



Department  
for Work &  
Pensions

# Disabled People's User-Led Organisations Making a Difference: Disability Hate Crime

Published by the Strengthening Disabled People's  
User-Led Organisations Programme  
December 2012



Enhancing Everyday Lives in Dorset, Bournemouth and Poole

## Contents

<b>Ministerial Foreword</b>	<b>5</b>
<b>Chapter 1 Introduction</b>	<b>6</b>
Note on 'disability hate crime' and 'disablist hate crime'	7
About Access Dorset	7
About the Strengthening Disabled People's User-Led Organisations programme	7
<b>Chapter 2 Case Studies</b>	<b>8</b>
Case Study 1: West of England Centre for Inclusive Living (WECIL)	8
Case Study 2: Vision Sense	12
Case Study 3: Cornwall People First (CPF)	15
Case Study 4: Roots Ltd	18
Case Study 5: MindOut	21
Case Study 6: Disability Action Waltham Forest	23
Case Study 7: Enable-Solihull	27
Case Study 8: Disability Equality North West	29
Case Study 9: Breakthrough UK	31
<b>Chapter 3 Working with DPULOs to address disability hate crime</b>	<b>34</b>
Ten options for action	34
1. Identify the DPULOs within you area	34
2. Engage with DPULOs and involve them in your development and delivery of strategy and policy	34
3. Provide victims of disability hate crime with a choice	34
4. Take an evidence based approach to tackling disability hate crime via your local DPULO	35
5. Involve disabled people in your in-house training programmes	35
6. Create opportunities for disabled people with lived experience to work alongside practitioners to provide a personal perspective	35
7. Recognise combinations of protected characteristics and the issue of 'multiple discrimination'	35
8. Identify strategic partnerships to pool resources, funding, staff and good practice to address disability hate crime	35

#### 4 Disabled People's User-Led Organisations Making a Difference: Disability Hate Crime

9. Look for communications opportunities to proactively make a stand against disability hate crime and promote your work	35
10. Identify and promote positive outcomes to encourage disabled people to provide information, intelligence and report all incidents	35
<b>Appendix: Other DPULOs working to tackle disability hate crime</b>	<b>36</b>
Access Dorset	36
Bury & District Disabled Advisory Council (BADDAC) and Bury Coalition for Independent Living (BCIL)	37
Ideal for All (West Midlands)	37
Living Options (Devon)	37
CHANGE People (Leeds)	38
Norfolk Coalition of Disabled People (NCODP)	38
Wiltshire People First	38

## Ministerial Foreword



Disability hate crime is a serious issue which affects a considerable number of disabled people and their families each year. In March, the Home Office published findings from the British Crime Survey 2010/11 which suggested that there were 65,000 disability hate crimes a year. They also published Police data for 2011/12 which showed that only 1,744 disability hate crimes were recorded by the police.

The Government is fully committed to tackling disability hate crime and harassment, and we are already taking a number of steps to achieve this: in March 2012, the Government launched '**Challenge it, report it, stop it**', the Government's plan to tackle hate crime and in July we responded to the Equality and Human Rights Commission's report *Hidden in Plain Sight*. Both set out the work that is being taken forward across government to tackle hate crime.

We believe to truly tackle disability-related harassment and hate crime there is no one size fits all solution; actions need to be appropriate for the local community. Local authorities – the police, schools, councils need to work in partnership with disabled people's user led organisations to develop local policies and initiatives to tackle disability-related harassment and hate crime. That is why I welcome the case studies set out in this publication because they add to the evidence that partnership working is the right way forward to tackle these horrendous crimes.

The **Strengthening DPULOs Programme** recognises the difference that DPULOs are already making in their local communities in addressing disability hate crime. To ensure experience and best practise is shared, the Programme is publishing this collection of case studies as part of the 'Making a Difference' series.

Alongside this, we are actively using the £3 million Facilitation Fund to support DPULOs to undertake projects dedicated to disability hate crime. For example, **Disability Rights UK** is developing a project that will support local DPULOs through guidance, learning and capacity building to work in partnership to improve support for victims of disability hate crime. Similarly, **BADGE** is developing a pilot scheme aimed at delivering hate crime training and support to colleges, schools and vulnerable groups in the Bolton area.

Awareness and reporting of disability hate crime has never been higher, so now is the time to capitalise on the difference DPULOs can make in addressing hate crime in local communities.

I hope that sharing the difference DPULOs are already making will encourage other DPULOs to play a similar role in their local community and encourage police forces and others with responsibility for disability hate crime to work in partnership with DPULOs in their local communities.

**Esther McVey MP**  
Minister for Disabled People

# 1

## Introduction

The seriousness and extent of disability hate crime – plus its causes and effects – have been captured in a series of reports and publications over many years, most recently reflected in the EHRC's Inquiry into disability-related harassment 'Hidden in Plain Sight' and the debate in Westminster Hall in November 2011.

To provide practical support for DPULOs at a local level, Access Dorset was commissioned to write and coordinate this collection of case studies. The case studies are based on information provided by the DPULOs themselves and demonstrate how nine DPULOs have made a difference in addressing disability hate crime. These particular case studies have been chosen to reflect the work being carried out across the country by DPULOs in communities which differ in make up and size.

Each of the case studies covers the following:

- what the DPULO is doing to address disability hate crime in their local area;
- what the results were – the outcomes achieved and how the DPULO is making a difference in its local community; and
- key learning from each project.

The purpose of this collection of case studies is to:

- celebrate and evidence the difference that DPULOs are already making in their local communities;
- provide key learning points; and
- suggest ten practical action points for police forces and local authorities – highlighting the tremendous asset that DPULOs represent in their local communities, and the variety of ways in which they can work with and through them to address disability hate crime.

## Note on 'disability hate crime' and 'disablist hate crime'

In this collection of case studies we refer to 'disability hate crime' because that is the term that is most commonly used within public bodies, including the police, Crown Prosecution Service and local authorities.

However it should be noted that some DPULOs and disabled people themselves refer instead to 'disablist hate crime', because it is important to have the right to define the words that are used about disabled people. This term more clearly shows that the problem is with the perpetrator, and how disablist hate crime and racist hate crime come from similar prejudice against groups. For example, we do not refer to 'Asian hate crime' or 'gay hate crime' so many DPULOs are challenging the use of the term 'disability hate crime' and using 'disablist hate crime' instead.

## About Access Dorset

Access Dorset is a user-led organisation, run by disabled and older people. It is a membership organisation and welcomes the involvement of members in furthering the inclusion of disabled and older people in society. They bring together a partnership of 17 user-led organisations and provide a gateway to their services and information.

For more information please visit Access Dorset's website: [www.accessdorset.org.uk](http://www.accessdorset.org.uk)

## About the Strengthening Disabled People's User-Led Organisations programme

The Strengthening Disabled People's User-Led Organisations programme aims to ensure DPULOs can provide a strong voice for disabled people by being more sustainable.

The programme has 15 Ambassadors. They support DPULOs in their appointed region to have the right conversation or right information at the right time. They also make the case for DPULOs to people from across the public, private and voluntary sectors.

The programme also has a dedicated Facilitation Fund. Worth £3 million over four years, this resource is available for DPULOs to bid for on a flexible basis, depending on local circumstances and the type of support needed. The Facilitation Fund has been developed in co-production with disabled people and DPULOs.

To find out more about the Strengthening DPULOs Programme, you can visit our website: <http://odi.dwp.gov.uk/dpuloprogramme> or our Facebook page: [www.facebook.com/dpulos](http://www.facebook.com/dpulos). If you are on Twitter, you can also share information and find out more about DPULOs using the hashtag #dpulo.

If you have any questions about the Facilitation Fund or any part Strengthening DPULOs Programme, please contact: [odi.businessperformance@dwp.gsi.gov.uk](mailto:odi.businessperformance@dwp.gsi.gov.uk)

# 2

## Case Studies

### Case Study 1: West of England Centre for Inclusive Living (WECIL)

#### Area of activity: Bristol

#### About WECIL

WECIL is a service-user led Centre for Inclusive Living based in Bristol, providing services to disabled people since 1995.

WECIL support over 2,500 disabled people each year through a range of services including advocacy, advice and information, peer support, hate crime reporting, youth services and a Direct Payments support service. All services aim to support disabled people to have choice and control over their own lives.

#### Part 1: What WECIL does to address disability hate crime

- Runs DICE (Disablist Incidents and Crime Education) a pan-impairment Disability Hate Crime Reporting and support programme, delivered in part through peer volunteers.
- Provides a Victim Support Casework Service.
- Provides training to other support agencies to enable staff to recognise disablism and encourage third part reporting.
- Delivers disability hate crime training to Police Community Support Officers.
- Increases awareness amongst disabled people of why it is important to report disability related Hate Crime, how to report and what support is available to victims.
- Produced a nationally acclaimed, award-winning Disability Hate Crime awareness DVD.
- Secured £4,000 funding from Avon & Somerset Police Constabulary and additional funding from Bristol City Council to support their disability hate crime work.

