

Pan-London Deaf and Disabled People's Hate Crime Partnership Briefing

1. About the project

1.1 Why did it come about?

20¹ London DDPOs are already actively providing support to Deaf & Disabled people² experiencing hate crime. Since 2016 they have been involved in training and partnership development activities organised by Inclusion London. The Partnership in its current form, started in April 2018. Together, we have been exploring how a DDPO partnership approach to hate crime can improve the range and consistency of support for Disabled victims, and influence improvements in awareness, reporting, and policy in relation to hate affecting Disabled people.

1.2 Aims of the DDPO Hate Crime Partnership:

1. Increase specialist support for Disabled survivors of violence/hate crime through the development of skilled Hate Crime Advocates
2. Enhance prevention of hate crime by raising awareness and ensuring survivors are supported/recognised sooner
3. Improve quality of support through evaluation and communications policy work

1.3 Who will be supported by the work?

1. Deaf and Disabled survivors of hate crime/violence across London receiving dedicated support
2. DDPOs across London who strengthen their capability to address hate crime
3. Disabled people and wider community will benefit across the region through changing attitudes and improvements in prevention, reporting and support

¹ Since the original briefing was written, some DDPOs have lost capacity, a fresh review is underway

² Our work is aimed at Deaf and Disabled People's organisations supporting Deaf and Disabled People. Sometimes we use 'Disabled People' as a shorthand to mean Deaf and Disabled People

1.4 What is the need for the work?

Scale:

Disabled/Deaf people are more likely to experience abuse or violent crime than non-disabled people. Violence against us is increasing (2016 National Crime Survey). Glasgow University research ("Bad News for Disabled People" 2011) found increasing pejorative language towards Disabled/Deaf people in the media following benefits reforms; rhetoric of "benefit scroungers" or "fraudsters" resulting in deteriorating attitudes.

Inclusion London's Select Committee Inquiry evidence (2016), and MCIL's hate crime research highlight name calling, vandalism, threats, discriminatory comments/behaviours, refusal of services, harassment and violence.

People report feeling uncomfortable participating in their community, using public transport, or doing things that identify them as Disabled people (e.g. using mobility aids). Victims are targeted across characteristics (e.g. faith, sexuality) with disability the second most common characteristic after race.

The EHRC "Hidden in Plain Sight" Inquiry found 'harassment is a commonplace experience for disabled people'. Deaf/Disabled people become so used to bullying and harassment, they don't recognise their experiences as hate crime. Other examples include targeted abuse of Disabled people by gangs, street drinkers etc who take over their homes is also becoming an increasing issue- and may lead to hate motivated violence if the victim does not 'cooperate'.

Impact:

A key feature of hate crime against Disabled/Deaf people is escalation from low-level harassment into violence, sometimes resulting in death. It is more likely than other forms of hate crime to be perpetrated by people close to the victim, putting victims at increased vulnerability to continuing harm and physical and mental-health effects.

Two-thirds of Merton CIL research respondents reported negative long-term impacts, and feelings of distress and isolation. Failure to understand disability as a factor in hate crime, confusion with adult safeguarding, lack of specialist support, failure to treat victims with

respect or make access adjustments, disincentivise reporting, hamper convictions, and prevent recovery.

Underreporting:

Hate crime is significantly underreported. Only 4% of disability hate crime is recorded by Police forces and in London, 834 cases were reported to the MPS in 2016, against estimated 7,000 actual incidents (Crime Survey). "Living in a different World" Joint Inspectorate report, and 2015 follow up, found "in many ways Disability Hate Crime is the hate crime that has been overlooked" and recognised systemic problems with recording, investigation and prosecution.

Disability hate crime is mostly unrecognised by authorities, media, and public. Reporting structures, police responses, and mainstream support services are inaccessible or don't recognise relevance of people's impairments, communication or access needs. Disabled people are often disbelieved, reports not followed up adequately, crimes inappropriately dealt with as adult safeguarding, perpetrator sentences rare and lenient (101 prosecutions in London in 2015/16, of which 50% successful).

