

Ealing CVS “West London LGBT Hate Crime Support”

Objectives

- a) Bring statutory, voluntary, LGBT community partners together in a partnership to discuss community hate crime issues.
- b) Identify hate crime and community safety issues and involve LGBT community and the partnership in problem solving.
- c) Communicate partnership work to wider LGBT community through traditional and social media channels.
- d) Recruit LGBT volunteers to act as hate crime advocates.
- e) Provide training and support to hate crime advocates.
- f) Plan, deliver and monitor a programme of outreach to LGBT Groups, commercial venues and events.

Progress against objectives

They have engaged with several LGBT services in West London to promote the advocacy service, including OutWest, West London Lesbian and Gay Group, Harrow LGBT CAB, Harrow LGBT Forum, Mosaic LGBT Youth Group, Kairos, West London Gay Men’s Project, Broken Rainbow and Galop.

Harrow CAB and Ealing CVS are forming a West London LGBT Hate Crime Forum and the LGBT Liaison Officers from the 6 boroughs will be expected to attend. Several mental health services in West London have accepted training re LGBT issues.

In respect of the target to recruit, train and support LGBT volunteers to act as hate crime advocates and deliver an outreach engagement programme, the project lead has identified 15 prospective advocates. An introductory meeting is to be held on 26th September, followed by training at a later date. Once volunteers have been selected they will visit each West London LGBT organisation to introduce themselves to the services. The training sessions have been written, and most services are now aware of the service which will be offered. The aim is to have the service live by mid October.

Risks identified prior to project commencement

The partnership networks cease to exist and partners do not want to take part. Key partners are obstructive and do not work in partnership.

LGBT community members fail to trust advocates enough to come forward with issues around hate crime and community safety and LGBT commercial venues do not welcome our outreach activity.

Unable to recruit enough hate crime advocates, they do not stay involved for very long and they fail to turn up to outreach activities.

Unable to recruit volunteers to help with researching directory entries, CVSs are unable to help fill gaps in knowledge of services, unable to recruit enough voluntary or statutory services to take up training.

Difficulties encountered and mitigating activity

There have been some delays to the commencement of this project due to the fact that the project lead left the organization shortly after developing the bid. Ealing CVS then had to go through a recruitment exercise to appoint someone new to the post. The new post holder was appointed in June and progress has been made since he has been in post but is still slightly behind schedule.

They have faced issues engaging with the police and have contacted the LGBT Liaison Officers on several occasions, but have had no response. They will continue to attempt contact by phone and the MPA Engagement and Partnerships officer for the boroughs concerned has agreed to approach the borough Police community and partnership leads to ensure officers engage with this project.

The majority of the statutory services in each of the boroughs have not taken up the offer of free training. The project lead will continue to approach the agencies concerned and the MPA Engagement and Partnerships officer for the boroughs concerned has agreed to raise this issue at Community Safety Partnership meetings in order to get buy in at a senior level.

Independent Academic Research Studies (IARS), Together UK “Young Women in CJS”

Objectives

- a) Recruitment and training of 10 girls and young women (16-25)
- b) Primary research with girls and young women
- c) User-led project report & dissemination
- d) Practitioner’s toolkit & Development of model of engaging girls and young women in influencing criminal justice policy and practice

Progress against objectives

The first quarter of the Girls and Young Women in the Criminal Justice System project (GYWCJS) was spent recruiting and training a group of girls to lead the project and carrying out the necessary preparatory steps for the research project that they will undertake.

16 girls and young women have been recruited between the ages of 16 and 25 to lead on this project. The reason they recruited more participants than required is that experience has taught them that there is usually an approximate 30% drop out rate for volunteers.

The girls leading on the project are currently recruiting the sample to take part in the research. The sample will include at least 30 girls and young women between the ages of 16 and 25 and who have had experience of police custody.

All of the 16 girls who were recruited to lead on the GYWCJS project have been offered IARS skills and development programme. 10 attended a session on research methods (evaluation forms available at request) and 6 attended a session on human

rights. In addition, the girls meet once every two weeks to work on the project as a group and receive mentoring support from the IARS Volunteer Coordinator. The research project is currently in the design phase. To date, a literature review and draft questionnaires have been completed. It is intended that the fieldwork phase of the project will take place between September and October.