The Disablist Incidents & Crime Education Project (DICE) project was started by WECIL in 2007 as a pilot with a remit to receive disability hate crime reports as a third party reporting centre. As the work progressed WECIL widened the remit of the project and began delivering Disability Hate Crime Casework Support and awareness raising activities. The addition of awareness raising and casework led to an exponential increase in the number of reports received in the Bristol area (as evidenced by a 300 per cent rise).

“DICE understood my problem, took it seriously, and helped me to feel safe enough to report it to the police” – Service user who was helped through casework.

The DICE project has been so successful that to deal with the increase in demand WECIL has developed a Volunteer Programme. Volunteers are trained in how to support awareness raising events, take one-to-one hate crime reports, support Casework management as well as undertake administrative tasks to support the project.

DICE has a number of ways that it raises awareness of disability hate crime including:

- an award winning DVD: WECIL's young people's group, Listening Partnership, identified that bullying and discrimination was a problem for many of its members. The group decided that they would like to make a DVD about their experiences to make people more aware about disablist hate crime and the impact it has on people. The DVD won a RADAR award and is now used as an education tool nationally;
- publicity materials, including:
  - Leaflets that provide an opportunity for hate crime to be reported via a tear off freepost slip;
  - Posters which communicate to disabled people what constitutes disability hate crime and how to report it;
  - Enabling people to report disability hate crime online via the WECIL website; and
  - Being represented at events throughout the year to raise awareness with members of the public and professionals.
- actively using the media: Writing articles for other organisation's newsletters and providing a spokesperson for local TV and Radio news programmes. Engaging with the media can be challenging as WECIL has found less interest and understanding from media groups about disability related hate crime compared to other forms of hate crime.

The DICE project also works strategically with a number of relevant public bodies and organisations. It is a member of a number of partnerships, including the local Strategic Partnership Against Hate Crime Board and the local and regional Disability Independent Advisory Group. WECIL strive to balance the time spent working at as strategic level with service delivery.

## **Part 2: How WECIL is making a difference on disability hate crime**

- A significant increase in reported disability hate crime: evidenced by a 300 per cent increase in hate crime reports in three years to 111 reports in 2011/12 (excluding those reported directly to the police).
- A significant increase in confidence: 54 per cent of people supported by the DICE project said that they would not have reported the hate crime incident if they had not had the support of the project.
- Real support given to victims: 71 per cent of people supported by the DICE project said that the main outcome for them was to be able to report their incidents to someone who would understand and take it seriously.

## 10 Disabled People's User-Led Organisations Making a Difference: Disability Hate Crime

- A reduction in risk and vulnerability, achieved particularly through partnership working: 23 per cent of people supported by the project have been re-housed to reduce risk and vulnerability.
- Demonstrating the unique value of DPULOs: 35 per cent of people supported by DICE said that an understanding of disabled people's issues was a key factor in them contacting and using the scheme. 71 per cent of people on the project had not accessed other agency support, DICE was their only support.
- Over 800 service users and professionals trained in 2010/11: including the police, Police Community Support Officers, Housing Officers and Social Work teams.

Bristol City Council recognised there was a need to increase the monitoring and reporting of disability hate crime. By commissioning WECIL to operate a specialist disability hate crime reporting centre, Bristol City Council therefore fulfilled their identified need to increase monitoring and reporting of disability hate crime. WECIL were successful in tendering for the project because their history and understanding of how to meet the needs of disabled people made them the obvious choice.

WECIL has demonstrated the added value DPULOs bring, with 71 per cent of those who have reported incidents indicating that a key factor in their decision to report was that they were reporting to someone who would really understand and take it seriously. 35 per cent of people supported by DICE said that an understanding of disabled people's issues was a key factor in them contacting and using the scheme. The project is delivered through a partnership approach between WECIL, the council and the police. The council has funded the project for four years and the police for two years.

The DICE project is consistent and dependable. It runs for three days a week and is supported by one project worker. Line management support ensures that the project is represented at a strategic level within partner organisations including Bristol City Council and Avon & Somerset Police. Such has been the demand of the project that a volunteer program has been created that trains volunteers in the awareness of disability hate crime so they can support awareness raising events, take one-to-one hate crime reports, support casework management as well as undertake administrative tasks to support the project.

Through user evaluation, WECIL ensures the project meets the needs and expectations of disabled people on an ongoing basis. A comprehensive user satisfaction survey was carried out in March 2012 that informed the project and reinforced the value of the DPULOs and the DICE project.

### Part 3: Key learning

- WECIL has demonstrated that DPULOs are uniquely well placed to tackle disability hate crime because they are led by, connected with and trusted by disabled people in the community.
- WECIL is able to evidence the added value DPULOs bring by clearly measuring outcomes as well as outputs.
- Raising awareness and casework to provide real support for victims can lift the level of reporting dramatically – but this work needs to be adequately resourced.
- Having a Volunteer Programme – especially a peer-led one – that can support work is a way of meeting demand at the same time as empowering disabled people.
- WECIL has had support from the local BME and LGBT organisations which has helped them to tailor their processes and procedures.

## Resources

- The WECIL website: <http://www.wecil.co.uk/>
- DICE project: <http://www.wecil.co.uk/pages/disablist-hate-crime>
- DICE in the media: <http://www.wecil.co.uk/news/disablist-incident-and-crime-education-dice>
- DICE online reporting form <http://www.surveymonkey.com/s/36ZNNFC>

## Contact

**Name:** Cheri Wilkins

**Address:** WECIL Ltd, The Vassall Centre, Gill Avenue, Fishponds, Bristol BS16 2QQ

**Telephone:** 0117 903 8900

**Minicom:** 0117 377 1013

**Fax:** 0117 983 6765

**Email:** [dpsupport@wecil.co.uk](mailto:dpsupport@wecil.co.uk)

## Case Study 2: Vision Sense

### Area of activity: North and East Cumbria

#### About Vision Sense

Vision Sense is a user-led, not-for-profit social enterprise of disabled people, with 100 per cent of its Board and 80 per cent of its staff being disabled people. It is based in the north of England and delivers training for disabled people and about disability and equality, inclusive design audits, and research about disabled people's lives.

The money it makes from these services is invested in providing education, employment, advocacy support, information and tackling disadvantage of disabled people, including tackling disability related hate crime and human rights abuses.

#### Part 1: What Vision Sense does to address disability hate crime

- Delivers "Life after Hate Crime: Working Together with Disabled Women": a ground-breaking program of peer support, research, confidence building and training to address disability hate crime involving rape, sexual violence or domestic abuse.
- Holds ethically approved focus groups for disabled women who were victims or survivors of disability hate crime involving rape, sexual violence or domestic abuse.
- Rebuilds victims' lives through a programme of work placements to build confidence, self-esteem and expertise.
- Has designed and now delivers Open College Network accredited Level 1, 2 and 3 courses for disabled women to qualify as Safety and Dignity Ambassadors.
- Delivers an innovative and effective programme on disability hate crime in residential settings and the community.
- Trains (Independent Domestic Violence Advisors) and MARAC (Multi Agency Risk Assessment Conference) representatives.
- Champions an evidence-based approach to tackling disability related hate crime.

'Life after Hate Crime: Working Together with Disabled Women' is an initiative pioneered by Vision Sense working with disabled and deaf women after disability hate crime across the North East and Cumbria.

Using focus groups, Vision Sense asked women what the problems were with services they used (or tried to use) after their hate crime, rape or domestic violence (where a perpetrator also provided their support) and then worked with them to address the problems.

Vision Sense designed an Open College Network levels 1, 2 and 3 accredited course for the women to qualify as Safety and Dignity Ambassadors and then go on to work with victims groups, refuges and health services to identify barriers and improve services for disabled women and work together in the group to share successes and learning.

DPULO's and other disabled people's organisations across the region helped Vision Sense by offering places to disabled or Deaf women who had experienced disability hate crime. Safeguarding Boards, social services teams, Community Safety Partnerships, the Community Cohesion Learning Network (Hate Crime Group), Police Public Protection Unit teams, Independent Domestic Violence Advocates and Women's Refuges have all helped the project by providing information and hosting for the Ambassadors.

For the services that host an Ambassador, their information, facilities and staff skills are improved to include and serve disabled and Deaf women and their families in more accessible and culturally competent ways.

For the professionals who have received training, their plans and provision in their services are improved to include work to prevent and tackle disability hate crime, from a real evidence base. Gaining user-led training from qualified, experienced disabled people helps to change attitudes and promote the right to live independently. As a result of the project at least three disabled women have been removed from residential institutions where they were being abused and have been supported to live independently.

“We didn't realise the extent of this hidden problem. Lots of organisations think that other places must be helping people but this project has shown us what we need to do to prevent another death” – Local Council.

The Ambassador project is facilitated by disabled staff at Vision Sense at five sites across the North East and Cumbria and the trained volunteers meet to support each other every month.

“We are extremely pleased with this excellent piece of work which is filling gaps in all our knowledge and will result in much better awareness of the needs of disabled women who have experienced domestic abuse and hate crime” – Cullagh Warnock, Programme Manager (Safety and Justice), Northern Rock Foundation.