Lack of support:

There is currently a limited pan-London specialist service & referral system for Disabled/Deaf victims of hate crime via the CATCH Partnership, led by GALOP and delivered by two DDPO partners. There is no national Disability Hate Crime organisation unlike for other communities (e.g. GALOP -LGBT community, Tell Mama -Muslim community, CST -Jewish community) who include London and have dedicated London-wide teams. The experience of DDPOs (the CATCH Partnership, a MOPAC-funded London Hate Crime Advocacy Pilot working across communities, which covered two London boroughs and is now pan-London, all Hate Crime Strands) is that Disabled/Deaf people's needs have to be met in different ways: with local services rather than London-wide phone or internet based service, and specialist approaches taking into account issues and impact highlighted above.

1.5 Planned Activities:

This Partnership has a range of support and services but specifically for this project the following activities are included:

1. Increase specialist support for Disabled and Deaf survivors of violence/hate crime:

We will develop pan-London access to specialist and accessible support by supporting DDPOs with good geographical spread across London. So far we have worked with Harrow Action on Disability, deafPLUS, Real, Ruils, Action Disability Kensington and Chelsea and transport for All. An experienced disability hate crime Advocate from Stay Safe East will be seconded for a 6 month period to 2 DDPOs/year to help develop their hate crime practice.

Chosen DDPOs will be engaged in hate crime work as Third Party Reporting Centres or through policy and campaigning work, but with no dedicated hate crime worker, only offering limited support via existing advocacy services. They will therefore be funded to increase advocate capacity in addition to the secondment (14 hrs/week for 8 months) so they can practice providing hate crime advocacy, build necessary relationships with agencies, and embed hate crime knowledge within their organisation so support is sustainable beyond secondments.

2. Enhance prevention of hate crime by raising awareness and ensuring survivors are supported/recognised sooner:

Both the DDPOs receiving secondment support and all London DDPOs will be more aware of hate crime, able to distinguish from safeguarding, understand support needs and referral pathways. Through a

- 3 day training programme for 10 DDPOs/year.
- Dissemination of hate crime toolkit (already produced by Stay Safe East)
- Access to a Disability Hate Crime Evaluation handbook
- DDPOs *with* dedicated hate crime workers will be provided with specialist mentoring to extend skills and enable support in complex cases. *Not to be funded through this project but these DDPOs will benefit from shared learning*

3. Improve quality of support through evaluation and communications policy work

We will develop a shared outcome measurement/evaluation framework for violence/hate crime support, i.e. review current frameworks and tools used, develop central model with guidance (including translation into Easy Read) and support DDPOs in self-evaluation. Evaluation to include routes to service, how outcomes are being met (including unexpected outcomes) and barriers to outcomes.

We will use strategic communications approaches to disseminate learning, encourage policy change, and inspire innovation including holding an annual learning event and engaging Inclusion London's Communications Officer for 20 days/year to develop centralised information about issues and support available, relevant campaigns and policy work, and use strategic communications approaches to influence attitudinal change.

1.6 Why are we taking this approach?

DDPO involvement in solutions is imperative. DDPOs are ideally placed to support Disabled and Deaf people who face barriers to reporting and recovery, cannot access existing sources of support, or have not recognised their experiences as hate crime. Disabled and Deaf people are already engaged with DDPOs. The Partnership DDPOs work with over 22,000 Disabled Londoners. Merton CIL research (2016), found over 60% of Disabled respondents would be more likely to report if they could get help from a trusted DDPO, and it was taken more seriously.

