THE WORSHIPFUL THE MAYOR OF REDBRIDGE

RESPONSE TO CALL FOR EVIDENCE ON HATE CRIME IN LONDON

TO: Police Crime Committee, Scrutiny and Investigations team

In response to the letter from Unesh Desai AM, Chair of the Police and Crime Committee, dated 7 May 2019

Our experience is in providing a advice, advocacy and support service for victims of hate crime and in building a community response together with our sister organisations in Barking & Dagenham, Newham, Waltham Forest, Enfield and Havering in the Community Against Hate Crime project. We are not finding that our clients are feeling that things are getting better generally with regards to the police. Particularly the downgrading of many things as aggravated and not motivated meaning that investigations are being carried out by the response teams or the safer neighbourhood teams rather than Safeguarding officers or CSU (depending what the team is called in the different borough commands).

We do find that engagement by organisations like ourselves increases the responsiveness of the police, council, housing associations though certainly we have no magic wand, but scrutiny certainly can get things done which would not otherwise get done.

Clients with learning difficulties, mental health problems are often not taken seriously – whether or not their problems are related to disability hate crime or other kinds of hate crime.

We think that the community initiatives funded by MOPAC including our own are extremely important but that there is a problem of CONTINUITY. Our projects take time to develop and have an impact. Links need to be forged within communities and with the various agencies that have a duty of care regarding hate crime. Perpetually seeking funding is a diversion from delivery.

We are worried by the public views of senior police officers such as Sarah Thornton on hate crime backed up by Cressida Dick indicate a downgrading of the importance of hate crime. We hope that the Mayor's Office will do its utmost to resist this.

In our borough we have seen the whittling away of multi-agency bodies dedicated to addressing hate crime.

The importance of the third sector is manifold but for us a key issue is the necessity of a community response because of the nature of hate crime being driven by underlying prejudices which, sadly, are very common. And also the essential need for advice and advocacy. Why?

- A hate attack on one is an attack on a whole section of the community and can engender fear across that group.
- The perpetrator thinks (s)he can get away with it because 'no-one wants them here in our community', so perpetrators will act with impunity
- Conversely the victim feels isolated in a sea of prejudice
- Common prejudices infect institutions. So people distrust the authorities or don't believe they will do anything
- People new to the country, people with learning difficulties, autism, mental health, visual or audio impairment are less likely to be taken seriously or given the support to get the matter dealt with without advocacy.

So we have to develop strategies to get people in the community to support the victims and isolate the perpetrators rather than the other way around. These ideas inform our approach and are no doubt central to many of the 3rd sector work on hate crime and ought to compliment enforcement.

Turning to some of the specific questions:

Underlying reasons for the change in levels of recorded hate crime? Very difficult to untangle changes on the ground and changes in reporting and recording practices. In relation to race and religion, the whole atmosphere around Brexit engenders division. Responses to terrorist incidences. In relation to LGBT and disability increases, where they are recorded, are more likely to be due to a greater likelihood to report which has been worked on hard by the relevant organisations.

Police's role in tackling hate crime. People we see want, by and large, a robust approach where perpetrators are convicted, or evicted or threatened with these so that the perpetrators are stop this behaviour. Some people want more visible policing. Others don't especially if they feel the police are supportive of the other party which happens in many of our cases. Security measures, provision of CCTV often asked for.

Different kinds of hate crime. There is a greater recognition both in attitudes of the police and the legislation itself of race and religion as compared to homophobia and disability hate crime. But this does not mean the police attitudes on race and religion are necessarily OK. Roma, Gypsies and Travellers certainly do not feel that the police are on their side so less likely to expect the police to address anti-Gypsy hate crime.

Londoners experience of the police and criminal justice.... Often disappointed because for one reason or another the police say they can't do anything. 'Not enough evidence' but the police need to be pro-active in looking for evidence rather than throwing it back to the victim's responsibility. More often now police suggest injunctions again putting the ball in the victim's court. Also very disappointed by the Complaints procedures in relation to the police. Police investigating the police, local resolution – all feels like a stitch up.

Barriers to reporting

- Don't know it is a crime
- Don't know who to turn to
- Fear of reprisals
- Fear of the authorities who they are looking for support from – e.g. immigration status
- Distrust of the authorities – a history of police persecution, e.g. with regards to homosexuality which was a crime or conflicts with the Black community, GRT
- Institutional prejudice or concern that there might be.
- Extra distrust from refugees and asylum seekers whose experience of the police will be wholly negative in the countries that they have fled
- Lack of evidence
- Not believed
- Communications – language and other issues

Challenges third sector face..... Building Trust. Having no powers (stat organisations different in this regard), large case load leading to a less good service or a delayed response where we know an immediate response is required.

What more from the Mayor... Providing continuity of funding for these initiatives. Raising the public profile of hate crime and ensuring people know what it is and how to report it. More sharing of data so that 3rd sector organisations can focus more effectively.



31st May 2019

Police and Crime Committee, Scrutiny and Investigations team
London Assembly, City Hall
The Queens Walk
London SE1 2AA

Dear Committee,

Please find below the submission from Campaign Against Antisemitism to the London Assembly Police and Crime Committee's investigation into hate crime in London.

Q1: What are the underlying reasons for the change in levels of recorded hate crime?

The factors that have driven the rise in antisemitic incidents and crimes around the country apply in equal measure to the capital.

An extended period of economic hardship and political instability has fuelled the instinct that exists in certain sections of society to seek scapegoats and reasons beyond the obvious to explain perceived injustices. Consequently, ancient antisemitic conspiracy theories about Jewish money, disloyalty and power that had largely been driven underground since the end of the Second World War have been reinvigorated and brought back into the daylight.

This has been further exacerbated by the polarisation of politics in the UK and across Europe, resulting in the mainstreaming of the ideologies of the far right and the radical left, both of which are heavily contaminated by antisemitic thought. Both movements have made extensive use of social media to communicate their ideas to a large and often receptive audience. In particular, the failure of the Labour Party to stem the tide of discrimination by many of its officials and members towards Jews is increasingly giving legitimacy to antisemitic discourse, in the eyes of those who are inclined to have negative feelings about Jewish people. The Party's open hostility towards the state of Israel, its

rejection of the right of the Jewish people to self-determination, and the holding of British Jews to account for events (both true and fabricated) in the Middle East have all helped to render Jews targets for those who are inclined to relocate their expressions of hatred from the Internet to the physical world.

Additionally, Islamist antisemitism is encouraged by the Labour Party's extreme antiZionist stance. This has been further fuelled by the free rein that, until this year, has been given to extremists to march through London annually under the banner of Hizballah, a genocidal, antisemitic organisation that seeks the eradication of Jews worldwide.

Finally, the repeated refusal of the Crown Prosecution Service to prosecute hate speech committed online, including the same kind of language that has preceded atrocities recently committed in the USA and New Zealand has removed a crucial deterrent, and has rendered impotent the last line of defence for the Jewish community. This has led to the situation where Campaign Against Antisemitism has been forced to resort to private prosecutions and judicial reviews in order to obtain justice for the Jewish community.

In summary, the ongoing rise in antisemitic hate crime is underpinned by the feeling of impunity that has been given to antisemites through the increasing normalisation of antisemitic discourse in politics, the ubiquity of the Internet and the failure of social media companies to deal adequately with hate speech on their platforms, and the refusal of the CPS to prosecute even the most virulent antisemitic hate-speech perpetrated online.

Q2: What do Londoners think the police's role in tackling hate crime should be?

Antisemitism is corrosive and has a toxic effect on all of society, not just its Jewish members. Democratic, liberal values are always undermined when antisemitism is prevalent. A zero-tolerance approach to the enforcement of existing laws designed to protect minorities is essential.

Q3: What are Londoners' experiences of different types of hate crime?

Antisemitic hate crime tends to manifest itself in one of four ways.

1. Verbal or physical assaults on those who are easily identifiable as Jewish, such as members of the Haredi communities of North London.
2. The defacing of Jewish communal buildings with antisemitic graffiti of the far right, the radical left and Islamist extremists. The most common are Nazi or white nationalist symbols such as the swastika or its derivations, and comments holding British Jews responsible for events in the Middle East.

3. Grossly offensive hate speech perpetrated at public rallies and events held in support of the Palestinian people by organisations that have been formed or infiltrated by antisemites;
4. Grossly offensive hate speech perpetrated online that may stray into the realm of incitement to racial/religious hatred.

Q4: What are Londoners' experiences of the police and criminal justice response to hate crime?

Jewish Londoners are largely pessimistic about the prospects of a successful outcome when reporting antisemitic hate crime. Consequently, many no longer bother to do it. The sense of futility is driven by the perception of the need to overcome insurmountable hurdles when dealing with the police and the CPS.

Antisemitism is a highly complex form of hatred that is unique in the way it manifests itself. It relies heavily on coded language, conspiracy theories and libels, some of which have been in use for almost two thousand years. It can appear impenetrable to an overworked front line officer. Consequently, cases that are less straightforward than a physical assault may be deprioritised, or even dropped without a proper investigation.

The failure of the Crown Prosecution Service to take seriously antisemitic hate speech carried out both online and in public has already been addressed above.

These two factors combined have resulted in Jewish Londoners losing confidence in the ability, or even the will of the criminal justice system to provide it with adequate protection against antisemitic hate crime.

Q5: What are the barriers to reporting different types of hate crime? The loss of confidence in the criminal justice system by Jewish Londoners has been addressed in the response to question 4. In addition to this, hate crime against the Haredi Jews of North London frequently goes unreported. In part, this is due to the fact that the Haredi community tends to be wary of external agencies. Its strict religious observance can also prevent antisemitic hate crime from being reported in a timely manner.

Q6: What challenges do third sector organisations and other statutory institutions face when supporting victims of hate crime?

Frequently, the biggest challenge is persuading victims and witnesses to report incidents to the police. The reluctance to do so can be fuelled by the sense of futility discussed in the response to question 4, the suspicion of outside agencies addressed in the response to question 5, or the misguided fear of making matters worse by reporting.

Q7: What more do you think the Mayor can do to help reduce hate crime in London?

Antisemitism is an ancient, complex and often confusing hatred. In particular, the way in which it has mutated since the Holocaust, shifting its focus from Jews to the world's only Jewish state, and toxifying legitimate debate about Israel and the Palestinians can make it inordinately difficult to navigate. It is therefore vital that agencies tasked with dealing with hate crime are provided with in-depth training in how antisemitism functions in the modern world. Organisations such as Campaign Against Antisemitism should be called on to provide education of this nature.



**BRITISH
TRANSPORT
POLICE**

London Assembly

Police and Crime Committee

PCC Investigation into Hate Crime

Submission by British Transport Police

31 May 2019

This paper has been submitted to inform the Police and Crime Committee's investigation into hate crime in London. The response is based on the following questions outlined within the request for evidence:

- What are the underlying reasons for the change in levels of recorded hate crime?
- What do Londoners think the police's role in tackling hate crime should be?
- What are Londoners' experiences of different types of hate crime?
- What are Londoners' experiences of the police and criminal justice response to hate crime?
- What are the barriers to reporting different types of hate crime?
- What challenges do third sector organisations and other statutory institutions face when supporting victims of hate crime?
- What more do you think the Mayor can do to help reduce hate crime in London?

1. INTRODUCTION TO BTP

1.1. British Transport Police (BTP) provides a national specialist railway policing service to passengers and rail operators across England, Scotland and Wales. BTP has four Divisions:

- **A Division** - retains overall command of our activity and houses central departments and functions, including responsibility for resources such as Specialist Operations, Forensics, Intelligence, Public Protection and major investigations.
- **B Division** – is responsible for policing the railways and related infrastructure for London and the South East of England. The jurisdiction of B Division accounts for the majority of passenger journeys in Britain across East Anglia, the south coast and the capital, including London Underground, Docklands Light Railway, Croydon Tramlink, and the Emirates AirLine.
- **C Division** – is responsible for policing the railways and related infrastructure for the Pennine, Midlands, South West and Wales subdivisions. This includes the policing of major transport hubs such as Birmingham, Leeds and Manchester.
- **D Division** – is responsible for policing the railways and related infrastructure within Scotland, working under Scottish law and legislation that requires dedicated officers to police their railways.

1.2. Additionally, for the policing of London, B Division has access to specialist resources that provide support to deal with crime on rail transport in London. These include:

- Counter Terrorism Support Unit, taking the lead on CT issues and support B Division with a visible armed capability
- Specialist Response Unit, providing quick time response and assessment of suspect items/devices which can help minimise disruption to the network
- Crime reduction advisors who assist industry and other commercial bodies with protecting their assets on rail premises from crime and theft
- A Major Investigation Team, assisting divisions with more complex crimes and offences
- Scientific Support Unit, providing services around forensic submissions and crime scene management
- Emergency Response Units crewed by police officers and TfL/rail staff to help with disruption incidents, such as fatalities.

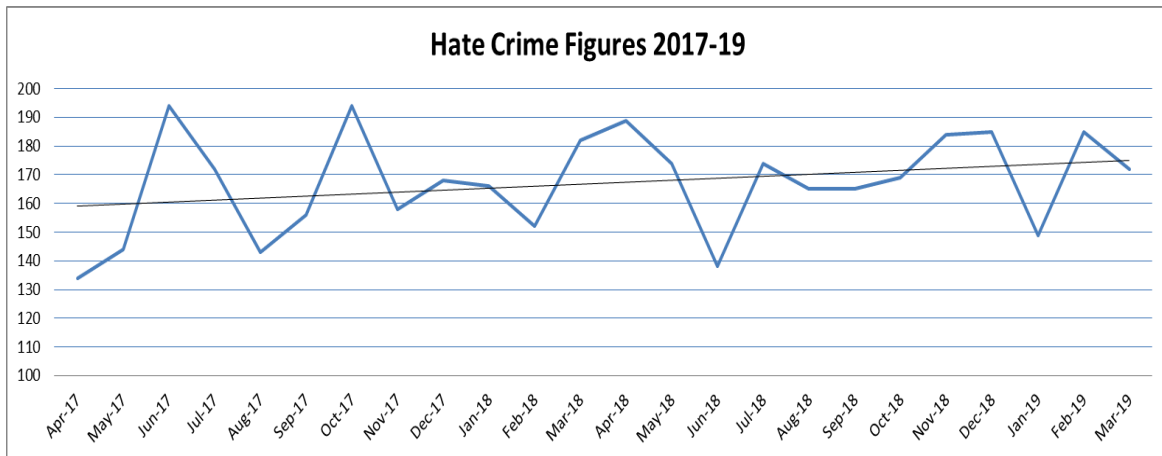
2. HATE CRIME OVERVIEW

2.1. The railway network is a very safe environment and the chance of becoming a victim of hate crime on the railway remains very low. There are 1.09 hate crimes recorded by BTP for every million passenger journeys made. In London, BTP recorded 2,064 offences in 2018-19, an increase of 101 offences on the previous year.

2.2. Railway staff account for 28% of all hate crime victims in 2018-19, with these offences usually taking place at station ticket barriers. This is a decrease in overall proportions seen in previous years, when rail staff victims accounted for up to 32% of offences.

2.3. Over 50% of hate crime incidents are reported on London Underground trains, with many offences taking on the train between stations, with the remaining crimes on other London lines (DLR, London Overground, and National Rail services). The top five London locations are Victoria, Stratford, Euston, Liverpool Street and London Bridge. These have all remained consistent over the last few years and are major London hubs with multiple lines of route and high passenger footfall.

- 2.4. As can be seen from the trend graph below, hate crime figures over the past two years have fluctuated between 130 - 195 offences per month across London, with a slight upward trajectory recorded over time.

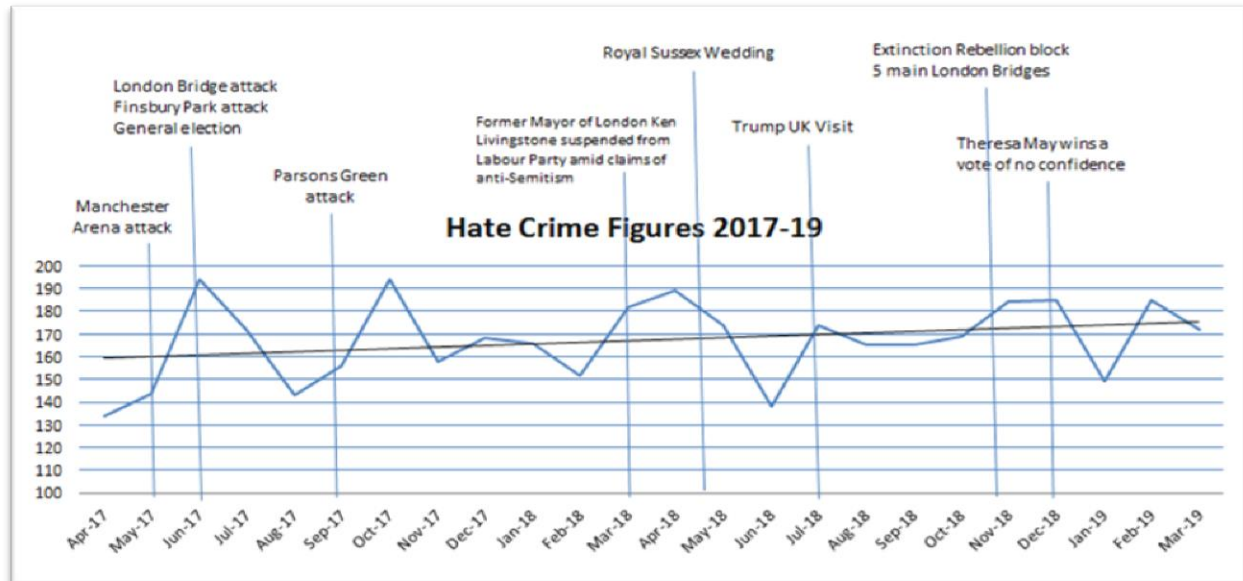


- 2.5. At a strategic level, defining and coordinating BTP's response to Hate Crime sits within the Crime & Public Protection Command (C&PP). The C&PP Command are responsible for the Force's Public Protection Improvement Plan of which Hate Crime is a key strand and has its own subsidiary action plan. These two documents lead the drive for a focused and robust response from both BTP and our key partners.
- 2.6. To inform and guide our strategy and response BTP also have a Hate Crime Scrutiny Panel and Independent Advisory Groups which cover each Division. These groups act as critical friends to advise on our response, proposed activity including communications, and to hold us to account in relation to performance.

