



NO place for hate, Safe place for ALL!

Welcome to the Disability Hate Crime Workshop at 'We are 336'

Part of Lambeth Hate Crime Awareness Week



**Report on Lambeth Disability Hate Crime Workshop
15th October 2014**



LAMBETH DISABILITY HATE CRIME WORKING GROUP

1. INTRODUCTION

During National Hate Crime Awareness Week 2014 (11th – 18th October), the Lambeth Disability Hate Crime Working Group organised a special workshop at 'We are 336' (Lambeth Accord) to discuss hate crime and disability. Over 40 people attended.



Disability Hate Crime is on the increase but it remains very under-reported in Lambeth, as it is nationally.

The purpose of the workshop was to bring together disabled people, local organisations and services to start a new conversation about how support can be improved and joined up for disabled people who experience hate crime in Lambeth.

The Working Group has recently been formed as a sub-group of the Lambeth Hate Crime Forum which is coordinated by Mark Healey, Lambeth Council's Hate Crime Prevention Coordinator. The Working Group is chaired by Disability Advice Service Lambeth and has a growing membership of key organisations and service providers.

This is a report on the workshop and a summary of the actions which were raised which the Working Group is taking forward.

2. SPEAKERS

A number of speakers first helped to set the scene or talked about the local support services available:

- Sean McGovern (Chair, Lambeth Pan-Disability Forum)
- Mark Healey (Lambeth Council Hate Crime Prevention Coordinator)
- Henrietta Doyle (Inclusion London Policy Officer)
- Maggie Brennan, Terry Taylor and Richard Keagan-Bull from the Healthwatch Lambeth 'Hidden Voices' Learning Disability Advisory Group supported by Helen Butlin (Healthwatch Lambeth) and Jane Abraham (Voiceability Lambeth Learning Disability Assembly User Involvement Worker)
- Jenny Ruales (Delivery Manager, Victim Support)
- Corinna Hanley (Lambeth Council Vulnerable Victims Advocate)
- David Strong (Disability Advice Service Lambeth)



Clockwise from top left: Mark Healey and Sean McGovern; Jenny Ruales and Corinna Hanley; Henrietta Doyle; Helen Butlin, Maggie Brennan, Jane Abraham and Richard Keagan-Bull



The presentations of Mark Healey and Henrietta Doyle are available from David Strong (contact details on last page).

I set up the "Lambeth Hate Crime Blog" so we can share information easily between colleagues in the Council, the local Police and people we serve in our local communities...

#Lambethhcc

Lambeth Hate Crime Coordinator

Having a disability is not a crime...

Lambeth

Disability hate crime increasing

- General public's attitude towards disabled people deteriorated - aggression and name calling increasing
- Why? False portrayal of disabled people as benefit scroungers and fraudsters in media increased

Recommendations: Specialised training for police

- All reports of hate crimes are **respected** by police and appropriately **recorded**
- **Investigation** of hate crimes improves
- Involve Deaf and disabled people organisations in training.

The Lambeth Hate Crime Information Stall (right) and a specially prepared Disability Hate Crime Resource List (included in this report) were made available to provide general information and details of support services.

3. Table discussions

The centrepiece of the workshop was three facilitated discussion groups which explored people's ideas about disability hate crime, the barriers to reporting it and getting help and the improvements people wished to see in raising awareness and availability of support.

There were some excellent conversations, important questions were aired and many valuable ideas were generated.



Feedback from Group Discussions

A. Reflections on hate crime towards disabled people

- Consequence of discrimination
Hate crime starts with how people are valued and is a manifestation of prejudice and ignorance. Discriminatory behaviour towards disabled people can be perpetrated by individuals or organisations.

- Does not always cross the 'criminal' boundary
Name calling, pointing, staring and being taken advantage of by others may not be things that the police are always able to treat as a criminal offence but they can have a huge impact on people.
- Significant impact on wellbeing of person experiencing it
People who are targeted can feel persecuted, alone and vulnerable. It can lead to isolation, mental health problems and suicide. Women are particularly at risk of hate crime.