## **Part 2: How Vision Sense is making a difference on disability hate crime**

- As a result of the 'Life after Hate Crime' project at least three disabled women have been removed from residential institutions where they were being abused and supported to live independently with dignified support.
- The direct experience of 60 disabled women (victims or survivors of disability hate crime involving rape, sexual violence or domestic abuse) now shapes service and support provision across the Criminal Justice System, health and community support.
- Evidence-based Open College Network Qualification Modules (at levels 1, 2 and 3) have been developed and delivered so that disabled victims and Survivors, advocacy and IDVA workers and safety professionals can become accessible and culturally competent to work with disabled and deaf women after hate crime, sexual violence, abuse and rape.
- Training provided to 60 frontline staff (IDVAs, MARAC representatives, Refuge, Women's Service, Third Party Reporting workers, PCSOs, nurses and CIL workers) in the North East and Cumbria to support them to identify and tackle disability related Hate Crime and Rape. Victims and Survivors on the course prepared an audit pack for delegates to use to assess their organisations for gaps and barriers.
- 12 disabled women have qualified to levels 1, 2 and 3 as Safety and Dignity Ambassadors, to work with seven Refuges, Rape Crisis, Women's Centres, Third Party Reporting Services, Sexual Assault Referral Centres and IDVAs in the North East and Cumbria.
- Securing £20,000 of funding for the project from Northern Rock Foundation.
- More generally, Vision Sense has provided support to over 400 disabled people who have experienced disability hate crime. They have also provided training and practical assistance provided to over 45 organisations to improve and support service provision.
- Publication of 'Between hate crime and vulnerability: unpacking the British criminal justice system's construction of disablist crime' and making a significant contribution to the Equalities and Human Rights Commission publication 'Empowering people to tackle hate crime – Trans women and disabled people working together with victim services in North East England'. Both publications shaped awareness and informed strategy to address hate crime.

## 14 Disabled People's User-Led Organisations Making a Difference: Disability Hate Crime

Vision Sense is a nationally recognised leader in research and evidenced based approaches to tackling disability related Hate Crime. Working with Lancaster University, they have carried out comprehensive, victim focussed and user-led research into the crime generators and responses to disability hate crime.

Taking an evidenced based approach through research analysis and victim consultation they ensure that public organisations addressing disability hate crime are aware of who, where and why people are at risk and portray the right messages to deter, prevent and detect offences.

International studies show that disabled women are between twice and four times more likely to be sexually assaulted or experience domestic violence than non-disabled women or disabled men. There is even greater harm and victim impact when attacks are targeted hate crimes – when disabled people are attacked due to hostility against us because of who we are or how we look.

Disabled people are much more at risk of violence and abuse in segregated institutions than they are in the community, but some social services still put disabled people into these places thinking it will keep them safe. Through their work with the Ambassadors, Vision Sense is raising awareness and improving protection for those who may be vulnerable or at risk of harm.

The value of the work is that it brings together the academic evidence, DPULO experience and design by victims and survivors who are the experts in knowing what is needed. If we can get it right with the hardest end of disability hate crime and sexual violence, I hope we can readily make a difference for other disability hate crimes – Susie Balderston, Director, Vision Sense.

### Part 3: Key learning

- Tackling disability hate crime is a housing issue, an independent living issue, a health issue and a transitions issue – it's a fundamental human right to be (and feel) safe and it can't just be left to the police to tackle it.
- Disabled people are still most at risk from abuse by being segregated and isolated.
- All public organisations benefit from user-led training from qualified, experienced disabled people and this is essential for changing attitudes and promoting the right to live independently.
- Through DPULOs you can access academic research and an evidence-based approach to tackling disability hate crime.
- Don't reinvent the wheel – work to address disability hate crime can learn from advocacy, racist hate crime and work to tackle domestic violence.
- Short term funding undermines work to address disability hate crime and to provide support to victims – it can take years for people to recover a quality of life after hate crime.

### Resources

- The Vision Sense website: <http://www.visionsense.co.uk/>
- Their research and information: [http://www.equalityhumanrights.com/uploaded\\_files/fairerbritain/empowering\\_people\\_to\\_tackle\\_crime.pdf](http://www.equalityhumanrights.com/uploaded_files/fairerbritain/empowering_people_to_tackle_crime.pdf)

### Contact

**Name:** Susie Balderston

**Address:** TEDCO Business Centre, Viking Industrial Park, Jarrow, South Tyneside NE32 3DT

**Telephone:** 0845 1080553

**Text:** 07545 926689

**Email:** [susie@visionsense.co.uk](mailto:susie@visionsense.co.uk)

## Case Study 3: Cornwall People First (CPF)

### Area of activity: East and West Cornwall

#### About Cornwall People First

Cornwall People First (CPF) is a self-advocacy group run by and for adults with a learning disability. The core work of CPF is to support people to speak up, campaign and lobby about things that are important to Adults with a Learning Disability.

#### Part 1: What Cornwall People First does to address disability hate crime

- Acting as a key partner in the 'Safe Places Project', which helps thousands of people with a learning disability in Cornwall feel safer.
- Raising awareness of disability hate crime against people with learning disabilities through a user led, written, produced and acted DVD based on personal experiences.
- Raising the level of awareness of disabled people's human rights and what is considered as disability hate crime.

“The work done by Selina and her CPF team is valuable to the Learning Disability community in Cornwall and supports this vulnerable community through information, raising confidence, safeguarding and human rights promotion. In itself it promote Cornwall as a 'safe place' for us all to live and work in” – Colin Gameson, East Cornwall Diversity Officer.

The Safe Places Project (which originated from Hertfordshire) is a partnership initiative between Devon & Cornwall Police and Cornwall County Council. It helps people with learning disabilities deal with any incident that takes place whilst they are out and about in the community. Organisations sign up to the scheme and people with learning disabilities carry a card with emergency contact details. The staff in any safe place venue will be able to assist anyone who goes to them for help.

Cornwall People First is central to the success of the Safe Places Project in Cornwall.

Seven people with learning disabilities are employed by the council to work three hours a week as 'Champs' to promote, manage and administer the scheme. There are currently 350 places and 725 people signed up to the scheme.

The 'Champs' program provides a stepping stone for people with learning disabilities to enter the workplace. At least three Champs have gone on to secure full time employment as a result of the project.

The project has had considerable success: in 2010 Safe Places was joint winner of the Health and Social Care Equality award. In 2011 Safe Places in Cornwall won the MJ Diversity Achievement of the year. Safe Places in Cornwall is also a Breakthrough UK – Independent Living Award Winner 2011.

“There are over 300 Safe Places now, and recently First Bus Devon and Cornwall have committed to train all of its drivers and make its buses Safe Places. This all adds up to much safer communities for people with learning disabilities. Involving the whole community like this is fantastic. It raises awareness of disability hate crime, and makes it the whole community's responsibility to stamp it out” – Councillor Armand Toms, Cabinet Member for Adult Care.

Eleven forums meet up to five times a year and provide an opportunity for people to raise issues about their experience of Hate Crime, to discuss topics such as human rights, health, and other Cornwall People First news. Opportunities are provided for individuals to have one to one sessions if they have personal issues or problems they want to discuss. These forums enable Cornwall People First to educate and communicate on activities which may be unacceptable and considered as disability hate crime.

Based on real personal experiences, people with learning disabilities, wrote, scripted, acted, directed and produced a DVD and online package that illustrated the problems experienced by people with learning disabilities when out and about in the community. The DVD encouraged First Bus to sign up to the Safe Place scheme, making all First Buses in Cornwall a Safe Place. The DVD won the Social Media Award in the Association of Social Care Communicators (ASCC) annual awards.

### **Part 2: How Cornwall People First is making a difference on disability hate crime**

- Providing a physical space that people with learning disabilities knows is 'safe' for them in their local community.
- Creating strong alliances with public bodies and putting people with learning disabilities at the heart of the process.
- Providing part-time employment to seven people who have learning disabilities as 'Safe Place Champs'.
- Raising awareness by creating an Award Winning DVD, scripted, acted and produced by people who have experienced problems when out and about in the community.
- Securing support from the business community for addressing disability hate crime through the DVD and an online package.
- Securing full time employment for three of the Champs as a direct result of the scheme.

Cornwall People First captured people's personal experiences of how they are treated by the community in which they live to make a DVD/Web video and actively involved people with learning disabilities in every stage of the production.

They created employment and development opportunities through the Safe Places Scheme by employing people with learning disabilities as 'Champs' who identified and signed up businesses as Safe Places. People with learning disabilities are best placed to understand the risks in their communities and opportunities for reducing these risks.

Cornwall People First created strong alliances and put people with learning disabilities at the heart of the process. They worked in partnership with the police, local councils, businesses and the health trust – identifying where support and advice could be given and ensuring programs were embedded into service delivery.

People with learning disabilities are a key part of the process both in identifying where services can be improved but also being informed as to what behaviour by another person is unacceptable and who to tell.

