

2013

Reporting Hate Crime in Cumbria: An Impossible Task for victims?

AWAZ Cumbria report on Third party reporting systems

AWAZ Cumbria

4/08/2013



Reporting Hate Crimes in Cumbria: An Impossible Task for Victims?

AWAZ Cumbria Report on Third Party Reporting Systems

Report written by:

Sardar Aftab Khan - Development Officer

AWAZ Cumbria

P.O Box 282

Carlisle

CA2 6WZ

01228 511115

E-mail: Aftab@awaz.info

Web: www.awazcumbria.org

April 2013



Social Justice - Equality - Enterprise

Acknowledgements

The author is thankful to AWAZ Board members for their valuable advice, information and support, and to AWAZ Volunteers for their contribution in carrying out the Mystery Shopping Exercise.

The author is grateful to Alison Gilchrist for reading the second draft of this report and her valuable comments.

The author is thankful to the members of South Lakeland Equality and Diversity Partnerships for sharing their assessment on third party reporting centre in South Lakeland, and to Carlisle Equality and Diversity Partnership for providing the case study.

However, my special thanks must go to Ms Kate Lanka, AWAZ Volunteer, for her assistance in providing analysis of data and results from mystery shopping exercise.

Contents

1. Introduction	4
2. Context	5
3. Purpose of the Report and Methodology	6
4. Findings	7
5. Conclusions	11
6. Recommendation	11
7. References	13
8. Appendices	14

1- Introduction

The reluctance to report a hate crime, particularly among minority groups in our society who may be discouraged or too scared to talk about it in more formal environments, such as at their local police station, is widely acknowledged. Paul Iganski (2011) a leading author and researcher on hate crime concluded in a report that *“victims of racist violence have specific needs for support that commonly cannot be catered for by the criminal justice system or other state agencies because they lack the expertise and often lack the appropriate resources”* (cited in Ignaski, P. 2012:3). Racism is still one of the key challenges Black and Minority Ethnic (BME) people and communities in Cumbria experience in a range of ways in their everyday life. Race hate crimes are over 65% of total reported hate crimes across Cumbria in last three years. Often this reality is at worst denied, and at best underestimated.

The Triennial Review (2010), 'How Fair is Britain?' a report by the Equality and Human Rights Commission found that *“Racist and Religious aggravated attacks are a persistent phenomenon in Britain... Attacks directed against disabled, LGB and Transgender people are now being recognised as specific targets of hate crime and this helps to encourage victims to report such incidents and ensure they will be dealt with appropriately. However, a large proportion of victims of hate crime are still reluctant to report such attacks, creating a justice gap”* (EHRC, 2010:13)

The Steven Lawrence Inquiry Report¹ specifically made two recommendations,

“16. That 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 locations other than police stations; and*
- the ability to report 24 hours a day.*

17. That there should be close co-operation between Police Services and local Government and other agencies, including in particular Housing and Education Departments, to ensure that all information as to racist incidents and crimes is shared and is readily available to all agencies.”

In Cumbria, the under reporting of hate crime is widely recognised and recently Cumbria Constabulary has launched a campaign² to increase reporting on disability hate crime. However, there is no research publically available on barriers to reporting hate crimes in Cumbria or on the effectiveness of alternative mechanisms for reporting e.g. Third Party Hate Crime Reporting Centres and On-line reporting.

Therefore, AWAZ Cumbria as part of its public policy advocacy work to empower the 'Voice' of victims of race hate crime decided to conduct a small-scale research to find out whether the current mechanisms for reporting a hate crime via Third Party Reporting Centre or via online reporting facility provided by a range of organisation across Cumbria is fit for purpose, and do they have the capacity (empathy, knowledge and understanding) to support the victims to report a hate crime in a friendly and confidential environment.

¹ The Stephen Lawrence Inquiry Report, [online], available at <http://www.archive.official-documents.co.uk/document/cm42/4262/sli-47.htm>

² Tell US OR TELL A MATE, NEVER ACCEPT DIABILITY HATE, [online], Available at: <http://www.cumbria.police.uk/advice-and-information/reporting-a-crime/hate-crime-and-incidents>

2- Context

The Government has published 'Challenge It, Report It, Stop It': the Government's plan to tackle hate crime in March 2012 and sets out the definition for hate crime:

"Hate crime is defined as any criminal offence which is perceived by the victim or any other person to be motivated by hostility or prejudice based on a personal characteristic."

Hate crime can take many forms including:

- **Verbal abuse or insults** – offensive leaflets and posters, abusive gestures, offensive comments and/or name calling, dumping of rubbish outside homes or through letterboxes and bullying at school or in the workplace.
- **Threat of attack** – including offensive letters, E-mails, abusive or obscene telephone calls or text messages, groups hanging around to intimidate and unfounded, malicious complaints
- **Physical attacks** - such as physical assault, damage to property, offensive graffiti, neighbour disputes and arson

One of the aims of the Public Sector Equality Duty (PSED) under the Equality Act 2010 is '*Fostering Good Relations*³' that means tackling prejudice and promoting understanding among all sections of society. All public sector organisation have a duty to give due regard to PSED while carrying out their functions and delivery of their services.

The Cumbria Police and Crime Commissioner has completed his first public consultation on his Police and Crime Plan and in the process of setting the priorities, he stated that *"I will also be looking to include hate crime and would urge any victims of hate crime or disability hate crime to get in contact with the police as under-reporting is a problem which needs to be urgently addressed"*⁴.

The Safer Cumbria direction group in its meeting on 06 February 2013 has recommended inclusion of hate crime as one of the key priority for Community Safety Agreement 2013-14.

The AWAZ existing knowledge base from hearing the stories of victims of race hate crime as part of AWAZ Cumbria on-going campaign "Racism has no place in Cumbria: if you hear it, see it or feel it, Report It" launched on 21 March 2011; AWAZ Briefing Paper - Tackling Prejudice and Hate Crimes in Cumbria (2012); and findings from the Victim Support research report Listening and Learning: improving support for victims in Cumbria (2012, p.30) suggests that racism is one of the key challenges facing the members of the BME population in Cumbria.