B. What makes it difficult for disabled people to report hate crime and find support?

- Lack of empathic response
Not being listened to, not being believed or taken seriously and not being given the time to communicate are all experiences of disabled people reporting hate crime. These experiences create a lack of confidence, fear and frustration and do not encourage people to report.
- Accessibility
Police stations can be difficult places to access, with long queues and an intimidating atmosphere, and when reporting often the disabled person is not given tools to help them communicate. It can be difficult to find out about support and advocacy services as police do not routinely signpost.
- Communication
People who report hate crime experienced not being kept informed of the process and not being told about the possible outcomes of reporting. Social workers reported difficulty in getting a police response to safeguarding around hate crime against disabled people. The lack of understanding in public services in how best to communicate/ engage/connect with disabled people made reporting difficult.

C. How can we better support people with disabilities in Lambeth to report and get support around hate crime?

- Educating the community
There was a strong sense that promoting services and raising awareness in places like GP surgeries, libraries, supermarkets, places of work and schools would make the general public more aware of the issue, help to reduce prejudice and promote support networks to disabled people affected by hate crime.
- Better joint working
Public services, such as the Police and Lambeth Council, should signpost to advocacy services and resources should be pooled to achieve the best outcomes for the person reporting the offence. There could be a Multi-Agency Risk Assessment Conference (MARAC) model for dealing with hate crime and safeguarding. The

MARAC should include the individual and explore the range of potential outcomes and responses.

- Training
Police should receive training from disabled people on what it is like to be in their shoes and on different health conditions to increase empathy and give the police an understanding of how best to respond.
- Independent Reporting Centre
A fully accessible and community based third-party reporting centre would take away the fear of reporting for some people and provide a hub for liaison work between the community and services. It should link people to support services and have specialist workers who can support disabled people to report hate crime.

4. Comments on the workshop

In addition to the ideas from the discussion groups, the Working Group was keen to gather feedback from participants on what they thought of the event and how they would like the conversation to continue. Comments included:

- “It was good to draw together a range of organisations and members of the community to learn about their views and work”
- Need to try to engage with the upper levels of the Council, Police and Social Services – would have liked to see Councillors and Police attend the event
- A longer event and/or a whole day’s training is needed
- More time should have been spent talking about the practical support services available and how to access these
- A positive debate and some good proposals but more time should have been given for questions to speakers
- “Great information – I now know there is someone who will listen to me”

5. Next Steps / Action Plan

The Working Group agreed to discuss the ideas from the workshop at its November meeting and to develop an action plan.

The main actions which the Working Group will be working on over the next six months are:

- Producing a report on the day and circulating this to participants and to a range of other stakeholders to raise awareness of the Disability Hate Crime Working Group and the key issues.
- Formalising the relationship of the Working Group as a formal sub-group of the Lambeth Hate Crime Forum and extending its membership by inviting representatives of additional disability organisations (eg Lambeth Pan Disability

Forum, Lambeth Mencap, Certitude, Lambeth and Southwark MIND) and service providers, and individual disabled people;

- Seeking meetings with the responsible Lambeth Councillors (particularly Councillors Meldrum and Edbrooke) to ask for their commitment to supporting Disability Hate Crime initiatives;
- Keeping on top of the wider national and London disability hate crime agenda by working with Inclusion London, Disability Rights UK, StopHate UK and other strategic partners;
- Monitoring the new MOPAC (Mayor's Office for Policing and Crime) Hate Reduction Strategy and its potential to help address hate crime in Lambeth;
- Gaining a better understanding of the experiences of disabled people who encounter bullying, harassment and hate crime, including:
 - Linking disabled people directly in to the Working Group to tell their stories and help shape responses;
 - Regularly reviewing the local data on disability hate crime (eg statistics, anonymised case studies) and the issues raised by this;
 - Profiling clients using key services (eg Victim Support's weekly drop-ins at 'We are 336').
- Mapping the currently available services/resources to support disabled people experiencing hate crime, joining them together more closely to create a better 'pathway' and promoting them more effectively including through websites and social media;
- Organising further training in disability hate crime for staff of key community organisations, the police etc;
- Developing ideas for the establishment of a Hate Crime Reporting Centre at 'We are 336'. The next stages will include:
 - further discussions with We are 336 and disability/mental health organisations at the centre about design of a service;
 - further research into how other successful services such as Stay Safe East - www.staysafe-east.org.uk/ have developed;
 - seeking funding for the project.