### **Part 3: Key learning**

- Raising the level of awareness of and tackling disability hate crime is fundamentally a human rights issue.
- DPULO projects can create personal development opportunities and part time employment that build confidence, develop skills and ultimately secure jobs for people with a learning disability.

- People with learning disabilities require training and support to help them identify what is unacceptable behaviour by another person and how, when and where to tell someone about it.
- Communication based on personal experiences and user led direction ensures messages are real, relevant and have impact.
- DPULOs can lever in business support to increase the impact of programmes.

## Resources

- The Cornwall People First website: <http://www.cornwallpeoplefirst.com>
- View the Award winning video: <http://vimeo.com/21657938>
- Safe Places Scheme: <http://www.cornwall.gov.uk/default.aspx?page=2224>

## Contact

**Name:** Selina Williamson

**Address:** The Lescudjack Centre, Penmere Close, Penzance, Cornwall TR18 3PE

**Telephone:** 01736 334857

**Email:** [cornwallpeoplefirst@hotmail.co.uk](mailto:cornwallpeoplefirst@hotmail.co.uk)

## Case Study 4: Roots Ltd

### Area of activity: Leeds

#### About Roots

Roots is an award winning, not-for-profit social firm run by five African Caribbean people with learning disabilities. Roots aims to make services better for people with learning disabilities through training, consultancy and research.

Roots works mainly with people who have learning disabilities, and their supporters. As members of African Caribbean communities, the Roots team is sensitive to, and has an awareness of, multiple discrimination and its impact on the quality of people's lives.

#### Part 1: What Roots does to address disability hate crime

- Provides training on tackling disability hate crime in a positive way to bring about change. When people with learning disabilities plan and deliver the training it puts them in control.
- Brings their own experience of disability and racist hate incidents to campaign with other organisations on issues. As well as disability hate crime this work also covers personal safety, civil rights, access issues and changes in the welfare system.
- Monitors local Hate Crime data and directly supports organisations involved in supporting victims and bringing offenders to justice through training, writing articles for publications and general promotional activities, and partnership working.

Roots is a not-for-profit social firm such that any surplus is reinvested in the business, e.g. equipment and training. Roots does not get any core funding from public bodies and their company turnover of £23,000 in 2011/12 has been achieved through the enterprise and hard work of the five founder members.

Roots generate income by charging by the half day for disability hate crime training with some free places for people with learning disabilities. They have also been successful at getting grants from charitable trusts to develop and deliver much of their training.

Roots works with a wide range of organisations and actively raises awareness of disability hate crime and 'multiple discrimination'. Organisations that Roots has worked with include:

- West Yorkshire Crown Prosecution Service;
- West Yorkshire Police;
- Leeds Learning Disabilities Partnership Board;
- Adult Social Care and day services;
- Leeds Community Safety;
- Stop Hate UK;
- Victim Support; and
- Disability Hate Crime Network.

Roots campaigns for increased awareness of 'multiple discrimination', which can include any combination of a person's impairment, race, religion or belief, or sexual identity, (and other things like gender or age). Roots also works directly with individuals to support them feel proud of their identity and confident with who they are.

Hate Incident Reporting Centres are often uncertain about how to respond to people with learning disabilities. They may concentrate on issues like race hate. Roosts particularly campaigns to ensure that employees are equipped with the awareness and skills to recognise and support people with learning disabilities.

## **Part 2: How Roosts is making a difference on disability hate crime**

- Design and delivery of 13 training sessions on Disability Hate Crime to over 350 people, about half of whom were people with learning disabilities, others were care and support staff (from both the statutory and voluntary sectors).
- Design and delivery of seven “Training the Trainers” sessions to people with learning disabilities, resulting in raised confidence to report and high demand for the training. This self-advocacy training programme enables their messages to be rolled out across a wide range of organisations.
- Work completed to raise awareness of hate crime has contributed to a 300 per cent increase in prosecutions and a doubling of the number of convictions between 2008 and 2012 in West Yorkshire.
- By 2011/12, this helped secure 28 prosecutions and 21 convictions for disability hate crime in West Yorkshire.

As African Caribbean people, the founders of Roosts were aware of racist incidents affecting them, their families, friends and their communities. They also knew that they were often bullied and picked on, seeing this happen at colleges, day centres and on public transport. People involved usually did not know that such bullying was actually a disability hate crime and against the law. They had become used to experiencing ‘multiple discrimination’ with services being insensitive to the particular needs of people with learning disabilities from minority ethnic communities.

Roosts members were part of a Leeds Black People First group called Skin Deep. Skin Deep brought together black and Asian people with learning disabilities in Leeds. Their top priority was stopping disability hate crime and they got speakers from organisations such as West Yorkshire Police, the Crown Prosecution Service, Stop Hate UK and Leeds Community Safety to talk to them about the issue and what they could do to stop it.

Skin Deep no longer meets because of lack of funding, and Roosts decided to tackle the issue as trainers. To do so, Roosts has taken part in a variety of conferences, campaigning meetings, petitions, networks and workshops. These opportunities were possible because Roosts proactively looked for and took opportunities to get their message across. This proactive approach ensured that their voice is heard by the wider community and communicated across a wide range of publications including the Crown Prosecution Service magazine. Team members have also advised the media on the topic of disability hate crime, including the BBC Panorama program ‘The Truth About Disability Hate Crime’.

“The work of Roosts raises awareness of disability hate crime, what people can do to stop it and what they can expect from the criminal justice organisations. The training Roosts deliver is made all the more powerful by the fact that the trainers have learning disabilities themselves and so are in a good position to support and advise others, giving them the confidence to report incidents to the police so they can be dealt with” – Lizzy Mills, Equality, Diversity & Community Engagement Manager Crown Prosecution Service, Yorkshire and Humberside Community Team.

Roots use their own experiences to deliver good quality, relevant and real training. They have found that people with learning disabilities can be excellent trainers, by recounting real events from people's lives and their own experiences. This work actively encourages people with learning disabilities to be trainers and creates an opportunity to have their voice heard.

### Part 3: Key learning

- Victims of hate crime can be targeted because of disability, ethnicity, gender or a combination of protected characteristics. 'Multiple discrimination' can increase the risk and the impact of hate crime on disabled people.
- Involving disabled people in in-house training programmes is particularly effective. However, DPULOs need training and consultancy to be mainstreamed (rather than being paid piecemeal for one-off events).
- Costs should recognise the unique skills and expertise that disabled people bring and should be based on full cost recovery.
- There are a wide range of partners that DPULOs need to work with proactively to successfully address disability hate crime.
- People with learning disabilities can be particularly effective trainers, creating an opportunity to have their voice heard directly, based on their lived experience.

### Resources

- The Roots Ltd. website: <http://www.roots.org.uk>

### Contact

**Name:** Dwight Allen

**Address:** Roots Ltd, c/o Feel Good Factor Leeds, 53 Louis Street, Leeds LS7 4BP

**Telephone:** 07549 465269

**Email:** [info@roots.org.uk](mailto:info@roots.org.uk)

## Case Study 5: MindOut

### Area of activity: Brighton & Hove

#### About MindOut

MindOut is a mental health service run by and for lesbians, gay men, bisexual and transgender people (LGBT). Based in Brighton and Hove it provides information, advice and advocacy casework. Peer support groups are organised on a variety of themes; group activities include a shared allotment scheme, mental health promotion and LGBT affirmative practice training. People with lived experience of mental health issues are involved at all levels of the organisation – planning, designing, developing, promoting and running their services.

#### Part 1: What MindOut does to address disability hate crime

- A peer-led initiative providing information, advice and advocacy to encourage members of the LGBT community in Brighton & Hove to report hate crime incidents and support them to deal with the consequences.
- MindOut has developed strong links with the local LGBT police liaison team, mental health services, General Practitioners and primary care services, as well as other LGBT groups, to understand and address issues relating to disability hate crime.

MindOut has developed their peer-led initiative to raise awareness within their client group of hate crime, encourage wider reporting of hate crime and to support victims to address the consequences and develop protective behaviours to mitigate against future risk.

“I don't feel so isolated and alone with my problems. Being able to relate to other LGBT people has really helped me” – Service User.

Working in partnership with the LGBT police liaison team and other service providers has enabled MindOut to develop a joined up approach to this work. Their out-LGBT mental health workers offer information, advice and where required advocacy to deal with issues related to hate crime. They offer peer support opportunities within a safe space to discuss experiences, give and receive support and learn coping strategies. As part of their general service provision MindOut provide support services to enhance self-esteem, build resilience and reduce social isolation.

“A very useful opportunity to share experiences with others in a similar position. Who will understand rather than, judge. It can reduce the feelings of stigma and isolation” – Service User.

This peer-led initiative is an integral part of MindOut's general services and receives no external funding. The work is funded from the organisation's general funds.

#### Part 2: How MindOut is making a difference on disability hate crime

- Raising awareness of the increased vulnerability of LGBT people with mental health issues to disability hate crime.
- Developing a safe environment for people to talk about hate crime in general and disability hate crime in particular and its links to mental health.
- Providing opportunities for peer support and advice on how to stay safe and how to manage feelings and behaviour.

