

November 2014



**Together We Can Tackle Hate Crime:
AWAZ Cumbria Workshops Report 2014**

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Together We Can Tackle Hate Crime

AWAZ Cumbria Workshops Report November 2014



Acknowledgements

The author is thankful to AWAZ Board members for their valuable advice, information and support, and to AWAZ staff and volunteers for their contributions in organising and facilitating tackling hate crime workshops across Cumbria.

We very much appreciate the excellent partnership working in facilitating these workshops by Richard Kavanagh from [OutREACH Cumbria](#), Mark Tenant from [Cumbria Disability Network](#), Sandra Wiggin from the Cumbria office of the Police and Crime Commissioner, PC Julie Dodd, DS George Atkinson, DS Jim Skeer, and DS Andy Lamb from [Cumbria Constabulary](#) and Martin Hill from [Crown Prosecution Service](#) for their expert input by delivering specific sessions during workshops.

We are also thankful to all the public sector and third sector organisations for their help in promoting these workshops and encouraged their staff and volunteers to attend.

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Introduction

AWAZ Cumbria together with OutREACH Cumbria, Cumbria Disability Network and criminal justice system agencies (Cumbria Constabulary and Crown Prosecution Service) delivered four **Tackling Hate Crime** awareness workshops for front line staff, volunteers, managers and community representatives across Cumbria during September and October 2014.

Aims and Objectives

These workshops aimed to help those involved with or supporting the people affected by Hate Crime in Cumbria;

- To have broader knowledge and an in-depth understanding of the root causes of Hate Crime;
- To have a better awareness of what constitutes a Hate Crime;
- To understand how it can impact upon victims and the wider community and most importantly, how best they can then provide a more effective service to the victims and the people affected by Hate Crime.

Workshop objectives;

- Front line staff, volunteers, managers and community representatives from a diverse range of organisations will have better awareness and information on all types of reporting mechanisms to help people in reporting Hate Crime, and;
- Understand how Hate Crime is investigated, prosecuted and sentenced as well as what can be done to reduce re-offending;
- Will build relationships and encourage face to face contact between practitioners to explore effective solutions in tackling Hate Crime across Cumbria, supporting victims and developing informal networks.

Workshops

We used a range of communication channels and networks to publicise the Tackling Hate Crime Workshops. The publicity flyers with online registration booking information were circulated through [Safer Cumbria](#), Community Safety Partnerships, local authorities and [Cumbria third sector network](#) mailing lists. We also used [local press](#), [CFM radio](#) and [social media](#) to maximise reach and participation from within diverse sections of society.

All workshop participants benefited from information and real life examples from experts in the field of tackling Hate Crime, case studies of the people affected by Hate Crime, guest speaker's contributions and input from the Crown Prosecution Service and Hate Crime Investigation Managers from Cumbria Constabulary.

We invited four guest speakers:

- Ms Laura Geraghty, Director, [Hate Crime Hub CIC](#),
- Mrs Sylvia Lancaster, Chief Executive, [SOPHIE Lancaster Foundation](#),
- Dr Martin Baines QPM, Chair, [Bradford Hate Crime Alliance](#) and;
- Mr Daniel Silver, Director, [Social Action Research Foundation](#)

The guest speaker's knowledge and experiences from diverse fields was combined with a look at a wider perspective in identifying the root causes of Hate Crime, using best practice examples and approaches from throughout the country to tackle Hate Crime.

AWAZ Cumbria, OutREACH Cumbria (LGBT support organisation) and Cumbria Disability Network used their knowledge base and examples of supporting people affected by Hate Crime from BME, Disability and LGBT communities with the help of case studies using audio-visual materials to support learning.

The participants had the opportunity to share their experiences and perceptions during group work/discussions and in a dedicated session to suggest or recommend follow up actions after the workshops to improve partnership working in tackling Hate Crime across the county.

The four workshops funded by the Cumbria Office of the Police and Crime Commissioner were delivered on the following dates to help diverse communities of place and identities across Cumbria.

- 1- Tuesday 16th September, Workington,
- 2- Wednesday 24th September, Penrith,
- 3- Tuesday 30th September, Ulverston
- 4- Saturday 11th October, Carlisle,

All participants were provided with resource and information packs and they had the opportunity to provide feedback on the quality of workshops by completing an Equality and Diversity Monitoring Form on voluntary basis to help us in quality assurance.