Our approach builds on the track record and skills of partners. For capacity-building we are able to draw on the expertise of Stay Safe East and capitalise on the extensive hate crime toolkit they have already developed. Our secondment model has been tried and tested through secondment of a SSE member of staff at Merton CIL to successfully share and embed skills there. Involvement of Inclusion London, with established links with 70 DDPOs, and employment of an Evaluation & Project Manager with specific lead on this project will allow effective coordination of approaches and share learning. Dedicated work from a Communications Officer will allow us to take learning from direct service delivery, and wider policy and voice work, and effectively influence changes in policy and attitudes at local, regional and national level.

The evidence of need section highlights multiple barriers to appropriate support and recovery. Developing a robust evaluation framework around hate crime work, and training Disabled people in peer evaluation approaches will allow us to clearly identify what works, and needs to be shared with providers to improve quality and consistency of support, what doesn't work, and gaps. It will also increase evaluation capacity within the sector, benefiting other areas of work, and, increase the

sustainability of our work through enhanced learning and communication.

1.7 Outcomes:

(Trust for London Outcome) Victims/survivors of abuse/hate crimes are better supported to feel safe.

Our Outcomes:

DDPOs in London will be able to access specialist and accessible support around hate crime reporting and support work, enhancing their ability to offer consistent and quality support to survivors

Deaf and Disabled people in London will have increased support around hate crime reporting, and addressing the consequences of hate crime, enabling them to live safe and well monitoring

We will gather the following evidence on activities and outcomes:

- using existing CRM systems to record coaching and secondment support provided to DDPOs; training attendance; progress on development of evaluation tools etc.
- evaluating training outcomes through evaluation forms at the end of each training day; questions about implementation of learning within Inclusion London's annual survey
- evaluating levels of increased skills in DDPO staff through use of a baseline questionnaire about existing hate crime knowledge, skills, organisational processes before secondments and enhanced capacity, with a follow-up questionnaire to assess changes afterwards
- measuring lasting skilling-up and sustainability by recording of secondary achievements influenced by this work, such as DDPOs gaining formal quality standards, securing funding, improved evaluation across other work

In addition, as highlighted, the project includes development of robust frameworks for self-evaluation of effectiveness of DDPO approaches to supporting survivors of violence/hate crime; and development and piloting of peer-evaluation mechanisms. These will be used to inform development of wider hate crime resources, policy responses and campaigns, and business plans for further work in this area. While the

precise mechanisms will be tailored to each DDPO's evaluation framework, there will be some consistency across DDPOs including:

- Use of Metropolitan Police Service data to monitor hate crime reports. Because our research showed that some hate crimes get reported as anti-social behaviour, safeguarding, or happen in a different location (and so won't appear in local MPS data), DDPOs will cross-reference reports with their own records using their CRM systems (reviewed as part of the support offered) I would be interested in hearing more about how this is developing please.
- Support consistent gathering of hate crime reports to DDPOs, recording of support provided and individual outcomes for disabled people
- Introduction of ladder outcome measures; including feeling safe, feeling confident
- In-depth feedback with a selection of service users supported using a range of accessible formats (focus groups; 1:1s, etc)

2.About the lead partners

2.1 Merton CIL

We are a user-led Disabled and Deaf people's organisation (DDPO). Our vision is to enable Disabled/Deaf people to take control over their lives and achieve full participation in society.

Merton CIL's organisational aims are to:

- promote the independence and inclusion of Disabled and Deaf people
- identify and challenge discrimination faced by Disabled and Deaf people
- encourage Disabled and Deaf people and supporters to achieve change locally

Our main activities/projects are:

- High quality advice and advocacy support across welfare rights, housing, community care, and health advocacy.
- Hate crime reporting, prevention and support
- Activities to ensure local Disabled people have a voice and influence in issues that affect them

MCIL's particular hate crime achievements are:

- Undertaking research (with Stay Safe East) in 2015/16 on the scale and effects of hate crime on Disabled people in Merton, which identified an estimated 500 Disabled people experiencing hate crime locally each year
- Piloting a Disability Hate Crime project funded by MOPAC in 2016, which was oversubscribed almost immediately and demonstrated the complexity of issues facing Disabled people
- Working with police and Local Authority to raise awareness of hate crime through a series of pop-ups and to develop a Hate Crime Strategy which is now being implemented and takes on board many of our research recommendations. We are on the new Merton Hate Crime Strategy Group, overseeing strategy implementation.