- Provision of practical case worker support to assist people to achieve changes to their circumstances (i.e. moving home, getting access to mental health services and developing supportive social networks) which have helped people deal with hate crime and prevent further victimisation.

Throughout the thirteen years that MindOut has been in existence they have gathered evidence of LGBT hate crime in Brighton & Hove ranging from verbal abuse and threats through to serious violent assault. MindOut are concerned that people with mental health issues are more vulnerable to crime in general and LGBT people with mental health issues are thus more vulnerable to disability hate crime. Added to this there is a mental health consequence for many victims of hate crime.

Research carried out by MindOut demonstrates that many of their clients do not realise what hate crime is and that in spite of many of them experiencing it, few recognised their right to report it. They also found that many of their clients would not report incidents due to lack of confidence and trust in the police and/or the judicial process.

For example, a transgender client was subjected to frequent verbal abuse from children on the housing estate where she lives. She was attacked with stones and bottles thrown at her. She found the peer support group a safe place to talk with others about how to deal with the humiliation she feels from being afraid of children, find others who have been in similar circumstances and share how to cope, what to say and how to behave. She has found this process supportive and educational. This peer support has enabled her to report the incidents to the police and she now feels that she can deal with difficult situations more positively.

MindOut's work aims to address both the causes and effects of cases like these for LGBT people with mental health issues.

### Part 3: Key learning

- Victims can be targeted because of a combination of protected characteristics, including their sexuality and mental health. 'Multiple discrimination' can increase the risk and the impact of hate crime on disabled people.
- LGBT people gain confidence when given the opportunity to access LGBT affirmative services, which are best provided by LGBT people themselves.
- Feedback from peer support groups show that LGBT people need to know that they won't be patronised, disempowered or further abused if they choose to speak out or take action over their experiences of hate crime.
- Due to the fact that Brighton & Hove has one of the largest LGBT communities in Europe there are a wide range of LGBT services and organisations in the area that support people with mental health issues and community safety concerns. LGBT people elsewhere are unlikely to be so well supported.
- There is a need for more funding locally and nationally to raise awareness and support victims of disability hate crime.

### Resources

- The MindOut website: <http://www.mindout.org.uk>

### Contact

**Name:** Helen Jones

**Address:** 113 Queens Road, Brighton BN1 3XG

**Telephone:** 01273 234839

**Email:** [info@mindout.org.uk](mailto:info@mindout.org.uk)

## Case Study 6: Disability Action Waltham Forest

### Area of activity: Waltham Forest, East London

#### About Disability Action Waltham Forest

Disability Action Waltham Forest is an organisation of disabled people working for the rights of disabled people in Waltham Forest, East London. It acts as a voice for the concerns of disabled people, supports smaller user-led groups and provides services (including Direct Payments support, advocacy, befriending and crisis support to isolated older and disabled people, and an anti-harassment project). Support is also provided to Help at Home, a local social enterprise care agency.

#### Part 1: What Disability Action Waltham Forest does to address disability hate crime

- Delivers the Stay Safe project, which includes providing a fully accessible third party reporting site for people who have experienced disability hate crime.
- Employs advocates to deliver an advocacy casework service through the Stay Safe project. This service supports people to report hate crime to police, landlords, transport operators, schools etc. and supports them to work through the consequences.
- Facilitates a multi-agency disability hate crime steering group that includes other local DPULOs, police and local council representatives.
- Provides training and organisational disability audit services to voluntary sector organisations, police, housing and local authorities to improve the way that they respond to disabled victims of hate crime and other targeted harassment and to encourage changes in policy and practice where required.

In 2009 two members of the Management Committee became involved in a London-wide and national initiative looking at hate crime against disabled people. During this work Disability Action Waltham Forest canvassed the views of members and found that many of them had experienced hate crime and/or domestic violence but had little confidence in the police and other public bodies and few had reported the incidents. Barriers identified in reporting to the police included concerns over access, communication, concern that the police would not believe the victim or otherwise not take action.

Consequently, Disability Action Waltham Forest decided to develop the Stay Safe project to test in practice how best to develop an approach that would positively impact on hate crime locally. From the outset it was decided to include not only hate crime, but domestic and sexual violence, as well as adult safeguarding issues, as disabled people do not necessarily make the distinction between all these different forms of violence and harassment.

The Stay Safe project was launched in March 2010 with the third party reporting site being established in June 2010. Stay Safe now employs two paid staff – the project manager, and a part-time advocate – and two volunteers who run the Facebook site, contribute to outreach work and assist with training.

Disability Action Waltham Forest is presently in the process of recruiting more volunteers and a second (full-time) advocate will be recruited when funding can be identified or enough income from training programmes is available to cover the costs.

The Stay Safe project includes a fully accessible third party reporting site, accessed in a variety of ways to suit the client, including:

- face-to-face;
- telephone;
- SMS/text;
- email;
- website; and
- facebook.

An advocacy casework service provides clients with support to report hate crime to police, landlords, transport operators, schools etc. The project workers follow up to ensure that appropriate action is taken. Clients have been supported to deal with housing providers in cases involving housing related harassment, signposting service users to other relevant support services (counselling, debt, benefits, repairs or other advice) and supporting clients to feel safe again.

The Stay Safe project is supported by a steering group representing various local disabled people's organisations (including, for example, the African Caribbean Disabled People's Organisation, Deaf Club) and individuals with an interest in hate crime and domestic violence. The police and Council had representatives on the steering group from inception. The Council's Hate Crime and Domestic Violence Officer remains very supportive of the project, providing useful contacts and advice about funding, as well as providing positive support to clients. However the police representative was redeployed in 2011 and has not been replaced.

The Stay Safe project was initially funded for two year by the Equality & Human Rights Commission. Some funding has been obtained from Trust for London to support the continuing work with service providers to improve the way that they respond to disabled victims of hate crime and encourage changes in policy and practice where required. Income from the training and consultancy work is being used to underwrite the continuation of the advocacy work. Income generation from within the project will help to make Stay Safe sustainable in future years whilst other funding sources are sought to broaden the scope of the project.

### **Part 2: How Disability Action Waltham Forest is making a difference on disability hate crime**

“To have people such as you and your staff who understand the issues of disability, to support abused disabled individuals, is crucial. It was a huge relief to talk to you, you understood immediately the issues within the Deaf community, and I felt that you cared about my daughter and those issues” – Mother of Deaf client.

- In the last two years over 110 disabled people have been supported through the Stay Safe Project.
- Delivering a clear communication and engagement strategy to raise awareness of hate crime.
- The project has contributed to raising the profile of racist, homophobic and disability hate crime in the local community. Of the eleven current cases being dealt with by the Anti-Social Behaviour Risk Management Assessment Conference, four are identified as disability hate crimes and one as anti-social behaviour against a disabled person. All five cases were referred by Stay Safe and action has or is being taken.
- Co-producing service improvements with a range of statutory and non-statutory organisations that has a direct impact on addressing disability hate crime.
- As a direct result of interventions from the project team a number of service providers have made changes to their services, for example providing an SMS text phone or making home visits.

The project team has carried out a number of investigations themselves to provide evidence where the police or housing landlords have cast doubt on whether reported incidents have been hate crimes. Through joint casework they have developed strong partnerships with voluntary sector support organisations, including Victim Support, Ashiana (a young Asian women's domestic violence project) and Report IT (a legal advocacy service). New partnerships are being developed with London wide and national organisations (Eaves Project, Royal Deaf Association).

“We value the support and assistance provided to us and our clients by Stay Safe. The nature of our work means that it is essential that we can access advice and support for [disabled] our clients with an organisation that has the expertise in working with disabled people and domestic violence issues” – Shaminder Ubhi, Director, Ashiana Network.

The project initially only covered Waltham Forest but has recently been expanded to work with clients in Redbridge and Newham.

Aside from client work Stay Safe works closely with key local community and statutory organisations (Council, police, housing, schools, social services etc) to improve the way that they respond to disabled victims of hate crime, other targeted harassment and to improve policies and practice. The project offers professional training and a disability audit service for organisations working with hate crime and domestic violence survivors in London, the South East and beyond.

The communication strategy for raising awareness of hate crime and encouraging reporting has evolved to include a variety of methods. As Disability Action Waltham Forest is based in a hub building they have developed strong links to organisations that share that accommodation. Robust links with other community organisations have been fostered through their outreach programme and presentations on Stay Safe at the Learning Difficulties Partnership Board, Police Diversity Forum, Police Senior Management Meetings and other partnership forums. Activities are publicised via Easy Read leaflets, community internet radio and the Low Vision Forum newsletter. Branded materials such as bags and pens have also proven popular tools for promoting the project.

Through the Stay Safe project Disability Action Waltham Forest has established close relationships with the Council's Anti-Social Behaviour Team, the Police Community Safety Teams (who deal with hate crime and domestic violence), the Police Sapphire team (who deal with rape and sexual violence) and some social housing landlords. They are active members of local Crime Reduction Partnership (Safety Net) Boards, including Reducing Victimisation, Adult Safeguarding, Domestic Violence and Anti-social Behaviour Risk Management Assessment Conference. Disability Action also work closely with the Ministry of Justice Hate Crime Advisory Group and were involved in the advisory group to the European Human Rights Commission enquiry.