Findings

The strong working relationship between AWAZ, OutREACH Cumbria and Cumbria Disability Network in association with the Cumbria Office of the Police and Crime Commissioner and working in partnership with local authorities and voluntary and community sector organisations helped in extending invitations to a diverse range of organisations to attend the workshops, and with publicity through networks and media channels.

We received very good responses and interest in attending the workshops from staff and volunteers representing a diverse range of public sector organisations within the voluntary and community sectors. One of the workshops was oversubscribed and people were on a waiting list. However, we didn't receive any enquiries, delegate registration requests or participation from the small, medium or large scale business sector.

Staff from one of the public sector organisations found it difficult to register on-line due to access restrictions on their ICT systems. AWAZ facilitated manual registration for that organisation's staff. We also had requests from VCS organisations/groups and members of the community to process manual registration for them because they did not have access to computer/internet or working knowledge in use of computers.

Workshop registration forms were received from 132 front line staff, volunteers and managers representing 12 public sector organisations and departments and 28 voluntary and community sector organisations.

However, 96 of them representing 12 public sector organisations and 26 Voluntary and Community Sector Organisations could manage to attend full day Tackling Hate Crime workshops across Cumbria. In total, 131 people (including trainers and guest speakers) attended four Tackling Hate Crime workshops across Cumbria in September and October 2014.

There was less representation from district councils, housing associations, Hate Incident Reporting Centres and education and training institutions. Staff from only one district council, one FE College, two housing associations and 11 organisations who were also Hate Incident Reporting Centres attended the training.

Evaluation Summary

We are presenting findings based on the analysis of feedback received from the participants on the workshop evaluation and E&D Monitoring Form. For the summary of written comments from the workshops please see Appendix -1.

The percentages are rounded to the nearest percentage point.

90% of the participants completed workshop evaluation forms (please see appendix -2) and 10% did not. Below are the results about the quality of workshops based on participants' feedback.

	Better than Expected	On the mark	Satisfactory	Could have been better
Facilitator / Presenters	38%	41%	13%	3%
Group/Work discussions	24%	41%	23%	11%
Relevance	36%	45%	14%	4%
Venue	15%	44%	26%	10%

- 79% of the participants found the facilitators/presentations better than expected or on the mark; 13 % found them satisfactory and 3 % suggested they could have been better.
- 65 % of the participants found the group work/discussions better than expected or on the mark; 23 % found them satisfactory and 11 % suggested they could have been better.
- 81 % of the participants found the relevance of workshops on the subject matter better than expected or on the mark; 14% found it satisfactory and 4 % suggested it could have been better.
- 59% of the participants found the venues where workshops were held better than expected or on the mark; 26% found them satisfactory and 10 % suggested they could be better.

Diversity Profile of Participants

92 % of the delegates who attended the Tackling Hate Crime Workshops completed and returned the Equality and Diversity Monitoring and Evaluation Form (See appendix - 2 for the copy of the Evaluation Form).

Participants Diversity Profile -Tackling Hate Crime Workshops across Cumbria

Diversity Profile of Participants		
Ethnic Profile	<ul style="list-style-type: none"> 83% of the delegates were White British <p>4.5% did not declare their ethnic profile.</p>	13 % were from Black and Minority Ethnic (BME) Communities
Age	<ul style="list-style-type: none"> 10% of the delegates were under 25 years of age; 20% between the ages range (25-34) and; 14% between the ages range (35-44); <p>4% did not declare their age.</p>	<ul style="list-style-type: none"> 33% between the ages range (45-54); 13% between the ages range (55-64) and; 6% were over 65 years of age.
Socio Economic Status	<ul style="list-style-type: none"> 57% of the delegates were in full time employment and; 17% in part time employment. <p>13 % did not declare their socio-economic status.</p>	<ul style="list-style-type: none"> 6% in education and training and; 7% were not in education or training.
Gender	<ul style="list-style-type: none"> 28% of the delegates were male. <p>5% did not declare their gender.</p>	<ul style="list-style-type: none"> 66% female and; Less than 3% transgender.
Disability	<ul style="list-style-type: none"> 7% of the delegates identified themselves as having one or more disability. <p>21% did not declare their disability.</p>	<ul style="list-style-type: none"> 72% of the delegates identified themselves as having no disability.
Religion or Belief	<ul style="list-style-type: none"> 5% of the delegates were Buddhists; 8% Hindus and; 1% Muslims <p>10 % did not declare their religion or belief.</p>	<ul style="list-style-type: none"> 42% were Christians; 34% of the delegates identified themselves as having no religion.
Sexual Orientation	<ul style="list-style-type: none"> 67% of the delegates identified themselves as heterosexual/straight. <p>20 % did not declare their Sexual Orientation.</p>	12% of the delegates were from the Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) community.

