

“Excellent work – well presented and impactful. I have asked my local neighbourhood policing team lead to take forward the issues raised in the report. Thank you” **Carmel Napier, Chief Constable, Gwent Police**

“I enjoyed the report and liked its balance and links between the experiences of real people and wider theory/concepts. I am the manager of an anti social behaviour team for a social landlord. I am going to ask members of our local Partnership against hate crime to read the report and consider how it can influence our local work plan. As a partnership we have been quite focussed on the criminal justice paradigm, and to some degree the equality and fairness aspects, but have yet to consider the social capital elements as a partnership. I don’t think that we have the right agencies present to do this effectively and will be seeking the other members’ views on widening the membership in order that we think as a whole about this work. At present our membership is made up of agencies who take action in hate crime cases or who provide support to victims of hate crime, but not those who provide the day to day support (to people with learning disabilities, or any other category of victim for that matter).”
Sarah Seeger, Anti Social Behaviour Service Manager, Curo

“I thought that the report was very insightful... I work as an Assessing Officer and review people's care packages. It reminded me of the importance of social links and relationships in protecting vulnerable adults, ensuring that they have a support network to help prevent and deal with any cruelty should it arise. **Gemma Breakingbury, Assessing Officer, Services for Adults with Disabilities, Gateshead Council**

“We found the *Loneliness and Cruelty* report very useful indeed and it further confirmed views held in this organisation about the dangers and risk factors faced by our members. People First (Scotland) is the National (Scottish) federal structure of People First groups and committees across the country. We are very active on the issues addressed in the report... We’ve already made reference to your report as well as the EHRC Hidden in Plain Sight report when speaking with local authorities about adult protection arrangements.” **Mike Tait, Service Manager, People First (Scotland)**

“The report was an uncomfortable but informative read. I liked the fact that the language used within the report was strong and called a spade a spade, rather than tiptoeing around the issues raised. The experiences of the contributors to the report were very distressing to read. I have heard about ‘mate crime’ from the work of David Grundy and the charity ‘ARC’, so it is reassuring to know further work is being done in this area, and that there is now a coordinated effort towards attempting to tackle these complex problems. The action plan points derived from the results of the report are needed and long-overdue, particularly the learning disability

awareness training, and the planned work in schools to create positive attitudes. It may be nice to see a heightened media presence aiming to raise awareness of learning disabilities and victimisation, e.g. the 'Time to Change' mental health awareness campaign. I work as a researcher in a forensic inpatient service for people with learning disabilities. The report will raise further awareness and inspire further research into the social issues faced by those with learning disabilities." **Verity Chester, Research Assistant, Partnerships in Care Learning Disability Services**

"I thought the report was very interesting with good case studies. I am responsible for Equality Strategy at Reading Borough Council. I am currently revising our hate incident procedure and used the report as a source document. The Council had already responded to Hidden in Plain Sight by doing some work on disability hate crime, consulting with disabled people including learning disabled to find out what they would want. We have set up and are promoting a safe places scheme. I will use the report to inform training and guidance on dealing with hate incidents." **Clare Muir, Senior Policy Officer, Reading Borough Council**

"I thought that the report was hard hitting and painted a bleak picture of what it's like to suffer with learning difficulties. Unfortunately it also struck a real chord with me because in my time as money advice manager I've come across all too many cases similar to those highlighted. Not at first hand, as such, but from helping those people in my capacity of a money adviser. My work tends to involve working with those clients to help them deal with their debts, accessing all of their benefits, trying to secure better fuel tariffs etc. I don't, as such, tend to deal with the actual care of those individuals. As a result of reading this report I've enlisted the help of the Adult Safeguarding Manager for Solihull MBC in trying to set up a workshop for key personnel in the Borough to try to minimise the impact of this kind of abuse. I'll let you know how this initiative progresses." **David Hull, Money Advice Team Manager, Solihull Community Housing**

"I think the report is very well written, and sadly accurate for many people who have learning disabilities and difficulties. The report explains the context by which vulnerable people are more exposed and in some ways less protected and also more isolated by a reduction in human contact. The use of mobile phones and computers reduce face to face contact, and also provide another way that vulnerable people can be targeted. The report identifies the priority areas for action well, defining the key points which could result in improvements for vulnerable people. Probably the most difficult to action is "Enhancing social networks for people with learning disabilities", as making genuine, lasting positive relationships is such a challenge for anyone, let alone someone with communication, self-esteem and confidence issues. I think there is more of an appetite for "Stronger prevention and support from mainstream services" as a result of recent high profile cases, which have clearly identified failings, especially of the

police. It feels that there is not a lack of reporting, but a lack of action following reports and now those with authority are under more scrutiny to respond. I think the third area; “creating civic mindedness and safer public places” is the area which will make the biggest impact. If young people, in particular, are better educated, the incidence of bullying will reduce. Safer public areas will have public support as children will also be safer, so the impact will be greater for the whole community. Up until about a month ago I was managing a floating support team, for adults with learning disabilities, difficulties, Asperger’s and autism, who lived in their own tenancies within the community. However, I have recently transferred to a Young Person’s project, in the same organisation, so have limited contact with this client group now. I plan to share the information with my colleagues in learning disability services within the organisation. I do feel that I will be able to promote civic mindedness to the young people in the project I now work in, encouraging positive attitudes towards vulnerable people and maybe volunteering opportunities with people who have learning disabilities and difficulties.” **Liz Swinswood, Project Manager, Loughborough Foyer**

“Congratulations on your recent excellent report about the experiences of people with learning disabilities. We concur with all of your conclusions. The second phase seems very well structured and we look forward to reading that. One area that didn't appear to be mentioned is the psychological needs of people who have been affected by abuse in order to help them come to terms with it and to move on. It's great to focus on prevention but we also have to consider how best to support people who have already been abused and to make that a key recommendation of any report. I'd be very happy to discuss any of this with you at your convenience. Kind regards and keep up the great work” **Richard Curen, Consultant Forensic Psychotherapist, Respond**

“Here’s my response to your excellent report *Loneliness and Cruelty*. I found it very moving but sadly was not surprised by the findings. My work focuses on the involvement of people with learning difficulties in service development for Salford City Council, we have found ‘staying safe’ is one of the main priorities for people locally and ‘friendships and relationships’ another so your report was particularly relevant.” **Linzi Brook, Development Worker for People with Learning Difficulties, Salford City Council**