“The work of the Stay Safe project is a welcome addition to the network of organisations working to prevent hate crime. It is helping to increase understanding of the impact of hate crime on older and disabled people. The project team has enabled police officers to deepen their understanding of the needs of diverse groups” – Claire Wynnck, Chief Inspector, Waltham Forest Police.

### Part 3: Key learning

- Disability Action Waltham Forest offers an outstanding example of a DPULO co-producing service improvements with the police and a range of other statutory and non-statutory partners.
- It is important for DPULOs to have a clear communication and engagement strategy to raise awareness of disability hate crime and increase influence to do something about it.
- Joint casework is an effective means of developing strong partnerships with other voluntary sector support organisations to address disability hate crime.
- Providing an accessible reporting site on its own is just the first (though an important) step. Most Deaf and disabled people who want to report any form of bullying, harassment or violence need support to ensure that the incident is dealt with appropriately, that the person is listened to and action is taken where possible. They also need someone to listen to them and this takes time and resources.
- The project team has found that it can be particularly productive working with statutory partners through formal channels, such as the Anti-Social Behaviour Risk Management Assessment Conference and specific case conferences established around safeguarding issues.
- Hate crime is just one area of violence against Deaf and disabled people – expect to receive reports of domestic violence, carer abuse (which Stay Safe considers to be domestic violence), discrimination, or just problems reporting a robbery. Many disabled people don't differentiate – they just want to tell you what has happened to them.

### Resources

- The Disability Action Waltham Forest website: <http://www.disabilityactionwf.org.uk>

### Contact

**Name:** Ruth Bashall

**Address:** The Waltham Forest Resource Hub (South), 90 Crown field Road, Leytonstone, London E15 2BG

**Telephone:** 0208 509 0910

**Email:** [r.bashall@disaction.org.uk](mailto:r.bashall@disaction.org.uk)

## Case Study 7: Enable-Solihull

### Area of activity: Solihull

#### About Enable-Solihull

Enable-Solihull is an organisation which works with disabled individuals who have a range of impairments as well as the organisations that support disabled people in Solihull (such as care and support organisations and statutory bodies).

They provide disability information and guidance to disabled people, carers and organisations who provide services.

Their aims are:

- to bring together groups and individuals with a common purpose for the benefit of all;
- to represent disabled people from Solihull on various boards and committees; and
- to increase the involvement, engagement and influence of disabled people in Solihull.

#### Part 1: What Enable-Solihull does to address disability hate crime

- Working with police officers and police staff, co-producing service improvements and delivering training programs to raise the level of awareness of the impact of hate crime on disabled people.
- Reviewing publications that promote awareness and reporting of disability hate crime incidents to ensure that they are accessible and relevant to disabled people and carers. This has included producing a DVD that supports awareness raising work in local schools.
- Assisting in the implementation of third-party reporting centres throughout the West Midlands area.
- Uniquely having a mobile third party reporting centre that goes to places in the local community where disabled people might feel more at ease discussing issues around disability hate crime.

Working in partnership with the local council and the police, Enable Solihull is part of an expanding network of third-party reporting centres. These reporting centres allow victims and witnesses to report incidents in a safe and comfortable environment. All cases are treated with strict confidence, and people can report an incident without having to speak to the police. A trained member of staff is able to provide confidential advice and guidance, and refer victims to appropriate support services if required.

Feedback from disabled people highlighted their reluctance to attend police stations about issues relating to disability hate crime, but a willingness to instead engage with local disabled people's groups. Therefore, Enable-Solihull take third-party reporting centres on the road by attending community venues, Council events, police events, and other locations throughout Solihull.

Enable-Solihull also co-produce service improvements by working with West Midlands Police at a strategic and operational level, advising commanders and corporate officers on how their services can meet the needs and expectations of disabled people and carers in the local community. They attend the Police Diversity, Communications and Hate Crime Groups, advising police on local issues relating to disabled people, including people with learning disabilities. They are active members of the Community Safety Partnership, known locally as the Safer Solihull Partnership.

Enable-Solihull review Hate Crime publications on behalf of the local police force and local council to ensure that they are accessible and relevant to people with a range of impairment types.

## Part 2: How Enable-Solihull is making a difference on disability hate crime

- Increasing the amount of third party reporting centres from one to twenty two.
- Ensures processes are embedded into police and public sector to review hate crime publications to ensure that they can be understood by disabled people, older people and carers and are accessible and relevant to their needs.
- Engaging, participating and advising on the production of a disability hate crime DVD for use in schools.
- Co-producing services with West Midlands Police and being the only disability hate crime third party reporting centre in Solihull that receives training by the police.

Enable-Solihull are part of a wider partnership of third-party reporting centres, but are unique in taking their third-party reporting centre on the road into the community, to places where disabled people feel comfortable and are more likely therefore to report.

They directly contribute to the decision-making processes of commanders and corporate staff at West Midlands Police. They have participated in developing information DVDs to communicate the issues of hate crime and the impact on disabled people to young people through schools.

Enable-Solihull provide a publication review service to ensure that publications produced by local authorities, police and other organisations are relevant and clearly understood by disabled people and carers.

## Part 3: Key learning

- Disabled people often feel more comfortable sharing their experiences of disability hate crime with DPULOs.
- Even third party reporting centres may be a barrier for some disabled people, but this can be overcome by taking the reporting centre to where disabled people are.
- Enable-Solihull has demonstrated that developing a trusting relationship based on co-production with public bodies – especially the police – can be an effective way to address disability hate crime.
- DPULOs that are relatively small can still have a big impact on disability hate crime.

## Resources

- The Enable-Solihull website: <http://www.enable-solihull.org.uk/>

## Contact

**Name:** Sarah Whitehouse

**Address:** St Andrew's Church Centre, Pike Drive, Chelmsley Wood, Solihull B37 7US

**Telephone:** 0121 788 1544

**Email:** [info@enable-solihull.org.uk](mailto:info@enable-solihull.org.uk)

## Case Study 8: Disability Equality North West

### Area of activity: Lancashire

#### About Disability Equality North West

Disability Equality North West is a Disabled People's Organisation whose overall aim is to further the human rights of disabled people in the North West of England. The organisation is run and controlled by disabled people and promotes the social model of disability. Current services include:

- information, advice and client liaison;
- disability equality training;
- capacity building;
- group activities;
- volunteer bureau;
- plans/access group; and
- peer support.

#### Part 1: What Disability Equality North West does to address disability hate crime

- Running and promoting their third party disability hate crime reporting centre.
- Acting as independent advisers to Lancashire Police and members of the Crown Prosecution Service Hate Crime Scrutiny Panel for Lancashire.
- Supporting individuals when being interviewed by the police or when otherwise reporting a hate crime.
- Carrying out media analysis to identify hate crimes/incidents against disabled people and then liaising with police to ascertain how it has been recorded on their systems.
- Members of the Central Lancashire Learning Disability Partnership Hate Crime sub group.
- Participating in organising awareness raising events.

After attending the launch of the "Getting Away With Murder" report in January 2011, Disability Equality North West carried out a research project to gauge the extent of disability hate crime and the level of reporting in their region. The results suggested that there were high levels of under-reporting. As a result of this initial work it was decided to make the issue of hate crime an integral part of all Disability Equality North West's work and they became a third party hate crime reporting centre with all staff, trustees and volunteer advisors trained by Lancashire Police to identify and report hate crime incidents.

The Chief Executive is an independent adviser to Lancashire Police and is a member of the Crown Prosecution Service Hate Crime Scrutiny Panel for Lancashire. They also support individuals when being interviewed by the police or when otherwise reporting a hate crime.

Disability Equality North West host the quarterly Disability PACT meeting which brings together disabled people with the police and other statutory partners to address all areas of concern relating to crime. They are members of the Central Lancashire Learning Disability Partnership Hate Crime sub group and participate in organising the Community Safety open day and Hate Crime Awareness events.

Mainstreaming disability hate crime work within the organisation resulted in it becoming a general function of staff and volunteer advisors within the Information & Advice Service. This also made it an ongoing commitment rather than a funding or target driven project. No direct funding has been received to support this work.

## Part 2: How Disability Equality North West is making a difference on disability hate crime

- Supported three people over the last 12 months through the whole process of reporting disability hate crime and navigating the criminal justice system. They also dealt with 58 cases related to housing/neighbourhood issues where impairment related name calling or anti-social behaviour were evident but the victims did not want to report it.
- Were Highly Commended in 2010 RADAR People of the Year Awards for raising awareness of disabled people about hate crime and the fact that it should not be tolerated.
- Supports members to work in partnership with Lancashire Race Equality Council to producing a hate crime DVD which has been promoted nationally.
- One of the only DPULOs that has mainstreamed disability hate crime in all its work, particularly information and advice.