Outcomes

Based on the feedback received from participants, we believe that we achieved our aim to:

- Help participants gain a better understanding of what is a Hate Crime.
- Explain how best they can support people affected by Hate Crime.
- Increase their awareness of the legislation that supports the prevention and prosecution of Hate Crime.
- Improve their understanding on the processes of reporting Hate Crime and third party reporting.
- Increase their knowledge about where to signpost victims of all types of Hate Crime.
- Give them informed choice to promote networking between partners and face to face contact with individuals for building localised informal support networks.

Recommendations

Our recommendations are based on the written comments (see appendix 1) and suggestions received during workshop sessions.

1- Prevention – Challenging attitudes and early interventions by;

- 1.1 Promotion and publicity of "Say no to hate crime" through campaigning across Cumbria using local print, electronic and social media e.g. free press, Town/Parish Council newsletters, and through digital patient information boards in hospitals/ GP/Dental surgeries waiting area and organisation's intranet, staff newsletters and social media networks.
- 1.2 Organising events during "Hate Crime Awareness Week 12-18 October" every year.
- 1.3 Engaging social housing providers (e.g. housing associations, sheltered accommodation, and emergency homelessness support) in raising the awareness of their tenants, service users and staff about how to report and tackle hate crime.
- 1.4 Liaising with licensed premises (e.g. pubs/clubs) and public transport to publicise and promote the tackling of Hate Crime campaign through the provision of information flyers, leaflets, posters and other publicity materials.
- 1.5 Deliver tackling Hate Crime training and raise awareness within schools, further education colleges/training providers and community centres.

2- Building Victim's confidence and improving the response to hate crime by;

- 2.1 Empowering Victim's voices to inform and influence the community safety agenda and supporting the involvement of the people affected by Hate Crime in the design, development and commissioning of local victim support services and how they are scrutinised.
- 2.2 Providing advice and appropriate information about access to victim support services and for making informed choices to increase confidence and trust in the criminal justice system.
- 2.3 Raising awareness on how to recognise and report Hate Crime in accessible formats and community languages to help people to overcome their communication barriers in reporting hate incidents because they lack English language communication skills or information about Hate Incident Reporting Centres.
- 2.4 Providing easy to read and understand guidance for front line staff in all sectors on how to record hate incident reports and support or signpost people affected by Hate Crime.
- 2.5 Looking at different ways based on individual's needs to enable people to report Hate Crime and receive support e.g. via text, telephone, online or support networks.
- 2.6 Providing a quarterly newsletter and regular updates on tackling Hate Crime, and where to get help.

3- Tackling root causes of hate crime and reducing reoffending by;

- 3.1 Delivering tackling Hate Crime training and raise awareness among prison staff and inmates about tackling Hate Crime.
- 3.2 Delivering a rolling thinking skills programme, awareness sessions and rehabilitation training for Hate Crime offenders and for those who receive community orders or cautions to help the perpetrators in moving on from re-offending behaviours.

4- Partnership working – supporting people affected by Hate Crime

- 4.1 Criminal justice system agencies, local authorities and third sector organisations need to listen, value, invest and work in partnership to tackle Hate Crime, support people affected by Hate Crime and reduce reoffending.
- 4.2 Annual workshop/conference on Hate Crime to share information, knowledge and practice (one each in North, West and South Cumbria).

Appendix -1

Feedback and Comments from the Participants

Below are the comments and suggestions from the participants of the four workshops for making improvements in multi-agency response to tackling Hate Crime across Cumbria.