³ See, <http://www.legislation.gov.uk/ukpga/2010/15/section/149>

⁴ Commissioner's First 100 Days in Office, [online], Available at <http://www.cumbria-pcc.gov.uk/news/commissioners-first-100-days-in-office.aspx> (Last Accessed March 2013)

An analysis of hate crime statistics in the last three years by AWAZ, found that race hate crimes are over 65% of total reported hate crimes across Cumbria.

Year	Total	Types of Hate Crime				
		Racist	Religious	Homophobic	Transgender	Disability
2010-11 ⁵	275	180	19	49	9	18
2011-12 ⁶	282	194	17	45	9	17
2012-13 ⁷	240	166	17	36	3	18

The participation of race hate crime victims in the surveys conducted by Cumbria Constabulary to find out satisfaction levels on the services victims receive on – the whole experience, actions taken and how well they were kept informed, is so small that results from the publically available data⁸ do not reflect the real satisfaction levels among victims of race hate crime across Cumbria.

Racist Incidents Satisfaction Levels				
Satisfaction	2010	2011	2012	2013
Number Of Surveys Carried out	12	14	7	
% Satisfied with whole experience	91.7%	92.9%	85.7%	

Source: Cumbria Constabulary (2013)

There is no data available on how many of these victims of race hate crime have received support from agencies e.g victim support.

It is very disconcerting to note that there is no reliable data available to assess the satisfaction levels among known victims of hate crime and one can imagine how challenging it would be for the victims who do not have confidence in reporting the crime in the first place.

Therefore, we focus our research on;

- Are the 'Third Party Hate Crime Reporting Centres' fit for purpose?
- Are the existing online arrangements readily accessible to report a Hate Crime in Cumbria?

3- Purpose of the report and Methodology

AWAZ Cumbria as part of its public policy advocacy work to empower the 'Voice' of victims of race hate crime decided to instigate an investigation due to concerns arising from BME Communities to find out whether the current mechanisms via Third

⁵ See, Hate crime on the increase in the Cumbria, [online], available at: <http://www.newsandstar.co.uk/news/hate-crimes-on-the-increase-in-cumbria-1.877329> (last accessed Feb 2013)

⁶ See, Hate Crime in England and Wales: Where is it worst? [Online], available at: <http://www.guardian.co.uk/news/datablog/2012/sep/13/hate-crime-england-wales>

⁷ The figures for 2012-13 are up-to February 2013.

⁸ See, Hate crime data Equality Workbook Feb.2013, [online], available at: <http://www.cumbria.police.uk/about-us/area-structure-services/equality-and-diversity/equality-objectives> (last accessed Feb 2013).

Party Hate Crime Reporting Centres are fit for purpose, and whether they have the capacity to support victims in reporting a hate crime in a friendly and confidential environment; and whether online arrangements' provided by a range of organisation across Cumbria are readily accessible.

In our research to review the effectiveness of existing 'Third Party Hate Crime Reporting Centres' we used mystery shopping investigation to gain first-hand experience in reporting hate crime via Third party reporting centre across Cumbria and a case study.

"In the UK mystery shopping is increasingly used to provide feedback on customer services provided by local authorities, and other non-profit organizations such as housing associations and churches⁹".

For consistency in our assessment we have developed 'AWAZ Cumbria Mystery Shopping Experience Observation Sheet' (see, Appendix- 1). AWAZ volunteers used this sheet to record their observations and scored each centre after their visit accordingly .We have also benefited from the findings of assessment on capacity of the third party reporting centre in South Lakeland area by local partner agency from within South Lakeland Equality and Diversity Partnership (SLEDP) and shared with us as a leading partner in the SLEDP (see, Appendix-3).

We reviewed the effectiveness of online reporting facility on the official websites of Cumbria Constabulary, all local authorities, other public sector organisations and housing associations across Cumbria and tested the online reporting arrangements by Cumbria Constabulary and Cumbria County Council by reporting a real Racist/Religious graffiti hate crime (see, Appendix-2).

We have conducted a desk based review of On-line Hate Crime reporting facility on thirteen public sector and seven housing associations across Cumbria (see, Appendix-4).

The evidence from this research produced the findings summarised below and indicated the need for an immediate overhaul of existing, inadequate hate crime reporting systems.

AWAZ Cumbria carried out this public policy advocacy project during February – March 2013.

4- Findings

4.1 Reporting Hate Crime: Third Party Hate Crime Reporting Centres

Are the 'Third Party Hate Crime Reporting Centres' fit for purpose?

There are seventy seven (77) Cumbria Constabulary's designated third party hate crimes reporting centres¹⁰ in Cumbria: thirty seven (37) in North Cumbria, sixteen (16) in South Cumbria and twenty four (24) in West Cumbria.

⁹ Mystery Shopping, [online], Available at: http://en.wikipedia.org/wiki/Mystery_shopping

The Cumbria Constabulary's stated aim for the establishment of third party reporting centres in Cumbria is to provide "a safe neutral location within the community where people can report hate crime or hate incidents without having to contact the Police directly". The objective of Third party reporting centres is that "anybody can use this facility regardless of whether they are a victim, witness, or just someone who is aware of information that needs to be reported".

Cumbria Constabulary manages the list of these centres¹¹ and from the published list one can find a number of inaccuracies with regards to the names of organisations designated as Third Party Reporting Centres as these organisations do not exist anymore e.g. Cumbria Multicultural Service, Connexions. Furthermore, there is no publicly available report on the effectiveness and capacity of existing centres to support the victims to report a hate crime in a friendly and confidential environment or provide signposting support to relevant agencies for further information and help.

