Loneliness and Cruelty: Priorities for action

Chesterfield Law Centre

What are your main strengths?
In terms of what Chesterfield Law Centre can offer, it’d be free casework to people experiencing hate & harassment, training for those supporting others likely to experience it and public legal education for the community as a whole on the issue(s) of hate & harassment.

What expertise, resources, or materials do you have to share with others?
We have developed a toolkit, which we freely share — that can be viewed [here](#).

Other materials we have produced relate specifically to this project, the Law Centre and our particular service, but others are welcome to copy or take ideas from our materials.

What action area / project can your organisation work on over the next 12 months?
We can work on the area of stronger prevention and support from mainstream services.

Do you have leadership support and resources to undertake this work? / What are the barriers to successful achievement?
The project is basically just me, a part time project worker. I am full to capacity at the moment and nothing is moving very fast. That may change after the end of August when we aren’t all trying to do our own jobs and cover other people’s as well. We are facing service cuts and redundancies and we are short staffed, underfunded and struggling to meet targets etc. Workplace is very stressful at the moment and I will not get help from anyone else with any work undertaken — not because of lack of willingness but because everyone else is overwhelmed in their own jobs and we simply don’t have staff resources or funding. My main resource in terms of this work is probably the fact that my salary is funded by BLF and I’m not doing LSC work or having to justify every moment I spend to some overbearing funder.

Choice support

Enhanced social networks

What expertise, resources, or materials do you have to share with others?
As a provider of services to People with Learning Disabilities Choice Support have a high level of experience in ways to engage people with learning disabilities with those around them. This is not a straightforward concept though as we are aware, and as an organisation we continue to work with all our staff to develop the opportunities of the people we work with to meet new people in addition to continuing the contacts and friendships with those people they have known for years.
We are particularly keen to enable people to develop friendships and contacts with people who are not part of the Social Care network. Choice Support continue through work on Person centred plans and community connecting to enable people to develop a circle of friends network and to establish natural links within their neighbourhoods with direct neighbours and with others close to them in their communities.

As an organisation we have created several Café Conversation Projects in past years in London where people have been able to gain a clear understanding of their safer neighbourhood schemes, their local Community Support Officers and other services dedicated to community safety and hate crime.

We continually support and encourage people to take up opportunities in their local area which arise, the current activity around the Olympic and Paralympic Games is a good example as we have supported 7 people to be successfully recruited as Games Makers, a role which provides total integration in the Olympic experience.

We support a number of people throughout the organisation who have over the last few years been actively involved in work related activities on Auditing of services, through our own internal Quality Checkers Programme and more recently through our work with the CQC Experts by Experience Programme where we are the Lead Organisation in the Acting Together programme.

We have the opportunity through the work of non–operational staff within the organisation to take on initiatives which are about developing the things I described above and to enable people to become aware of opportunities which are offered by other organisations, Government bodies and local initiatives through local Councils and health authorities.

What action area / project can your organisation work on over the next 12 months

In the next 12 months Choice Support are actively involved in a joint Project with the British Transport Police which seeks to enable a group of people to gain more knowledge and skills in using travel methods in and around London. People will be able to learn more about using the Underground, or the DLR if they have not previously had the chance to confidently use either before.

The British Transport Police are recruiting volunteers to work with people and together with staff from Choice Support the volunteers will be matched to individuals and spend at least 6 months working through a specific structured programme which concentrates on learning route and skills needed to travel safely in addition to many other aspects of using the local community safely.

Choice Support with links with all Community Safety Personnel will also run a series of workshops on aspects of safety in the Community with representatives from the Community Safety Groups.

This project will be run with people living in the Greenwich area and will be a Pilot Project as joint working with the British Transport Police who have committed themselves to being interested in running similar projects in other areas where Choice Support run services.
Do you have leadership support and resources to undertake this work?
For the work with the British Transport Police there are currently no additional financial resources being put towards the Project. The work will be led using current internal resources from both organisations. BTP have made some financial commitment to this project and Choice Support see this as part of the on-going work to enable people to gain more skills, knowledge and confidence in travelling and being in their own communities.

The Chief Executive of Choice Support and all involved Directors and senior Managers are actively supporting this initiative and from non-operational Involvement Managers who are able to lead in this Project and devote time to the success of the Project.

