

Community Overview and Scrutiny Panel

Agenda
Item:
A.3b

Meeting Date: 27th March 2014
Portfolio: Communities and Housing
Key Decision: No
Within Policy and Budget Framework
Public / Private Public

Title: HATE CRIME TASK AND FINISH GROUP
Report of: Hate Crime Task and Finish Group
Report Number: OS 08/14

Purpose / Summary:

The final report of the Hate Crime Task and Finish group is attached. The report makes a number of recommendations for action for the Executive and Members of COSP are requested to approve the draft.

Recommendations:

Members are asked to

- Approve/amend the report and recommend it to the Executive, requesting a formal response.

Tracking

Executive:	12 th May 2014
Overview and Scrutiny:	27 th March 2014
Council:	N/A

Contact Officer: Nicola Edwards

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**Appendices
attached to report:**

Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers:

- **None**

**Community
Overview and
Scrutiny Panel**

Hate Crime

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2. Recommendations

The Task Group make the following recommendations:

1. That the Executive give consideration as to how the Council can raise awareness of tackling prejudice and hate related incidents in order to deter such behaviour and also to encourage victims to report incidents of abuse and promote understanding about the impact of hate incidents on people affected by such crimes and on Council's Plan (including Events) for fostering good relations among diverse communities. Cumbria Constabulary aim to re-launch the hate incident reporting scheme in March and have stated that they would appreciate if the Council would also actively promote the service.
2. That the Executive give consideration to how Carlisle City Council can help meet the aims and objectives of the Cumbria Multi-agency Tackling Hate Crime 2013-15 and give assurance that a representative from Carlisle City Council will attend future Cumbria Multi-agency events.
3. That the Carlisle and Eden Community Safety Partnership give priority to hate crime and in particular the relation with the night time economy within their annual partnership plan.
4. That the Council reinstate Equality and Diversity Training for all staff and Members. Group leaders should be asked to ensure that all Councillors within their political group attend such training.
5. When available, the DVD produced by Mencap and any other resources produced by other organisations should be viewed at an informal Council session in order to raise Member awareness. If deemed appropriate a representative from Cumbria Constabulary should also be invited to this session to inform Members about hate crime in the District and how Members can encourage their constituents to report all incidents of abuse.
6. That a policy is developed to inform staff and Members what to do if they are cyber bullied and the action that will be taken against those who partake in cyber-bullying.
7. That the Community Overview and Scrutiny Panel receive an annual report on Equality and Diversity issues including the annual review of all appropriate policies.

3. Background to the Scrutiny

- 3.1 Members of the Community Overview and Scrutiny Panel held a development session on 11th July 2013 to plan their work for the 2013/14 Civic Year. The Chair of the Panel suggested that a Task Group be convened to look at Hate Crime in the District and Members agreed that this would be a topic they would like to look at in further detail.
- 3.2 Cllrs Bowditch, Layden, Luckley and E Mallinson were appointed to the Task Group which commenced in August 2013. Cllr Mallinson was appointed lead member at their initial meeting on 6th August 2013.
- 3.3 Terms of Reference for the scrutiny were agreed as:
- To determine what the Council are doing as an Authority on Equality and Diversity, particularly with regard to Hate Crime, and how this is disseminated to residents.
 - To look at what we can do as a Council to protect people from Hate Crime and improve the quality of life of those affected.
 - To look at how accessible systems are for the reporting of Hate Crime in the District.
 - To look at cyber-bullying and whether there are any implications for Hate Crime.