AWAZ conducted an investigation by using a mystery shopping technique in March 2013. AWAZ volunteers visited thirty six designated Third Party hate crime reporting centres across Cumbria and eight were visited by local partner agency from within South Lakeland Equality and Diversity Partnership.

The detailed observations and assessment of 56% of existing Third Party Reporting Centres is attached in Appendix-3. The assessment found that;

- 14% of the third party reporting centres on Cumbria Constabulary's maintained and published list no longer exists.
- 90% of Third party hate crime reporting centres did not offer a friendly and confidential environment to report a hate crime
- Only 17% of front-line staff knew that they were a designated Third Party Hate Crime Reporting Centre.
- 87% of front-line staff in the designated third party hate crime reporting centres in Cumbria, did not exhibit empathy and were not supportive when dealing with the request for information on how to report a hate crime.
- 91% of the centres did not display any posters within their public information space to publicise that they are a third party hate crime reporting centre.
- 81% of the centres did not have information leaflets and Third Party Reporting Forms.
- 100% of the centres did not publish their opening days/times on the list on the Cumbria Constabulary website.

¹⁰ Third Part Reporting Centre, [online], available at <http://www.cumbria.police.uk/advice-and-information/reporting-a-crime/Third-party-reporting-centres> (last accessed 01 February 2013)

¹¹ See, Cumbria Police increases the number of hate crime reporting centre, [online], available at <http://www.newsandstar.co.uk/news/cumbria-police-increases-number-of-hate-crime-reporting-centres-1.860264?referrerPath=home/2.1962> (last accessed February 2013)

- 100 % of third party reporting centres did not have information leaflets on additional support for victims of hate crime from support organisations such as Victim Support.

These findings suggest an immediate overhaul of all existing Third Party Reporting Centres and that all front-line staff in these centres be trained to deal with those reporting a hate crime.

4.2 Third Party Reporting: racism and racial discrimination – A Case Study from a school in Carlisle

A local primary school with pupils from diverse backgrounds was struggling to get the subject of hate crime and discrimination into the curriculum in a way that would engage their pupils. In January 2012 the school utilised the Holocaust Memorial Day Display (produced by Carlisle City Council and Cumbria Constabulary with funding from Tullie House) together with recommended resources from The Holocaust Memorial Day Trust to introduce the subject matter into classes. They used the poem *'and then they came for me'* which had a massive impact on the pupils and staff. The head stated she wished she could have 'bottled that moment'.

The school has continued to build on this and have whenever possible linked subject topics into equality and diversity themes. This year the school again marked the *'Holocaust Memorial Day'* with a special assembly. With direction from the Holocaust Memorial Day website they used the story of the Rainbow Fish. The head and staff were then approached by a number of children who spoke about discrimination towards their own families when trying to access certain restaurants and leisure facilities. This was brought to the attention of a local police equality officer and it was decided that the officer would deliver a session to the year six children that week. Again the children spoke of their personal experience of discrimination; the police officer stated that *'it was heart breaking to hear these statements from children so young'*. The police officer has since linked in with the school who have provided a number of Third party reports, *"together with a support agency who have helped us gain further complaints of discrimination against this particular community. The reports have been received and are currently being assessed before we link in with other agencies such as licencing"* (Dodd, J. 2013).

4.3 Reporting Hate Crime: Online

Are the existing online arrangements' readily accessible to report a Hate Crime in Cumbria?

A member of the BME community spotted Islamophobic/racist graffiti in Carlisle on 07 March 2013. As part of this research, AWAZ Cumbria reported the incident using True Vision website to the police and 'Not in my Community Website' to report to the Cumbria County Council. The police acknowledged the receipt of the report within three hours, and kept us informed on the progress of the case.

However, at the time of writing (four weeks later) we have not received any response from the Cumbria County Council on the receipt of our report via 'Not in my Community Website'. After eight days of persistent follow up by the police officer on

the case, the officer managed to influence the Cumbria County Council's Highways Department to remove the graffiti from the traffic sign board on a busy main road in Carlisle.

AWAZ has concerns that if it took eight days for a police officer to get the Council to act, what would happen to an ordinary citizen if he/she reported the hate crime only to the Council? It is important therefore, that the responsible local authority sets performance indicators for removal of racist, Islamophobic, anti-semitic or homophobic graffiti from public places.

A brief review of the official websites of thirteen public sector organisations and seven housing associations in Cumbria (see appendix 4) by AWAZ in February 2013 found that the information available for reporting hate crime online is inconsistent and inadequate.

Whilst carrying out the desk based research of online reporting systems it was found that navigating through the online links on the websites of these organisations to find the relevant page for reporting a hate crime is quite difficult and challenging, and could be an impossible task for a victim of race hate crime or any other crime.

The findings and analysis of available information by AWAZ suggests that,

- The current arrangements by public sector organisations and housing associations in Cumbria for reporting 'Hate Crimes' online are not fit for purpose and are not compatible with the recommended Web Accessibility and Usability guidelines and best practices by the Department for Culture, Media and Sport (2011, p29).
- Similarly, the paper format of third party hate crime reporting form¹² on Cumbria Constabulary's website is only available in PDF file format and is not user friendly. The only option available for a victim of hate crime is to download and print it first and then fill it in by hand. The security setting on this PDF form does not allow the user to fill the form on the computer. This situation puts the victim of a crime or someone supporting the victim to report a hate crime or incident under unnecessary stress and cost of printing to fill in the form.

In order to find the information to get an answer to the question: **How Can I Report a Hate Crime?**

- One has to click between two and five times to get to the relevant page on the website of these organisations to find the appropriate information for reporting a hate crime online.

¹² Hate incident reporting form, [online], available at http://www.cumbria.police.uk/Admin/uploads/attachment/files/Advice_and_Info/Hate_Crime/upd_Hate_incident_reporting_form_A4_sheets_for_website.pdf (last accessed 25 Feb. 2013)

- The majority of organisations do not have any information about third party hate crime reporting centres or signposting information about support organisations such as Victim Support.
- It is disconcerting to find that the local authorities, other public sector organisations and housing associations who are officially designated Third Party Hate Crime Reporting Centres on the Cumbria Constabulary's website, do not have any information on their website about this facility.