What are the barriers to successful achievement?
There should be little or no barriers to the success of the achievement of the BTP Project as it well resourced through the involvement of volunteers. In the longer term the issues will be enabling the people involved to sustain the skills they acquire in terms of using means of transport. The connections developed during the Project with Community Safety teams should be sustainable based on their resources but the aims of the Project would be to enable people to develop links with local contacts who can support them in any issues regarding their Community Safety or hate crime incidents.

In terms of the general work carried out by Choice Support staff in enabling people to develop more connections with people outside their current circle, this should be an achievable goal particularly with the people we work with on a daily basis and for full or part time hours of support.

The issues are much more difficult for those people with learning disabilities living more independently with very reduced hours of support even though they may be more likely to meet more people naturally within their communities they are much more vulnerable and likely to experience some form of harassment or hate crime in their daily lives, with few resources to back them up.

Stronger Prevention And Support

What expertise, resources, or materials do you have to share with others?
Choice Support have been able to inform some of the people that they work with about the ways in which Hate Crime or Mate Crime and harassment in their lives can and should be reported to their local police as well as to staff within the organisation to be taken up as Safeguarding issues where relevant.

Informing about projects such as Stop Hate Crime UK, Mencap’s Stand By Me Campaign, the True Vision Project and many other local and national projects Choice Support are able to make people more aware of their rights & about the ways in which the Police should handle any reporting of Hate Crime.
Many of the people who are supported by Choice Support are also able to be involved in local and national initiatives developed by advocacy organisations and other projects and we have the resources to help people to develop the skills and knowledge they gain from their projects.

What action area / project can your organisation work on over the next 12 months
See Above RE British Transport Police Project

Within Staff Training, there is a clear emphasis on the way in which individuals are vulnerable to hate crime and harassment and part of the internal Safeguarding Training Course has a focus on community safety and personal safety whilst travelling or spending time in the Community.

Do you have leadership support and resources to undertake this work?
See Above

What are the barriers to successful achievement?
See Above

Creating Civic Mindedness & Safer Public Spaces

What expertise, resources, or materials do you have to share with others?
As described above Choice have some experience of hosting Café Conversation Projects which have been very successful during the time of the Project and with follow up work after that. Longer term benefits of this kind of Project are dependent on connections with the people involved and with the agencies being kept up. This should be part of the regular work within support workers connections with the people they work with and we continue to strive to ensure that Support Workers are able to enable people to keep up connections with people and projects they have been involved with and to make themselves aware of the benefits of these projects in order to offer good and positive support to people.

What action area / project can your organisation work on over the next 12 months
Aside from keeping up natural contacts, Choice Support are not actively involved in a formal Café Conversation project. This model though would be successful within a school setting or other settings with young people where a diverse group of people within a community can come together and face up to issues around harassment of the vulnerable and how to keep all citizens safe.

Choice Support would be keen to work with all agencies involved in community work in this way
SEE ABOVE RE THE WORK WITH THE BRITISH TRANSPORT POLICE

Do you have leadership support and resources to undertake this work?
See Above

What are the barriers to successful achievement?
As I have suggested one barrier is always a consistent approach from those who work with individuals and may not always see the value of sustaining people’s skills and contacts and being
aware of the development of relationships that people may have and doing what we can to enable people to meet more often or to do more of a variety of activities in order to meet with we more diverse and inspiring group or people.

One of the biggest barriers facing individuals and organisations alike at the moment is a squeeze on finances. Many individuals have less and less money to spend on leisure activities and if they are in need of support there is now more likelihood that they would be required to pay more for the support they receive.

This situation is nationwide of course and means that there is a greater need than ever for a consistency in the way in which we are supporting individuals rights to live a full life, safely in their community. There is a need to establish better links with statutory bodies (including the Police and CPS) and to ensure that strategies on reporting Hate Crime / Mate Crime and action on those crimes is consistent across all Police Forces and agencies working in this area.

Community Integrated Care

What are your main strengths?
Supporting people in a person centred way. Supporting people to organise social events and opportunities to shape the organisation and have a meaningful role in this. Supporting people to be part of their community.

What expertise, resources, or materials do you have to share with others?
Training. We have devised training for the staff teams to ensure they promote peoples dignity and values and also to explore power in relationships between staff and the people we support. This also includes decision making and how we describe the people we support.