3. WHAT ARE THE UNDERLYING REASONS FOR THE CHANGE IN LEVELS OF RECORDED HATE CRIME?

- 3.1. BTP's National Threat Assessment 2017/18 identified hate crime as a threat and as such was subject to a 'threat, risk and harm' assessment and subsequently embedded within the Force's Control Strategy for the year ahead. This assessment identified potential threats to the Force including increases in crime as a direct result of political events such as Brexit, terrorist attacks and a subsequent shift in the victim demographic as a result. Increases in the severity of crime represent a further threat.

- 3.2. The below graph shows some of the key events and incidents that have taken place during this timeframe. It can clearly be seen that peaks in hate crime take place soon after major events have occurred, indicating that they have a significant impact on the levels of reported crimes. This could be due to a number of factors such as heightened public awareness, greater community tensions or more willingness to report.



- 3.3. Based on correlational evidence, there are certain events that coincide with increases in hate crimes across BTP network. Of note, there was a significant surge in hate crimes following the murder of Jo Cox MP, the EU Referendum and the airport attacks in Turkey. Smaller spikes in hate crime were also apparent following the highly publicised events of the North Greenwich attack, the Manchester Arena attack, the Parsons Green attack, the Oxford Street false alarm, the initial Novichok attack in Salisbury and the World Cup.

4. WHAT DO LONDONERS' THINK THE POLICE'S ROLE IN TACKLING HATE CRIME SHOULD BE?

- 4.1. BTP do not conduct specific surveys in relation to Hate Crime, however we utilise demographic data from a Victim of Crime survey, National Rail Passenger Surveys, Rail Staff Surveys and Public Consultations to better understand the views of BTP's diverse communities. . The

results of these surveys inform Force action plans to improve our service delivery and address those aspects of our response and engagement which are highlighted.

4.2. BTP conducted a public consultation survey, via online and paper forms in 2018. One of the questions the public were asked to respond to was what they think BTP's top three policing priorities should be for the forthcoming year. Overall, 55 respondents from a total of 2,418 stated hate crime should be a policing priority for BTP during the next twelve months.

4.3. This shows that 2.3% of respondents deemed hate crime a priority for BTP and of those 2,418 respondents, 0.5% chose it to be a top priority for them.

5. WHAT ARE LONDONERS' EXPERIENCES OF DIFFERENT TYPES OF HATE CRIME?

5.1. BTP have five main flags for hate crime - racial, faith, sexual orientation, transphobic and disability. As can be seen from the table below, the largest proportion of BTP offences are race related, accounting for 80% of the total in 2018-19. This is followed by sexual orientation (14%) and faith offences (12%). Over 50% of faith offences are Anti-Muslim related. Disability and transphobic offences make up only 3% of the overall total. All of these categories recorded an increase in 2018-19, except transphobic offences which saw a very slight reduction¹.

Hate crime flags	2017/2018	2018/2019	-/+	%
Racial	1,618	1,651	33	2%
Faith	200	243	43	18%
Sexual Orientation	244	294	50	17%
Transphobic	19	17	-2	-11%
Disability	29	34	5	15%

¹ It should be noted that Hate Crime occurrences can be flagged with more than one type of Hate crime flag e.g. a crime occurrence can be flagged as both racial and faith.

- 5.2. Specific analysis has been undertaken in relation to race related hate crimes between April 2017 and March 2018 in response to a similar enquiry. Of the 2,685 relevant reports that formed the base for this analysis we can provide the following breakdown of self-defined ethnicity of the victim:

Self-defined ethnicity of victim	Race Hate Crimes
Asian - Indian	69
Asian – Pakistani	42
Asian – Bangladeshi	23
Any other Asian background	54
Black Caribbean	59
Black African	96
Any other Black background	45
White & Black Caribbean	16
White & Black African	7
White & Asian	2
Any other mixed background	24
Not stated	442
Chinese	21
Any other ethnic group	11
White British	127
White Irish	4
Any other white background	76
Not recorded	1023

- 5.3. For rail staff victims, over 90% of offences are race related in comparison to 78% for members of the public. Sexual orientation accounts for 7%, followed by faith at 5% for rail staff with no transphobic or disability related crimes recorded.
- 5.4. In terms of the top crime types for hate crime, causing, harassment, alarm or distress and common assault make up the majority of offences at 38%, 15% and 12%, respectively.

- 5.5. Overall solved rates for hate crime offences in London are 21%, slightly below the Forcewide level of 24% in 2018-19. This is similarly seen across all five types of hate crime category with race related offences at 19%.

6. WHAT ARE LONDONERS' EXPERIENCES OF THE POLICE AND CRIMINAL JUSTICE RESPONSE TO HATE CRIME?

- 6.1. On a monthly basis BTP carry out a Victim of Crime (VOC) survey. This surveys victims of selected crime types i.e. Theft, Vehicle, Violence and Hate crime, to assess their levels of satisfaction with different aspects of policing. Below are the results of the survey for the period April 2018 - March 2019. *(Please note that the results are not London specific but cover all of the UK).*
- 6.2. During the 2018-19 year 81% of hate crime victims were satisfied with the level of service provided by BTP. This is higher than the 73% recorded for overall victim satisfaction and also above individual crime categories of vehicle (65%) and theft (69%).

Hate Crime Victim Satisfaction Figures 2018-19	Last 12 months
Satisfied	160
Respondents	198
%	81%

- 6.3. When victims were asked specifically about BTP Officer/Staff attitudes and behaviours, almost 92% were satisfied with how they were dealt with. Again this is much higher than other crime categories and overall results recorded.

<i>Thinking about their (BTP) attitude & behaviour: Are you satisfied, dissatisfied or neither with the way you were treated by BTP officers and staff who dealt with you?</i>	Last 12 months	%
Dissatisfied	11	5.6%
Neither Satisfied nor Dissatisfied	5	2.5%
Satisfied	182	91.9%
Total	198	-

6.4. When further asked why they felt satisfied with the service provided by BTP, a number of key themes emerged from victims comments. Effective investigations and results, supportive staff and regular updates were listed. At the opposite end of the scale, lack of updates, unsupportive police Officer/Staff and lack of investigation were the three main themes as to why victims were dissatisfied with BTP's service.

7. WHAT ARE THE BARRIERS TO REPORTING DIFFERENT TYPES OF HATE CRIME?

7.1. BTP cannot be contacted directly via 999 or 101 calls however, they are re-routed from the relevant HO Force into our First Contact Centre. Outside of this, BTP has a variety of means of contact including its own dedicated non-emergency phone line for public callers, a text message reporting service (61016) and a dedicated email address for both reporting and general correspondence. The Force also has a number of Twitter accounts which see reports being made which are treated as any other report by the FCC. For 2017/18, BTP received 41,851 emergency calls (98% answer rate), 310,846 non-emergency calls (85% answer rate), 78,004 email contacts (100% response rate), 57,562 text reports (100% response rate), 18,256 CAD Transfers (100%) and 427 incidents reported via Twitter (100%). *Please note that these are for all forms of incidents rather than being specific to hate crime.*

7.2. These reporting channels are regularly advertised across the network through a variety of campaigns aimed at encouraging reporting. In order to tackle hate crime, BTP continue to advertise the **#WeStandTogether** campaign to raise awareness and encourage reporting. As

part of this campaign BTP regularly undertake a combination of days and weeks of action across our jurisdiction utilising both online platforms and officer and volunteer deployments at stations to engage with members of the public.

- 7.3. BTP also has an independent scrutiny panel for Hate Crime consisting of internal and external stakeholders from relevant professional fields. The panels hold the Force to account through regular reviews of our compliance with policy and procedures and random dip sampling of BTP's response from point of report to disposal. Members of these panels also advise on engagement with victims and communities. Their findings and recommendations are recorded within the action plans and feed into the overarching Public Protection Improvement Plan.
- 7.4. A similar function based on thematic topics is conducted by the Independent Advisory Groups (IAGs) which are set up across England, Wales and Scotland. These groups enable us to engage with communities and develop our plans and operational activities by acting as critical friends. They ensure our activity considers the impact on all our communities through the scrutiny of and contribution to our local and national policing plans. These groups also advise on how our actions, activities and campaigns are interpreted by members of the public.
- 7.5. From the Victim of Crime survey, 91% of hate crime victims stated they were satisfied with how easy it was to make contact someone within BTP who could help them during the investigation.

Are you satisfied, dissatisfied or neither with how easy it was to contact someone who could assist you?	Last 12 months	%
Dissatisfied	6	5%
Neither Satisfied nor Dissatisfied	5	4%
Satisfied	108	91%

- 7.6. Through BTP's National Strategic Assessment 2019/20 and the Force's Public Protection Improvement Plan, it is acknowledged that there is widespread underreporting of Hate Crime. As a result, under the Public Protection Improvement Plan, there is a subsidiary Hate Crime action plan aimed at increasing confidence and reporting of Hate Crime through the continued

use of our **#WeStandTogether** campaign, and engagement with our stakeholders to help inform our future approach.

8. WHAT CHALLENGES DO THIRD SECTOR ORGANISATIONS AND OTHER STATUTORY INSTITUTIONS FACE WHEN SUPPORTING VICTIMS OF HATE CRIME?

- 8.1. Since 2015/16, the charged/summonsed proportion for crimes has been on a downward trend, from 28% (624) in 2015/16 to 21% (524) during 2016/17. A key area of concern for BTP is the possibility that this declined is related to the disengagement of victims at the point of reporting, or during the investigation. Victim disengagement has risen from a proportion of 21% (457) in 2015/16 to 22% (539) in 2016/17, based on the last in-depth assessment of Hate Crime within BTP.
- 8.2. Under BTP's Public Protection Improvement Plan victim disengagement research is undertaken for sexual offences to establish key drivers and what can be done to address any specific challenges.

9. WHAT MORE DO YOU THINK THE MAYOR CAN DO TO HELP REDUCE HATE CRIME IN LONDON?

- 9.1 While there has been an increase in all recorded hate crime, we know that hate crime is still significantly under-reported. It is clear that there must be a greater awareness of hate crime, among victims, with a need to ensure that the wider public understands what hate crime is, how to report it and how to access support and assistance.
- 9.2 The Mayor may consider whether more multiagency hate crime awareness campaigns and events e.g. regular multiagency weeks of action with coordinated media and press activity as well as physical deployments could be achieved. This could include opportunities to publicise successful outcomes, using appropriate and targeted means of communication, to help build confidence within communities about the police response, such as the high rate of sanction detections compared to other crimes.
- 9.3 Consideration could also be given to the commissioning of research into causes of victim disengagement to inform policing improvement plans. Although BTP plans to undertake further research on this, a wider study involving other policing bodies and stakeholders could provide more rigour and maximise the potential for tangible outcomes. Similarly, the

commissioning and sponsorship of pan London hate crime offender profiling, to inform the content and focus of future prevention and deterrence approaches may be considered to be of benefit.

- 9.4 The production of an agreed, multiagency reassurance protocol for proactively responding to national and international incidents, which may cause an increase in hate crimes or feed community tensions, would also be recommended.
- 9.5 BTP would be very keen to work with the Mayor in relation to tackling football-related hate crime on the railway network and agree how the Police and Crime Committee may wish to engage with BTP's existing national project in relation to policing of football.

007 - Susan Hailes

I am the LGBT Hate Crime Worker for METRO Charity covering (currently) the south east London region predominantly. I work part-time (3 days a week) and have been employed in this position since January 2018. Prior to this I was a police officer for almost 9 years working in Lewisham, first as a response team officer for 6 and a half years, then as the partnership officer and throughout I volunteered my spare time to be LGBT Liaison Officer for Lewisham Police. I was also the chair of Lewisham LGBT Forum from its inception in 2016 to November 2018 and I still remain involved on the committee. I would say this gives me quite a good perception from both sides of the realities of hate crime reporting – or lack of, and the reasons behind this.

Personally I haven't seen any effective action being taken on hate crime related to the majority of hate crime strands unless they come quite heavily under the preventing terrorism/Prevent funding criteria. The perceived hierarchy of hate still feels like religious hate crime and racist hate crime sits at the top due to the funding thrown at certain elements of that and the legal processes that support higher sentences and prosecutions. There doesn't seem to be any specific support for most of the other strands – and certainly no specific considerations as to why those strands are so under reported and no actions to tackle that inequality.

I don't see that hate crime victims are better supported – in fact I would argue they are less supported. There is a wider chasm of trust between Muslim populations and Tell Mama due to Tell Mama's public admonishment of MEND and the conflicts that has caused internally within Mosques. There is no Pan-London hate crime case work support service like GALOP/CST/Tell Mama, and no racism Pan-London service which would be able to practically investigate each case due to the huge numbers of incidents of race related hate crime. Locally to me two disability services which provided advocacy and generalised services to the disabled have been reduced heavily, had insecure futures or closed down removing a trusted ally who people could confide in around disability hate crime. In fact the high propensity of sudden closures of advocacy help services is having a shocking impact on the wellbeing and ability to report any wrongdoing and I've seen that in Southwark, Lewisham and Greenwich. Additionally to that the services across the boroughs for reporting or getting case work assistance is patchy and inconsistent – where one borough may have excellent support services from a council team, local charity or pre-existing member of police staff who is known and willing to act as an interim LGBT Liaison Officer of sorts, this varies so widely from borough to borough it's almost unbelievable, even with boroughs that sit next to each other.

The borough merges within the police have seen the removal of the possibility that there might be LGBT Liaison officers who may have had the willingness, time or understanding of specific issues and locations within the local area to be seen as a trusted informant between the community and the police – with the introduction of the Hate Crime Coordinators the specialisms have been removed and most hate crime co-ordinators are not representing specific strands or present an obvious clash – eg: a Muslim Hate Crime Co-Ordinator not being seen to be a safe person to discuss LGBT hate crime to by the LGBT community, as he will not have their best interests at heart, or this will at least present a complicated moral

dilemma for him if he is also to be seen to be impartial or involved in certain mosques or Imams. I understand the Met are reconsidering the absolute removal of LGBT Liaison Officers and are now looking into replacing the voluntary role with a new voluntary role of LGBT adviser but this won't replace the trust and believe many had in their previous LGBT Liaison Officers if they were one of the lucky ones who had a particularly diligent or hard working officer in their local area who had time to give to the community. The public removal of officers who are more likely to get pronouns correct, understand slang without needing to explain or be questioned on lifestyle or surgeries etc has had a major impact on my local community – and not just because I was the one previously they all knew to contact, as I had a work mobile and had been in post for 8 years as a volunteer LGBT Liaison Officer, so I was known well locally – and the decision to remove LGBT Liaison Officers was the main factor in my decision to leave the Met Police as I didn't see how that decision would benefit the public when it didn't cost the Met anything as the majority of us had been volunteers alongside our day jobs in the police anyway. My local community saw it as unappreciative of the hard work officers did and a betrayal to the LGBT community – to be told by Cressida Dick that 'any officer will provide the same level of care as a LGBT Liaison Officer' was false and they all knew it, having had experience of dealing with non-LGBT Liaison officers previously to discovering me. It showed a lack of understanding from the police senior leadership of vulnerable victims and who actually needed assistance when reporting and a stereotype of who they believed the LGBT community consisted of and who they wanted reports from. The reality was that LGBT Liaison Officers and local LGBT specific services are vital to reaching the victims who have dual identities or intersectional identities, who are vulnerable due to mental health issues, health issues, poverty issues, cultural histories, local resentments, drug or alcohol misuse, homelessness or undiagnosed learning disabilities and difficulties. It showed an absolute lack of understanding of diversity or equality as a whole.

Since starting at METRO Charity in January 2018 I have personally supported 39 clients from Lewisham, Greenwich, Bexley, Croydon, Southwark, Hackney, Fulham, Lambeth and Westminster. The majority of which do not want to report their incidents to police – and those that do all resent doing so but have felt forced into that route because there is no other way of obtaining any kind of civil outcome the majority of the time unless you have a crime reference number attached to your allegation or case. Housing usually demand a police reference, support services usually want some sort of proof and most people feel that any kind of resolution needs to be enforcement.

Despite being a trained restorative justice worker none of my LGBT hate crime clients have EVER wanted to engage in restorative justice – even when I explain it doesn't need to be face-to-face and can be conducted without the victim ever needing to see the perpetrator again.

My clients want: someone to have the time to listen to them and check in on them, someone to offer them counselling and QUICKLY – not a 6-12 month wait for 6 sessions of CBT. They also want a counsellor who is educated in LGBT matters and who is LGBT friendly, if not preferably LGBT themselves. They want to move away from the problem as quickly as they can without alerting the suspect to this plan, although would all prefer to not have to move themselves (but suspects being evicted is such a long and painful process most cannot tolerate living next to someone while this process takes its time to occur, even if they can

get the housing provider to agree to evict the suspect in theory). My clients want as little or no contact with police as they always seem to 'make it worse' and add to the stress and retaliation from the suspect. They want suggestions in how to rebuild their lives and reduce the isolation they feel after an incident.