5- Conclusion

There are various reasons that prevent people from reporting crimes and incidents to the police. The decision not to report is often founded on a complex mix of an individual's emotions, perceptions and expectations. Accessibility to, and convenience of reporting via Third party reporting centres, and how police respond and follow up on reported hate crimes/incidents are also determining factors.

It is encouraging to note that the Police and Crime Commissioner and Safer Cumbria have recognised the importance of tackling hate crime as one of the key priorities within Police and Crime Commissioner Plan and Community Safety Agreement 2013-14. The Police and Crime Commissioner has launched a service to help people affected by the crime and said, *"No crime only ever has one victim. Becoming a victim of crime is a traumatic experience which can affect people and the people around them in different ways,"* (Rhodes, R. 2013:23).

However, the AWAZ investigation into the existing third party reporting centres and online hate crime reporting arrangements found that they are inadequate and dated, and need an immediate overhaul. The majority of front line staff in existing 'Third Party Reporting Centres' across Cumbria do not exhibit empathy, knowledge and understanding to support the victims to report a hate crime in a friendly and confidential environment or provide signposting support to relevant agencies for further information and help.

Information about support organisations such as Victim Support is not widely available from the third party reporting centres. It would be interesting to know how the new Office of Victim Services established by Cumbria Police and Crime Commissioner will help and support the victims of race hate crime and minority ethnic communities, and 'foster good relations' within all sections of the community.

6- Recommendations

On the basis of AWAZ investigation and these findings, we make following recommendations:

Third Party Hate Crime Reporting Centres

Cumbria Constabulary ensures that;

- An immediate overhaul of all existing Third Party Reporting Centres.
- Open dialogue with stakeholders to assess the future of third party hate crime reporting arrangements across Cumbria.

- Update its website to be accurate and up-to-date with appropriate information accessible for all sections of the community;
 - Publish the photo of the Centre's building, opening/closing times and days on the new list,
 - Publish telephone numbers of the Centres who can offer reporting by phone,
 - Publish an easy read guide containing information on all types of hate crimes and victim support organisations.
- Facilitate reporting centres to actively promote that service users/customers/clients can report a hate crime in a friendly and confidential environment.
- Replace the existing downloadable third party hate crime reporting (PDF) form with a user friendly accessible file format.

Local authorities, housing associations and other organisations ensure that;

- third party hate crime reporting systems both on-line and in person are effective and efficient, this includes;
 - Reporting centres to actively promote that service users/customers/clients can report a hate crime in a confidential environment.
 - The housing associations needs to ensure that they make hate crime/incidents' awareness raising as part of their tackling Anti-Social Behaviour initiatives.
 - Publicity material containing information for victims of hate crime is more widely available and Victim Support generally raises awareness of their services.
 - All front-line staff of third party reporting centres to be trained to deal with service users/customers/clients who wish to report hate crime/incident in a friendly and confidential environment.

Online Hate Crime Reporting

All agencies' ensure that;

- Online reporting systems need to be uniform and consistent across all organisations
- All public sector organisations, housing associations and other organisations need to re-design their online reporting arrangements for reporting hate crime/incidents', and make it visible on the front page of their website or easy to navigate from the first page to report a hate crime.
- Publish examples of good practice on the website.

Timely and appropriate responses

- All agencies' need to respond in timely and appropriate manner to all hate crime incidents.
- The local authorities and other organisations responsible for removal of racist, Islamophobic, anti- semantic or homophobic graffiti from public ensure timely removal of such graffiti.

References

- Equality and Human Rights Commission (2010). *How Fair is Britain? The first Triennial Review Executive Summary*, [online], Available at: <http://www.equalityhumanrights.com> (Accessed February 2013).
- Ignaski, P. (2012). *THIS SHOULD BE IN EVERY TOWN*, [online], Available at: www.prestonrec.org.uk
- Dick, H. (2013) *Cumbria Police*. [Personal Communication – e-mail, to Khan, S.A] 8 March 2013
- Dick, H. (2013) *Cumbria Police*. [Personal Communication – e-mail, to Khan, S.A] 13 March 2013
- Dick, H. (2013) *Cumbria police*. [Personal Communication – Tel. Call, to Khan, S.A] 15 March 2013
- Dodd, J. (2013) *Multi Agency Tackling Hate Crime Action Plan*. [Personal Communication – e-mail, to Khan, S.A] 01 March 2013
- Rhodes, R. (2013). 'Pledge to do more for victims of Crime', News & Star, 25 March 2013
- South Lakeland Equality and Diversity Partnership (2013) *SLEDP Meeting 19 March 2013*. [Personal Communication – e-mail, to Khan, S.A] 17 March 2013
- The Department for Culture, Media and Sport (2011). *The e-Accessibility Action Plan: Making Digital Content Accessible By Everyone*, [online], available at: http://www.culture.gov.uk/images/publications/e-Accessibility-Action-Plan_June2011.pdf (Accessed February 2013)
- Victim Support (2012). *Listening and Learning: improving support for victims in Cumbria*. Victim Support: London, www.victimsupport.org.uk

Appendix 1

AWAZ Cumbria Mystery Shopping Experience Observation Sheet ©

Reporting Hate Crime via Third Party Reporting Centres

1- Walk in a designated Third Party Reporting Centre a) Look around the reception area for any promotional poster/flyer indicating that this is a Third party hate crime reporting Centre b) State that I want to report a hate crime	
Are the following displayed	Posters <input type="checkbox"/> Leaflets <input type="checkbox"/>
2- Capacity to support the victims to report a hate crime in a friendly and confidential environment	
How empathetic and supportive is the staff?	
How they dealt with you e.g. at the reception or in a private room?	
How knowledgeable they are on recording a hate crime?	
What additional or sign posting information they provided about Victim Support?	
3- Note what they say about the follow up	

Appendix -2

Islamophobic/racist graffiti in Carlisle 08 March 2013



Photo by Aftab Khan, AWAZ Cumbria©

Appendix - 3

North Cumbria - Reporting Hate Crime via Third Party Reporting Centres

Observations and results from Mystery Shopping exercise during week commencing 4th March 2013; Fourteen Third Party Hate Crime Reporting Centres were visited.