In addition to this, following the riots in London in August, as a youth-led social policy think-tank, IARS felt it was their duty to produce thoughtful and measured policy responses to these events. They involved a number of the girls from the CYWCJS in these responses, which were reported in the media and can be found on the IARS website www.iars.org.uk and the 99% website www.99percent.org.uk.

Also, in response to the negative reporting of young people in the press as a result of the riots, IARS in partnership with Team London at the Mayor's Office, Transport for London and the MPS produced a poster promoting a positive image of young people, which is currently being displayed in all London Tube and Over ground stations.

Risks identified prior to project commencement

Difficulty recruiting 10 primary researchers
Difficulty recruiting 30 research participants
Communication difficulties and behaviour management of research participants and primary researchers
Research participants not able to meet travel costs
Intimidating settings and locations
Gaps in research, writing and advocacy skills
Gaps in confidence and ability to work as a team

Difficulties encountered and mitigating activity

When they applied for the MPA Cross Border Innovations Fund grant, they originally planned to start in January 2011. However, owing to changes in the IARS staff team, they requested a later start date of April 2011 and this was agreed with our grants officer. The time scales indicated in the proposal remain the same.

Age UK Camden's "Opening Doors London for Older LGBT"

Objectives

- a) 150 older LGBT individuals will participate in community safety workshops with appropriate officers from the MPS
- b) 4 LGBT specific community safety events will take place across north London with the full partnership of Opening Doors and the MPS
- c) 2 Opening Doors Project Ambassadors will work on OLGBT-specific initiatives with the MPS
- d) All MPS Borough LGBT Liaison Officers will be able to use the Opening Doors in North London project as a point of access to OLGBT communities

Progress against objectives

Opening Doors London holds various groups for older LGBT men and women in the boroughs of Camden, Westminster and Hackney, with other special events and activities in other boroughs throughout the year. The monthly groups are regularly attended by local borough LGBT Liaison Officers (gender appropriate for each of the men's or women's groups) during which members can voice concerns or report incidents to the attending officer, who will themselves deal with the report if it's within their own borough, or refer to the appropriate LGBT Liaison Officer (LO) in the borough of residence of the member.

Meeting on 11/01/11, 41 members attended the group, with a borough breakdown of: 11 from Islington, 9 from Camden, 4 from Waltham Forest, 3 from Westminster, 2 from Haringey, 2 from Ealing, 2 from Tower Hamlets, 1 from the following boroughs: Barnet, Brent, Enfield, Hackney, Kensington & Chelsea and Wandsworth, as well as 2 from outside London)

The coordinators can make direct referrals (acting as 3rd party reporting sites) to the LGBT LOs outside of the groups as needed. 4 such reports were made (3 men and 1 woman) during Q4 2010/11

The outreach session on Wednesday 23rd March was at the Quebec Pub in Marble Arch (popular with much older gay men from across London and beyond) saw 35 "contacts" with the LO dealing with 3 specific enquiries. The evening group meeting held in April with an LGBT LO present had 38 members attending. A separate community outreach safety surgery was held with an LGBT LO with 39 contacts attending and resulted in two 3rd party reports made to LGBT LOs.

Opening Doors London has also recently launched a new website. They are currently working with the LGBT LO from Westminster to write a specific community safety page for information and on line reporting. The Friday Lunch Club at The Harris Centre in Westminster has been a hugely successful event for our older and frailer members who are less able or willing to travel late evenings to attend the groups. This has also been attended regularly by both LGBT LOs and SNT officers, again with reports being made directly to the attending officers.

Risks identified prior to project commencement

As there is great willingness on the part of the Metropolitan Police and Opening Doors to work together and towards greater engagement and understanding with OLGBT communities few risks have been identified.

One risk relates to the potential loss of specific LGBT Liaison Officers in some London boroughs due to the tough financial climate faced by the statutory sector. Losing personnel with LGBT community engagement as part of their role would make it more difficult to have an easy 'point of access' with each borough police force.

Difficulties encountered and mitigating activity

With recent funding cuts, the Harris centre will be closing in July, so they will be faced with the difficulty of finding a suitable, accessible venue for the lunch club.