All of my clients have intersectional identities. They have disabilities more often than not, and mental health issues, and financial issues which means they are often unemployed or too poor to travel into central London to access LGBT support services. Many have worries around their safety, housing, family issues or their welfare/benefits which outweigh their concerns about hate crime, which means they do not have the focus, time or ability to capture evidence for housing or police because they are struggling to survive day to day. Hate crime services need to be holistic and able to provide other types of support and advocacy. I helped someone autistic move a chair out of their house because they couldn't talk about anything else until that was done. Additionally most of my clients are not treated as victims by police or ASB teams in the council etc because they don't fit some image of a perfect victim. Especially if the victim is taking drugs in order to cope with the ongoing hostility from society and hate crime perpetrators. Many of my LGBT clients are not educated, or not able to communicate in a neurotypical way with agencies, or don't know the systems and how to find help they need.

I appreciate the budget cuts had to happen but they have been sweeping and don't just affect public services – charities and voluntary sectors are dwindling as funding opportunities are too infrequent, deadlines pass too quickly to be seen or bid for, burn out from volunteers and workers who are over-burdened with the overspill that the police cuts have left in their wake. The amount of service needs have increased but the number of workers in charities to do the jobs have been slashed too – the charity and voluntary sector simply don't have the resources to step up and take on where the police stopped. Counting numbers reported has never been an accurate way to see if the processes of dealing with hate crime are working – it only shows you the numbers of the ones who are able to report themselves in some way. Since the police merges it's been so much harder to contact any police – 101 often doesn't work and police often don't turn up for hours (or at all) when victims are told they will be coming out. 999 is even overloaded at times and a number of clients have tried to call and been unable to get through to 999. The police took the contact details off websites for local SNT teams so even support agencies like myself couldn't find a local way to contact a relevant team who may be able to assist with relevant incidents. And many of my clients don't have access to the internet or email and even their phones can be temperamental and faulty so I can't expect them to report online or contact the police by Twitter (and we have had some shockingly rude responses from the Met CCC account when we have tried that as a last resort to report).

If the numbers of hate crime reported go down, which they never had – as I used to record all hate crimes and hate incidents reported in Lewisham when I was a police officer and the tables covered all strands of hate crime going back to 2013 – and the numbers never went downwards regardless of what happened each year, but I knew how to spin that as an officer and claim it was because 'more people had trust in the police'. I don't think that's true. I think people only report hate crimes if they have good English and if they know what 'hate crime' might refer to and it's got to a point where they feel they can't tolerate it any

more – the actual numbers of incidents are way higher, especially amongst people who feel they are well enough to ‘handle it themselves’ in the LGBT community, or those who don’t trust the police and haven’t got the time to be constantly reporting.

I do think Brexit and the various elections and constant news streams about it have led to a rise in hate crime. The people I support often say that they feel the perpetrators act like they have a ‘right’ to say or do what they do and the perpetrators act like they have a privilege of believing they are justified in their actions due to their superiority over the victim – whether that is race, religion, sexuality, cultural, ability – there is a perceived opinion of ‘I’m better than you and you are wrong/a freak and society agrees with me’. Brexit has given permission for a number of people to feel they are supported in speaking out loud their bigotry under the guise of traditional ways and historical reminiscence.

Clients report a higher instance of not using social media or looking at news sources due to the rise in hatred found on those – even when you only follow people you agree with they often retweet the bigotry of others to call it out. The Lewisham LGBT Forum was doxed by trans-exclusionary radical feminists and their followers after getting a local ‘debate’ on the Gender Recognition Act blocked by the council after finding out the speakers were all hate-speakers and there was to be no debaters there to challenge the hate speech. It was only after the doxing had died down that we discovered that Stop Hate Crime UK (if your borough pays for it – which Lewisham doesn’t) offers a service to help doxing by using volunteers to respond to hate speech online and help block/mute and report accounts etc.

When people do call police they want to be enabled to feel safe. Most don’t want to go to court. Most want the police to turn up and offer solutions so they can feel safe in London again, or safe in their homes. Most people who do report to the police seem to be saying ‘I just want police to know what is happening. I don’t want you to do anything at the moment, because you’ll make it worse – but if I tell you now then you’ll know who did it when I turn up dead’. Most people don’t want police to talk to the perpetrator. Most don’t trust the court systems to treat them like a victim. That said, when police do take a report they shouldn’t lie and say ‘they have a specialist team who deal with all hate crime’ when they don’t – as the CSU/CID only deal with motivated hate crime – and to victims any hate crime they experienced is motivated hate crime. They don’t see the difference in aggravated hate crime and are distraught to find out a ‘normal’ beat/response officer with no time to investigate it properly is in charge of their investigation. Londoners should be given a unit per area who specifically deals with ALL hate crimes – aggravated and motivated. Londoners want police to be protectors, not perpetrators of hate crime. And any kind of discrimination or being seen to treat a victim without compassion and understanding is going to damage the trust Londoners have in calling the police. Police need to understand the tensions in the different communities and know who to refer or signpost victims to, and have those numbers to hand – because when people call police they want immediate help (this could easily be put on the CAD – officers to recommend the victim contacts GALOP/CST/etc and provide the number on the CAD so the officers have it to hand).

The people I support are mostly the on-going cases of hate crime- either people with neighbours who commit crimes repeatedly against them or people who are so vulnerable that the one serious incident they had impacted their wellbeing to such an extent they need

ongoing support because it has had an impact on many different areas of their lives – had to come out at work/family as their incident was in the paper, had a radical drop on their physical health since the incident and need to rely on people to assist them more, became homeless escaping hate crime, are transgender and are repeat victims from different people every day, fear leaving the house since an incident, need help communicating to housing as they want to move now as they don't feel safe or are constantly triggered by their home as it was the location of the incident etc. And many of the incidents are more than one type of hate crime – especially HIV positive gay men, who are often called paedophiles, outed for their HIV status and then receive homophobic abuse/graffiti/threats from neighbours.

None of my clients have had a successful experience with the police and courts – only one of my cases has been to court and that is still ongoing as the suspect keeps changing the court dates. So far only one or two have said they were glad they reported it to the police. Most have regretted reporting to the police and found the police a long-winded, frustrating process to end up getting 'no further action' against suspects, if a suspect is ever named and identified. Others have said the police made it worse by talking to their neighbour who then retaliated against them, or who were then armed with knowledge and started reporting my victims falsely for other things, or accusing them of fraud to the DWP or generally making the victim's life worse in whatever way they could – noise, interrupting sleep, threats, damage to property, turning other neighbours against them, gossip campaigns. To the point where some of my victims point blankly refuse to deal with housing associations, ASB teams at the council or the police now.

Many of my victims have said that I was the only one supporting them and who has always been there to listen and try to help them. Some have been treated awfully by police – with police losing their evidence or belongings, taking over 4 or 5 months to arrest a named suspect, not referring the victim to victim support, not referring a domestic abuse victim to domestic support services, refusing to write letters to help a move of address, accusing them of being paranoid or hallucinating, or simply ignoring their reports and not putting any reports on at all. It's been particularly frustrating for me to deal with these cases having been a police officer and knowing how the processes should work and knowing why officers haven't been doing their jobs properly (or at all). But the majority of my clients refuse to complain to the systems in place because they fear it will make things worse, that they won't be able to 'win' against a massive organisation, or the process to complain is too accusatory and intrusive to go through, especially after experiencing first hand discriminatory police officers initially. I have discussed complaints processes a number of times with a number of clients but they are always scared it will stop them getting on in life if they complain – that they are afraid of 'using being gay' as a complaint, being outed, being treated worse by others in that agency/law system/borough command, losing their home, being refused a move or a result of a case etc as a result of a complaint being in process etc. Most just want the whole thing to disappear – and the preferred way of doing that is to 'not make a fuss' and remove themselves from the situation, if they can, or stay with a friend/relative, or just pretend everything is fine and find some other way to try to resolve the initial issue.

The main barriers to reporting hate crime is just getting through to someone initially. I am only three days a week and I book up a few weeks in advance – I am the only one doing hate

crime case work in my organisation. The only other service who does LGBT hate crime casework is GALOP and because they are based so far in North London most of the people in the South East of London don't want to report to them, as they will never be able to afford/have the time to travel up there to speak to someone face to face. They also feel the distance creates a barrier as services based elsewhere won't know the relevant departments/officers and culture of the South East of London. Then there is no LGBT Liaison Officer since I left, and the Greenwich one had left before I did and I believe the Bexley one also left soon after I did. The Hate Crime Co-ordinator in the SE BCU I know and she is heterosexual, and although she was raised locally and has great people skills, it's not the same as being able to call an LGBT officer.

My clients often don't call what happened to them 'hate crime' – neighbour problems, noise issues, mental health issues, housing issues, robbery, gay bashed - my clients have a lot of different ways to say what happened to them and none of them call it hate crime themselves – it's not the language used by the public to describe the bigotry they experience. If they don't use the right words to police, it doesn't get recorded as a hate crime. Many housing associations don't recognise hate crime and don't have specialists who can deal with it, so over worked housing officers don't give it priority. Additionally many clients don't want to come out to neighbours/housing officers/family etc and won't want to tell people it's a hate crime. Especially if the incident occurred as a result of what they believe is a shameful or illegal act – drugs taken at a club or chemsex party and having belongings stolen or being raped, cottaging in a public sex environment and being robbed or beaten up, being a sex worker and being verbally abused or being burgled - I find a number of my clients feel they can't report what happened as it would reveal something incredibly personal and private and they feel shame about that part of themselves and so if they do report something to the police they deliberately omit the important factor which would make it obvious it was a hate crime. Added to that certain people feel they are abused so much – especially on social media – there is no point in them reporting it all as they would spend all their time reporting it. Reporting it always lengthy and complicated (need to be online and have the time, literacy and privacy to type it out) and many of my clients haven't got any way to access the internet and definitely wouldn't use a library computer to report anything! Many don't even have phones they can pick up calls on – or no credit to make a call. Many are too busy using negative coping strategies to report after an incident (two of my clients relapsed onto drugs over the bank holiday after incidents), or decide it's better for them to forget it happened by numbing out through drink, self harm, drugs, casual sex, or other non-helpful techniques. Some are simply too anxious to go to police stations or leave the house after an incident – and many isolate and can be very difficult to try to contact as they retreat into their homes and literally barricade themselves in. Mental health is a massive reason to not report to anyone – and it's almost impossible to get someone immediate talk therapy support after an incident because there aren't group therapy peer support groups for people who have been victims of hate crime (at least, not unless you can travel up to North London at weird times of the day) etc – and most services are not accessible for LGBT people in the South East (the majority of LGBT services are based Camden/Soho or further North) and most of my clients can't even afford a bus fare. Some of my clients are simply not physically well enough after an incident – one of my clients had just had cancer surgery on the day she was attacked and was unable to walk or talk to report it to me for some time – by which time the CCTV had been lost etc. Another

one was beaten badly and was unable to leave his home after being released from hospital. Another of my clients had a brain tumour and his case was closed because they 'couldn't get in touch with him' when he was having repeated surgeries and too unwell to answer letters.

My transgender clients were often struggling to leave the house and feel safe in any way, couldn't use police because they were misgendered constantly, didn't have the money to travel – or were homeless and sleeping in parks, or were being terrorised by landlords and English wasn't their first language etc. Others just felt the hate crime wasn't their priority and finding somewhere safe to stay, or removing themselves from abusive homes, or dealing with other court cases/crime reports were more important, or just finding a job and something to eat that day was more Important. That's why it's so important to be a holistic service who can help regardless of what walks through the door or gets referred to you.

My major issues in supporting victims are that I'm having to do all my work single-patrol – I can't get other people to join me in home visits due to the service not having other people doing my work. This means I'm in situations where I'm being barricaded into people's homes while visiting them, watching them take drugs or be drunk/high when speaking to me alone, walking into unsafe properties which are targeted by homophobes when I myself am a LGBT person and other unsafe lone working practices – and even though all charities have lone working policies sometime you just have to do it if you want to help people because they don't trust any other service and won't get any help otherwise. I'm dealing with loads of people who aren't mentally well or stable. I've had people punching themselves in the head and bleeding on me because they are autistic and so frustrated with situations that's the only way they can stop themselves lashing out at others. Frankly it's a good job I have been a police officer and have been in a lot of similar situations before or I can imagine most people would have quit. The difference is, I now don't have an EMMA button to press, I don't have a stab vest I'm wearing at all times, I don't have any handcuffs to restrain anyone and I don't have a metal baton to keep people away with. Plus, I don't get to go home and pass the call to someone else to deal with anymore – I'm the one having to talk people down, reassure them and be their problem solver because 'emergency services' don't have the time to deal with them, even if they felt comfortable enough to ring them. I've also found that my professional opinion on whether someone should be moved or not is now worth less than an eighth of what it was when I was a police officer, which is odd since I'm doing the same risk assessments and have the same knowledge of the cases in most situations. Additionally most organisations won't accept referrals without a secure email address, won't deal with me even though I have signed consent forms saying the victim is happy for me to act as their advocate and liaison with specific services – not to mention the sheer rudeness from organisations like the police and housing associations towards me as a 'hate crime worker' is often appalling compared to when I was in the police – unless I happen to know the officer or person from my previous position or through some sort of official panel I attend. As I'm part time it's hard to get the coverage to alert people to who they can contact if they don't want to speak to police, and social media only reaches the privileged people who generally don't need my services anyway and there seems to be no correlation in reports to social media usage. I get more reports when I attend random meetings on other topics and mention what I do – from book clubs, stalls in libraries, to attending mental health services and chatting to staff. But I can't be available 24 hours a day (and some clients are so needy they want a personal hotline to someone) and I struggle with

a work/life balance, not getting burnout and simply getting the time to do the casework in amongst all the other things that funders want you to be doing (training everyone, social media, writing blog posts, replying to research, attending focus groups, showing up to Safer Neighbourhood meetings, housing panels, hate crime groups – and then writing lengthy reports on what you've done as one person, 3 days a week on 7 hours a day) – the amount of unpaid overtime which happens in the charity sector is actually criminal.

In terms of what I think can be done relating to Hate Crime – and not just by the Mayor:

- Fund the workers, not just the resources for projects – if you can get funding, it's not to pay staff – it's in 'stuff'. Realistically you can't run a hate crime service with volunteers as they need to have clearances, be trained to deal with confidential matters, have a lot of knowledge about legal issues etc – and volunteers just can't cope with the topics, cases and case loads and it's unfair to ask that people are not paid to do the same job as me when I am. Pay for the staff, not the pens they use.
- Fund more holistic services so people can come for one thing and get it all solved under a one-stop shop.
- Also fund more mental health support for victims so counselling can be accessed quickly. If you can't do one-to-one counsellors, pay for one to do group therapy on recovery and re-integration and reducing isolation after an incident. But they need to be trained facilitators, not peer support as we just end up re-traumatising each other as LGBT people.
- Provide services which encourage people to talk without looking at each other – gardening, walking – hobbies where people can get together with others who have also experienced what they have and know that, but not have to talk about it initially – and can just focus on a task and being out somewhere together in a safe environment. I ran a LGBT gardening project last year (and hoping to start it again in July) for 6 weeks and that gave people a sense they weren't alone without making anyone feel they had to talk about anything, space to enjoy nature, but it was LGBT and people knew everyone there in the allotment was LGBT and during that time they were safe to say whatever they needed or wanted to say. Again – we had a facilitator to lead people in tasks and be there if people needed a chat – and we had a break each session to sit and have a cup of tea to give people a little time to just acknowledge each other. I was also trained as a healthy walk leader and found that is a really good way to get people talking without looking at you, which helps with shame management. However, healthy walk leaders aren't paid and I can't afford to commit to a time every week to run a LGBT specific group, which I think would be popular if I was able to commit to it. Again, volunteers can't be relied on.
- Promote the LGBT Forums, the Disability Forums, the various Independent Advisory Groups, Safer Neighbourhood Boards, Ward Panels and all the other myriad of ways that people can feed back their experiences of services without having to make official complaints face to face by name – most people just want to say 'this was my experience, try to do better for the next person'. Most people don't want individuals sacked. Additionally charities can't do all the training for whole police forces – they need to sort that out themselves and it's unfair that I get told in funding bids that I have to train public sector workers when I'm trying to help the individuals the public sector are failing.
- Fund a London-wide holistic disability case work service. Also a racism casework service which perhaps links to a larger counting body. Some boroughs have a racism casework

service but most don't and it's a massive gap when it's the highest number of hate crimes reported across London. Even if it's just for officers to direct people to initially and then it gets issued out locally to smaller casework agencies. People need to feel there is an equality in service – and I don't mean in the Met Police approach of 'get rid of all the specialist services because every officer should ideally be able to deal with anything' as that's just naïve.