What action area / project can your organisation work on over the next 12 months?
Training for the people we support in relation to Hate Crime. Supporting the some of the people we support to facilitate this training. Support people to organise more social events so they have opportunities to get together and network.

Do you have leadership support and resources to undertake this work?
Yes, the management structure of our organisation is very supportive of work like this.

What are the barriers to successful achievement?
Engagement from some people we support but we are looking at ways to overcome this with peer support.
Essex Police

What are your main strengths?
Policing strengths are of an organisation which is 24/7 and is trained and resourced to deal with incidents reported at any time. Risk identification and management is also a strength (although this needs considerable further development). We have the ability to arrest, interview and carry out criminal justice system activities to prevent further incidents and to deal with those which have happened. We have extensive skill and experience in investigating serious crime and the resources to do so. In effect the more serious the event the greater the skills and resources placed at the disposal of the investigators.

What expertise, resources, or materials do you have to share with others?
We have the ability to contact a range of organisations to request support and also to work in partnership with others to reduce the risks to people and communities for example in public areas or as part of a multi agency approach to keeping safe.

Essex police has 9 hate crime officers whose job is to identify and monitor hate crime and incidents and to scan the incidents to try to identify hate crimes where they have not been identified by the original call taker or attending officer. They will advise investigators and contact every victim to offer support and carry out a risk assessment. Much of their work involves liaison with partners to identify support outside of the criminal justice system which may be available to victims and families. Their expertise in identifying hate crimes and identifying risk factors is a process we can work with partners in Essex to refine and cascade to a wide range of organisations.

We have worked with Essex Safeguarding Adults Board to promote the Keep safe scheme which has a range of materials attached to it. The templates would be freely available to any other area who would simply be responsible for paying for production or sharing the costs with other areas as the materials are entirely generic. the scheme comes with guidance from staff in Essex Police and partner agencies as it is not a police lead scheme, it is community / council lead.

What action area / project can your organisation work on over the next 12 months? / Do you have leadership support and resources to undertake this work?
The Keep Safe Scheme will be further developed over the next 12 months to cover as much of the County as wish to participate, the aim will be for all parts of Southend, Essex and Thurrock to be part of the Keep Safe scheme over the next 12 months. the support is present within the organisation to carry out this work in partnership with the local councils and other support organisations.

What are the barriers to successful achievement?
The main barrier will be the inclination of the local councils to provide someone within their organisations to lead the Keep Safe programme and to pay for the materials out of their crime and disorder budgets.
As a police service there is a limit as to our engagement in the social and civil networks for people, our role is more around the preventative and investigations side. In reality the majority of police engagement with individuals is post incident or crime when a situation is reported to us. Under these circumstances the police role is to investigate and support victims and witnesses of crime to ensure they are not put at risk through reporting incidents and crimes and to try to reduce risk to individuals and communities where crimes or incidents are reported.

There will be other things coming on line over the next few months as we are starting our countywide strategic group in the next few weeks and their terms of reference have yet to be set. However they will have a work plan which will include aspects of managing crime and making people feel and be safer.

Grapevine

**What are your main strengths?**
Supporting people who are often lonely and isolated to make connections within their own communities connecting through shared interests skills hobbies and being able to have a role. 2 way relationships friendships developed through shared interests etc.

**What expertise, resources, or materials do you have to share with others?**
Community connecting training and resources including books and DVD's

Self Advocacy training on hate /mate crime with games and activities

“I’m Hating it” a teaching resource pack aimed at students with learning disabilities in further Education Tutors would work through the pack with students.

Coventry specific booklet in process of being produced on different types of hate crime Race/homophobic and disability in the form of 3 photo stories in a booklet with info on reporting centres and useful numbers.