Appleby Medical Centre, Low Wiend, Appleby, CA16 6QP

How empathetic & supportive were the staff who dealt with you?

0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10

Not helpful & supportive

Very helpful & supportive

I was dealt with in the reception area where patients were waiting to see the doctor. The receptionist knew that the practice was a reporting centre, however, she did not know where the forms were kept and I had to wait in the reception area for around 7 minutes whilst she tried to find them. No forms were found and she suggested that I write it down on a piece of paper. No posters were displayed in the main information area

Brampton Community Centre, Union Lane, Brampton CA9 1BX

How empathetic & supportive were the staff who dealt with you?

0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10

Not helpful & Supportive

Very helpful and Supportive

I was dealt with at the reception desk where people were around. The receptionist did not know anything about the centre being a Third party reporting centre. She said that the Police came to the centre every 4 weeks and should have been there that day, but did not turn up. She suggested that I write it down on a piece of paper and she would give it to the Police when they were next in the centre. No posters were displayed in the reception area.

When I said that I wanted to report privately, she said she would not look at it. At no time did she refer me to Victim Support or tell me about follow up.

Botcherby Community Centre, Victoria Road, Carlisle CA1 2UE

How empathetic & supportive were the staff who dealt with you?

0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10

Not helpful & supportive

Very helpful & supportive

Although very supportive, the receptionist was not sure what to do as this was the first report she had had at the Centre. No posters were visible in the main area and it took some time to find the reporting forms. When prompted, the receptionist said to either send to Police or bring back to her and she would forward. No mention was made regarding victim Support

Carleton Clinic, Cumwhinton Drive, Carlisle CA1 3SX

How empathetic & supportive were the staff who dealt with you?

0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10

Not helpful & Supportive

Very helpful & supportive

The receptionist did not know anything about reporting a hate crime and referred me to PALS. The person there also did not know anything about it and as she was going into a meeting. I told her that Carleton Clinic was listed on the internet as a Third

Denton Holme Community Centre, Morley Street, Carlisle. CA2 5HQ

How empathetic & supportive were the staff who dealt with you?
0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10
Not helpful & Supportive Very helpful & Supportive

The receptionist was very helpful and supportive and took me into a private office. She gave me the necessary form. She also said that If I needed any help filling in the form or wants to talk about the incident, to come back and she would be happy to help. There were not posters displayed, but there were leaflets. No mention was made about Victim Support.

Impact Housing, Old Brewer Buildings, Caldewgate, Carlisle CA2 5SR

How empathetic & supportive were the staff who dealt with you?
0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10
Not helpful & Supportive Very helpful & Supportive

The warden took me into his office and said he knew nothing about it and I should come back tomorrow when there would be an admin assistant who might know. There were no posters or leaflets displayed and no mention was made regarding Victim Support

Riverside Housing, 11 Merith Avenue, Carlisle CA1 1RP

This appears to now be a private house

Harraby Community Centre, Edgehill Road, Carlisle CA2 5SR

How empathetic & supportive were the staff who dealt with you?
0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10
Not helpful & Supportive Very helpful & Supportive

I was dealt with in the main reception area. The receptionist said they had some forms somewhere but couldn't find them. There were no posters displayed, however, I found some forms in the information area. The receptionist did know what I should do with the form. No mention was made about Victim Support

Belah Community Centre, Briar Bank, Carlisle. CA3 9FR

Visited at 1.10pm – closed. No opening/closing times published

Petteril Bank Community Centre, Burnett Road, Carlisle CA1 3BX

How empathetic & supportive were the staff who dealt with you?
0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10
Not helpful & Supportive Very helpful & Supportive

No posters or leaflets displayed

The receptionist knew they are a reporting centre, but could not find any forms. Took my contact details and called me later that day to say that the PCSO would be visiting on Friday (2 days) and would bring some forms. He said that I could call in for a form, or he would deliver one to me.

No mention was made regarding Victim Support

Greystone Community Centre, Close Street, Carlisle CA1 3HA

How empathetic & supportive were the staff who dealt with you?
0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10
Not helpful & Supportive Very helpful & Supportive

Posters and leaflets displayed prominently in the main foyer.
The Centre Manager was very knowledgeable and supportive. Informed me that the Police would be holding a surgery in the Centre that evening and that I would be able to have a private meeting.
No mention was made regarding Victim Support

West Cumbria - Reporting Hate Crime via Third Party Reporting Centers

Observations and results from Mystery Shopping exercise during week commencing 11th March 2013, Fifteen Third Party Reporting Centres were visited.

The Council Centre, The Square, Cleator Moor

How empathetic & supportive were the staff who dealt with you?
0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10
Not helpful & Supportive Very helpful & Supportive

No posters or leaflets displayed.
Dealt with at the main library reception desk. Staff knew nothing about it and tried unsuccessfully to call her line manager. Suggested I go to the Police.
No mention was made regarding Victim Support

Phoenix Centre, Earl Street, Cleator Moor, CA25 5AU

How empathetic & supportive were the staff who dealt with you?
0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10
Not helpful & Supportive Very helpful & Supportive

No posters or leaflets displayed
Dealt with in main reception. The receptionist did not know anything about it and called her line manager. She told me that the police had been in 'a while ago' to talk about Third party reporting however, not training was given and no posters or forms were given. The receptionist gave me the URL for reporting online.
No mention was made regarding Victim Support