London Borough of Lambeth “Peer Mentoring BME & Mental Health”

Objectives

- a) To develop and implement a peer mentoring support programme with BAME (Black, Asian and Minority Ethnic) adults with experience of mental health issues and the criminal justice system
- b) To train and support 9 Peer Mentors (3 per borough) and secure voluntary and employment opportunities in the community
- c) To work with the new Criminal Justice Mental Health Service (CJMHS) to support BAME people with mental health and involved in the criminal justice system to access services to address mental health needs at the point of police custody or court intervention or release from prison
- d) To organise 3 community outreach workshops held in partnership with local stakeholders (police; mental health services; voluntary and community organisations) to raise awareness of and promote a positive understanding of mental health to reduce stigma and discrimination. The workshops will also provide an opportunity to promote local mental health services and related information. Feedback will be provided through the mid year progress report and end of year evaluation report which can be e-mailed or posted to attendees and other stakeholders.

Progress against objectives

Successfully recruited nine Peer Mentors with experience of the Criminal Justice system for each borough, Lambeth, Southwark and Wandsworth. Peer Mentors have received training in Mental Health Awareness and attended the Southside Partnership induction. Further training is planned which will include Health and Safety, Safe Guarding Vulnerable Adults, the Recovery Start needs assessment tool and Race Equality and Cultural Capability Training. Each Peer Mentor will also receive training on risk assessments and lone working.

They are also working closely with the Beyond Prison team as they have well established links in Wandsworth and Southwark. Also some contact has been made with Mental Health services in all boroughs. In the next quarter there is a need to build on relationships with Police and the two boroughs services. The peer mentors will start working with mentees as soon as Criminal Justice Mental Health team is in place. The hold at present is due to some delay in how the team was to be structured and integrated into the local Police stations. Lambeth has recruited to the Team Manager for the CJHMS however they are not likely to be in post until the end of August. At this point the services' procedures are to be discussed and agreed. Once staff has been appointed it is hopeful that the Peer Mentors can be supporting individuals. In the meantime they have been looking at other possibilities to keep the Peer Mentors busy during the next few weeks. The project co-ordinator is currently working on the Community Outreach Workshop which will be held in Lambeth in September.

Risks identified prior to project commencement

Not being able to recruit and / or retain peer mentors

Little interest in / poor attendance at Community Outreach workshops

Each peer mentor will receive training on risk assessments and lone working. Risk assessments will be carried out prior to any contact or outreach work and we will work closely with the police and mental health services to identify and manage risks associated with the project.

Difficulties encountered and mitigating activity

Delays have been experienced due to the organisational restructuring within Fanon Southside and establishing the new Criminal Justice Mental Health service (CJMHS) within Lambeth. A Manager for the CJMHS is due to start in August 2011. Project Co-ordinator currently establishing links with Criminal Justice teams in Southwark and Wandsworth. There have been difficulties experienced in working with Wandsworth and Southwark. They have been looking into gaining support from the relevant services in the two boroughs, however due the structures of council services varying from one borough to the next have been unable to identify the relevant individuals. They are currently working with Lambeth NHS to identify if there are possible links with both Wandsworth and Southwark's NHS teams who can assist in building the project. They currently have the support from Community Safety and Lambeth NHS services in Lambeth and are looking into whether they can build on similar links in the two other boroughs.

Waltham Forrest Race Equality Council, The Haven – The Survivors' Network, Redbridge Equalities and Community Council, Barking and Dagenham Race equality Council "Community Witness and Support Scheme"

Objectives

- a) At least 125 hours of counselling provided to victims
- b) Advice, advocacy and/or support offered to at least 20 victims of hate crime
- c) At least 12 classes of school children spoken to
- d) At least 12 community groups spoken to
- e) 6,000 leaflets circulated encouraging reporting and advertising the service
- f) A minimum of 3 local radio interviews/discussions undertaken