- Fund GALOP to run the Hate Crime Advocates training they recommended/pitched at the Justice Matters meeting at City Hall a few months ago – this would help all of us hate crime advocates and give us a more even coverage in places we exist.
- Don't focus so much on numbers from the police. From my feedback a massive number of people locally in the LGBT community have simply stopped reporting to the police and stopped expecting any kind of outcome if they do report.
- Promote civil alternatives – mutual exchanges, getting suspects evicted easier and quicker, re-word or re-promote restorative justice services so people feel safer and know they won't have to face being re-traumatised by suspects and make restorative justice practitioners not be from the communities they are protecting – that way workers won't be traumatised with the victims when dealing with abusive suspects.
- Ask local communities to report on behalf of others. Self Evident was a nice idea but people want to be able to report anonymously sometimes. Also that could have been better used if people were encouraged to report it when they saw it happening to others on a bus etc, not just their own hate crime incidents. Especially if they knew they wouldn't be identified as a victim on-scene at the time but could submit video or audio evidence of hate crimes on tubes etc later when they are safely away from the scene – a lot of women especially do not want to get involved on scene as they don't feel safe against a perpetrator. But some may be happy to secretly record an incident if they didn't think police would seize their phones.
- Make the reporting process quicker, easier, simpler – get the details at a later point if you need to. I struggled to report online as the Met Police website wouldn't accept my internet browser – but there was no signs up saying it didn't work with a specific browser. I wasted hours losing work repeatedly trying to report that way and others would have just given up.
- Met Police LGBT advisers need to have direct mobile numbers. When I was a LGBT Liaison Officer I had a direct number with a message saying it wasn't checked 24 hours (we left it in the GPC after our shift if there was more than one of us per borough) we could advertise out the number, give out names of the officers, so people trusted who they were speaking to and knew they were also LGBT and would understand.
- Be mindful of where services are and who offers them. LGBT people want to know the service is LGBT and safe for that reason. METRO has a mental health drop-in which is successful because people know it's all LGBT people, even if they are refugees, trans people, travellers, however they identify. It is surprisingly diverse and an understanding space because the priority to people in that room is they know everyone is LGBT and has or had a mental health issue. There's loads of funding for projects to make communities integrate – but it already happens in spaces without being forced – as long as people feel safe there. Ironically the mental health drop-in just lost its funding despite it being massively useful to signpost people to so many other services – sexual health, mental health, my hate crime service, community services, all sorts. LGBT people won't feel comfortable going to a church to attend a self help group. Just as a lot of strict Muslims

wouldn't feel comfortable going to a butchers shop for a talk on local community hobbies for Muslims. Don't put unnecessary barriers in the way of people trying to seek help. Don't have a LGBT counselling service next to a school or youth group when it's school leaving time/start or end of youth groups – again, most LGBT people who are feeling vulnerable will not want to encounter large groups of boisterous youths showing off to their friends. A little bit of planning goes a long way.

- Advertise out the rare stories which are positive recovery from hate crime incidents – people who get convicted, people who get evicted for committing hate crimes, people who are excluded from some other service, getting their benefits stopped for committing hate crimes, etc etc.
- Find other ways to make it easier for victims to feel safe than relying on the police (who aren't there anyway and can't be personal protection). Advise on home security programmes, fund small projects so they can issue out temporary CCTV systems and recording devices for their communities to capture evidence for police, as police and councils never have enough to issue to repeat victims and a few hundred pounds for a number of Mosques, LGBT groups, disability organisations etc to have their own kits to issue would really help with conviction rates.
- Advertise how to use diary sheets effectively and where to get ones that guide what housing ASB teams/police need to know about your incidents.

008 - Inclusion London

1. Introduction

Inclusion London

Inclusion London is a London-wide user-led organisation which promotes equality for London's Deaf and Disabled people and provides capacity-building support for over 70 Deaf and Disabled People's Organisations (DDPOs) in London and through these organisations our reach extends to over 70,000 Disabled Londoners.

Disabled people

- Twenty-one per cent (13.3 million) of people in the UK reported being Deaf or Disabled in 2017/18, an increase from 18 per cent (10.9 million) in 2007/08.¹ 21% is a 1 per cent drop compared to the previous year when there was 22% or 13.9 million people who reported being Deaf or Disabled.²
- London is the area with the lowest percentage of people reporting being Deaf or Disabled, at 13 per cent (1.2 million people) in 2017/18.³ 13% is 2 percentage points lower than the previous year, when 15% or 1.3 million people reported being Deaf or Disabled.⁴

2. Inclusion London's evidence

Inclusion London welcomes the opportunity to provide evidence on hate crime to the London Assembly's Police and Crime Committee.

Our evidence below focuses on disability hate crime (DHC) and Deaf and Disabled's people's experience. Below we provide written answers to the Committee's questions:

1. Why hate crime is increasing e.g. greater willingness to report?

Since 2017 the number of Disability hate crime recorded by the Metropolitan Police Service (MPS) has been dropping:

¹https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/791271/family-resources-survey-2017-18.pdf (Accessed 29 April 2019)

²https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/692771/family-resources-survey-2016-17.pdf (Accessed 29 April 2019)

³https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/791271/family-resources-survey-2017-18.pdf (Accessed 29 April 2019)

⁴https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/692771/family-resources-survey-2016-17.pdf (Accessed 29 April 2019)

While only 110 disability hate crimes (DHC) were recorded by the MPS in December 2013, this rose to 612 in May 2017, but dropped back down to 419 in April 2019 which was 4.6% (or 20) less than previous rolling year,⁵ when 439 DHCs were reported.

The rise in the number of DHC recorded by the MPS followed a series of briefings by Deaf and Disabled People's Organisations (DDPOs) to front line MPS officers in 2016 to raise awareness about DHC. The briefings were part of an internal MPS initiative called 'Disability Hate Crime Matters' (DHCM), which was organised in partnership with Inclusion London and other DDPOs to improve the identification, investigation and response to DHC and related incidents.

DHCM was launched formally in March 2016⁶, although it had started in practical terms a few months earlier. More information about DHCM is available at:

<https://www.inclusionlondon.org.uk/campaigns-and-policy/facts-and-information/hate-crime/disability-hate-crime-awareness-initiative-launched/>

<https://www.inclusionlondon.org.uk/campaigns-and-policy/facts-and-information/hate-crime/disability-hate-crime-matters-event-report-next-steps/>

The Joint justice inspectorate 2013 review on report, "Living in a Different World: Joint Review of Disability Hate Crime", found:

"Many police forces do not have in place an approach that supported disabled victims from the point of call through to the case being considered at court, and that there were gaps in identification, communication and partnership working which all contributed to limitations in how these victims are dealt with."⁷

We saw the DHCM, particularly the briefings to front line police as an excellent solution to this problem.

However, even though the success of DHCM could be seen through the rise in number of DCM recorded by the MPS the briefings stopped after a key member of MPS staff retired and then the MPS restructured in the context of cuts in funding.

Recommendation: The DHCM briefings by Deaf and Disabled People's Organisations to front line police are resumed.

⁵ <https://data.london.gov.uk/snb-dashboard/>

⁶ <https://www.inclusionlondon.org.uk/campaigns-and-policy/facts-and-information/hate-crime/disability-hate-crime-awareness-initiative-launched/>

⁷ <https://www.justiceinspectorates.gov.uk/hmic/media/a-joint-review-of-disability-hate-crime-living-in-a-different-world-20130321.pdf>

2. How hate crime is mainly experienced by victims e.g. verbal harassment or physical abuse; aggravated or motivated crime?

Disabled people experience all types of hate crime from verbal abuse to physical attacks. Examples of verbal abuse include:

*"I've been called an 'it' many times – "what is IT doing?" "Look at the state of THAT".
"I've had remarks about how I look in my wheelchair, and a few times the statements "you should have been aborted", and "you don't deserve to live"."*

The Changing Faces charity is for everyone who has scar, mark or condition on their face or body which makes them look different. In a video on their website people give testimony to the abuse they have received just because they look different, examples from three people are:

"I was told I was a freak, an alien..."

"You are ugly, aren't you?"

"I remember being punched in the face on the bus..."⁸

Below are other examples of abuse/disability hate crime:

"My husband has aspergers, ocd and ptsd. My young son has autism and spd. We have been victimised and harassed for 3 years. Wheel nuts loosened, screws driven into tyres, rubbish shoved up exhausts. We've been reported to the dwp, hmrc, local authority, social services, rspca, environmental health. My husband has been physically assaulted 4 times, verbally 7 times....all but one occasion in front of his children....who are now receiving counselling. We have pleaded everywhere for help. Installed cctv. We've had nearly £9000 damage done to our cars. Still it continues. It is clearly a hate crime....why can't we get help?" (Posted on the Disability Hate Crime Network Facebook page on 21 May 2018)

In the example below a man on the autistic spectrum is attacked but unfortunately this is followed by inappropriate response from the police who charged him with assault. This kind of confusion by police does occur with Disabled people, especially with people with learning difficulties or people on the autistic spectrum:

A man with autism, Daniel Smith, was attacked in a park, but the police refused to investigate and instead charged him after he admitted striking the other man to try and defend himself. The Magistrates acquitted him of assault.

Two weeks later he was attacked in the bar. Although several police officers arrived and took Daniel's details, the police twice failed to contact him to take further details, despite promising to do so and an email to the force also went unanswered.

⁸ <https://www.changingfaces.org.uk/campaign/whatishatecrime>

The bar's owner had saved the CCTV footage, he contacted the autistic man's father twice because he was concerned that the police had not collected the footage.⁹

According to the Equality and Human Rights Commission (EHRC) 67% with autism/Asperger syndrome reported being bullied, 62% with a learning disability and 58% with a physical disability, this compares to 40% of non-disabled children and young people¹⁰

A BBC investigation found that "Families with disabled children described being targeted online and verbally abused in the street". "The BBC sent Freedom of Information requests to all 45 police forces in the UK, which revealed that the number of incidents of abuse of disabled children was rising, 450 reported in 2016 up from 181 in 2014-15".¹¹

What can start as 'disrespect' and so called 'minor incidents' that Disabled people experience daily, such as neighbours parking in a person's disabled parking bay so the Disabled person cannot reach their house from their car, or wheely bins placed in front of a Disabled person's front door so it is difficult to get in and out, can develop into physical attacks and even result in murder as in the case of Bijan Ebrahimi a Disabled Iranian man living in Bristol.

Bijan was falsely accused of being a paedophile by a neighbour, which is an accusation other Disabled people who have been murdered have been falsely accused of.¹² Mr Ebrahimi contacted the police many, many times to say he was being threatened. He was then attacked by a neighbour and beaten to death and then his body set on fire. The perpetrator was assisted by another man.¹³

Virtually every year there is are reports in the media about the killing or torture of a Disabled person.¹⁴ For instance, Lee Irving, a young man with learning difficulties was beaten to death by people he regarded as friends in 2016.¹⁵ In 2016 woman from Maida Vale admitted 3 counts of assault of woman person with learning difficulties. The perpetrator had poured bleach on the woman with learning difficulties, hit her with a frying pan, didn't give her food and threw her outside naked. The perpetrator was arrested after

⁹ <http://www.disabilitynewsservice.com/northants-police-fail-again-on-hate-crime-after-autistic-man-is-attacked-again/>

¹⁰ <https://www.equalityhumanrights.com/sites/default/files/being-disabled-in-britain.pdf>

¹¹ <http://www.bbc.co.uk/news/uk-41600137>

¹² https://www.equalityhumanrights.com/sites/default/files/ehrc_hidden_in_plain_sight_3.pdf
<http://www.disability.co.uk/getting-away-murder>

¹³ <https://www.bbc.co.uk/news/uk-england-25139185>
<https://www.bristol.gov.uk/documents/20182/35136/Multi-agency+learning+review+following+the+murder+of+Bijan+Ebrahimi/c2b17b97-c9ec-a5f4-70e4-fc82d1ccb119>

¹⁴ 2019 <https://www.derbytelegraph.co.uk/news/derby-news/torture-gang-stripped-boy-naked-2820416>

2017 <https://www.dailymail.co.uk/news/article-4668228/Two-women-jailed-sickening-torture-internet-date.html>

2015 <https://www.mirror.co.uk/news/uk-news/vigilantes-tortured-learning-difficulties-man-6277819>

2010 <https://www.hartlepoolmail.co.uk/news/three-jailed-for-torture-of-man-with-learning-difficulties-1-1552539>

2007 <https://www.dailymail.co.uk/news/article-461727/Man-learning-difficulties-tortured-forced-viaduct-death.html>

¹⁵ <https://www.chroniclelive.co.uk/news/north-east-news/lee-irving-murder-trial-died-12199735> 2016

victim taken to hospital with multiple injuries. The victim had stayed with the abuser for 14 months.¹⁶

The Equality and Human Rights Commission's 'Hidden in Plain Sight' report published in 2011 covered 10 murders. The EHRC's report followed the 'Getting away with murder' report published in 2008 which provides details of the murder and horrific abuse of Disabled people, all of which were not identified, investigated or prosecuted as Disability Hate Crime. The disability hate crime element of abuse, torture and murder of Disabled people is often not recognised as such. Disability hate crimes are frequently described by judges and investigating officers as 'motiveless'.

Hate crime is part of a wider experience of abuse experienced by Deaf and Disabled people over many years. The Nazis invented the shocking phrase 'life unworthy of life' to refer to Disabled people. A statement made by British physician, Dr A.F. Tredgold in 1910, has disturbing similarities, he claimed that:

“...‘idiots’ are ‘incapable of being employed... their care and support absorbs a large amount of time, energy, and money of the normal population... In my opinion it would be an economical and humane procedure were their existence to be painlessly terminated’”.¹⁷

Although society has progressed from this in many ways negative perceptions that our lives are worth less persist, together with an attitude that we are just a burden on society. This results in a lack of respect which can manifest as abuse or more serious hate crime.

3. What the barriers to reporting hate crime are?

The MPS do not always recognise Disability Hate Crime so it is not properly investigated. This can discourage Deaf and Disabled people from reporting incidents.

Deaf and Disabled people do not necessarily realise the abuse they are subject to, sometimes on a daily basis is a hate crime, they just soak it up as a normal occurrence.

A Disabled victim can be isolated because of their impairment. For instance, a Disabled person may be a wheelchair user who does not leave home often and their carer, relative or friend is the perpetrator – initially when the police investigate there is not enough evidence to take the case forward. The victim can be too intimidated to complain, or it is one person's word against another, so the abuse is totally hidden.

¹⁶ <https://www.dailymail.co.uk/news/article-3785143/Slave-learning-difficulties-bleach-poured-beaten-frying-pan-woman-36-lived-champagne-lifestyle-five-star-hotels-abusing-her.html>

¹⁷ This statement by Dr A.F. Tredgold in 1910 is highlighted by Quarmby, K. (2011) Scapegoat: Why we are Failing Disabled People. 2011, p. 57 and Leah Burch's in her research available at: <https://www.inclusionlondon.org.uk/wp-content/uploads/2016/10/Leah-Burch-Dissertation-final-online-hate-1.pdf>

In some situations when there is ongoing harassment/hate crime by neighbours, Disabled people have just want to move home to get away from the abuse rather than go to court. Our advocates report that they have long term cases with Disabled people, who are deeply impacted by the abuse, but it does result in a conviction so is not reflected in hate crime statistics.

Also, the whole process of reporting the crime to the police and going to court can be very stressful, time consuming, intimidating and overwhelming. Court dates are changed, hearings adjourned. Advocates report victims having to wait in the same area as the defendant and that victims have experienced continued abuse from perpetrators while waiting to go to court. When reporting to police, if a victim has communication access needs, they may have to wait weeks to be able to give their statement with the support of an advocate and specially trained police officer.

Access needs

Deaf and Disabled people may have access needs which are a significant barrier to reporting. For instance, some people with learning difficulties and people with mental health support needs may not use the telephone to report a hate crime and Deaf people can need a text phone or BSL Language Interpreter. Not all Disabled people have access to or can use a computer. If a Disabled person is able to use a computer, the reporting site for hate crime is not available in an Easy Read or simple language format and does not include BSL videos.

So, face to face reporting to the police is needed. Although there are specialist trained police officers, more are needed to reduce the time between an incident and the taking of a statement. Also Deaf and Disabled people can need support to report to the police, which is sometimes provided by the voluntary sector, such as Deaf and Disabled People's Organisations.

4. How reporting of disability hate crime could be improved, as a significantly under-reported crime?

Local support to report from DDPOs

Local support from accessible services is needed for Deaf and Disabled victims of hate crime to facilitate reporting to the police. Local services are needed because it can be difficult for some Disabled people to travel and Deaf and Disabled people have access needs which can act as a barrier to reporting as mentioned above.

Deaf and Disabled People's Organisations (DDPOs) are local and already have accessible services, so are well placed to provide support to Deaf and Disabled victims of hate crime but need funding to do so.

DDPOs can also play a key role in raising awareness of what a disability hate crime is amongst Deaf and Disabled people. Deaf and Disabled people sometimes speak about an incident when receiving support from DDPOs with other issues. It is the staff member that

realises the incident is a hate crime. Appropriate support can then be organised for the victim if they wish to receive it. Peer support i.e. support from another Disabled person with lived experience of hate crime is also important.

DDPOs with specialist Hate Crime Advocacy Services have reported how their involvement has greatly improved the victim's experience of reporting and obtaining an outcome, which improves their ability to recover from an incident. Many Disabled people who use DDPO Hate Crime services do not get a conviction so having ongoing support from a DDPO is vital to reduce the distress caused and help them to rebuild their confidence. Hate Crime Advocates report that cases are often long-term and complex with many different issues that they support the victim with, not directly related to the criminal justice system.

Unfortunately, services from DDPOs are not available in all London boroughs so Inclusion London is working with local DDPOs to increase their capacity to provide support to victims of DHC and will need ongoing funding to provide this.

5. The role for the police in tackling hate crime and how the Met compares with other forces in terms of response?

The MPS's role is vital – if DHC is not stopped at an early stage it can escalate to very serious hate crimes such as murder, as mentioned previously.

Misperception as unreliable witnesses

Disabled people, particularly people with learning difficulties or people with experience of mental distress/trauma, can be perceived as unreliable witnesses by the police, so their evidence is disregarded and then not investigated, with perpetrators free to continue their abusive behaviour.