- Very thought provoking and insightful. Thank you. I have been inspired to do more and share my commitment with others. Glad I came, well done.
- Very informative, highlighted some major problems as to how to go about educating and changing attitude and behaviours of those committing hate crime and those reporting hate crime. More education and workshops for pre-secondary school children.
- Good workshop, up to date and relevant info. Excellent speakers.
- Very informative, good mix of agencies for discussions. Enjoyed the guest speakers. With regards to getting into school, I think a workshop similar to today inviting heads of schools would be beneficial.
- Very informative about hate crime and issues surrounding victims. Multiagency approach helpful. Mr P. personal experience and others helpful. Looking at ways to change hate crime in schools and other youth organisations.
- Thank you. Very informative, interesting speakers. This needs rolled out through schools and other organisations in an age appropriate way. Lots of other agencies would benefit from this training.
- IT systems could be tested before use. Sound volume was hard to adjust
- Would have been useful to have done a different style of introduction of delegates to enable delegates to have an insight into the representation within the group and establish who's who.
- I felt that the beginning was a little disorganised. The IHHub sounds a really positive and progressive movement. Although the new victim agenda sounds like a good idea – Chris Grayling is so out of touch with reality he will no doubt make a total wash of it – websites are not helpful for victims – we need more police, perhaps the PCC could help with this instead.
- Presentation was informative, educational and articulate, the DVD simple **but very, very** hard-hitting and effective.
- Need attendance list, more solutions and good outcomes. Most attendees understood the impact and value good solutions, so details on what organisations have done should be part of day. Would be helpful to have presentations emailed. Very useful to have this series round Cumbria.
- All round worthwhile workshop, although IT difficulties wasted time. Could have tested before starting.
- Very good, excellent sharing of
- Very good and well set out day.
- Very enjoyable and inspiring day. Gave me lots to think about and ways to improve our own services. Very important topic which definitely needs to be kept on the 'Agenda' Also good to meet other participants and look at how we can work together and to have a better knowledge of resources available.
- Enjoyed the whole day.
- Afternoon interesting but less useful.
- Thank you for this opportunity, I found it to be very interesting and informative.
- Brilliant delivery on all subjects. Particularly enjoyed listening to Sophie's story. Will take a lot away from that session and look forward to following the story in the future. Thought newsletter/bulleting (quarterly) is a fabulous idea for further networking/support info sharing etc. Great day and thoroughly enjoyed it.
- The evaluation form and its format were also useful.

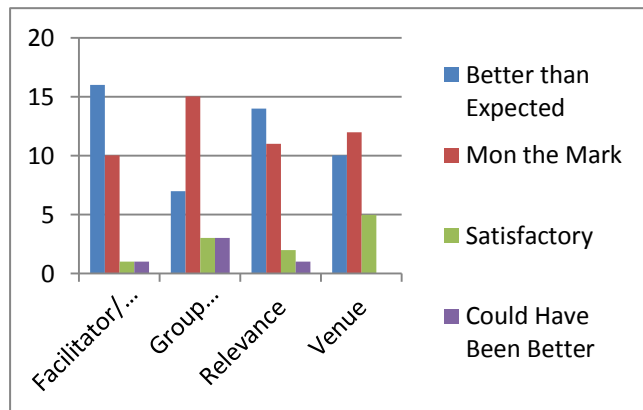
- Great Day, very interesting. Thank you.
- Very informative day. Very powerful presentation.
- I enjoyed the training today. It will certainly be useful for me and the organisation I work in (Advocacy).
- Thought that the whole conference experience was well presented and allowed opportunities to share with colleagues important issues.
- Would have preferred the workshop exercises to have been adapted for this group as opposed to a purely youth focussed set of materials. Would have preferred mics for speakers.
- This has been a very interesting and informative conference. I will be recommending this training to colleagues... It would also be useful to hear from someone who has committed a hate crime and how (if they have been educated and their view has become more understanding to all people).
- Really good workshop for raising awareness. Will definitely recommend to colleagues. Has given some thought to work that can be done with young people open to the youth offending service. Attitudes can be worked on.
- Well put together, good diverse group of attendees. Interesting points raised. Excellent guest speaker.
- Very interesting.
- Very well organised, an interesting day.
- An informative day which reinforced an important message.
- Microphone would have helped.
- Would like to see Sophie's story information promoted /talked about in schools. Hate Crime/awareness should be part of the curriculum in schools. Recommend more research on hate crime, target groups, age, and hot spots.
- I came with no knowledge of hate crime and because of the fantastic speakers I leave passionate about spreading and raising awareness of the devastating effects and the action which can be taken. Thank you for organising a great day.
- There was a lot of repetition in regards to what the definitions are of hate crime
- Very informative day.
- Excellent.
- This workshop has motivated me to internally train staff and volunteers on equality and hate crime awareness.
- Excellent informative workshop, thank you.
- Interesting discussions; could have done with some further case studies to discuss more in-depth with other attendees, good range of speakers giving broad overview of services out there.
- Need up to date relevant leaflets/posters and/ or electronic copies of literature to share with clients and other agencies we regularly network with. Poster should be in schools, pubs, restaurant toilets. Etc.
- Prison workshop – hate crime.
- Great to find a lot about hate crime and what to do. The room could have been bigger
- All this information was very enlightening and should be disseminated to the wider public.
- Informative and challenging – a very worthwhile training day.
- Excellent workshop – very informative, hope this excellent work continues to make a difference.
- These workshops help and give like for like knowledge across the whole of Cumbria. Sharing experiences and knowledge.
- The talks would have been better if the venue was more open and airy.
- Maybe change the table layout to facilitate more communication between groups. Really enjoyed the event.
- Would have like more time on promoting and building networks and ideas.