Customer Services, Fairfield Park, Cockermouth. CA13 9RT

How empathetic & supportive were the staff who dealt with you?
0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10
Not helpful & Supportive Very helpful & Supportive

No posters displayed, however, there were leaflets in the main reception area.
The Receptionist was knowledgeable about the process, but lacked empathy.
No mention was made regarding Victim Support

2 Bounty Avenue, Maryport CA15 8HY

This is now a private house

Cumbria Multicultural Service, Maryport Outreach Centre, Maryport Library,

Maryport CA15 6ND

How empathetic & supportive were the staff who dealt with you?
0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10
Not helpful & Supportive Very helpful & Supportive

Cumbria Multicultural Service does not exist anymore.
No posters or leaflets were displayed.
Only one member of the counter staff were aware that they were a reporting centre and knew where the forms were kept (in a folder under the desk). There was a lack of empathy from the staff and I was dealt with at the main counter where customers were returning their library books

Customer Services Centre, Town Hall, Senhouse Street, Maryport CA15 6BH

How empathetic & supportive were the staff who dealt with you?
0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10
Not helpful & Supportive Very helpful & Supportive

No posters or leaflets displayed
Dealt with in the main reception area. The receptionist looks blank and did not display any empathy. She did not know anything about the process and asked for my name and postcode and said “never done it before but will report it”. When asked about follow-up and she said she would find out a report. What is disconcerting is that with only my name and post code how is she going to take this further?
No mention was made regarding Victim Support.

Derwent & Solway Housing Association, Ellenfoot Drive Maryport CA15 7DB

Closed on Fridays (the day of my visit)

Aspatia Library, The Brandraw, Wigton CA7 3EZ

“Closed due to illness” note was posted on the door. Didn’t mention when the Centre will re-open or where to contact if someone need help and information.

Wigton Library, High Street, Wigton CA7 9NJ

How empathetic & supportive were the staff who dealt with you?
0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10
Not helpful & Supportive Very helpful & Supportive

No posters or leaflets displayed
I was dealt with in the main reception area. The receptionist knew they were a Third party reporting centre, but did not know what to do and couldn’t find any forms or information to give me. Suggested I come back at another time as they maybe able to find some forms.
No mention was made of Victim Support

Copeland Borough Council, The Copeland Centre, Whitehaven, Cumbria

How empathetic & supportive were the staff who dealt with you?
0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10
Not helpful & Supportive Very helpful & Supportive

No posters or leaflets displayed in the main area.

The receptionist was knowledgeable and helpful and took me into a private room where she gave me the necessary forms. She said she would be happy to help me if I needed help to complete the form.

No mention was made of Victim Support

Copeland Homes, The Copeland Centre, Whitehaven, Cumbria

How empathetic & supportive were the staff who dealt with you?

0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10

Not helpful & Supportive

Very helpful & Supportive

A poster was prominently displayed in the main reception area, but no leaflets. The receptionist did not know anything about reporting hate crimes, however, when I showed him the poster, he went to another office and came back with a leaflet, envelope and True Vision information pack. He did not invite me into a private room. No mention was made of Victim Support

Impact Housing, Nook Street, Workington

How empathetic & supportive were the staff who dealt with you?

0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10

Not helpful & Supportive

Very helpful & Supportive

A poster was prominently displayed on the notice board in the main reception area, but no leaflets.

When I told the receptionist that I wanted to report a hate crime he replied “what is a hate crime?” when I referred him to the poster, and described to him what constituted a hate crime, he said he knew nothing about it and that they were “only here to deal with repairs and maintenance”. I am left wondering what would happen what would happen if staff encountered a hate crime whilst doing tenants repairs! I remained in the reception area whilst he went off to find someone who could help and found a single report form and Guide to Hate Crime Reporting leaflet in the information stand. He returned with a form but did not know what I should do with it.

No mention was made regarding Victim Support

Lakes College, Hallwood Road, Lillyhall, Workington CA14 4JN

How empathetic & supportive were the staff who dealt with you?

0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10

Not helpful & Supportive

Very helpful & supportive

No posters or leaflets displayed, however there was a notice board titled ‘Equality & Diversity’ – this only contained career information.

The receptionist dealt with me in the main reception area and did not know anything about reporting hate crimes. She eventually found a member of staff in student services who took me into a private room. She did not have any forms and had to print one off the Cumbria Constabulary website.

No mention was made regarding Victim Support

The Oval Centre, Salterbeck Drive, Salterbeck, Workington CA14 5HA

How empathetic & supportive were the staff who dealt with you?

0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10

Not helpful & Supportive

Very helpful & Supportive

No posters or leaflets displayed.

The Receptionist did not know anything about reporting hate crimes, however, another member of staff heard my request and immediately took me to a private room and said she would call her colleague who could help me. The person who came was very knowledgeable and offered to help me complete the form. He further offered that he would be available if I required any further help and gave me his business card. No mention was made of Victim Support

South Cumbria - Reporting Hate Crime via Third Party Reporting Centres

Observations and results from Mystery Shopping exercise during week commencing 18th March 2013; Seven Third Party Reporting Centre's were visited as part of Mystery shopping exercise and eight in South Lakeland were visited by local partner agency from within South Lakeland Equality and Diversity Partnership. Total 15.

Inspira/Connexions 237-241, Dalton Road, Barrow-in-Furness LA14 1PQ

How empathetic & supportive were the staff who dealt with you?
0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10
Not helpful & Supportive Very helpful & Supportive

No posters were displayed.

The receptionist knew that they are a reporting centre and had only one form in the reception area. She lacked any empathy and when asked what next? she said to post the form in the envelope provided.

No mention was made regarding Victim Support.

Barrow Borough Housing Offices, Cavendish House, Barrow-in-Furness LA14 1RR

How empathetic & supportive were the staff who dealt with you?
0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10
Not helpful & Supportive Very helpful
& Supportive

No posters displayed in the main area.