Lack recognition of disability hate crime

The police do not always recognise Disability Hate Crime, instead an incident can be seen as anti-social behaviour and put on the MPS 'airspace' logging system, and as a result is not investigated as a hate crime. A large housing association informed us that when they report Disability Hate Crimes (DHC) the police pass it back to them to deal with saying it is anti-social behaviour not hate crime.

When a DHC is not recognised by the police it then is not flagged, investigated and prosecuted as a DHC and no uplift/or increase in sentence is given. When a DHC is misrecorded as anti-social behaviour the pattern of repeated and sustained abuse is not identified. There are numerous examples of authorities missing DHC and only recognising the pattern of abuse through hindsight after a Disabled person has been subjected to a serious crime.

Officers are not always aware that if a victim perceives an incident as a hate crime it should be flagged as a hate crime and investigated as such. Also, officers need to be aware that they can flag a Disability Hate Crime if they perceive it to be without the victim identifying as such.

Hate crimes can be intersectional i.e. people can be attacked because of dual characteristics. For example, Bijan Ibrahim was both Disabled and a refugee and it is likely that both these characteristics played a part in why he was attacked, but this is not always recognised when incidents are recorded by the police.

Access needs not quickly catered for

When Deaf or Disabled people report a crime to the police it can take weeks or even months for an advocate or British Sign Language interpreter for Deaf people to be put in place to enable the Deaf and or Disabled person to give evidence, which is far too long.

Improving the police response

Disability Hate Crime Matters briefings for front line officers by DDPOs were a beacon of good practice, so it is shocking that they have stopped. We would welcome London Assembly's recommendation that they should start up again.

Law failing Deaf and Disabled people

Current hate crime law lacks parity for Deaf and Disabled victims. For instance, there is racially and religiously aggravated crime but no disability aggravated offence. Incitement of hatred on grounds of race, religion and sexual orientation is a crime - while incitement of hatred based on a person being Disabled is not.

This lack of parity in hate crime law can impact on the quality of investigation by the police, who do not always recognise when a disability hate crime has occurred.

The police and Crown prosecution definition of a disability hate crime is that a crime must be perceived:

“to be motivated by a hostility or prejudice based on a person's disability or perceived disability”.

This definition does not include crimes where a person has been exploited or deliberately targeted because they are disabled. Horrendous crimes have taken place where a Disabled person has been exploited for years but this has not been recognised as a Disability Hate Crime.

We hope the Law Commission's review of hate crime law will address the lack of parity in hate crime law.

5. Views on the changes to the investigation of hate crime, resulting from the introduction of Basic Command Units.

Response teams for hate crimes motivated by hostility do not always give an appropriate response. For example, the police have arrived unannounced at the home of the victim on a Sunday evening, which the victim found frightening. Contact with the victim to arrange an appointment is needed before the police arrive. Also, the victim may wish to arrange for

another person to be with them when they speak to police to support them when recounting a distressing incident.

We have recently received anecdotal evidence that police sometimes will not even take a hate crime report, saying they are too busy to deal with it. We think there may be a link to police attitudes, into the way the media reported Sara Thornton, Chair of the National Police Chiefs' Council's concerns regarding the review of misogyny as a hate crime. According to the BBC, "Chief Constable Sara Thornton said forces were too stretched to deal with "deserving" issues, such as logging hate incidents against women" and that "Police should focus on burglary and violent crime".¹⁸ This led to other articles discussing 'so-called' hate crime and distancing hate crime from violent or serious crime.

This may also relate to 'Disablism' in society, to which people in authority are not immune and means that Disabled people are seen as inferior and not as deserving as non-Disabled people.

Inclusion London recommend that the Met. Police and London Mayor give more public statements to the press about the violent nature of hate crime and the impact on victims and communities when they are not reported.

6. Views on what needs to change to better tackle online hate crime.

Fines for social media companies are needed when they do not remove online hate within 24 hours after notification.

Germany has strengthened their legislation through the German Network Enforcement Act, introducing penalties of up to 50 million Euros for failing to remove harmful online material within 24 hours of being notified.¹⁹ Evidence from an EU online hate monitoring study suggests that as a result of this robust legislative and government response, Germany now has a better record in achieving the swift removal of online content than most other EU countries.)

7. Victims' experiences of the criminal justice response to hate crime, why many drop out of the process and how this might be improved.

Court process can be re-traumatising, so some Deaf and Disabled people do not wish to go to court. The adversarial nature of the court process can be too intimidating, and cases can take a long time, which can be an issue especially if a Disabled person is experiencing ongoing pain and exhaustion.

¹⁸ <https://www.bbc.co.uk/news/uk-46053069>

¹⁹ https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/666927/6.3637_CO_v6_06_1217_Web3.1_2_.pdf

Deaf and Disabled people's impairments are not properly recognised nor are reasonable adjustments made. For instance, the court processes may not be sufficiently explained to person with learning difficulties or appropriately skilled British Sign Language interpreters are not provided for detailed legal cases.

8. Impact of rhetoric from politicians and media

Below we provide information on the impact of statements from politicians which have reported and amplified by the media.

Public attitudes towards Deaf and Disabled people have been negatively affected by statements made by government Ministers about fraud in the disability benefits system, made mainly around the time the Welfare Reform Act 2012 was introduced.

The message has been picked up by the press and media and repeated over months and years giving the public the impression that disability benefit fraud is rampant.

What is distressing for Disabled people that this largely a false impression - at the time of the statements about benefit fraud (from 2010-2014) the Department for Work and Pension's (DWP) own figures put rates of fraud for Disability Living Allowance (DLA) consistently at only 0.5%.²⁰

Below are a few examples of newspaper articles quoting Ministers' statements on benefit fraud and welfare reform from 2010 - 2014:

"Osborne begins crackdown on incapacity benefit cheats with plans to treble assessments

George Osborne put incapacity benefit in the firing line last night after launching plans to treble the rate at which claimants are assessed to see if they are too sick to work.

The Chancellor hopes to weed out those who are cheating the taxpayer by pushing up the number of fitness tests to 30,000 a week.....Of course, we have to look across the piece at the welfare bill....."²¹ (Daily Mail, June 2010)

"Iain Duncan Smith: "I'm not scared to light the fuse on disability reform

.....Mr Duncan Smith says the system is riddled with abuse and fraud. From next year more than two million claimants will be reassessed."²² (Daily Telegraph, 2012)

²⁰https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/371459/Statistical_Release.pdf (2013/14)
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/271654/fraud-and-error-in-the-benefit-system-2012-13_estimates-160114.pdf (2012/13)
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/244844/em_1112.pdf (2011/12)
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/222694/em_1011_revised2.pdf (2010/11)

²¹ <http://www.dailymail.co.uk/news/article-1290165/George-Osborne-begins-crackdown-incapacity-benefit-cheats.html>

“Iain Duncan Smith: 'We'll root out the benefits cheats who pretend to be ill for money'

Mr 'Duncan Smith said: “..... Some people see the welfare state as a money-making scam.... ”²³ (Daily Express, 2014)

“The shirking classes: Just 1 in 14 incapacity claimants is unfit to work

....the Prime Minister said, “....And so we're producing a much better system where we really put people through their paces and say that if you can work, you should work”

.... Almost all existing claimants of Incapacity Benefit will also be assessed for the ESA by March 2014”.²⁴ (Daily Mail, July 2011)

While we acknowledge there is disability benefit fraud, it is the level of coverage in the media that creates a false impression that it is widespread. In the footnotes we have given a links to newspaper articles in just one year, found after a brief search.²⁵ Sometimes the same story is repeated across different newspapers.

Government website for reporting fraud

The rhetoric from Ministers was followed by a government website to report benefit fraud.²⁶ In 2016 a Freedom of Information request found that:

- “more than 85% of fraud allegations made by the public between 2010 and 2015 were false.”
- According to figures from the Department for Work and Pensions, “insufficient or no evidence of fraud was discovered in 887,468” out of 1,041,219 cases.
- “In 2015 alone, of the 153,038 cases closed by the DWP's Fraud and Error Service, 132,772 led to no action.”²⁷

²² <http://www.telegraph.co.uk/news/politics/9263502/Iain-Duncan-Smith-Im-not-scared-to-light-the-fuse-on-disability-reform.html>

²³ <https://www.express.co.uk/news/uk/549316/Iain-Duncan-Smith-says-benefit-system-is-abuse-by-criminals>

²⁴ <http://www.dailymail.co.uk/news/article-2018874/Incapacity-benefit-Just-1-14-sickness-claimants-unfit-work.html>

²⁵ <https://www.express.co.uk/news/uk/894630/Disability-benefits-cheat-William-Marshall> Dec 2017

<https://www.dailymail.co.uk/news/article-5139395/Shameless-family-swindled-400-000-disability-benefits.html> Daily Mail Dec 2017

<https://www.express.co.uk/news/uk/838657/medway-council-benefits-fraud-disability-allowance-cheat-charity-walk> August 2017

<https://www.thesun.co.uk/news/4137972/benefits-cheat-linda-hoey-tamworth-disabled-walk-snorkelling-maldives/> The Sun July 2017

<https://abilitytoday.com/fraudsters-bought-6m-supercars-using-vat-loop-hole-daily-mail-online/> 21 July 2017 abilitytoday

<https://www.dailymail.co.uk/news/article-4277716/Benefit-fraud-couple-caught-disabled-wife-danced.html> Reported in Daily Mail 3 March 2017

<http://www.newsbelow.co.uk/disability-benefits-fraudster-caught-on-video-dancing-27955/>

Daily Mail/Newsbelow 4 Feb 2017

<https://metro.co.uk/2017/02/04/woman-who-claimed-500000-for-disability-caught-on-video-dancing-to-michael-jackson-song-6426493/> Metro 4 Feb 2017

²⁶ <https://www.gov.uk/report-benefit-fraud>

²⁷ <https://www.theguardian.com/society/2016/feb/27/false-benefit-fraud-allegations>

Considerable stress is caused by the false allegations.

There has also been extensive coverage on Freeview TV of people on benefits. For example, programmes like “Saints and Scroungers” give an equal amount of show time to both genuine claimants and fraudsters which encourages misperceptions of the extent of benefit fraud.

A quick search on Facebook under ‘UK benefit cheats’ brings up numerous posts sites focused on demonising benefit claimants.

Research revealed increase in pejorative language

Research by the University of Glasgow in 2011 found an increase in newspaper articles focusing on disability benefit fraud, an increase in the use of pejorative language to describe disabled people such as a ‘scrounger’, ‘cheat’ and ‘skiver’ and an increase in articles portraying disabled people as a ‘burden’ on the economy together with a reduction in the proportion of articles which describe people in sympathetic and deserving terms.

Impact on public attitudes

Importantly the Glasgow University research also found that this negative coverage had an impact on public attitudes towards Deaf and Disabled people with some of those surveyed reporting to think that 70% of disability benefit cases are fraudulent.²⁸ This research was undertaken in 2011 in the early days of the ‘disability fraudster’ rhetoric.

A year later in 2012 the year of the Paralympic games in London, research by Scope found that 83% Disabled people surveyed said coverage about benefits scroungers can negatively affect attitudes.²⁹

Disabled people have reported increasing levels of face-to-face and online abuse targeted around an idea of Disabled people as ‘benefit scroungers’ and ‘fraudsters’ as the examples below illustrate:

Case 1:

Cherylee Houston developed Ehlers-Danlos syndrome when she was 23 years old.... Cherylee, an actress uses an electric wheelchair as she is only able to walk very short distances.

A man saw Cherylee taking a few steps to her wheelchair, he approached her home and spoke aggressively to her husband. The man claimed to have taken a photo of her and said he was going to report her to the papers as a ‘benefits cheat’.”³⁰

²⁸ https://www.gla.ac.uk/media/media_214917_en.pdf

²⁹ <https://www.scope.org.uk/About-Us/Media/Press-releases/July-2012/Discrimination-increases-on-back-of-%E2%80%98benefit-scrou>

³⁰ <https://www.disabilitynewsservice.com/actors-horror-as-disability-hate-crime-comes-knocking-on-the-door/>

Case 2

"I went into town to pick up some chicken for last night's dinner.... Got told that as a "cripple" I should "... off with the Polish immigrants cus you're all benefit scroungers and can off together"

I have experienced disability hate before, but this is something new – I have never been told to leave the country of my birth before.

I am a full-time wheelchair user and as a result of this no longer feel comfortable going out into town to do my shopping. I thought we were better than this. I still believe we're better than this." (10 July 2016)

We have other anecdotal evidence that Disabled people are now wary of going out and about in their wheelchairs or using mobility aids. DDPOs have reported that their members have an increased sense of being judged and often experience negative comments by members of the public, with some DDPO members reducing time spent out in public because of the frequency of being commented on went going to the post office or using public transport, for example. Disabled people are often apologetic when asking for help from a DDPO and think that when they are sanctioned or turned down for support, that they deserve it and do not want to appeal even when they receive specialist advice that they are in fact eligible for disability benefits.

The findings by the UN disability committee found that the UK government has played a role in increasing negative perceptions of Deaf and Disabled people:

"In the period covered by the inquiry, a large number of persons with disabilities have been requested to undergo capability assessments, with preimplementation assumptions that a significant percentage would no longer rely on social allowances.

85. The roll out of those policies included the issuing of statements by high- ranking officers that the reform was aimed at making the welfare system fairer to taxpayers and more balanced and transparent and reducing benefit fraud. Persons with disabilities have been regularly portrayed negatively as being dependent or making a living out of benefits, committing fraud as benefit claimants, being lazy and putting a burden on taxpayers, who are paying "money for nothing."³¹

The UN disability committee has recommended that the UK Government:

"Take appropriate measures to combat any negative and discriminatory stereotypes or prejudice against persons with disabilities in public and the media...."³²

³¹ See paragraph 84 and 85 on page 14 at: https://tind-customer-undl.s3.amazonaws.com/8645f1cf-3188-4893-aa41-9a9b0ff52670?response-content-disposition=inline%3B%20filename%2A%3DUTF-8%27%27CRPD_C_15_4-EN.pdf&response-content-type=application%2Fpdf&AWSAccessKeyId=AKIAXL7W7Q3XFWDGQKBB&Expires=1559649097&Signature=hvftd3cHzEhKvNVQSONvpyPoRDE%3D

³² See recommendation (H) on page 20 at: https://tind-customer-undl.s3.amazonaws.com/8645f1cf-3188-4893-aa41-9a9b0ff52670?response-content-disposition=inline%3B%20filename%2A%3DUTF-8%27%27CRPD_C_15_4-EN.pdf&response-content-type=application%2Fpdf&AWSAccessKeyId=AKIAXL7W7Q3XFWDGQKBB&Expires=1559649097&Signature=hvftd3cHzEhKvNVQSONvpyPoRDE%3D

We believe that this recommendation and the others in the UN disability committee's report should be implemented.

That concludes this evidence.

Inclusion London's comments on housing providers' role to support Deaf and Disabled people exploited by gangs

Inclusion London's comments focus on Disabled victims who are targeted by criminal gangs who take over their homes in order to deal drugs and carry out other criminal activities, sometimes described as 'cuckooing'.

Below we provide comments from the perspective of Stay Safe East, a Deaf and Disabled people's Organisation working with Deaf and Disabled victims of cuckooing. Following this we provide information on the legal framework regarding the responsibilities of housing providers.

1. Comments from SSE regarding Disabled victims of cuckooing

[Stay Safe East](#), (SSE) has been funded by MOPAC to provide support to Disabled victims of cuckooing and hate crime.

Below SSE gives an overview of what often occurs in cases of cuckooing involving Disabled victims, illustrated with two case examples. SSE then provides some suggestions for solutions regarding the problems that can occur.

Ruth Bashall, CEO of SSE comments on the usual response of housing providers regarding Disabled victims of cuckooing:

"...the first inclination of housing providers is often to put the neighbours first and take proceedings against the disabled person and the abusers without differentiating between victim and abusers - so a housing provider might work with the police to obtain evidence that the disabled person is allowing the abusers to enter their property and cause nuisance, or deal in drugs etc. They would go to court to get a closure order which in effect bars that person from their own property.

Very rarely is any work done by housing providers to unravel the often complex relationship between an isolated disabled person (this includes people with substance misuse issues who have become disabled as a result of drugs or alcohol) and who see the abusers as their "friends"). "

Below are two case examples:

Case 1

'Joe' a man with learning difficulties and lived experience of mental distress/trauma who had some low level drug use was targeted by a group of drug users. A drug dealer also became involved, he moved into Joe's home and was physically abusive so Joe became terrified. The dealer also got Joe seriously addicted to drugs.

SSE managed to get Joe rehoused but the drug dealer found where Joe's new home was. It took a lot of work by SSE's advocate to persuade the Council's housing department to accept that Joe was not intentionally homeless and to place him in good quality temporary housing.

Joe has cut down the use of drugs enormously but he will need long term support, which SSE will be providing.

Case 2

'Annie' is a woman with learning difficulties and is also physically disabled. Annie was targeted by a group of street drinkers. One of them, a male, moved into Annie's home and took control of her life. This involved strong psychological control, control of her benefits and he trashed the home. He was physically violent towards Annie in the home i.e. there was also 'domestic violence'.

Annie was evicted and deemed to be intentionally homeless so responsibility for her care fell onto social services.

Annie spent two years in hospital and institutional care. Now, at last she is waiting to be housed in supported housing by social services, not by the Council's housing department who still say she is intentionally homeless.

Disabled people, particularly people with learning difficulties can be convinced that the perpetrators are their friends or boyfriends or girlfriends, when in fact they are being exploited.

Cuts in social care can limit or stop some Disabled people's ability to go out and maintain social connections. Also carers who will speak to the Disabled person and check on their situation are not calling regularly. Therefore Disabled people can become more isolated and vulnerable to abuse.