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LAMBETH DISABILITY HATE CRIME WORKSHOP

Wednesday 15th October 2014, 10am – 12noon
at 'We are 336'

Agenda

9.30am	Registration Refreshments (tea/coffee/juice/fruit and croissants)	
10am	Welcome and introduction	<ul style="list-style-type: none"> • David Strong, Disability Advice Service Lambeth • Sean McGovern, Chair Lambeth Pan-Disability Forum
10.10am	Setting the scene	Mark Healey, Lambeth Hate Crime Coordinator
10.25am	<ul style="list-style-type: none"> • Deaf and Disabled People's Organisations and Hate Crime • Issues for the Mayor's Office for Policing and Crime (MOPAC) and for the Police 	Henrietta Doyle, Policy Officer Inclusion London
10.30am	<ul style="list-style-type: none"> • Service users' voice • Issues from the Big Police Day 	Helen Butlin, Healthwatch Lambeth Hidden Voices Project with a member of the Hidden Voices Learning Disability Advisory Group
10.40am	Discussion Groups	
11.25am	Feedback from groups	
11.40am	Hate Crime Support Services in Lambeth	
	Support for vulnerable victims	Corinna Hanley, Lambeth Vulnerable Victims Advocate
	Victim Support	Jenny Ruales, Victim Support Service Delivery Manager
	Information, Advice and Advocacy services for disabled people	David Strong, DASL
11.55am	Taking the work forward	Mark Healey David Strong
12noon – 12.30pm	End of the formal meeting. Time to look at the Information Stall and talk to each other.	