Progress against objectives

In the first quarter Barking and Dagenham Race Equality Council took up the case of 1 client for whom they took details of the case over 2 meetings and also wrote to appropriate agencies with whom there have been follow-up phone calls. The client was also referred for counselling at the Haven. They have also met with a representative of the local Barking & Dagenham Council. BARDAG has distributed 500 leaflets to individuals and groups and also at the Dagenham Town Show and at the new fortnightly surgeries at Dagenham Heathway Library. Waltham Forest Race Equality Council (WFREC) was contacted by 1 family In the first quarter with regard to hate crime but when they tried to follow up the family did not wish to pursue the matter. WFREC have liaised with the Borough's Hate crime reduction officer and she has produced leaflets, over 1,000 of which have been circulated so far. WFREC have also spoken to 4 different years of children in assembly at George Mitchell High School. The aim is to hold talks in secondary schools from September onwards. The Haven the Survivors Network counselled and supported 5 clients over 12 weeks, providing each client with 6 hourly sessions equalling 30 hours counselling. The

Haven has recruited a part-time counsellor who supports this clientele. The Haven has also distributed 500 pamphlets. The Haven has also met with the Waltham Forest Hate Crime Coordinator and she has also distributed the Hate Crime pamphlets and made contact with other relevant organisations in the Borough providing them with information about the services. The Haven has also produced a Hate Crime reporting form for people who are illiterate or have learning disabilities. We have also produced a pamphlet in large print for those who have visual impairments. The Haven has also developed a client referral form for all agencies thus making it easier to refer clients to The Haven. The Haven is an active partner agency, which sits on the Multi Agency Risk Assessment Conference (MARAC) in Waltham Forest. The Haven has distributed its Hate Crime literature at these meetings and receives referrals from these meetings. The Haven also sits on the Reduction in Re-victimisation Board where we discuss with the police and other relevant agencies strategies to help empower victims of hate crime and abuse. Redbridge Equalities & Community Council has distributed over 300 leaflets so far in Redbridge. The Redbridge Safer Communities Partnership and Redbridge CVS have publicised the project. They have written to all the secondary schools in Redbridge and Redbridge College asking to be invited to speak. They have met with East London Out and Proud to promote our services. In this quarter they have provided advocacy and advice through this project to three victims of hate crime involving mental health issues.

Risks identified prior to project commencement

Schools and colleges being reluctant to allow project leads to speak about these sensitive subject matters. However they will ensure that they submit materials to them in advance for approval and build on existing links and reputation

Achieving the required number of victims to support will be dependent on how many people come forward to report incidents of hate crime

Difficulties encountered and mitigating activity

Although they have exceeded their target on advocacy and advice they have not currently supported anybody suffering homophobic crime. They will approach the newly formed Rainbow Community to promote the service.

In Redbridge so far no invitations to speak at schools have been received. They will telephone head teachers in the autumn term to follow this up.

Merton Chamber of Commerce, in partnership with Merton Voluntary Service Council (host for the Merton Community Policing Partnership) "Commerce Business Engagement Outreach Project"

Objectives

- a) 400 business questionnaires completed (based on 500 businesses visited) – February to November 2011
- b) Quarterly reports of activity and results (Quarters to March, June, September, December)
- c) Project presentation and final results to the Community and the Police Authority.

Progress against objectives

Project development took place in January 2011, including the recruitment of the project officer and the development of the questionnaire to be used when visiting businesses. The questionnaire was shared with other organisations to ensure it met the requirements of the project and other needs (e.g. Willow Lane). Visits to businesses started in February 2011. In those 2 months 47 businesses were visited and 44 questionnaires were completed. Visits took place in a number of geographical areas in the boroughs of Wandsworth, Sutton and Merton. In the three month period from April to June 128 visits to businesses took place, bringing the total for the project to the end of June to 177. In total 111 questionnaires have been completed in the quarter and 158 for the project to date. The officer undertaking the visits has been welcomed by most businesses who have been willing to share their views and experiences. Merton Chamber of Commerce has shared the development of the questionnaire with the MVSC officer who in turn has communicated with relevant police colleagues. The project lead has also reported back to the Merton Community Policing Partnership in early July. They have reportedly achieved a wide representation of ethnicity in the businesses interviewed. As a result of initial visits the project officer has found a successful formula that has helped him gain success in achieving interviews.

Risks identified prior to project commencement

Businesses won't want to engage – seen to be very low risk based on our experience

Businesses won't be open about their perception and experience of crime – low risk due to the “independence” of our role

Businesses won't give permission for the information to be shared – medium risk