Ruth describes the type of work needed by victims of cuckooing:

"A referral to an advocate is needed, also a housing officer needs to gain the confidence of the disabled tenant. In areas where there is a community Multi-agency Risk Assessment Conference (MARAC), which looks at such cases, there is much more joint working with other agencies to resolve issues.

Moving the victim may not solve anything if the person is targeted again. So what Stay Safe East does is to work with the victim long term (once we have worked out a way of making safe contact) and work with the person on all aspects of their life, how they ended up in this situation in the first place.”

2. Solutions

Below are solutions suggested by SSE which we recommend are put in place in all London boroughs:

- **Ensure there is a Multi-agency Risk Assessment Conference (MARAC) in all London boroughs where cuckooing cases can be discussed. The advantage of a MARAC is that they will:**
 - **Hold housing providers and local authorities to account**
 - **Provide collective problem solving.**
- **Undertake a risk assessment of the Deaf or Disabled victim of cuckooing.**
- **Support the Deaf or Disabled victims of cuckooing in a similar way to the support provided for domestic violence victims, instead of blaming cuckooing victims or treating them as a perpetrator. Support the victim even if they say they wish to stay with the abuser.**
- **Put measures to increase the safety of the cuckooing victim.**
- **Put the cuckooing victim in contact with support agencies such as Deaf and Disabled People’s Organisations which provide advocacy.**
- **Put ‘Partial Closure Orders’ in place. These enable the victim to remain in their own home, (which may have been adapted so it is wheelchair accessible) and allows for friends, family and an advocate to visit, while evicting the actual perpetrator.**
- **Use of the Pan-London Housing Reciprocal, which is coordinated by Safer London. The Pan-London Housing Reciprocal is a housing pathway for people with a social housing tenancy in London who are at high risk of harm where they live.³³**
- **More generally, there needs recognition that Disabled tenants are put into a vulnerable situation through reduced care packages and as such need additional attention to identify potential abusive situations and prevent them from escalating.**

3. Local authorities’ responsibilities

Duty of care

We are not legal experts, but from our experience we have understood that a local authority has a duty of care towards their tenants. Especially if gang members are also their

³³ <https://saferlondon.org.uk/pan-london-housing-reciprocal/>

tenants as tenancy agreements would apply. The duty of care includes allowing the person to enjoy their property, which implies a preventative duty. This would also imply a duty to neighbours who are affected by the cuckooing.

Legal position re duty of care

However, the legal position regarding local authorities' housing department's duties is not clear as it seems to depend on whether a local authority has policy regarding hate crime in place. A House of Commons briefing on "Anti-social behaviour in social housing (England)" which discusses a court case regarding "a duty of care to protect vulnerable adults from abuse by third parties" states:

"Thus an authority does not owe a duty of care to a person to protect him from the criminal acts of others, unless the authority has assumed a specific responsibility for doing so."³⁴

Some if not all local authorities in London do have appropriate policies in place, for instance Havering Council's "Housing Services Hate Crime Policy" document states:

"Housing Services condemns all forms of hate crime and will use all available powers and resources to deal effectively with individuals, groups and perpetrators involved in any hate motivated incident where either the person suffering harassment, or the perpetrator, is a resident of Havering...."³⁵

The policy also states:

"Aims, Objectives and Outcomes"

"We will take a 'victim centred' approach when responding to cases of hate crime. If the victim feels the case is motivated by hate it will be treated as a hate crime. The perception will be used as a starting point to help focus the investigation."

In Haringey:

"The Council and Homes for Haringey are committed to creating an environment where anti-social behaviour and hate crime is not tolerated and to allow Council tenants and other residents to live free from violence, disturbance and nuisance."³⁶

Brent Councils document on hate crime states:

"Hate incidents happen because of hostility or prejudice based on the identified monitored strands. The police and housing providers should treat them as hate incidents not as anti-social behaviour. So acts of ASB that are motivated by hostility and prejudice should be recognised as hate incidents."³⁷

Other London boroughs also have similar policies.³⁸

³⁴ https://www.housingnet.co.uk/pdf/Anti-social_behaviour_in_social_housing_England.pdf

³⁵ https://www.havering.gov.uk/download/downloads/id/1592/housing_hate_crime_policy.pdf

³⁶ https://www.homesforharingey.org/sites/default/files/anti_social_behaviour_policy_and_procedures.pdf

³⁷ <https://www.brent.gov.uk/media/16409061/responding-to-hate-crime-advice-and-support-services-2017.pdf>

³⁸ https://www2.merton.gov.uk/strategic_work_plan_2017-2021_-_website_edition.pdf

We strongly recommend that all local authorities in London have a policy which places a duty on housing providers to support Deaf and Disabled people with hate crime, gang related crime such as cuckooing and anti-social behaviour.

Safeguarding duty under the Care Act 2014

All local authorities have a clear safeguarding duty under the Care Act 2014 regarding adults with “needs for care and support (whether or not the authority is meeting any of those needs), is experiencing, or is at risk of, abuse...”³⁹

The statutory guidance states that:

“The safeguarding duties have a legal effect in relation to organisations other than the local authority for example the NHS and the Police.”⁴⁰

As we understand it “other organisations” include housing providers. For instance according to SCIE:

“Safeguarding duties apply under the Care Act 2014. Housing providers should ensure that they are represented on or linked to Safeguarding Adults Boards which the Care Act requires to be established in each local authority area.....

The Care and support statutory guidance states that ‘all workers need to be vigilant about adult safeguarding concerns’.”⁴¹

The Care Act Statutory Guidance also says:

“14.7 Safeguarding means protecting an adult’s right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect.....

14.8 Organisations should always promote the adult’s wellbeing in their safeguarding arrangements.”⁴²

Anti-social behaviour

Social housing landlords - anti social behaviour

According to a House of Commons briefing

“Social landlords (local housing authorities and private registered providers of social housing/housing associations) have a number of powers at their disposal to deal with tenants who exhibit anti-social behaviour (ASB)....

New provisions are contained in the Anti-Social Behaviour, Crime and Policing Act 2014....”⁴³

³⁹ <http://www.legislation.gov.uk/ukpga/2014/23/part/1/crossheading/safeguarding-adults-at-risk-of-abuse-or-neglect/enacted>

⁴⁰ <https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance#safeguarding-1>

⁴¹ <https://www.scie.org.uk/safeguarding/adults/practice/housing#care-act>

⁴² <https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance#safeguarding-1>

⁴³ https://www.housingnet.co.uk/pdf/Anti-social_behaviour_in_social_housing_England.pdf

There is statutory guidance regarding the Anti-Social Behaviour, Crime and Policing Act 2014,⁴⁴ which applies to relevant bodies and responsible authorities, which are: Councils; Police; Clinical Commissioning Groups; Registered providers of social housing who are co-opted onto case review groups.⁴⁵

The statutory guidance states:

“The relevant bodies should collectively agree an appropriate ASB Case Review/Community Trigger threshold..... The threshold must be no higher than three qualifying complaints of anti-social behaviour in a six month period.”

“The harm, or the potential for harm to be caused to the victim, is an important consideration in determining whether the threshold is met because the more vulnerable will be less resilient to anti-social behaviour. People can be vulnerable for a number of reasons....”⁴⁶

That concludes Inclusion London’s comments and information regarding housing providers’ role to support Deaf and Disabled people exploited by gangs.

⁴⁴https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/679712/2017-12-13_ASB_Revised_Statutory_Guidance_V2.1_Final.pdf

⁴⁵ https://www.housingnet.co.uk/pdf/Anti-social_behaviour_in_social_housing_England.pdf

⁴⁶https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/679712/2017-12-13_ASB_Revised_Statutory_Guidance_V2.1_Final.pdf



Tuesday 18th June 2019

Response to London Assembly Police and Crime Committee¹ – Hate Crime Investigation

About us

Merton Centre for Independent Living are a user-led Deaf and Disabled people's organisation run by Disabled people, for Disabled people, across the full spectrum of disability. We deliver a range of services to Deaf and Disabled people in London Borough of Merton, such as advice and advocacy services, including hate crime prevention and reporting support. We are also the lead organisation on a pan-London initiative which seeks to build up the capacity of Deaf and Disabled People's Organisations in London to address hate crime against Deaf and Disabled People. We are doing this as part of a pan-London Hate Crime Prevention Partnership with Inclusion London, Stay Safe East and others.

As an evidence-based organisation, one of our approaches to achieving change is to gather and present evidence on key issues affecting local Deaf and Disabled People, and to seek solutions for these. For example, in 2016 we published a report on the scale of hate crime against Deaf and Disabled People in Merton² which led to a new Merton Hate Crime Strategy being developed across all protected characteristics, and an action plan led by local partners with Merton Council. An important part of our work is to support local Deaf and Disabled people to speak up and make their views known, and our members and service users have contributed to this response through our Craftivism and Chat sessions³, with a particular focus on hate crime against Deaf and Disabled people.

¹ <https://www.london.gov.uk/about-us/london-assembly/london-assembly-committees/police-and-crime-committee>

² <https://www.mertoncil.org.uk/assets/documents/making-it-stop-tackling-hate-2>

³ <https://www.mertoncil.org.uk/getting-involved/craftivism-and-chat/>

The London Assembly Police and Crime Committee is undertaking an investigation into hate crime in London which aims to assess the Mayor's progress in protecting Londoners from hate crime and delivering a better support for victims. It also aims to examine how effective the Met Police's response to hate crime is and how third sector organisations can help to tackle hate crime in the capital.

Our Response to London Assembly Investigation

(1) Recording of Hate Crime

Across London there had been an increase in reports when the Metropolitan Police ran the Disability hate crime MATTERS initiative. However, since this has stopped the reports have since decreased across the Capital. In London Borough of Merton, reporting of hate crime against Disabled People has been consistently low, and although there has been a small year on year increase (from 6 in the year to May 2018 to 10 reports in the year to May 2019) overall recording remains low and the current levels of recording do not reflect the actual level of Disability hate crime when compared to the crime survey and people's lived experiences.

In 2017 Merton CIL undertook a survey with Merton partners including Council and Police, to try to identify why local people were not reporting hate crime to the police. We found that over half of the respondents had experienced hate crime. Certain groups had been subject to particularly high levels of hate crime, including 67% of Disabled respondents.

We also found that only a quarter of the respondents overall had reported it, with the following being listed as reasons for not reporting incidents:

- 43% don't think reporting will make it stop
- 34% are afraid of reprisals
- 25% don't want to waste police time
- 16% want to forget about it
- 15% think they won't be believed
- 14% say it happens too often to report
- 10% don't think it is a hate crime
- 9% would report it as something else, like ASB

- 8% find it too difficult to contact the police

Our casework reflects this finding, as many of our service users are hugely reluctant to report hate crime to the police, believing that reporting it to the police will just make the situation worse, or will not resolve their situation. Many simply want to move home, as on top of living in very unsuitable properties, they often have to live next to or with the perpetrators of hate crime.

Following on from this, we repeated this local survey in 2018 with similar results. Over half of all respondents confirmed that they either had witnessed or had been a victim of hate crime, but only 30% had reported it. Across the two surveys, there were consistent reasons for not reporting.

(2) Experiences and Barriers in reporting hate crime

We have run two 'Craftivism & Chat' sessions for our members and service users to discuss their experiences with Hate Crime and Anti-Social Behaviour, including if they reported it to the police. These sessions are for our service users to learn and talk about their experiences on different topics, with an opportunity to get creative afterwards with arts and crafts. For our sessions based on Hate Crime and Anti-Social Behaviour, we aim to increase awareness of disability hate crime, to encourage service users to report such incidents to the police, and to learn from people's experiences.

We asked our services users in a previous Craftivism & Chat session in October 2018 about whether they had reported hate crime incidents, and their responses were as follows:

"I want to move but I am scared of being moved to lodgings. What can I do?"

"I have no faith in the police"

"I would be afraid about making things worse"

"a policeman told me no one should have to put up with me and I should kill myself. I did report it but nothing happened. I'll never talk to the police again."

"I'm not confident reporting"

"I don't know what to expect"

"4 years ago I was assaulted by staff in Nandos. The police arrested me and now it is on my CRB. How can I be the one calling the police and then I get a caution?"

"What if I get arrested for wasting police time?"

"ignoring it doesn't work"

"I try to deal with stuff myself"

"its too much paperwork"

During the most recent Craftivism & Chat (in June 2019), their responses were very similar when we asked if they had reported any hate crime.

In general, they were greatly concerned of repercussions when making a report to the police, and afraid of making the situation worse. This is especially because the majority experienced problems with their neighbours, family members, carers, and their personal assistants (PA's), and were worried that a report would make living at home worse and that they would be in more danger. Many felt that they would ignore the issue instead of risking any action to make the situation worse. Some felt the police would not do much to help them, and that the police did not understand how to interact with Disabled people. Some also felt that the police would not take their reports seriously.

During our June 2019 Craftivism and Chat session, we asked our members what changes they would make in the reporting process, and they suggested the following:

- A local app to look up hate crime information (ie what it is) & report incidents;
- Mandatory training & tests for police officers when dealing with disability hate crime and Disabled People;
- More awareness/advertising of drop-in reporting sessions, services & safe spaces to report hate crime – through My Merton;

MVSC; newspapers; CAB's; local libraries; buses; stands at public events; notice boards; Merton CIL

- More accessibility in police stations; and
- More availability of hate crime information.

All the attendees felt there was a lack of information and awareness in Merton of services that could help them if they were a victim of Hate Crime. They all said that there was not enough cohesion within the borough in dealing with hate crime, and especially Disability hate crime. Most also felt they would need support in making a report to the police through a third-party site or having someone help them, as they felt uncomfortable in making a direct report to the police.

In our 2017 and 2018 survey, respondents cited the following suggestions as ways that would encourage them in making a hate crime report to the police:

<p>2017 responses:</p> <ul style="list-style-type: none"> • The biggest factor which would help people report hate crime would be knowing that it would make it stop – 52% • 50% said they wanted someone to talk to before going to the Police (31%) and help going to the police (19%) • 49% wanted a dedicated police officer they could talk to face to face • 42% wanted to be protected from reprisals • 26% wanted support with the court process 	<p>2018 responses:</p> <ul style="list-style-type: none"> • 54% wanted to have a dedicated police officer who they could speak to face to face • 39% stated that knowing that a report would make the hate stop would encourage them. (this was 50% for people who experienced hate crime and didn't report it) • 37% would like reassurance that they would be protected against reprisals • 30% said they wanted someone to talk to before going to the police • 23% said they'd like to have support to go to court and while they're at court • 19% said they'd like someone who could help them talk to the police
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(3) Challenges in supporting victims of hate crime

Our casework, along with casework feedback from other DDPO's shows that there are multiple issues in supporting victims of Disability hate crime to report and address reports:

- Trying to bring together statutory bodies and other parties to deal effectively with the perpetrator(s);
- Encouraging victims/ survivors to make a report to the police. This especially since we cannot fully guarantee that it will resolve their situation. One service user has had serious issues with his neighbour, who in the past has assaulted him. However, he is seriously worried about appearing to be the culprit and too afraid of repercussions to report incidents to the police. He also feels that if a report would be made, there isn't enough that could be done to protect him and his home;
- Working with statutory bodies to ensure the safety of the victim/survivor of hate crime. We have often had difficulties in ensuring our safeguarding referrals are fully recognised, with most not followed through enough to make sure our service users are safe;
- Trying to get statutory bodies and other parties to understand the victim's situation and their disabilities. This is important as this helps further their understanding of our service user's situation, and why they need help. Our service users also need other parties to understand their communication & access needs so they feel listened to & respected, which is vital after surviving a hate crime;
- Managing the expectations of our service users. We are often expected to resolve all their issues, some of which are not within our remit. For example, some issues that can only be resolved through statutory bodies such as rehousing;
- Sometimes not achieving the desired resolution or outcome; and
- Timescales in casework, with cases running on average 2 to 3 years. Hate crime cases are not straight-forward as there are often other issues in our service user's situation that need to be addressed, such as benefits issues. Time is also needed to build up trust with our service users, who may have already approached other organisations who couldn't help them.

In dealing with these challenges, there has been a hate crime forum set up for hate crime advocates/ caseworkers for DDPO's across London, where they can support each other with casework and identify issues faced in work. However, having a national framework would help us manage the expectations of our service users and of statutory bodies.

Summary:

In conclusion:

1. Merton CIL submits that the current recorded level of Disability hate crime is not an accurate recording, and is actually an under-recording.
2. Based on our research and casework, we find this under recording is because Disabled people face barriers in making a report, and are reluctant in telling the police out of fear of making their situation worse. They also need reassurance that making a report will make the hate stop.
3. Our members feel that there is a lack of information, awareness and cohesion in tackling Disability hate crime. This has reduced their confidence in believing that their situation could be resolved if they reported hate crime to the police.
4. These issues are then reflected in supporting victims/ survivors of hate crime, as there are challenges in maintaining expectations and trying to get other parties to work together in order to resolve the situation properly.



Hate crime in London

Evidence submitted by Galop, the LGBT anti-violence charity

Presented to the London Assembly Police and Crime
Committee



1) Executive summary

LGBT+ communities face high levels of hate crime

Despite progress on LGBT+ rights, hate crime remains a common experience for LGBT+ people. Research identifies that 40% of LGBT+ people experienced hate crime each year (Government Equalities Office 2018). There are an estimated 30,000 sexual orientation hate crimes committed each year according to the Crime Survey for England and Wales (Home Office 2018:26). The vast majority of these are not reported, with 91% of victims not reporting the most serious incident they experience (Government Equalities Office 2018).