2.2 Stay Safe East

Stay Safe East is a leading specialist user-led organisation providing advocacy and holistic, long-term support to disabled victims/survivors of hate crime, domestic and sexual violence and other forms of abuse. We support clients in Waltham Forest and Newham. We have developed a needs-based model for working with disabled survivors. The evidence from our casework informs our policy and advisory work with the Metropolitan Police, Mayor's Office on Policing and national agencies. We work closely with Inclusion London to provide capacity building to DDPOs on hate crime, and have delivered training to DDPOs and other voluntary sector agencies, the Metropolitan Police and local authorities.

2.3 Inclusion London

Inclusion London is a 2nd tier pan-London Deaf and Disabled People's organisation. Our mission is to promote Deaf and Disabled people's equality and inclusion by supporting Deaf and Disabled People's organisations (DDPOs) across London, and campaigning for the rights of Deaf and Disabled people. Part of our work to strengthen and support the 70 plus DDPOs in London is to support development of partnership working on themes and issues relevant to Deaf and Disabled people across the capital.

3.Support available to Partners

3.1 Overview

Part of the funding will aim to increase the hate crime knowledge and capacity within DDPOs who don't currently have a specialist hate crime worker or team

We will be working with 2 DDPO partners each year who:

- Are interested or involved in hate crime work but **don't** currently have a dedicated worker/team working on this issue
- **Do** have an existing advocacy or advice service

3.2 Phase 1 Support (Months 1 and 2)

- Implementation meeting with Stay Safe East – to review policies, procedures, risk management, briefing on the hate crime handbook and associated issues, induction for staff into process for working with hate crime victims etc
- Evaluation framework meeting with Merton CIL / M&E Steering Group – review existing monitoring and evaluation tools, review expectations for the project, support to implement evaluation tools
- Specialist Hate Crime Advocate seconded from Stay Safe East for 6 months to each organisation (14 hours per week). The worker will support the organisations advocacy/advice staff to develop their understanding of hate crime support and issues, and support you to make changes in your systems and ways of working to be able to support victims of hate crime effectively. The worker has experience of being seconded and supporting development of new hate crime services. Initially, generic advocacy/advice staff will shadow the seconded worker then gradually take on the cases themselves.
- Extra capacity for the organisation's' advocacy/advice team: for the 6 months, the organisation has an additional specialist advocate on secondment, and for those six months and a further 2 months afterwards, an extra 14 hours a week of advocacy to be used for hate crime work, ie 8 months in total. This will also give the organisation have capacity to make changes to systems,

processes etc. (we would pay you £21.25/hr for 14 hours per week for 8 months plus an overheads contribution)

3.3 Phase 2 Support (Months 3-6)

- Secondment ongoing
- Increased capacity ongoing
- Interim evaluation meeting with Merton CIL / M&E Steering Group – support with implementation of monitoring tools and gathering evaluation information
- Troubleshooting meeting with Stay Safe East – to review any practice issues

3.4 Phase 3 Support (Months 7-8)

- Secondment ends
- Increased capacity ongoing
- Project end evaluation planning meeting with Merton CIL / M&E Steering Group – support to plan and implement evaluation
- Write up of evaluation by Merton CIL: recommendations and next steps for post-implementation. Includes outcomes for service users; how are people reaching the service; unmet need (eg complex cases); other support available
- Some advice available from Stay Safe East by phone/e-mail