- If I hadn't come to session organised and advertised through work, I wouldn't have known about the work being done. Don't wait for people to come to you with problems, get out there and educate people it's not hard.
- Moving forward and getting information out: 1. Contact local media – invite them to meetings/workshops/focus groups. 2. Presence at cultural bazaar in Carlisle, could agencies get together to form a big public event on tackling hate crime?
- A lot of interesting information to think about and take in. It would be helpful if wider parts of the population knew about hate crime so as everyone can protect themselves and others against hate crime. It would help if definitions of hate crime were widened as described during the sessions i.e. sub-cultures, appearance, age.
- I found most of the session interesting, but some could be broken down because of my LD (learning difficulties and mental health issues).
- Accessible info regarding hate crime, reporting would be useful in easy read documents and format.
- Ways to move forward: leaflet drops into households, agency websites, reporting number advertise use electronic information screens in GP/Dental surgeries, advertising banners, football grounds/race course etc.
- I feel it is important to go to schools and reach out to the students so the students who are in need of help are aware of it and the people who are committing such crimes are aware of what they are doing.
- I have learned a lot and plan to discuss this with all staff and pass on knowledge to all out families. If we could a virtual version of a poster, we could put it on our website and Facebook.
- Very interesting/great work.
- Excellent and thought provoking. Opened up networking and being able to put practical goals in place in increasing knowledge and understanding.

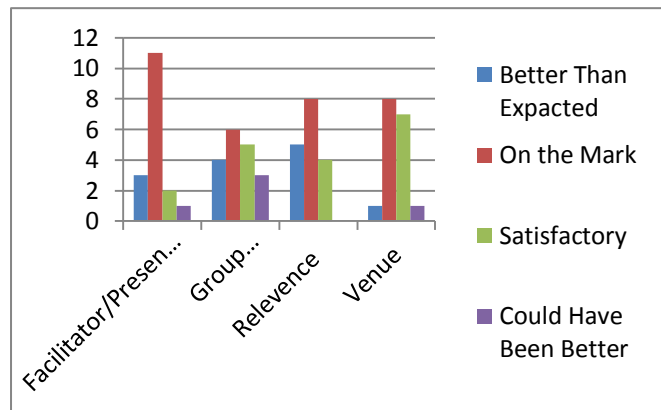
Appendix -2

Quality of Workshops Evaluation Summary

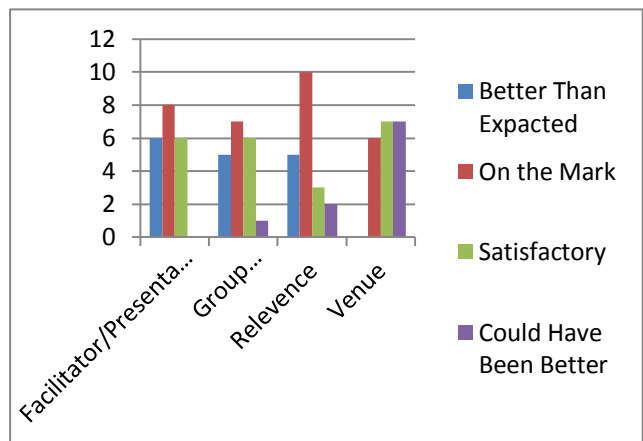
Tackling Hate Crime Workshop 24th September, Penrith