Fear and opposition toward LGBT+ people is still common

The extent of prejudice driving these acts of violence and abuse is evidenced by polling that Galop commissioned. The research highlighted:

- 1 in 10 of those polled felt that LGBT+ people are 'dangerous to other people'.
- A similar proportion felt that LGBT+ identity can be 'cured'.
- Nearly 1 in 5 people said being LGBT was 'immoral' or 'against their beliefs'.
- Alarming, this rose to 1 in 4 among young people, showing a disturbing generational shift toward anti-LGBT prejudice. This goes against previous trends of young people holding more positive views toward LGBT+ people than other age groups.

Galop is proud to lead the successful Catch partnership

Galop is an LGBT+ anti-violence charity. Our hate crime support service has assisted victims of hate crime in London for 34 years. We work closely with City Hall in our role as lead partner within the Catch partnership of leading anti-hate crime charities providing specialist advocacy services in London. It has consistently performed extremely well in the outcomes it creates for service users. The success of the service is a key victory for the hate crime element of the Mayor's Police and Crime Plan.

There has been a large and consistent rise in recorded hate crime

Recorded homophobic and transphobic hate crime continues to rise. Data from last year is not available yet, but in 2017/18 the police recorded 11,638 sexual orientation hate crimes in the UK (up 27% from the previous year). Meanwhile, 1,651 transphobic hate crimes were recorded (up 32%) (Home Office 2018: 12).

The past year has also seen an escalation in the activities of transphobic hate groups aiming to target trans people, adding to the high levels of transphobic harassment, intimidation and violence. Meanwhile, there has been a growing parents movement calling for the removal of inclusive messages in schools, fuelled by fear and hostility toward LGBT+ people.



Anti-LGBT hate crime tends to involve high levels of violence

MPS data shows that anti-LGBT hate crimes involve higher levels of violence than other types of hate crime. 6% of victims of homophobic hate crime experienced moderate-serious injuries, compared to only 1% of religious hate crime victims and 2% of race hate crime victims (Walters and Krasodonski-Jones 2018:43).

It has deep and lasting impacts on victims

People who experience hate crime are over twice as likely to face serious emotional impacts such as difficulty sleeping, anxiety, panic attacks or depression, compared with people who experience crime in general (Home Office 2018: 28).

It makes communities feel fearful and unable to live openly

Hate crime limits the ability of people to live open and fulfilled lives. Most LGB people avoid holding hands in public for fear of a negative reaction (68%). Meanwhile most trans people avoid being open about their gender identity in order to lower the risk of experiencing transphobic abuse (67%) (Government Equalities Office 2018: 33).



2) About Galop

For 36 years Galop has worked to make life safe, fair and just for LGBT+ people. We are the specialist LGBT+ pan London service for LGBT+ victims and survivors of hate crime, domestic abuse and sexual abuse.

We provide advice, information and support to LGBT Londoners through our advocacy and helpline services. Our specialist hate crime advice, support and advocacy service works to empower people to report, cope, recover and build lives free from violence and abuse. It consistently produces good outcomes for the people it supports, with 76% of people supported last year feeling more able to cope and 81% experiencing an improvement in their quality of life.

We provide a multi layered approach to reducing the barriers LGBT+ victims face when accessing support. In addition to our direct service provision we use our expertise to improve professional practice, providing training and awareness-raising to professionals working in mainstream services on issues relating to LGBT communities and hate crime. We also undertake strategic engagement, policy work, research and partnership work to tackle hatred at a national and international level.

Additionally, we undertake awareness raising work to inform and empower LGBT+ communities. An example of a resource we have produced for LGBT communities that has been distributed across London (including agencies such as the MPS and Victims Support) with significant positive feedback can be found here:

www.galop.org.uk/wp-content/uploads/Hate-Crime-Guide-for-LGBT-People.pdf

One of our key strengths is successful multi agency partnership work to share our expertise on the issues affecting LGBT+ victims. We work closely with MOPAC, the MPS and Local Authorities to tackle hate crime and support those it impacts. In addition, we provide training and awareness-raising to professionals on issues relating to hate crime. A guide we have produced for professionals can be found here:

www.galop.org.uk/wp-content/uploads/Working-with-Victims-of-Anti%E2%80%93LGBT-Hate-Crimes.pdf



3) LGBT+ experiences of hate crime

The last 50 years has seen solid progress in the advancement of LGBT+ rights in the United Kingdom. However, hate crime unfortunately remains a common experience in the lives of LGBT+ people.

The National LGBT Survey 2018 found that 40% of LGBT+ people had experienced a hate crime incident in the last 12 months. Trans people were significantly more likely to have experienced at least one incident (53%). (Government Equalities Office 2018:33).

It found high levels of non-reporting, with 91% of LGBT people who experienced a hate crime not reporting the most serious incident. The most common reasons given for not reporting an incident involved 'That it was not worth it or nothing would happen or change' (48%). Or 'it was not serious enough or it happens all the time' (54%) (Government Equalities Office 2018:33).

Over the course of a lifetime, Galop research suggests as many as 4 in 5 LGBT+ people have experienced hate crime (Antjoule 2016:4).

Meanwhile, 2% of LGBT+ people had undergone conversion therapy in an attempt to 'cure' them of being LGBT, and a further 5% had been offered it (Government Equalities Office 2018:33).

Meanwhile, 2% of LGBT+ people had undergone conversion therapy in an attempt to 'cure' them of being LGBT, and a further 5% had been offered it (Government Equalities Office 2018:33).

*I was in a park and two men asked for a light. We were attacked by a group of six other men, who began to kick, punch and stab us. They shouted homophobic abuse and kicked my head like a football.
Bisexual man interviewee, The Hate Crime Report, Galop*



4) Catch

We work closely with City Hall in our role as lead partner within the Catch partnership of specialist anti-hate crime organisations providing advocacy services in London. It has been recognized as consistently performing well in the outcomes it delivers for service users. It has been a key element in successfully delivering against the hate crime element of the Mayor's Police and Crime Plan.

CATCH brings together the leading London based anti-hate crime services to provide empathetic and trauma informed support and assistance. The partnership is commissioned by MOPAC. The partners within the service are CST, Tell MAMA, the Monitoring Group, Stay Safe East and Choice in Hackney. Galop is proud to be lead partner.

The partnership provided in-depth advocacy to 442 victims of hate crime during 2018/19. This was a rise compared to the previous year.

Catch consistently produces impressive results for people that we support. During last year 79% of those we supported had an increased feeling of confidence and ability to cope. We supported 84% of our clients in navigating the criminal justice system. We empowered 86% to engage with services. We also helped to reduce attrition from the criminal justice system and to access victim personal statements.

As well as performing highly against the commissioned outcomes, the partnership brings other significant added value in our collective community response. Catch recently produced a video campaign aimed at healing the divisions between communities that have been driving prejudice and hate. It was extremely successful, reaching over a million unique people on Twitter and over a million on Facebook.



5) Levels of recorded hate crime

In recent years we have seen an increase in the volume and seriousness of anti-LGBT hate crimes coming to our attention.

The Crime Survey for England and Wales estimates that there were 30,000 sexual orientation hate crimes committed in 2017/18. It is currently unable to provide a reliable estimate for levels of transphobic crime (Home Office 2018:26).

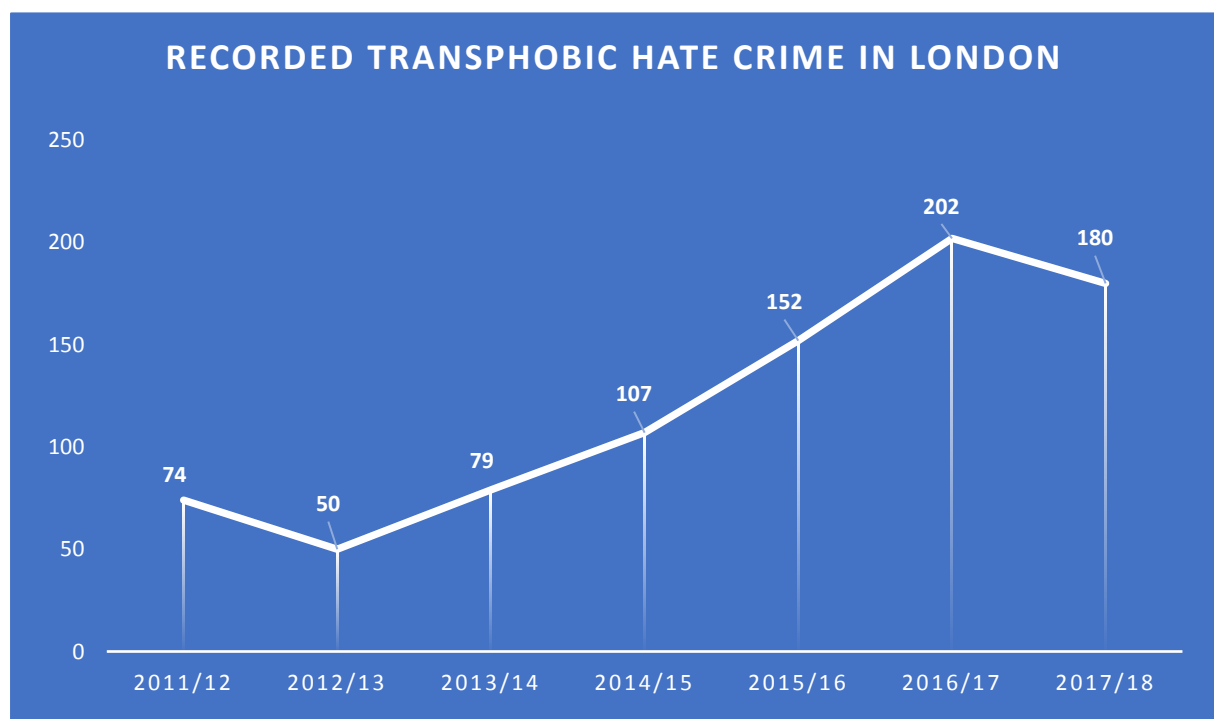
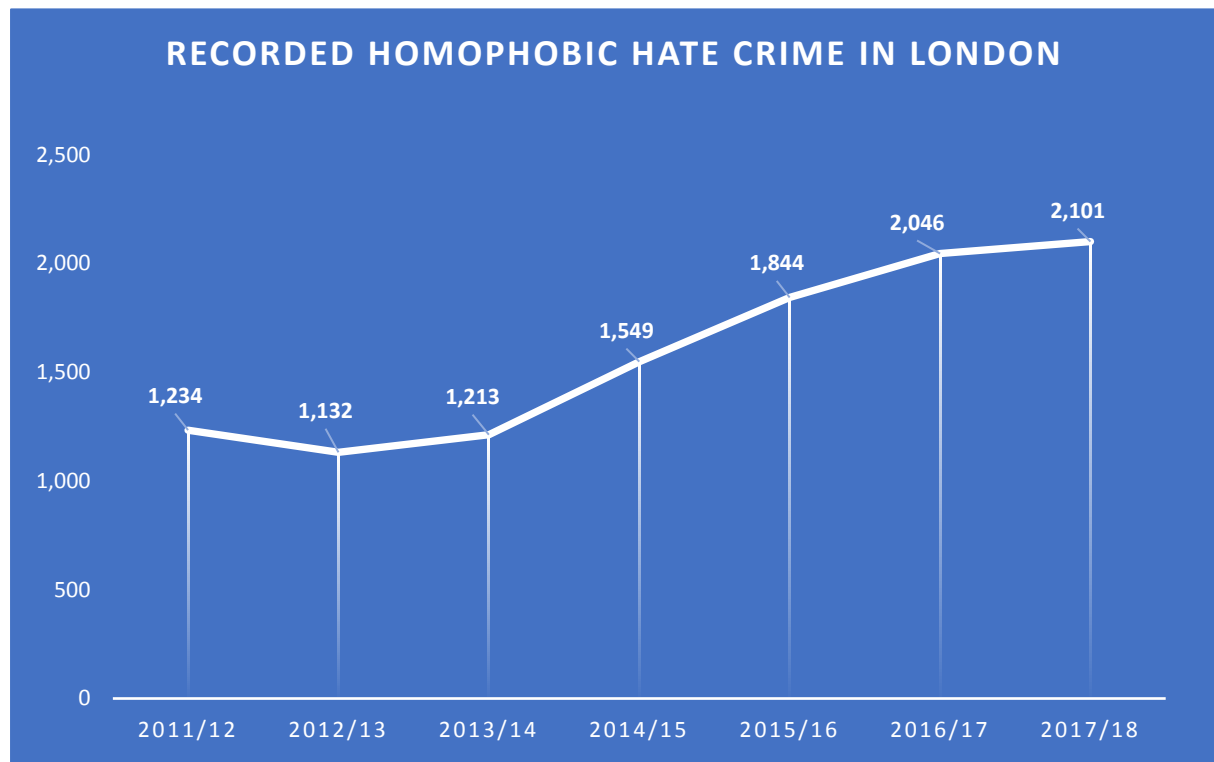
Recorded hate crime against LGBT+ people is increasing. In 2017/18, the police recorded 11,638 sexual orientation hate crimes in the UK (up 27% from 2016/17), and 1,651 transphobic hate crimes (up 32%). Recorded hate crime has risen significantly every year since 2013/14, in which 4,588 sexual orientation hate crimes and 559 trans hate crimes were recorded (Home Office 2018: 12)

An analysis of MPS data also found that homophobic or biphobic hate crimes result in more serious injuries than other types of hate crime; 6% of victims of sexual orientation hate crime experienced moderate-serious injuries, compared to only 1% of religious hate crime victims and 2% of race hate crime victims (Walters and Krasodonski-Jones 2018:43)

Despite the above research suggesting that LGBT+ hate crime tends to involve more serious injury than other types of hate crime, it has very poor outcomes in terms of charging. The percentage of offences resulting in charge or summons for LGBT+ hate crime is between a quarter and half of the percentage for other hate crime strands, across violence against the person, public order offences, and criminal damage and arson (Home Office 2018: 20).



6) Recorded hate crime in London



Source: Hate Crime Statistics, Briefing paper 08537, House of Commons Library, 2019

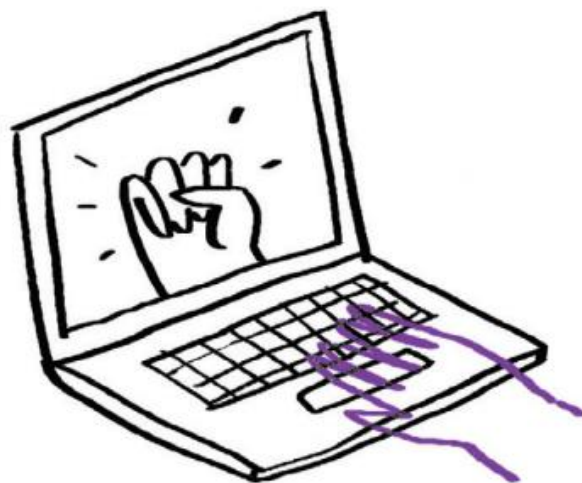


7) The impacts of hatred

People who experience hate crime are over twice as likely to experience serious emotional impacts such as difficulty sleeping, anxiety, panic attacks or depression, compared with people who experience crime in general. (Home Office 2018: 28).

Unsurprisingly given the prevalence of LGBT+ hate crime and increased risk of injury, many LGBT+ people take steps to decrease their visibility in certain scenarios in order to avoid being targeted. In the National LGBT Survey, 68% of LGB+ people said they avoided holding hands with a same-sex partner in public. 70% said they avoided being open about their sexual orientation for fear of a negative reaction from others, most commonly on public transport and in the workplace. 67% of trans people said they avoided being open about their gender identity for fear of a negative reaction from others. Non-binary people were particularly likely to avoid being open (76%) (Government Equalities Office 2018: 33).

The impacts of hate crime also reaches beyond individuals by sending a message to communities that they are unsafe and unwelcome. A study found that LGBT and Muslim people who hear about a hate crime, are more likely to feel vulnerable, anxious, angry or ashamed, compared with non-hate motivated crime. Such reactions also cause them to change their behaviour to avoid the risk of abuse. This is particularly important given that 80% of participants knew of someone else who had been subject to hate incidents in the past three years (University of Sussex 2018).



8) The prejudice driving anti-LGBT violence

The erroneous perception that LGBT+ equality has been achieved displays a gulf between public awareness of anti-LGBT+ hate crime and the lived experience of LGBT+ people in the UK.

Forthcoming polling data of 1,617 people across the UK commissioned by Galop produced the following concerning results:

- 1 in 5 people polled were uncomfortable with the idea of having lesbian, gay or bisexual neighbours. Over 1 in 4 were uncomfortable with trans neighbours.
- Nearly 1 in 5 people said being LGBT was 'immoral' or 'against their beliefs'.
- Alarming, over 1 in 4 young people said that being LGBT was 'immoral' or 'against their beliefs', higher than other age groups.
- 1 in 10 people said that being LGBT+ could be cured.
- 1 in 10 people thought that LGBT+ people were dangerous to other people.

Violence and abuse against LGBT+ people being well-documented, yet a large proportion of the general public do not believe that violence against LGBT+ people is a serious problem. Our polling data indicates that many people hold conscious bias against LGBT+ people, such as believing that LGBT+ people are immoral and/or dangerous, and being uncomfortable living with LGBT+ neighbours. The views that the young people in this study expressed gives rise for serious concern, as they were often more negative and/or polarised than their older counterparts. This appears to indicate that inclusion of LGBT+ people in society is under threat in future generations within London.

The 2017 ILGA-RWI Global attitudes survey on Sexual, Gender and Sex Minorities found that in the UK, 17% of people agreed that people who engage in romantic or sexual relationships with people of the same sex should be charged as criminals, and a further 20% neither agreed nor disagreed.