Mainstreaming disability hate crime within all Disability Equality North West's services has led to an increase in the numbers of disability hate crimes reported. There is increased confidence amongst disabled people that the police will take action and strong links have been forged with the police. Staff believe that there is a growing view shared by disabled people and the wider community that disability hate crime should not be tolerated. There has been positive feedback from the police, other partners and from people supported that they have been empowered by Disability Equality North West.

## Part 3: Key learning

- Mainstreaming work to address disability hate crime makes it a general function of staff and volunteer advisors and makes it an on-going commitment rather than a funding or target driven project.
- Carrying out media analysis is part of taking a proactive stand against disability hate crime, as is constructively challenging the officers (through building their knowledge and capacity) on where cases should be logged as a disability hate crime but hasn't been'.
- Experience has shown that face to face meetings with disabled people and disabled people's groups are by far the most effective means of raising confidence and encouraging disabled people to report hate crime incidents.
- With greater resources and increased staff capacity a much greater impact could be made.
- A DPULO working directly with the police, including through their dedicated strategic meetings and at the 'frontline', is an effective way of partnership working to address disability hate crime.

## Resources

- The Disability Equality North West website: <http://www.disability-equality.org.uk>
- Link to Lancashire Against Hate DVD: <http://vimeo.com/13557000>

## Contact

**Name:** Melanie Close  
**Address:** 103-104 Church Street, Preston, Lancashire PR1 3BS  
**Telephone:** 01772 558863  
**Email:** [melanie@disability-equality.org.uk](mailto:melanie@disability-equality.org.uk)

## Case Study 9: Breakthrough UK

### Area of activity: Greater Manchester

#### About Breakthrough UK

Breakthrough UK promotes the rights, responsibilities and respect of disabled people. It has six key aims:

1. To work with individual disabled people to support them to be independent, to seek employment and develop their careers.
2. To work with employers, providers and other organisations involved in the labour market to promote best practice in all aspects of recruitment, retention and progression.
3. To tackle the barriers and discriminatory policies and practices which disadvantage disabled people in the economy, society and the labour market.
4. To demonstrate excellent practice through good governance, strong management and continuous improvement.
5. To ensure Breakthrough UK policy and operational activities are recognised as leading edge at local, national & international levels.
6. To explore, develop and promote the concept of Independent Living in a diverse cultural context.

#### Part 1: What Breakthrough UK does to address disability hate crime

Through creating the 'Working it Through Together' (WiTT) multi-agency Steering Group, which directs its dedicated work on disability hate crime, Breakthrough UK has been:

- conducting outreach work with Disabled People's Organisations in Greater Manchester, specifically working with ten third party reporting centres to develop good practice and encourage reporting;
- developing a peer group of people affected by disability hate crime, offering them support through informal and formal training to develop them as Peer Advocates;
- setting up a disability hate crime reporting hotline. Issued a briefing card (credit card size) with a definition of hate crime and the hotline telephone number;
- producing a DVD that highlighted disabled people's experiences of disability hate crime; and
- co-developing disability hate crime training courses and delivering disability hate crime briefings to Greater Manchester Police Response Officers.

In March 2009, Breakthrough UK produced a research document 'Hate Crime and Disabled People – a survey of practical activity and approaches in the North West of England' which was funded by the Equality & Human Rights Commission (EHRC). As a direct result of this research the EHRC agreed to fund the Working it Through Together (WiTT) Project from January 2010 – January 2012.

WiTT was delivered by two part-time Advocates and one part-time Administrator with leadership provided from the Deputy Chief Executive of Breakthrough UK. The multi-agency Steering Group was key to developing the project and supported links into other public sector organisations. The Steering Group included Body Positive North West, the Crown Prosecution Service, Greater Manchester Police, Victim Support, Greater Manchester Probation, Manchester People First, Voice UK and Breakthrough UK.

The Crown Prosecution Service provided valuable training to project staff, Peer Group members and other Steering Group members. Greater Manchester Police agreed to regular briefings for Response Officers to improve their awareness of disability hate crime, how to recognise and respond to it. Body Positive North West developed a training course for a group of people with learning disabilities to explore their experiences of disability hate crime and hosted the hate crime hotline.

A Peer Group was established of people affected by disability related harassment or hate crime. They were provided with formal and informal training and supported to gain confidence, raise self-esteem and understand that what was happening to them was not to be tolerated.

As the Peer Group progressed, members have contributed to project evaluations and directly influenced WiTT priorities. Some members of the Peer Group went on to contribute to the co-production of specialist training courses for Social Housing Providers. This training is now being promoted and will generate income to support on-going work to address hate crime. It is hoped that some Peer Group members will become Advocates for other disabled people in the future.

Breakthrough UK has now mainstreamed their hate crime work via their Centre for Independent Living and Training Department. They are still able to support a small number of individual cases via Independent Living Support Workers. In addition, they are marketing Disability Hate Crime Advocacy and Peer Support through Service Level/Framework Agreements to Local Authorities to seek annual or case by case advocacy work.

### **Part 2: How Breakthrough UK is making a difference on disability hate crime**

- Supporting 23 disability hate crime cases, including one prosecution with enhanced sentencing due to the Section 146 of the Criminal Justice Act 2003 element being applied.
- Creating strong partnership relationships through a multi-agency Steering Group to address disability hate crime.
- Delivering five disability hate crime briefings to 80 Response Officers within a Manchester Police Division.
- Supported 13 people with re-housing and 12 people by working with service providers to ensure changes to individual circumstances.
- Supported 15 people to develop the skills to help keep themselves from danger, including travel training for four people to help them develop different routes to reduce the opportunity to be targeted.
- Supported 15 people in developing the skills to safely challenge others or manage their change.

One of the key achievements of Breakthrough UK has been influencing the approach of the multi-agency Anti-Social Behaviour Risk Assessment Conference (ASBRAC) Boards in Tameside and Rochdale Multi-Agency Race Hate Forum. This has been done by encouraging new ways of approaching cases by using the social mode of disability.

Breakthrough UK developed a Peer Group of ten people affected by disability hate crime or disability related harassment and supported them via training and support to gain confidence, raise self-esteem and understand that what was happening to them was not to be tolerated. Three people went on to pass an Introduction to Advocacy course to enable them to offer Peer Advocacy to other disabled people.

They co-developed a disability hate crime training course with a user led organisation of people with learning disabilities (CHANGE in Leeds) which is promoted in order to affect change in service provision. This training provides income for Breakthrough UK and CHANGE.

“Without this project, some individuals would never have come to interact with the police. The briefings to Response Officers helped provide the skills to look deeper behind the crime into what the victim reports and will improve other approaches... This will help us save someone from further harassment and abuse, so that the victim can have a quality of life in the future” – Afzal Iqbal, Greater Manchester Police Community Relations Officer and member of the WiTT Steering Group.

This has been a great project – the Probation Service has put its resources in free to work with Breakthrough UK. The advocacy scheme is key to the success of this – the partnership would be less effective without knowing there is real contact with victims. The Probation Service is developing a whole Hate Crime Policy, Strategy and Protocol that would not have happened as quickly without this project – Greater Manchester Probation Service.

### Part 3: Key learning

- Work with front line response workers is key e.g. police response officers, neighbourhood police officers, community police officers and ambulance staff to support them to recognise and respond appropriately to disability hate crime/harassment.
- DPULOs are particularly effective at enhancing in-house statutory training and communication plans – by involving disabled people with personal experience of the issues.
- It is important not to underestimate just how much awareness raising is required amongst disabled people about disability hate crime/harassment – a good proportion of time needs to be given to outreach work so disabled people can recognise they have been victims.
- Social Housing Providers/Housing Associations are key partners. Disabled people affected are often social housing tenants and vulnerable people are often grouped together – making them targets. Policy and practice change with social housing providers can have a significant impact.

### Resources

- The Breakthrough UK website: <http://www.breakthrough-uk.co.uk>
- Breakthrough UK's research document 'Hate Crime and Disabled People – a survey of practical activity and approaches in the NW of England': <http://www.breakthrough-uk.co.uk/Resources/publications/ptt>

### Contact

**Name:** Michele Scattergood

**Address:** Breakthrough UK Ltd, Business Employment Venture Centre, Aked Close, Ardwick, Manchester M12 4AN

**Telephone:** 0161 273 5412

**Textphone:** 0161 273 5727

**Email:** [m.scattergood@breakthrough-uk.co.uk](mailto:m.scattergood@breakthrough-uk.co.uk)

# Working with DPULOs to address disability hate crime

# 3

## Ten options for action

This set of case studies has shown how Disabled People's User Led Organisations (DPULOs) are making a difference in addressing disability hate crime.

As well as through their own work, they have worked in partnership with the police, Crown Prosecution Service, local councils, the media and other voluntary sector organisations to deliver real and tangible benefits not only for disabled people but for the wider community too.

The participating DPULOs in this collection of case studies – as well as DPULOs in all other areas – remain committed to addressing disability hate crime.

They invite partners – particularly people with responsibility for hate crime and associated issues working in the police and local councils – to consider the following practical Options for Action that can inform, support and enable your strategies and policies to successfully tackle disability hate crime.