The receptionist dealt with me in the main reception area and said to complete the form and send to the police

No mention was made of Victim Support

Barrow Library, Ramsden Square, Barrow-in-Furness LA14 1LL

How empathetic & supportive were the staff who dealt with you?
0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10
Not helpful & Supportive Very helpful
& Supportive

No posters or leaflets were displayed.

The reception staff did not know that they were a Third party reporting centre. I was asked to wait in the main area where people were taking out books until a member of staff could be found. She said that they did not have any forms at present. When I

asked if I could do it online she said yes and said that if I needed a private space to talk to the police she would be able to arrange it.
No mention was made regarding Victim Support

The Dock Museum, North Road, Barrow-in-Furness LA14 2 PW

The museum is closed on Tuesday, the day of my visit

Forum, 28 Duke Street, Barrow-in-Furness LA14 1HH

How empathetic & supportive were the staff who dealt with you?
0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10
Not helpful & Supportive Very helpful &
Supportive

No posters or leaflets were displayed.
The receptionist knew that the Forum was a reporting centre and had the necessary forms in a folder under the counter. She lacked any empathy and when asked what next?, she said to post the form in the envelope provided.
No mention was made regarding Victim Support

Cumbria Multicultural Service, Unit 14, The Mall, Duke Street, Barrow-in-Furness

Does not exist anymore

Dalton Town Hall, Station Road, Dalton-in-Furness LA15 3DT

Closed on the day of my visit (Tuesday). The opening times of the center are 9:00-1:30. It is important to clearly publish the opening Days and times of Third Party Hate Crime Reporting Centre on the main list at the Cumbria Constabulary.

Third Party Reporting Centres in South Lakeland

As part of our research AWAZ Cumbria benefited from the findings of an assessment on the capacity of the third party reporting centers in South Lakeland area by a local partner agency from within South Lakeland Equality and Diversity Partnership who shared their assessment with us as a leading member of South Lakeland Equality and Diversity in the SLEDP meeting on 19 March 2013. In light of this report we didn't feel a need to conduct additional mystery shopping on the Centre's in South Lakeland and we populated the results from the partner agency assessment as under.

Connexions 124 Highgate, Kendal LA9 4HE

How empathetic & supportive were the staff who dealt with you?
0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10
Not helpful & Supportive Very helpful Supportive

This is no longer there. They have an office at CREA on Shap Road, Kendal, but apparently this is not for public access.

Kendal Library Stricklandgate House, 92 Stricklandgate, Kendal LA9 4PY

How empathetic & supportive were the staff who dealt with you?
0.....1.....2.....3.....4.....5.....6.....7.....8.....9.....10

Appendix - 4

A brief review of online information available for reporting hate crime on the official websites of thirteen public sector organisations and seven housing associations in Cumbria

S.N O	Name of the Organisation	How to report a Hate Crime? Accessibility Status
01	Cumbria Constabulary	<p>No information about how to report a hate crime/incident is available on the 1st page of Cumbria Constabulary Website. One can only find this information via search option or through navigation from advice and Info tab on 1st page after 5 clicks and then can find the relevant page at http://www.cumbria.police.uk/advice-and-information/reporting-a-crime/hate-crime-and-incidents</p> <p>Information about Third Party Reporting available through navigation from advice and info tab on 1st page after 3 clicks</p>
02	Cumbria County Council	<p>No information about how to report a hate crime/incident is available on the 1st Page of Cumbria County Council Website. One can only find this information by using search option from 1st page and after 3 Clicks at http://www.cumbria.gov.uk/equalities/hate_crime/hate_crime.asp and then a dedicated online reporting link available on an External webpage after 2 clicks- http://www.notinmycommunity.co.uk/</p> <p>No Information about Third Party Reporting Centre is available</p>
03	Carlisle City Council	<p>Information about how to report a hate crime/incident is available from the 1st Page of Carlisle City Council from “Community and Living – Crime” at http://www.carlisle.gov.uk/community_and_living/crime_prevention/hate_crime.aspx or via search option from 1st page after 3 Clicks. However, under the “hate crime” tab only Downloadable form in PDF format available. A separate external link is also available to report hate crime online after 2 clicks at http://report-it.org.uk/your_police_force</p> <p>No Information about Third Party Reporting Centre is available despite the fact that one of its premises is a designated Third party reporting centre</p>
04	Allerdale Borough Council	<p>No information about how to report a hate crime/incident is available on Allerdale Borough Council’s website at the 1st Page community and Living – Crime but one can report online via search option after 1 click directly to the council at https://secure1.allerdale.gov.uk/formserver/hatecrime.form</p> <p>No Information about Third Party Reporting Centre is available despite the fact that one of its premises is a designated Third party reporting centre</p>
05	Copeland Borough Council	<p>Information about how to report a hate crime/incident is accessible from the Copeland Borough Council’s website 1st Page - Equality and Diversity after 2 clicks at http://www.copeland.gov.uk/default.aspx?page=558 . Hate incident</p>