The past year has seen an escalation in the activities of transphobic hate groups who have run well organised and resourced campaigns to demonise trans people. This has contributed to the high levels of harassment, intimidation and violence faced by trans people.

Meanwhile, there has been a growing parents movement calling for the removal of inclusive messages in schools, fuelled by fear and hostility toward LGBT+ people.



9) Case example: homophobic neighbour violence

With funding from MOPAC we assisted in the following case

“

H is a gay man. One day his downstairs neighbours broke into his flat at 3am in the morning and beat him with a stick while shouting homophobic abuse. Galop helped H communicate with the police who were slow to progress the case, helped H secure alternative housing as he felt unsafe to return to his home, and gave him safety planning advice. The case was prosecuted and Galop attended court with H three times (two times the case was not heard). On the third court date Galop sat next to H as he gave his testimony and was cross examined in court. The rest of the court day was spent giving emotional support to H and reporting back to him from the public gallery as H felt unable to watch the trial himself but wanted to know what was being said. H's attackers were found guilty on all charges. Galop will continue to support H liaising with his housing providers to get his attackers evicted.

”



10) Case example: transphobic violence in a hostel

With funding from MOPAC we assisted in the follow case:

“

S is a trans woman. S was experiencing homelessness and staying in shared temporary accommodation. While there she was assaulted and verbally abused by another resident in the reception area. S reported this to the police. Galop helped S communicate with the police who tried to take statements over the phone rather than in person. Galop also helped S to speak up about negative experiences she had with a police officer. Galop helped S come up with an action plan for what she wanted to achieve. This included safe housing, going to court, and becoming connected with trans communities.

While the case was progressing with the police, Galop help S to secure specialist housing help and trans healthcare. Galop attended court with S. Sadly the attacker was found not guilty, but S felt that the whole process would deter him from offending again and was happy with her experience. Galop helped S claim back her expenses from missing work and traveling to court. As the last part of her plan S wanted to start volunteering with either trans groups or groups supporting victims of crime. Galop helped her identify volunteering opportunities. S is now in safe and permanent housing.

”



Addendum to Version 1:

What are Londoners' experiences of the police and criminal justice response to hate crime?

Galops' LGBT Hate Crime report evidences the following:

- Half of those who reported a hate crime to the police did not feel satisfied with the outcome, which compares poorly with other types of crime
- The main reason for dissatisfaction was feeling that reporting produced no result
- There is a lack of referrals to anti-hate crime support services
- LGBT+ people need an improved response from the police, including:
 - Quick response with regular follow up communication
 - Good knowledge of LGBT+ issues
 - Respectful, non-judgmental approach
 - To be believed and listened to
 - Have the incident recorded as a hate crime
- Our 2017 report into LGBT+ people's experience of online abuse revealed the following:
 - Interview participants wanted the police to take action;
 - protect them from the perpetrator, and provide more regular contact and follow up.
 - They'd like to see more visible involvement of police tackling online hate and calling for increased reporting of online hate crime.

What are the barriers to reporting different types of hate crime?

While there are universal barriers to victims accessing specialist services, LGBT+ people can face additional challenges which are different to those experienced by heterosexual, cis women and men. Within our Hate Crime report in depth insight is given into these barriers:

- Reasons given for **not reporting** included feeling that it would not produce a result (24%), being unsure if it was a crime (22%), feeling it would not be treated seriously (12%), fear it would make the situation worse (7%) and fear of a negative reaction from police to their identity (5%). In contrast to the barriers above, the survey found high levels of literacy about reporting mechanisms, with just 2% saying they did not report because they were unsure how or where to do it.
- Among those who reported the most recent crime they experienced, 40% indicated **they did not find the process easy**. The most common reason given was the perception that justice professionals had not received training

on LGBT issues (68%). Others found it difficult having to repeat what happened several times (47%) or felt there were too many steps to go through (44%). Lastly, some participants were **apprehensive about the prospect of disclosing their sexual orientation and/or gender identity** (27%).

- There are also **key gaps in laws and criminal justice provision** covering LGBT people including:
 - **Lower maximum sentences:** Homophobic, transphobic and disability hate crime offences carry a lower maximum sentence than race and faith crime in England & Wales. For instance, racially or religiously aggravated common assault can attract up to 2 year sentence, while for LGBT or disability the maximum is 6 months. Meanwhile, in Scotland, a conviction for racial harassment carries a 7 year maximum sentence, while anti-LGBTI, faith or disability harassment has a maximum of 5 years.
 - **Recording:** Where someone is found guilty of a homophobic or transphobic hate crime, the hate element is not normally recorded on an individual's criminal record. This is because there are no specific hate crime offences that can be named on their Police National Computer record. That means future trials and probation services cannot see if someone is a serial hate crime offender and no work can take place to manage any risk they pose. Meanwhile, where specific race or faith offences exist they can be recorded in a way that makes their hate motive clear.
 - **Trans and intersex inclusion:** There is still no legislative provision for dealing with transphobic hate crime in Northern Irish law. Although Scottish hate crime laws explicitly cover hate crime against intersex people, no such provision exists in England, Wales or Northern Ireland.
 - **Victim rights:** People who experience hate crime have the right to various entitlements from justice agencies in relation to assessment, information, referral to services etc. These are set out within the England & Wales Victims' Code and Northern Ireland's Victim Charter. At Galop, we see many of our service users not receiving these entitlements, yet the only way to enforce these rights is through the internal complaints mechanism of the relevant organisation (such as the police or CPS) which can be a frustrating experience for individuals. We believe these entitlements for victims should be a legal right instead of a voluntary code. We therefore recommend they be backed by law; such as exists in Scotland's Victims' Rights Regulations 2015.
 - **Incitement:** Various laws prohibit the stirring up of hatred against certain groups. These are sometimes called 'incitement' or 'hate speech' laws. There are no laws preventing stirring up hatred against trans people in England, Wales and Northern Ireland. A law preventing stirring up hatred based on sexual orientation exists in England & Wales but it is weaker than similar laws covering race and faith. In practice, all laws in this category are set at a high threshold of seriousness and are infrequently used, but allowing the disparity to remain sends an unhelpful message.

- Voluntary sector workers described problems with **police referral systems** automatically using Victim Support as their default support organisation for all people facing hate crime. They also pointed out that information about hate crime support services is not generally shared with people who report hate crime.
- **The Code of Practice for Victims of Crime** created a right for everyone who reports hate crime to be offered a referral to a specialist support service, where available in that area (such as Galop and other services), in addition to a general support service (such as Victim Support). At Galop, we are proud of having built good referral relationships with police officers who regularly discuss our services with those who report. However, from a general voluntary sector perspective, very few of the people who report hate crime are referred to specialist hate crime services, or even told about them. This means the majority of individuals are forced to seek out specialist advice and support unaided by statutory services, with many never hearing about services which could have benefited them. The issue was touched on in the following account:
- The above findings are supported by Stonewall research which found that just 26% of those who report homophobic crime to the police are referred to any kind of support service. Although most did not feel they needed advice or support, others would have liked it but felt unable to seek it out because they were unaware of a service suited to their needs (16%), or they did not know where to look (13%). Others feared encountering prejudice related to their identity from support services (7%) or were uncomfortable having to out themselves to support.

Our practice based experience tells us that LGBT+ people face a range of distinct **barriers on a personal and systemic level**, which **often prevent them from getting the support they need**. Personal barriers most often relate to LGBT+ people's perception of self and the abuse and their perception of the support system. In contrast, systemic barriers relate to the way services are designed and delivered that may result in them being less accessible and inclusive for LGBT people. Factors include:

- LGBT+ survivors might feel unsure of, or are **reluctant to disclose their relationships and identity with non-LGBT+ organisations**.
- LGBT+ survivors also **often believe that non-LGBT services are 'not for them'** and **fear and/or anticipate being misunderstood or discriminated against** by services. This fear is often **rooted in significant experiences of discrimination due to sexuality or gender identity**, which may include family rejection, hate crimes and previous experiences of discrimination. These experiences may inform a belief that service provision is prejudiced and may result in concerns around disclosure of sexual orientation and/or gender identity. Our experience also tells us LGBT+ people are particularly reluctant to report and engage with the police and are not likely to opt for cooperation or criminal justice outcomes in the context of domestic abuse.

- We are noticing an increased awareness and interest from service providers to enhance their knowledge on unique experiences and tactics of abuse as experienced by LGBT+ people. However, some of the **systemic barriers, such as lack of knowledge and understanding around the spectrum of gender identities and sexualities and visibility and representation of LGBT+ issues within service delivery and provision, still exist.** Both gaps can result in services not appearing competent and/or welcoming to adequately address the needs of LGBT+ survivors and encourage them to come forward.

What challenges do third sector organisations and other statutory institutions face when supporting victims of hate crime?

- LGBT advocacy capacity – Our specialist casework service provides high quality empowerment-based work serving the needs of victims, but its capacity falls far short of the vast scale of need among LGBT victims of hate crime. For instance, according to the National LGBT Survey of 108,000 LGBT people, 40% had experienced hate crime within the past twelve months. Anti-LGBT abuse is also rising at a rate that cannot be explained by reporting changes alone (27% rise in reported homophobic hate crime in last year and 45% rise in transphobic hate crime).
- CATCH roll out – The partnership service has proven itself at enabling positive change for victims and there is an appetite among authorities and charities for full roll-out. However, CATCH remains at the level of funding it was first awarded to pilot the scheme in two boroughs. Several years on, CATCH partners are attempting to meet the clear escalation in the scale and complexity of hate crime need across all 33 London boroughs on that same modest level of capacity that was initially intended to serve just two boroughs.
- Operational response – There are many fantastic professionals and volunteers across CJS and victim services, but LGBT victims of hate crime frequently feel let down when they choose to disclose to services. For instance, the Crime Survey for England & Wales, finds that only half of the people who report hate crime are satisfied with how it is handled by police (52%), compared to much higher satisfaction rate for other types of crime (73%).

Though great work has been done to improve the confidence of communities facing hate crime, gaps in the actual response individuals receive are very noticeable at a casework level. This leaves some victims feeling dismissed, marginalised or frustrated. For instance, CSU's are intended as specialist units to understand and meet the needs of hate crime victims, but in practice they investigate very few of the hate crimes reported to the MPS. Whereas victims

of DV and SV have IDVA's ISVAs and SOITs existing in every borough separately to investigators as a safeguard of victim's needs, hate crime advocates exist in tiny numbers and can find it difficult to have their expertise recognised by authorities in the way that an IDVA or ISVA would.

What more do you think the Mayor can do to help reduce hate crime in London?

In addition to the points made under point 3 above we ask the Mayor to work with Galop to support the delivery of the recommendations' of our LGBT Hate Crime Report:

- Remedy the deficiencies in LGBT and disability hate crime laws
- Ensure the hate motive of an individual's conviction is recorded on their criminal record
- Build preventive educational programmes for perpetrators of hate crime
- Create good practice guidance on anti-hate crime restorative justice
- Give legal backing to rights within the Victims Code and Victims Charter
- Support the professionalisation and capacity building of anti-hate crime support and advocacy work
- Support community-based work to challenge online hate crime
- Support the creation of a regular survey of LGBT perceptions to contextualise changes in recorded hate crime

Moreover:

- There is a lack of sufficient specialist LGBT advocacy service provision to meet the needs of LGBT victims/survivors. The level of funding available does not match the level of capacity needed to support the current and rising demand. We ask the Mayor to review the budget available.
- This funding needs to be multi-year, to ensure stability of provision and allow the service to implement development plans, with flexibility on deliverables to allow services to remain responsive to organic needs and issues presented by our diverse communities and new technologies.

A count of Hate Crime Offences and Victims

2012 to 2018

Protective Marking	OFFICIAL
Suitable for Publication Scheme	Yes
Ad-Hoc Reference Number	16577
Summary	A count of Hate Crime Offences and Victims for the period 2012 to 2018
Creating Branch / Directorate	MetHQ - Information and Insight
Date Created	22/07/2019
Review Date	21/07/2020

This report uses LIVE DATA extracted from: CRIS

Date Live data was extracted: 22/07/2019

The data in this report reflects live data which may be subject to small changes over time

Notes

Source System

Data was taken from CRIS on the 22/07/2019

Date Range

The recorded date is between 01/01/2012 and 31/12/2018

Definition

Data is a count of Total Notifiable Offences and Victims where there is one of the below Flags on the record

RI - Racial Incident

RR- Racial Incident Resolved

RS - Anti-semitic Racial Incident

RT - Anti-Semetic Racial incident Resolved

RW - Racial Incident Declass

IS - Islamophobic hate crime

FH - Faith Hate

HO - Homophobic Incident

HR - Homophobic Incident Resolved

HT - Transgender Hate Crime

VH - Disability Hate Crime

Caveats

Domestic Abuse has been excluded.

There can be up to four Location Types recorded on a crime record which may cause duplication.

IMPORTANT: Please ensure that the Notes Page is read in conjunction with the data in this report to ensure that it is interpreted correctly.

**A count of Hate Crime offences
Recorded Between the Calendar Years 2012 and 2018**

Offence	2012	2013	2014	2015	2016	2017	2018	Grand Total
Violence Against the Person	5394	3597	4272	5504	6511	6478	6519	38275
Homicide	0	0	0	0	0	1	0	1
Violence with Injury	1276	1066	1197	1269	1490	1495	1385	9178
Violence without Injury	4118	2531	3075	4235	5021	4982	5134	29096
Sexual Offences	18	25	30	35	54	49	57	268
Rape	2	2	3	0	3	9	4	23
Other Sexual Offences	16	23	27	35	51	40	53	245
Arson and Criminal Damage	558	575	675	741	935	856	826	5166
Arson	7	15	10	11	17	11	19	90
Criminal Damage	551	560	665	730	918	845	807	5076

**A count of Aggravated Hate Crime offences (Aggravated Offence Titles)
Recorded Between the Calendar Years 2012 and 2018**

Offence	2012	2013	2014	2015
Violence Against the Person	3583	1821	2326	2602
Violence with Injury	545	442	569	580
Violence without Injury	3038	1379	1757	2022
Arson and Criminal Damage	259	261	366	377
Arson	2	4	1	4
Criminal Damage	257	257	365	373
Robbery	6	1	0	2
Robbery of Personal Property	6	1	0	2
Burglary	0	0	4	0
Burglary - Business and Community	0	0	2	0

IMPORTANT: Please ensure that the Notes Page is read in conjunction with the data in this report to ensure that i

A count of Hate Crime Victims
Recorded Between the Calendar Years 2012 and 2018

Age	Female	Male	Unknown	Grand Total
0	111	197	29	337
1	28	34	3	65
2	23	20	0	43
3	20	32	0	52
4	30	34	0	64
5	27	40	2	69
6	24	43	1	68
7	51	53	1	105
8	54	99	0	153
9	86	106	0	192
10	99	177	2	278
11	191	304	0	495
12	221	330	3	604
13	293	368	2	663
14	273	323	2	598
15	302	331	1	634
16	330	318	0	648
17	349	327	0	676
18	488	547	9	1044
19	505	551	4	1060
20	1035	1245	31	2311
21	781	907	21	1709
22	828	963	3	1794
23	956	1173	4	2133
24	997	1266	10	2293
25	1515	2263	32	3810
26	1115	1718	7	2840
27	1078	1672	5	2755
28	1146	1795	6	2948
29	1129	1629	8	2766
30	2145	3796	81	6022
31	1118	1702	8	2828
32	1149	1759	5	2913
33	1055	1744	8	2807
34	1045	1653	5	2703
35	1313	2390	19	3722
36	971	1595	10	2576
37	925	1585	5	2515
38	873	1460	5	2338
39	763	1438	9	2210
40	1197	2375	17	3589
41	757	1295	1	2053
42	784	1220	4	1988
43	723	1288	4	2015
44	704	1323	7	2034
45	794	1482	6	2282
46	612	1151	3	1766
47	630	1175	3	1808
48	608	1158	0	1764
49	550	1044	2	1596
50	704	1294	8	2006
51	507	820	3	1330
52	508	844	1	1353
53	421	784	3	1208
54	432	694	0	1126
55	416	699	4	1119
56	355	535	0	890
57	322	470	1	793
58	295	427	1	723
59	236	385	0	621
60	219	376	2	597
61	167	294	1	462
62	148	259	0	407
63	154	192	2	348
64	127	201	1	329
65	127	179	0	306
66	106	148	0	254
67	91	100	0	191
68	80	102	0	182
69	70	81	0	151
70	71	91	0	162
71	43	74	0	117
72	47	79	0	126
73	39	41	0	80
74	38	45	0	83
75	28	44	0	72
76	24	37	0	61
77	33	30	0	63
78	19	31	1	51
79	24	34	0	58
80	23	28	0	51
81	13	16	0	29
82	11	16	1	28
83	14	15	0	29
84	10	15	0	25
85	5	10	0	15
86	3	6	0	9
87	6	6	0	12
88	4	4	0	8
89	7	3	0	10
90	2	2	0	4
91	3	2	0	5
92	6	3	0	9
93	2	2	0	4
94	3	1	0	4
95	1	0	0	1
96	2	0	0	2
98	1	0	0	1
99	0	5	0	5
101	1	2	0	3
110	5	20	2	27
Grand Total	38796	61063	419	100278

IMPORTANT: Please ensure that the Notes Page is read in conjunction with the data in this report to ensure that it is interpreted correctly.

**A count of Hate Crime Victims where the Victim is both the Victim and the Informant
Recorded Between the Calendar Years 2012 and 2018**

Recorded Year	Total
2012	7907
2013	7645
2014	9936
2015	12037
2016	14424
2017	14126
2018	13659
Grand Total	79734