**What action area / project can your organisation work on over the next 12 months?**
Connecting as this is an area that fewer organisations are involved in and there is lots of existing work for you to follow

**Do you have leadership support and resources to undertake this work?**
We have leadership resources and support to undertake this work

**What are the barriers to successful achievement?**
We don’t forsee any barriers
KeyRing Living Support Network

What are your main strengths?
Enhanced social networks for people with learning disabilities
- Help members to be actively involved in their communities
- Promote the rights of service users as citizens
- Promote choice for service users on a day to day basis
- Help service users, in very practical ways, to achieve independence.
- Facilitating mutual support so that service users support each other to achieve independence, thus raising self esteem of both ‘giver’ and ‘recipient’
- Support our members to develop sustainable community connections so that they can benefit from and contribute to their community

What expertise, resources, or materials do you have to share with others?
Community Connections tools including: workbook, training and community mapping. Using the AI (Assistive Inquiry) approach into a Leadership Framework – this involves the views of Members (service users). Using the ‘Culture Web’ to embed a good culture into a staff team.

What action area / project can your organisation work on over the next 12 months?
I have already made an agreement with Christine Burke (FPLD) to set up a short term project looking at the impact of safeguarding referrals to local authorities and the implications that ‘capacity’ has on what LA’s provide in response to alerts. KeyRing works with over 900 people and every quarter a safeguarding reference group meets to look at any patterns relating to the safeguarding alerts that are made nationally. This national approach will allow us to consider some of the following issues:
- Are issues of debt/budgeting being picked up as potential safeguarding
- What partnership arrangements can be made to support resilience/strategies
- What guidance can be offered to raise awareness
- When someone is deemed to have capacity – How do we protect them? What responses currently exist?
- How do we raise awareness with volunteers?

Do you have leadership support and resources to undertake this work?
Membership of the Safeguarding Reference Group have agreed to the information being used.

What are the barriers to successful achievement?
Time is a precious resource so ensuring that the work is prioritized/organized in a systematic fashion – with quarterly updates.

Michael Batt Foundation

What are your main strengths?
- Supporting individuals to enhance their social networks, providing education (both formally and informally) to individuals around keeping safe at home, in the community and within relationships.
- Supporting individuals (through our Self-Advocacy group and the use of our ‘Social Committee’) to enhance individuals’ social networks
- Due to the service the Foundation provides, it considers itself to have a great deal of experience and expertise in liaising and developing links and networks with regards to the stronger prevention and support from mainstream services (i.e. training for practitioners on advice and support for individuals, encouraging victims to report incidents, multi-agency working, record-keeping, information sharing)
- First-hand experience of using the Safe Place Scheme. The Foundation and it’s bike shop project (Cycle Re-Cycle) are both registered as Safe Places under the scheme.

What expertise, resources, or materials do you have to share with others?
- With reference to the above Michael Batt Foundation is willing to share its knowledge, skills, experience and expertise with any interested parties.

What action area / project can your organisation work on over the next 12 months?
- Michael Batt Foundation is at present developing a teaching pack / course entitled ‘Keep Yourself Safe.’ The aim is to raise the awareness of people supported and those who support them around issues relating to potential risk / abuse / harm, including; how to identify risky relationships, potential abuse / abuse and to provide individuals with the necessary skills and strategies to keep themselves safe in relationships. It also looks at positive relationships / friendships and skills needed to develop and maintain healthy relationships / friendships. The course runs a series of workshops (taught sessions) with both individuals who are supported and their support workers. There are 3 workshops that look at the following areas: (1) understanding your body, (2) relationships (3) abuse. The project is still in its early stages. The ‘Keep Yourself Safe Course’ is now looking to be undertaken within Michael Batt Foundation and delivered to all the individuals it supports and to all those providing direct support. From two pilots of the course feedback has been positive. There is also interest from Plymouth City Council to run this course with other support providers, the people they support and their support staff.
- The Foundation, along with two other local providers, is in the initial stages of designing and developing a resource pack with regards to using the internet safely and social media safety.

Do you have leadership support and resources to undertake this work?
- Michael Batt Foundation is committed to and has the necessary support and resources to undertake this work

What are the barriers to successful achievement?
- Unfortunately, the Foundation does not have many of its own materials and resources (in relation to this project) to share at this point in time.
- The ‘keep yourself safe’ programme is still in its early stages as is the internet/social media safety project.
- Michael Batt Foundation is a small provider, therefore ‘time’ and ‘capacity’ could be viewed as a potential barrier.
Salvation Army

What are your main strengths?
Here at Hadleigh Training Centre our main focus is the social inclusion of all through the various
different training options that we have available. We operate a public Tea Room where our clients are
very much involved in the service to our customers. We have been operational for 22 years giving
marginalised clients opportunities for social inclusion.