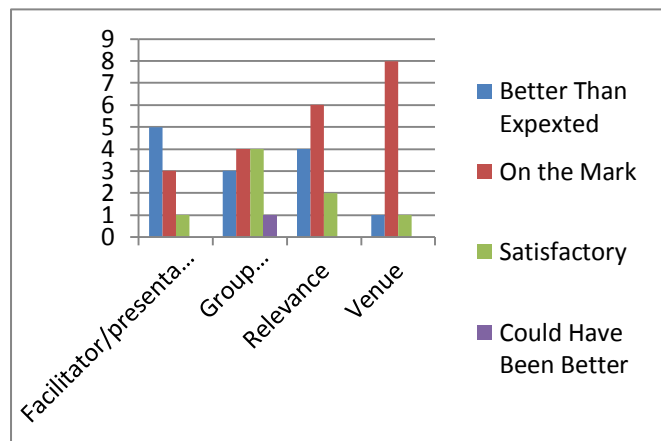
Tackling Hate Crime Workshop 16 September 2014, Workington



Tackling Hate Crime Workshop 30th September, Ulverston



Tackling Hate Crime Workshop 11th October, Carlisle



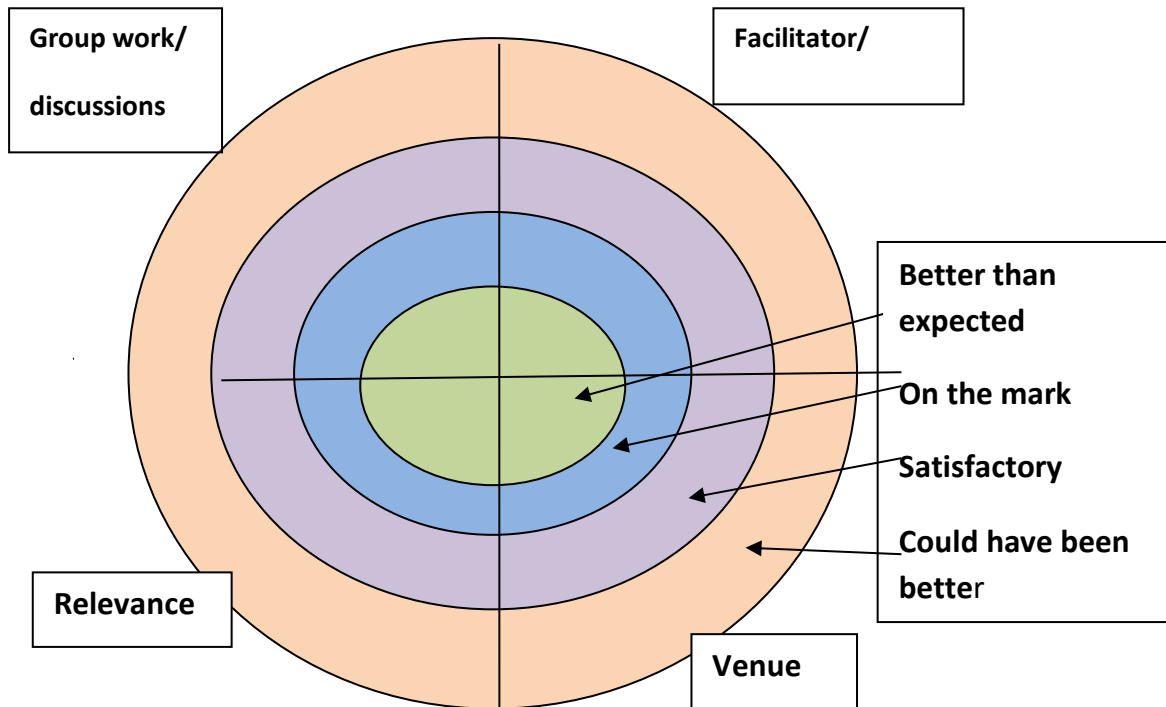
Appendix -2

AWAZ Cumbria – Tackling Hate Crime Workshop

EVALUATION

Each segment represents one of the aims and purpose of the sessions and associated areas put a tick or spot within each segment;

Please put a (✓) closer to the centre if it was better than expected, and towards the outside if it could have been better.



Any other Comments:

Name (Optional):

Organisation: