AN AUDIT OF THE HATE CRIME REPORTING CENTRES IN CALDERDALE

2002 – 2006

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Hate Crime Co-ordinator
Preface

Calderdale Hate Crime Partnership (CHCP) is committed to ensuring that all Calderdale Citizens benefit from a safe and equitable living and working environment. CHCP is committed to supporting initiatives, which are designed to combat hate crime as well as supporting victims. Not only will victims get the necessary support they need to overcome the effects of harassment, but also they will be encouraged to report cases and gain confidence from the network of agencies that will assist them with dealing with their complaint.

There has been a significant increase in the number of hate incidents being reported across the borough. However, given the significant level of under-reporting of incidents, the introduction of third party reporting has been a key indicator in increasing the number of reports being made by victims. (please refer to presentation made by West Yorkshire Police)

There is a range of actions which can be taken to support victims when they have experienced hate crime incidents, whether this is in the home, school or at work. Victims and witnesses are encouraged in reporting any incidents that are perceived to be racist, homophobic, disability or faith motivated. Any incident, which is reported, will enable the Police and other agencies to build up a pattern of where the attacks are occurring and who is committing them, in order to develop an effective response.

The reporting of hate crime is imperative, however many victims of, and witnesses to a hate crime are hostile to do so. The importance of reporting was made evident owing to the Stephen Lawrence murder in 1993. The Stephen Lawrence Inquiry by Sir William Macpherson was consequently published in 1999; it made 70 key recommendations to the reporting and the recording of incidents of a racist nature.

Recommendation 16 of the Stephen Lawrence Inquiry stated:

‘...all possible steps should be taken by police services at local level in consultation with local Government and other agencies and local communities to encourage the reporting of racist incidents and crimes’;

This should include:

- The ability to report at other locations other than police stations; and
- The ability to report 24 hours a day.’
Introduction
This report provides a brief synopsis of the Third Party Reporting Initiative that has been operating in Calderdale since 10\textsuperscript{th} October 2002. To date 35 reporting centres are supporting the initiative and there are plans to increase this number in the near future.

The key objectives of the third party reporting centres are:

- To empower victims of hate incidents by allowing them the opportunity to report incidents in surroundings that they are comfortable with;
- To improve the level and quality of service provided to victims of hate incidents by means of a multi-agency approach;
- To monitor and act appropriately to reported incidents and have a proactive approach to target hot spot locations;
- To improve the sharing of information between partner agencies;
- To support agencies;
- Through one common reporting form, to standardise the data that is being recorded on one electronic system. This will assist all agencies to evaluate the impact of hate incidents throughout the country.

In order to become a reporting centre, the agency has to commit itself to sending appropriate front line staff to a half-day training session and be committed to supporting victims of hate crime. The training consists of developing staff awareness on what is a hate crime, becoming familiar with the procedure for forwarding details to agencies and how to complete the reporting form correctly. This training is delivered in partnership with the Police, Hate Crime Co-ordinator and support agencies including MSM, Victim Support, and Galyc etc. A total of 14 training sessions have been delivered since the inception of the Reporting Centres in October 2005. A number of presentations have also been delivered to specific agencies as the need arises.

It is also important to note that Calderdale Racial Harassment Multi Agency Panel agreed at its Policy Panel Meeting in September 2005 to incorporate the wider hate crime categories to include racist, homophobic, disability and faith-based incidents. It also agreed to formally adopt a new title known as 'Calderdale Hate Crime Partnership'.

The partners adopted the following definition of a hate incident to be:
'Any incident which is perceived to be racist, homophobic or motivated by disability and faith'.

The reporting centres use the agreed Third Party Reporting Form that consists of five coloured carbonated copies (this is currently being reviewed by the West Yorkshire Reporting Centres Monitoring Group).

- **White Copy** - Reporting Centres Copy
- **Green Copy** - Victims / Complainants Copy
- **Blue Copy** - West Yorkshire Police's Copy
- **Pink Copy** - File Copy for Prosecution
- **Yellow Copy** - Co-ordinator's Copy

**Swift Research Survey 2005**

West Yorkshire Police commissioned Swift Research to conduct a telephone survey in 2005 of victims that had experienced hate crime across the five West Yorkshire areas. The telephone survey identified the following:

- Significant dissatisfaction with the police in general
- The police were perceived negatively based on people's previous experience when dealing with them
- They were described as being unhelpful, disinterested and either unable or unwilling to pursue an incident
- This is particularly common among people looking to report homophobic incidents

The main reasons why victims chose to visit their local centres were:

- They want to put an end to the incidents
- They are looking to be re-housed or relocated
- They are looking to get the offender evicted or re-housed
- They are looking for compensation

Additionally, Hate Incident Reporting Centres also offer reassurance to victims. In this respect a lot people see them as providing a service where:

- They can seek help, advice and support
- They can get incidents recorded
- Be available to listen to them

In this respect, the role of Hate Incident Reporting Centres fulfil a niche and provide a service that the police do not. One third of respondents who visited a
centre said they would not have reported the incident at all if the centre had not been there.

**Awareness**
Awareness levels were seen as a major obstacle by many of the staff consulted in the study. Word of mouth is currently the most effective way of creating awareness of the reporting centres whether this is from friends and relatives or referrals from professionals or the police.

**Staff**
An important issue raised in the consultation with staff was the availability in the centres for being able to report incidents in private. In the telephone survey 91% of respondents who had visited a centre said that they were able to discuss the issue in private.

On the whole, staff at the reporting centres were also praised for being:-
- Polite
- Helpful
- Informative
- Concerned

**Centres**
The centres were praised for:
- Being understanding, sympathetic and listening to victims
- Helpful and informative
- Offering a pleasant atmosphere, non-threatening environment, being comfortable and safe.

Two-thirds of respondents said that there was nothing that they disliked about the centres. The main dislikes mentioned were due to:-

- A negative experience with a member of staff.
- Nothing was done, or seen to be done, after they had reported the incident.

In general, the centres were perceived positively for the following criteria:-

- Ease of finding it
- Accessibility by public transport
- Accessibility by car
- Parking facilities
- Disability facilities
Attractiveness of centre

Overall satisfaction
61% of respondents said that Hate Incident Reporting Centres were able to meet their needs and requirements. Two-thirds said that they were very/fairly satisfied with the centres and the same amount said they would report any future incidents at the same reporting centre again.

The main reason for dissatisfaction was the lack of actions taken and/or the fact they had not been kept informed of any developments once the report had been made. It is felt that the public perceive that there is little point in making a report. The telephone survey suggests that this belief is not unfounded. Nearly half the respondents interviewed said that nothing has happened since they lodged the report. A third of the respondents said the incident is currently being investigated by the police. Few respondents were able to say that a definite positive outcome had been achieved as a result of reporting the incident.

The survey concluded that Calderdale received the highest rating out of the five West Yorkshire areas in relation to staff performance and overall satisfaction. Three-quarters of respondents said that they would contact the same centre again to report any future incidents. This reflects well on the staff involved in the scheme in Calderdale and also gives credibility to activities, such as, the multi-agency panel in operation in the area.

Recommendations by Swift Research
- The amount of promotional activity and the effectiveness of it need to be greatly improved.
- More needs to be done to follow up the reports and also to keep victims informed of developments so that reporting incidents is seen to be worthwhile.
- There is a need for greater collaboration across the scheme in West Yorkshire to achieve consistency in terms of standards and procedures in order for all areas to benefit.
- Develop closer links with all centres in the area. Some are performing better than others and using a mystery shopping exercise to audit the centres is an ideal way to gauge performance. Regular meetings involving all the centres will encourage greater collaboration and improve performance.
What the Monitoring Group has been co-ordinating in Calderdale?

- Launch of Third Party Reporting Centre
- Co-ordinating the Reporting Centres Monitoring Group on a quarterly basis
- Co-ordinating a six monthly review meeting with staff from reporting centres
- Producing promotional material following consultation with staff
- Advertising the initiative at Halifax Library via large screen, Calderdale Call, Viacom – bus advertising
- Mystery Shopping (2)
- Delivering presentations to agencies as requested
- Supporting the West Yorkshire Reporting Centre Monitoring Group
- Reporting Centres Survey Questionnaire

Audit of Calderdale Third Party Hate Incident Reporting Centres 2006

The following agencies returned questionnaires:

Calderdale Asylum Team
Calderdale College
Calderdale Victim Support
Pennine Housing 2000 (6 Housing Offices)
Calderdale Health & Social Care
Rhode’s Street Advice Centre (no longer a reporting centre)
Calderdale Hate Crime Partnership
Diversity Café (no longer a reporting centre)
Youth Services (not yet reported any incidents – presentation delivered to mgt team)
Halifax Opportunities Trust
Calderdale Indian Welfare Association
Ovenden Initiative
Nashayman Housing Association

To date 18 reporting centres have responded to the questionnaire.

A number of questions were compiled prior to the staff monitoring group held in November 2006 to ensure that the required information on specific areas of reporting was discussed. The Hate Crime Co-ordinator, West Yorshire Police and Victims Support led the workshops.
Key Comments identified:

- The Co-ordinator is central to the process
- More feedback required from Police in relation to submitted HIRC forms
- Training for HIRC staff/refresher training (continuous provided in Calderdale)
- Trained staff have moved roles
- New/updated support materials for victims of hate incidents
- New promotional material for other hate crime categories is required – there is lack of information on disability and faith
- Agencies are committed to assist in taking reports, however, sometimes this does interfere with core work
- Booklet is too cumbersome and information does not carbonate through
- Extended categories not listed on booklet - more detailed information required
- Difficult to chose what the incident is when it is inter linked with another incident i.e. race and faith
- Some centres have never taken reports (but are supportive of the work)
- Calderdale Police’s Hate Incident Co-ordinator is supportive of reports made
- Good lines of communication can be maintained if agencies are committed to resolving the matter
- More support from HQ with designing of new form - IT/Self reporting process
- Newsletter should continue providing updated information etc about the initiative
- Many agencies not aware of the extended categories - more focussed work required
- Work with schools - this is a growing area of concern

Since the introduction of third party reporting centres across West Yorkshire there have been over 1500 reports made.

The total number of incidents reported in Calderdale and across West Yorkshire will be shared by West Yorkshire Police at its meeting on 10th May 2007.
<table>
<thead>
<tr>
<th>REPORTING CENTRE</th>
<th>ADDRESS</th>
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<tbody>
<tr>
<td>Calderdale Hate Crime Partnership</td>
<td>3rd Floor, Northgate House, Halifax</td>
</tr>
<tr>
<td>Social Services</td>
<td>Lawson Road, Brighouse</td>
</tr>
<tr>
<td>Social Services</td>
<td>Hebdon Bridge Health Centre, Hebdon Bridge</td>
</tr>
<tr>
<td>Social Services</td>
<td>Council Offices, Southgate, Elland</td>
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<tr>
<td>Health &amp; Social Care</td>
<td>Park Road, Halifax</td>
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<tr>
<td>Pennine Housing, Central Office</td>
<td>Woolshops, Halifax</td>
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<tr>
<td>Mixenden Housing Office</td>
<td>Mixenden Road, Mixenden</td>
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<tr>
<td>Furness Housing Office</td>
<td>87 Turner Avenue South, Illingworth</td>
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<tr>
<td>Todmorden Housing Office</td>
<td>Lockside Mill, Dale Street, Todmorden</td>
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<tr>
<td>Brighouse Housing Office</td>
<td>Lawson Road, Brighouse</td>
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<td>Bull Green House Reception</td>
<td>Bull Green House, Halifax</td>
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<td>Asylum Support</td>
<td>Northgate House, Northgate, Halifax</td>
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<td>Calderdale CAB, Halifax Centre</td>
<td>37 Harrison Road, Halifax</td>
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<td>Calderdale CAB, Brighouse Centre</td>
<td>1 Hall Street, BRIGHOUSE</td>
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<td>Calderdale CAB, Elland Centre</td>
<td>Huddersfield Rd, Elland</td>
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<td>Calderdale CAB, Hebden Bridge</td>
<td>Albert Street, Hebdon Bridge</td>
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<tr>
<td>Calderdale CAB, Tod Centre</td>
<td>Todmorden Community College, Todmorden</td>
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<tr>
<td>Information Shop for Young People</td>
<td>11 Southgate House, Wards End, Halifax</td>
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<tr>
<td>Nashayman Housing Association Ltd</td>
<td>2 Balmoral Place, Halifax</td>
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<td>Calderdale Colleges</td>
<td>Francis Street, Halifax</td>
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<tr>
<td>AWRA</td>
<td>24 Adelaide Street, Halifax</td>
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<tr>
<td>Indian Welfare &amp; Cultural Association</td>
<td>8 Sunderland Street, Halifax</td>
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<tr>
<td>Calderdale Multi-Cultural Activity Centre</td>
<td>Akeds Road, off Hopwood Lane, Halifax</td>
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<td>Customer First</td>
<td>Todmorden Community College, Burnley Road</td>
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<td>Todmorden Together</td>
<td>Todmorden Community College, Todmorden</td>
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<td>Ovenden Initiative</td>
<td>77 Nursery Lane, Ovenden</td>
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<td>Acorn Centre</td>
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<td>MSM</td>
<td>Brunswick House, South Street, Halifax</td>
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<td>Ukrainian Centre</td>
<td>Fairfield House, Queens Road, Halifax</td>
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<td>Housing Advice Centre</td>
<td>Crossley Street, Halifax</td>
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<td>PALS Office</td>
<td>Calderdale Royal Hospital, Salterhebble,</td>
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<tr>
<td>GALYIC</td>
<td>PO Box 8, Todmorden</td>
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<tr>
<td>Halifax Opportunities Trust</td>
<td>Hanson Lane, Halifax</td>
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<tr>
<td>Voluntary Action Calderdale</td>
<td>Venture House, 1 -9 Silver Street, Halifax</td>
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<tr>
<td>Halifax Works</td>
<td>Calderdale Business Park, Club Lane, Ovenden</td>
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