**NO place for hate,
Safe place for ALL!**

Report hate crime online

In an emergency always call the Police on 999

Non-emergencies can be reported via 101

Lambeth

www.lambeth.gov.uk/hatecrime

Or email mhealey1@lambeth.gov.uk

Lambeth's Hate Crime Coordinator

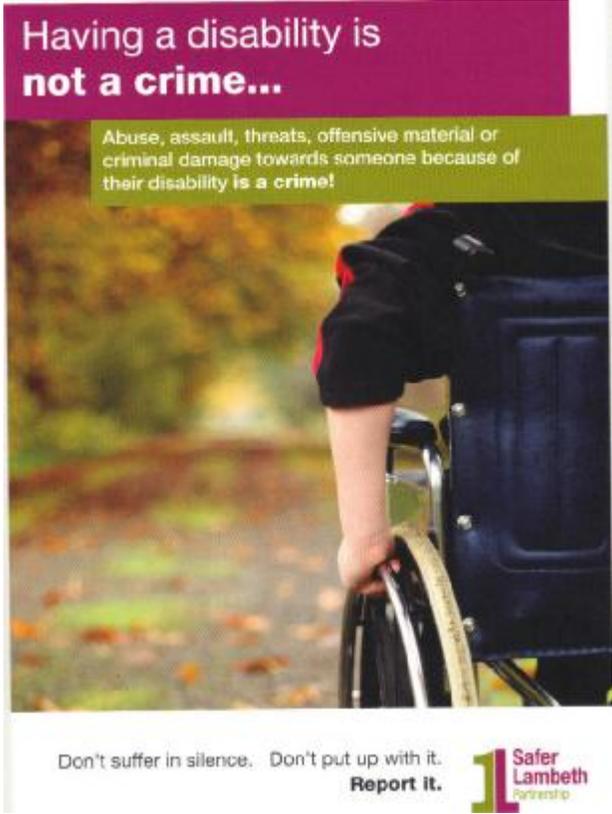


HATE CRIME IN LAMBETH: SOURCES OF SUPPORT FOR DEAF AND DISABLED PEOPLE

<p>Metropolitan Police</p> 	<p>Ring 999 (emergencies) Report non-emergencies on 101</p>	
<p>Lambeth Hate Crime Prevention Coordinator</p> 	<p>Mark Healey mhealey1@lambeth.gov.uk Tel: 020 7926 2796 Follow Mark on Twitter: @Lambethhcc Lambeth Hate Crime Blog: http://lambethhcc.wordpress.com/ Lambeth Online Hate Crime Reporting Campaign: www.lambeth.gov.uk/hatecrime</p>	<p>Mark chairs and coordinates the Lambeth Hate Crime Forum, monitors hate crime in the borough and is responsible for developing the Hate Crime Action Plan in collaboration with a range of partner organisations. You can also contact him to talk in confidence about any issues or incidents that concern you.</p>

<p>Lambeth Vulnerable Victims Advocate</p> 	<p>Corinna Hanley Victims Advocate / Restorative Justice Project Manager Tel: 020 7926 2903 Mobile: 07908 672122 chanley2@lambeth.gov.uk</p>	<p>Corinna works for Lambeth Council's Community Safety Service providing emotional support and advocacy services to victims of crime and anti-social behaviour. She also project manages the mediation and restorative justice project.</p>
<p>Adult Safeguarding</p> 	<p>Lambeth Adult Social Services 020 7926 5555</p>	<p>If you suspect abuse of an adult who is at risk because of age, disability or illness you should report it to Lambeth Council (or the Police on 999 if emergency services are needed).</p>
<p>Victim Support</p> 	<p>Jenny Ruales, Service Delivery Manager 020 7277 1433</p>	<p>Victim Support provides a weekly session (Wednesdays 10am – 1pm) at 'We are 336', 336 Brixton Road, SW9 7AA. Caseworkers are available to see victims of crime who need emotional and practical support. People can make an appointment or drop in. At other times, contact the local Victim Support office on 020 7277 1433. It is open Monday -Friday 9am - 5pm and can offer immediate support and arrange an appointment.</p>
<p>Disability Advice Service Lambeth (DASL)</p> 	<p>David Strong (Director) Tel: 020 7642 0040 Email: david.strong@disabilitylambeth.org.uk Website: www.disabilitylambeth.org.uk</p>	<p>DASL is the borough's main pan-disability voluntary organisation and, as well as delivering a wide range of services (some through the Lambeth Resolve and Carers' Hub Lambeth consortia), it is taking a leading role in the development of a Disability Hate Crime Working Group and a new Hate Crime Reporting Centre for disabled people at We are 336.</p>
<p>Hidden Voices project</p> 	<p>Tel: 020 7095 5762, email: info@healthwatchlambeth.org.uk</p>	<p>Hidden Voices is finding out if the services which protect vulnerable people in Lambeth work well. To find out about this project, sign up for information, order leaflets, report your own experience, or get involved, contact Healthwatch Lambeth.</p>