3.5 Timeline March 2021 – May 2022

Year 1	DDPO1	DDPO2
Mar-21	Pre-implementation work; Implementation meeting	
Apr-21	Seconded in place; Extra advocacy capacity; evaluation framework meeting	
May-21	Seconded in place; Extra advocacy capacity	
Jun-21	Seconded in place; Extra advocacy	

	capacity; trouble-shooting meeting	
Jul-21	Secondee in place; Extra advocacy capacity; Interim evaluation meeting	
Aug-21	Secondee in place; Extra advocacy capacity	
Sep-21	Secondee in place; Extra advocacy capacity	Pre-implementation work; Implementation meeting
Oct-21	Extra advocacy capacity	Secondee in place; Extra advocacy capacity; evaluation framework meeting
Nov-21	Extra advocacy capacity; Project end evaluation	Secondee in place; Extra advocacy capacity
Dec-21		Secondee in place; Extra advocacy capacity; trouble-shooting meeting
Jan-22		Secondee in place; Extra advocacy capacity; Interim evaluation meeting
Feb-22		Secondee in place; Extra advocacy capacity
Mar-22		Secondee in place; Extra advocacy capacity
Apr-22		Extra advocacy capacity
May-22		Extra advocacy capacity; Project end evaluation

3.6 Financial Investment per DDPO

DDPO partners will be able to invoice us to cover the costs of increasing the capacity of their advocate/s to focus on hate crime for 14 hours per week for 8 months at a salary of £21.89ph.

	£
Increased Advocacy Capacity 14 hours pw for 8 months	10,725
Overheads & management contribution of 15%	1,609
Total Investment	12,334

We will also be providing an experienced secondee to come and work with the DDPO for 14 hours per week for 6 months in addition to access to training and evaluation support.

4. Expectations of partners

4.1 Pre-implementation Preparation

- Sign a partnership agreement
- Identify a member of staff/s who can extend their hours by 14 hours a week for the next 8 months to dedicate to hate crime
- Identify senior management / supervision capacity for the project / and to work with Stay Safe east to review policies and procedures (eg safeguarding, home visiting, etc)
- Ensure resources are available for the secondee and that these are accessible (14 hours per week)
- Identify and begin to access referral pathways such as local Community-MARAC meetings, Safer Neighbourhood Board, safeguarding forums, local partners etc
- Identify initial hate crime cases needing advocacy support
- Identify volunteers / staff able to run Monitoring and Evaluation steering group

4.2 During the project

- Attend Inclusion London training days
- Attend partnership meetings
- Share data, experiences and learnings
- Work with Stay Safe East to address any practical issues
- Support M&E Steering Group

4.3 Post-implementation

- Partners have a plan for continuing work on Disability Hate Crime

4.4 Financial reporting

- To invoice Merton CIL to draw down funds
- To provide evidence of spend against the project

4.5 Monitoring and Evaluation

M&E is incorporated into the project from the start. This will need to meet the immediate requirements of the funder (Trust for London), however, we also intend to take a more strategic view and develop an overall evaluation framework for DDPOs. This will be a work in progress with our initial partners, and we will need partners to engage with the process and feedback what does and doesn't work. In addition, each DDPO will get their own M&E plan which we develop together, however, core expectations of all will be:

- Support to develop an M&E Steering Group
- Resourcing for the M&E Group to evaluate the project – eg phone calls, meeting space, support with note-taking, etc
- Support and engagement with M&E meetings
- Collection and sharing of core activity data
- Development and collection of ladder outcomes
- Gathering and recording in-depth feedback with a selection of service users

Appendix 1 Example Ladder Outcomes Questionnaire

Merton CIL Questionnaire					
Please read the statements and tick the box which describes how you feel about each one	Agree a lot 	Agree a bit 	Not sure 	Disagree a bit 	Disagree a lot 
1, I can access the services I want and need					
2, I am confident attending formal meetings					
3, I am aware of my rights					
4, I can speak up for myself					
5, My finances are secure					
6, I feel safe					
7, I am confident about taking control in the future					
8, I am satisfied with my life					
9, I am optimistic about my life					
10, My voice is heard					