### 1. Identify the DPULOs within your area

DPULOs are located through many of the communities in the United Kingdom. User led organisations understand the issues, have a strong commitment to tackling hate crime and are actively seeking opportunities to engage and support awareness, prevention and detection strategies.

### 2. Engage with DPULOs and involve them in your development and delivery of strategy and policy

DPULOs will inform your decision making processes, co-producing service improvements that will be relevant to the community and protect and support victims of disability hate crime.

### 3. Provide victims of disability hate crime with a choice

Establish third party reporting centres across a wide range of community venues giving victims a choice of when and where to report their experience in confidence. Remove the barriers to reporting by creating a wide range of third party reporting centres across your community. DPULOs can advise on suitable location, messaging and peer support services.

#### **4. Take an evidence based approach to tackling disability hate crime via your local DPULO**

Be kept up to date with the experiences, perceptions and concerns of disabled people by inviting regular feedback from DPULOs in your area. Through DPULOs you can access academic research, personal experiences and an understanding as to how effective your response to tackling disability hate crime is in the community.

#### **5. Involve disabled people in your in-house training programmes**

Many of the case studies highlight the value of personal experience and the impact of disability hate crime on the victim. They have also demonstrated that disabled people are effective communicators and trainers in hate crime awareness and prevention work. Your DPULO can assist you in identifying opportunities to involving disabled people in your training and communication programs.

#### **6. Create opportunities for disabled people with lived experience to work alongside practitioners to provide a personal perspective**

Teams working in the public protection, criminal justice and victim support arenas can gain a valuable insight into the impact of disability hate crime on the individual. This can assist in the delivery of prevention, detection and bringing offenders to justice.

#### **7. Recognise combinations of protected characteristics and the issue of 'multiple discrimination'**

Victims can be targeted because of disability, gender and ethnicity or a combination of protected characteristics. This increases risk and vulnerability that should be recognised and included in service delivery or support.

#### **8. Identify strategic partnerships to pool resources, funding, staff and good practice to address disability hate crime**

These case studies have demonstrated that by uniting and sharing resources and approaches effective programs to address hate crime can be delivered. With your DPULOs build strategic partnerships, shared responses will lead to shared outcomes that will be victim focussed.

#### **9. Look for communications opportunities to proactively make a stand against disability hate crime and promote your work**

Staff and communities should be aware of what is considered disability hate crime and what services and support is available to identify and tackle the crime. Work with your DPULOs to develop joint communication strategies and identify opportunities to communicate with and listen to disabled people.

#### **10. Identify and promote positive outcomes to encourage disabled people to provide information, intelligence and report all incidents**

Trust and confidence in the reporting system and the criminal justice system underpins disability hate crime reporting. Your DPULOs will provide an insight as to how your services should be provided and communicated to encourage reporting through victim advocacy.

# Appendix: Other DPULOs working to tackle disability hate crime

In this collection of case studies it has not been possible to cover all of the DPULOs who are delivering exceptional work to tackle disability hate crime. Below are just some of the other DPULOs who are also carrying out pioneering work – by themselves and in partnership – to address disability hate crime:

## Access Dorset

Providing a third party hate crime reporting centre. Funded £4,000 by Dorset Police to raise awareness of disability hate crime, they have carried out a survey of 101 disabled and older people to establish prevalence of hate crime and have published the results in the media.

They have written a joint protocol with Dorset Police for the third party hate crime reporting centre and have trained staff and volunteers in its use.

They have been funded for and have established a Dorset Police Disability Strategic Consultation Panel (a pan-impairment group of 15 disabled people) that is making recommendations to improve the police online reporting system and for the next steps towards increasing confidence among disabled and older people in reporting and providing support to victims. They are key partners in Prejudice Free Bournemouth and Poole.

## Contact

**Name:** Dave Thompson  
**Telephone:** 01202 771336  
**Email:** [dave@accessdorset.org.uk](mailto:dave@accessdorset.org.uk)  
**Website:** [www.accessdorset.org.uk](http://www.accessdorset.org.uk)

## Bury & District Disabled Advisory Council (BADDAC) and Bury Coalition for Independent Living (BCIL)

Providing a Hate Crime Reporting Centre and working closely with the police where there has been a serious incident by joining police 'Gold Groups'. They have, with the police, set up peer support groups for local people who have been the victims of Hate Crime, but their main concern is supporting the police and Safeguarding Boards to focus on prevention. They are encouraging organisations to deal swiftly with the bullying and harassment of disabled people, which often precedes even more serious abuse.

### Contact

**Name:** Ron Shambley (Baddac and BCIL)

**Telephone:** 0161 253 6901

## Ideal for All (West Midlands)

Acting as one of five third party hate crime reporting centres in Sandwell, West Midlands, Ideal for All has developed relationships with local police and share the same goals in improving the under reporting of disability hate crime. Ideal for All are a 'Safe Place' for vulnerable people to access in times of need or uncertainties or when a crime had been committed against them.

They are at the beginning of a journey as a third party hate crime reporting centre, have established excellent links with West Midlands Police and are working together to encourage other voluntary sector organisations to join the network. They have already supported two hate crime reports and are actively seeking funding to expand their work and influence.

### Contact

**Name:** Marilyn Robinson

**Telephone:** 0121 558 5555

**Minicom:** 0121 565 7967

**Email:** Marilyn\_Robinson@sandwell.gov.uk

**Website:** <http://www.idealforall.co.uk/>

## Living Options (Devon)

Producing a report for Devon and Cornwall police constabulary to capture disabled and Deaf people's perception of disability related crime, its impact and to identify barriers to reporting. Over 1,500 disabled people, Deaf people and Carers were contacted during the project.

Securing funding for a project supporting the Deaf Community around hate crime which led to the recruitment of five Deaf volunteers who provide peer support across Devon. Their work has enabled the Deaf community to have a stronger voice and influence by improving their understanding of hate crime. The project has linked closely to Devon and Cornwall Police and Devon County Council so that improvements are implemented across services and reporting mechanisms.

### Contact

**Name:** Sarah Kendall

**Telephone:** 01392 459222

**Email:** sarah.kendall@livingoptions.org

**Website:** [www.devonchoiceandsupport.org](http://www.devonchoiceandsupport.org)

## CHANGE People (Leeds)

By delivering the 'Living Our Lives Safely project' CHANGE People has established a group of disabled people (who have learning disabilities) who are expert trainers and campaigners. They have designed and now deliver 'Power Changers – Hate Crime Training' – an integrated approach that is underpinned by an understanding that hate crime is an abuse of power, is linked to all forms of discrimination and that effective interventions should be survivor focused, evidence based and multi-agency.

### Contact

**Name:** Jude Woods  
**Telephone:** 0113 388 0011  
**Email:** jude@change-people.co.uk  
**Website:** <http://www.changepeople.co.uk/>

## Norfolk Coalition of Disabled People (NCODP)

Currently initiating a new project, 'Disabled People fight back against Disability Hate Crime in Norfolk'. In summary the project will:

- recruit, train, and support a network of disabled people across Norfolk to be disability hate crime Campaigners;
- deliver awareness raising sessions to disabled people and their communities;
- support disabled people to form a user led disability hate crime group for Norfolk; and
- support disabled people to be an active part of restorative justice panels and (CPS) hate crime scrutiny panels in Norfolk as appropriate.

### Contact

**Name:** Hazel Simons  
**Telephone:** 01508 491210  
**Email:** Hazel.Simons@ncodp.org.uk  
**Website:** [www.ncodp.org.uk](http://www.ncodp.org.uk)

## Wiltshire People First

Raising awareness of disability hate crime and ensuring people with learning difficulties know what to do if they are victims. Activities include:

- running disability hate crime workshops for members, including input from Wiltshire Police and support to fill in 'In Case of Emergency' cards (ICE cards) they have developed.
- visited Magistrates Courts to observe court sessions and learn about its proceedings. An easy read 'Going to Court' leaflet was put together to inform other members.
- working with Victim support, the CPS and Wiltshire's Hate Crime advisors to help them with easy read documents as well as giving them a better understanding about the impact Hate Crime has on people with learning difficulties.
- delivering 'I'm a Person Too!' training to police officers in 2010 to raise awareness of the needs and help the police to communicate better with people with learning disabilities.

## Contact

**Name:** Angie Carmichael

**Telephone:** 01225 810011

**Email:** [angie@sparringpartners.co.uk](mailto:angie@sparringpartners.co.uk)

**Website:** <http://www.wiltshirepeoplefirst.org>

---

This publication is also available in Easy Read format. Please contact us if you require an Easy Read format.

Web: <http://odi.dwp.gov.uk/odi-projects/user-led-organisations.php>

Post: Making a Difference Team, Office for Disability Issues,  
Department for Work and Pensions, Ground Floor,  
Caxton House, 6-12 Tothill Street, London SW1H 9NA

Email: [odi.businessperformance@dwp.gsi.gov.uk](mailto:odi.businessperformance@dwp.gsi.gov.uk)

Telephone: 020 7340 4000

ISBN: 978-1-78153-263-8

© Crown copyright 2012

Produced by the Department for Work and Pensions, December 2012.