What Expertise, resources or materials do you have to share with others?
Hadleigh Training Centre is often called upon to act as consultants to other organisations who want to
develop opportunities similar to the ones that we have developed and this is something that we would
be only too willing to continue.

What action area/project can your organisation work on over the next 12 months?
Hadleigh Training Centre will be developing the training/therapeutic courses that we currently operate
alongside additional new ones. We will be offering these courses to not only our currently client group
but to anyone who is marginalised in any way. We will be looking at issues that affect the vulnerable to
try and offer advice and guidance in these areas.

Do you have leadership support and resources to undertake this work?
The Senior Management Team at Hadleigh Training Centre are the driving force behind these additional
courses and we have just opened a new training facility that is fully accessible where this training will
take place.

What are the barriers to successful achievement?
I feel that the barriers of acceptance of our client group within society is the general public and their
perceptions of our clients. Through our work we are trying to educate and facilitate improvements so
that we can have an equal community.

Southern Housing Group

What are your main strengths?
Our main strengths are the willingness of staff and residents to work together and enable our residents
to take part in and organise their own activities, particularly with day centres on the Isle of Wight closing
due to local and national cuts.

We facilitate strong resident and customer involvement initiatives. We have two groups that meet and
talk about lifestyle and food choices, Ladies that Lunch, and Men that Munch.

Other residents meet regularly as ‘The Monday Group’ to organise social events, outings, trips to the
mainland, all facilitating the ability to build friendships amongst other adults with learning disabilities.
The Group invite other people from other clubs and organisations so that they can mix outside of the Southern Housing residents circle.

At Quarr Abbey, a Benedictine Monastery on the Isle of Wight, we have a social enterprise garden set up, that sells produce to the Abbeys farm shop. Recently this has been opened up and accessed by 3 other organisations that work with Learning Disabilities on the Island, increasing the network of friends for our own residents.

Our Care and Support team within SHG is also monitored by our Supported Customer Forum, which looks at our performance and management of care and support. The forum is made up entirely of adults with learning disabilities, mental health, young people, and residents from our sheltered schemes.

What expertise, resources, or materials do you have to share with others?
Residents have been involved with various DVD's to help staff and customers understand our services, visualise what we have to offer, that can also act as supportive media for potential customers to be able to see exactly what support we offer and how. We also have DVD's available as visual support aids for support and bank staff to be able to see a residents likes and dislikes, what level of care need they have, ensuring they receive the best continued care and support from us. This allows the resident to have person centred care delivered exactly how they would like it.

In addition to sharing our expertise around scheme, handbook and person centred DVD's, the Oscar Bright project, our community involvement work (social events, local school links), Monday Group and Quarr Abbey we would also be pleased to share:

Residents Welcome Pack in widgit format;  
Customer participation in the LD Partnership Group;  
Makaton versions of licences and tenancies;  
Customer surveys and feedback forms in widgit;  
Effective partnership working with LD Providers across the Island (LD Provider Forum) which enhances customer/community involvement.  
Partnership working with Parent Group, underpinned by a service level agreement  
Pro-active in acknowledging the need for specific services for people with autism in partnership with LA and Parent Group - (project to build extension at St Helena given go-head, subject to Planning approval)

What action area / project can your organisation work on over the next 12 months?
We aim to recruit a dedicated Day Activities Coordinator to provide greater opportunities for involvement with scheme and community activities which enhance and strengthen social networking for people with learning disabilities.

Do you have leadership support and resources to undertake this work?
Yes, funding has been achieved for a 2 year fixed term post. Leadership is already in place to support and monitor progress, from both staff and service users.

What are the barriers to successful achievement?
The main barrier is the limited funding pot, which means at this stage the post is for a 2 year period only.
The Isle of Wight has reduced community resources following budget cuts by the local authority.

The other barriers are down to finances. They include restrictions and reduced funding from Supporting People and the IW Council. This has resulted in cuts to staffing hours, and reduced time in the schemes for some of our residents.

A residents own financial situation can also be an issue if they cannot afford to attend or be involved in every activity, purely down to cost. Residents and customers have limited access to funding to support attendance at day activities, e.g. criteria for a personal budget, and residential care clients unable to access additional funding such as a Personal Budgets.