<p>Lambeth Resolve</p> 	<p>Enquiry Line: 020 7095 5720 (Monday – Friday, 9am – 5pm) Email: ask@lambethresolve.org.uk Website: www.lambethresolve.org.uk</p>	<p>Lambeth Resolve is a service provided by a consortium of local charities - Age UK Lambeth, DASL, Lambeth Mencap and Royal Association for Deaf People - providing information, advice, professional advocacy and other support to disabled and older people.</p>
<p>Carers Hub Lambeth</p> 	<p>Enquiry Line: 020 7642 0038 (Monday – Friday, 9am – 5pm) Email: connect@carershub.org.uk Website: www.carershub.org.uk</p>	<p>Carers Hub Lambeth is a service provided by a consortium of local charities – South Thames Crossroads, DASL, Age UK Lambeth and Lambeth Mencap - providing information, advice, advocacy and other support to carers.</p>
<p>Lambeth Mencap</p> 	<p>Tel: 020 8655 7711 info@lambethmencap.org.uk www.lambethmencap.org.uk</p>	<p>Lambeth Mencap is the borough's leading voluntary organisation for adults with learning disabilities and their carers/families. It is involved in a range of initiatives to support the voices of adults with learning disabilities including the Lambeth Mencap People's Rights Group, Hidden Voices and the Big Police Day.</p>
<p>Voiceability</p> 	<p>Jane Abraham Email: jane.abraham@voiceability.org Mobile: 07974 564235</p>	<p>Jane is the Service User Involvement Worker for the Lambeth Learning Disability Partnership Board (now called the Learning Disability Assembly) and supports adults with learning disabilities to share experiences of issues such as hate crime and to raise this through the Board.</p>
<p>Age UK Lambeth</p> 	<p>Information and advice Tel: 020 7095 5720 Email: ask@lambethresolve.org.uk Handyperson service Tel: 020 7346 6806 Sue.taylor@ageuklambeth.org.uk Website: www.ageuk.org.uk/lambeth</p>	<p>Age UK Lambeth is the borough's main voluntary organisation serving older people. It is also a partner in the Lambeth Resolve and Carers Hub Lambeth services. Its Handyperson Service carries out minor repairs, improvements or adaptations to enable older people to maintain their independence and live in a warm, weather tight, safe and secure home. It can also help people access other services such as Lock it and Stop It which gives free security advice and upgraded locks.</p>

<p>Information Hub at the Living Well Partnership</p> 	<p>Mosaic Clubhouse 65 Effra Road, Brixton, SW2 1BZ Tel: 020 7924 9657 Email: LWP@mosaic-clubhouse.org</p>	<p>Rapid mental health support and referrals. No appointments necessary. For 24/7 information on mental health services you can visit the Lambeth and Southwark MIND web directory at http://lambethandsouthwarkmind.org.uk/directory/</p>
<p>Royal Association for Deaf People (RAD)</p> 	<p>Email or SMS for an appointment: Email: referrals@royaldeaf.org.uk Tel: 0845 688 2525 Minicom: 0845 688 2527 SMS: 07912 630786</p>	<p>Provides a weekly advice and support surgery for deaf and hard of hearing people in Lambeth. Tuesdays 10am – 4pm at We are 336, 336 Brixton Road, SW9 7AA</p>
<p>We are 336</p> 	<p>Contact Adrian Harris (Manager) Tel: 020 7274 2299 Email: adrian@weare336.org.uk Website: www.weare336.org.uk</p> 	 <p>Having a disability is not a crime...</p> <p>Abuse, assault, threats, offensive material or criminal damage towards someone because of their disability is a crime!</p> <p>Don't suffer in silence. Don't put up with it. Report it.</p> 
<p>The 'We are 336' centre at 336 Brixton Road, SW9 7AA, managed by We are 336 (Lambeth Accord) is the borough's Disability Hub, home to a range of charities working with disabled people, older people and carers. We are 336 is working with a number of these charities, the Lambeth Hate Crime Coordinator and other partners to develop a Hate Crime Reporting Centre for disabled people at We are 336.</p>		

The Lambeth Disability Hate Crime Working Group is a sub-group of Lambeth Hate Crime Forum

Member organisations (December 2014)

- Lambeth Council
- Disability Advice Service Lambeth
- Victim Support
- Healthwatch Lambeth
- Lambeth Mencap
- Age UK Lambeth (Lambeth Resolve)
- We are 336 (Lambeth Accord)
- Lambeth Pan-Disability Forum
- Voiceability
- Certitude
- Inclusion London (Policy advice)

We welcome the support and involvement of other Lambeth organisations working with disabled people.

For more information about the Working Group contact:

David Strong (Chair)
Director, Disability Advice Service Lambeth
Tel: 020 7642 0040
Email: david.strong@disabilitylambeth.org.uk

or

Mark Healey
Lambeth Council Hate Crime Prevention Coordinator
Tel: 020 7926 2796
mhealey1@lambeth.gov.uk

December 2014