		<p>reporting procedure explained and online reporting external link: not in my community provided at http://www.notinmycommunity.co.uk/ But the Cumbria Police link goes to the professional standard web page at http://www.cumbria.police.uk/contact-us/to-complain rather than hate crime page.</p> <p>No Information about Third Party Reporting Centre is available despite the fact that one of its premises is a designated Third party reporting centre</p>
06	Eden District Council	<p>No information about how to report a hate crime/incident is available on the Eden District Council's website 1st Page – Report it. One can only find this information via search option from 1st page after 2 Clicks at http://www.eden.gov.uk/your-community/crime-and-disorder/reporting-crime-and-antisocial-behaviour/?locale=en but this page only signpost to the County Council webpage and one have to navigate further from here; another uphill task for victim of hate crime in a stressful situation.</p> <p>No Information about Third Party Reporting Centre is available</p>
07	South Lakeland District Council	<p>No information about how to report a hate crime/incident is available on Southlake Land District Council's Website 1st Page – 'Feedback & Report it' section. However, one can find this information via search option from 1st page after 2 Clicks at http://www.southlakeland.gov.uk/services/community/equality-and-diversity/reporting-hate-crime.aspx . At this page 'Reporting Hate crime in South Lakeland' signpost to Cumbria Constabulary and County Council hate crime pages. One have to navigate further from there onward to report a hate crime/incident; another uphill task for victim of hate crime in a stressful situation.</p> <p>No Information about Third Party Reporting Centre is available despite the fact that one of its premises is a designated Third party reporting centre</p>
08	Barrow Borough Council	<p>No information about how to report a hate crime/incident is available on the 1st Page of the Barrow Borough Council's website. One can only find this information via search option from 1st page and can report a hate crime/incident online after 2 click directly to the council at http://www.barrowbc.gov.uk/Default.aspx?page=1405 by using 'online form for reporting racist or hate crime incident'.</p> <p>No Information about Third Party Reporting Centre is available</p>
09	Civil Nuclear Constabulary	<p>No information available on the CNC with regards to reporting a crime at http://www.cnc.police.uk/ never mind hate crime.</p> <p>No Information about Third Party Reporting Centre is available</p>
10	British Transport Police	<p>No information about how to report a hate crime/incident is available on the 1st Page of British Transport Police website. Victim of Crime can access information on the 1st page from the Advice and Information – Victim of Crime and navigate to "reporting a crime2 after 3 clicks http://www.btp.police.uk/advice_and_information/how_we_tackle_crime/hate_crime.aspx but there is no direct online link or sign posting</p>

		<p>available for victims of Hate crime. However, through search option Hate Crime page with useful information available at http://www.btp.police.uk/advice_and_information/how_we_tackle_crime/hate_crime.aspx with signposting to use True vision website to report a hate crime.</p> <p>No Information about Third Party Reporting Centre is available</p>
11	NHS Cumbria	<p>No information about how to report a hate crime/incident is available on NHS Cumbria website and the search option on NHS Cumbria doesn't provide any further links or information at http://www.cumbria.nhs.uk/search/results.aspx?cx=014578450145190744168%3Aegrti-juhv0&cof=FORID%3A11&ie=UTF-8&q=Hate+Crime&sa=+Go+&siteurl=www.cumbria.nhs.uk%2Fsearch%2Fsearchgoogle.asp&ref=www.cumbria.nhs.uk%2FHome.aspx&ss=6707j3822553j20.</p> <p>No Information about Third Party Reporting Centre is available</p>
12	Cumbria Partnership NHS Foundation Trust	<p>No information about how to report a hate crime/incident is available on Cumbria Partnership NHS Foundation Trust and the search option on the Trust's website does not provide any further links or information at http://www.cumbriapartnership.nhs.uk/search.htm</p> <p>No Information about Third Party Reporting Centre is available despite the fact that one of its premises "Carlton Clinic" is a designated hate crime reporting centre.</p>
13	NHS North Cumbria University Hospital Trust	<p>No information about how to report a hate crime/incident is available on North Cumbria University Hospital Trust website and the search option on the Trust's website does not provide any further links or information at http://www.ncuh.nhs.uk/search-results.aspx?search_keywords=Hate+Crime</p> <p>No Information about Third Party Reporting Centre is available</p>
14	Riverside Carlisle	<p>No information about how to report a hate crime/incident is available on Riverside Carlisle Website and the search option on the Riverside website does not provide any further links or information at http://www.riverside.org.uk/north_west/cumbria/search.aspx?terms=Hate%20Crime</p> <p>No Information about Third Party Reporting Centre is available despite the fact that two of its premises are designated Third party reporting centre.</p>
15	Impact Housing Association	<p>No information about how to report a hate crime/incident is available on Impact Housing Associations Website and What would you like to do today? Or the search option on the Impact website does not provide any further links or information at http://www.impacthousing.org.uk/search/node/Hate%20Crime</p> <p>No Information about Third Party Reporting Centre is available despite the fact that two of its premises is a designated Third party reporting centre</p>

16	Derwent & Solway Housing Association	<p>No information about how to report a hate crime/incident is available on the Derwent & Solway Housing Associations Website and the search option on the DSHA website does not provide any further links or information at http://www.harvesthousing.org.uk/search.aspx?keyword=Hate%20Crime%20Reporting</p> <p>No Information about Third Party Reporting Centre is available despite the fact that one of its premises is a designated Third party reporting centre and one of its project manages the “Not in my community” online hate crime reporting webpage</p>
17	Home Group- Cumbria	<p>No information about how to report a hate crime/incident is available on the Home Group Housing Associations Website and the search option on the DSHA website does not provide any further links or information at http://www.homegroup.org.uk/SearchSite/Pages/SearchResults.aspx?searchTerm=How+to+report+Hate+crime</p> <p>No Information about Third Party Reporting Centre is available despite the fact that two of its premises is a designated Third party reporting centre</p>
18	Eden Housing Association	<p>No information about how to report a hate crime/incident is available on the Eden Housing Associations Website and the search option on the EHA website does not provide any further links or information at http://www.edenha.org.uk/search/node/How+to+Report+Hate+Crim e</p> <p>No Information about Third Party Reporting Centre is available</p>
19	South Lakeland Housing	<p>No information about how to report a hate crime/incident is available on the South Lakeland Housing Website and the search option on the SLH website does not provide any further links or information at http://www.southlakeshousing.co.uk/index.php/results/?search_paths%5B%5D=&query=How+to+report+hate+Crime&submit=</p> <p>No Information about Third Party Reporting Centre is available despite the fact that one of its premises is a designated Third party reporting centre</p>
20	Two Castle Housing	<p>No information about how to report a hate crime/incident is available on the 1st page of the Two Castle Housing Association Website but from the “Your home” tab and search option information on reporting a hate crime/incident is available at http://www.twocastles.org.uk/your-home/report-an-incident</p> <p>No Information about Third Party Reporting Centre is available</p>