4. Methodology

In order to develop the evidence base for the review Task and Finish Group Members considered a wide range of information and data including the following:

- Reporting Hate Crime in Cumbria: An impossible task for victims. *AWAZ Cumbria* August 2013
- Challenge it, Report it, Stop it: The Government's Plan to Tackle Hate Crime. March 2012
- Carlisle & Eden Community Safety Partnership Plan 2013-14 Refresh
- Cumbria Community Safety Strategic Assessment, Carlisle District Summary December 2012
- Cumbria Community Safety Strategic Assessment, Carlisle District Summary December 2013
- Cumbria Multi-agency Tackling Hate Crime Strategy and Action Plan 2013-15. *AWAZ Cumbria* Policy Advice. *AWAZ Cumbria* August 2013
- Lets End Hate Crime: Manchester's Hate Crime Strategy 2013-16. *Manchester City Council, Greater Manchester Police, CPS*
- ARCH – Agencies again Racist Crime and Harassment Website
- Living in a Different World: Joint Review of Disability Hate Crime. *HMCPSP, HMIC, HM Probation* March 2013
- Disability Hate Crime is “overlooked and underreported” – *BBC News website*, 21st March 2013
- Cumbria Hate Crime Project Summary Report – *Innovation in Society Unit, Lancashire Law School, UCLAN* 2011

Meetings of the Task Group were held on:

Date	Purpose	
6 th August 2013	Initial meeting of Task Group to scope review and define Terms of Reference	
19 th September 2013	Witness Session	Steven O'Keefe, Policy and Communications Manager, Carlisle City Council
26 th September 2013	Witness Session	Joel Rasbash, Cumbria County Council Aftab Khan, AWAZ Mohammed Dalech, AWAZ
30 th October 2013	Witness Session	DS Joanne Woods, Cumbria Constabulary Jill Gillespie, Customer Services Manager, Carlisle City Council Jim Messenger, Licensing Manager, Carlisle City Council Phil Gray, Neighbourhood and Green Spaces Manager, Carlisle City Council

Date	Purpose	
		Scott Burns, Environmental Health Manager, Carlisle City Council
31 st October 2013	Site Visit and Witness Session	Yewdale Community Centre Sticky Bits Cafe (LGBT HQ)
20 th January 2014	Witness Session	Cllr J Riddle, Portfolio Holder Communities and Housing Sheila Gregory, Mencap
10 th February 2014	Task Group meeting to draft report and recommendations	
24 th February 2014	Meeting with Joel Rasbash and Aftab Khan to share draft report for suggestions.	

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5. Findings

- 5.1 In order for Members to undertake their scrutiny it was necessary in the first instance to find out the definition of hate crime is and how prevalent incidents are in the District.

What is a Hate Crime?

- 5.2 Cumbria Constabulary define a hate crime / incident where the victim or any other person perceives prejudice or hate to be based on someone's: Disability, Race, Religion or Belief, Sexual Orientation, or Gender Identity. Examples of Hate Crime are physical attacks, spitting, verbal abuse, damage to property, offensive letters, leaflets, e-mails and texts, bullying and threats and abusive gestures.¹

Task Group Members note that this list is not exhaustive and have also been made aware that prejudicial abuse over the telephone is dealt with under the Malicious Communication Act and not under Section 145 or 146.

Local and national picture

- 5.3 At the start of the review, Members noted that according to the Cumbria Community Safety Strategic Assessment², hate crime incidents increased by 16.3% in 2011/12 in the Carlisle District. 100 incidents of Hate Crime were recorded in the year (1 per 1,000 population) compared to 86 in 2010/11 (0.8 per 1,000 population)³.
- 5.4 The assessment states that *"the aim of Cumbria Constabulary is to increase the reporting of hate incidents and crimes. The cause of the majority of hate crimes is racism, accounting for 67.3% across the county. Hate crime incidents tend to take place in and around town centres and are also linked to areas where there are greater proportions of black and ethnic minority groups and migrant workers. The increase in the number of hate crimes may not necessarily reflect an absolute increase in crimes as it could relate to improved reporting systems which are available online via multi agencies and organisations."*
- 5.5 The Assessment concludes that *"Overall Carlisle has the highest rates of burglary other, criminal damage, offences against the person, theft of a motor vehicle, business crime and hate crime in the county. This suggests that these areas require prioritisation."*
- 5.6 It was not clear to Members from the Carlisle and Eden CSP Partnership Plan 2013-14 refresh how or what the CSP was planning to do to address these concerns at this time.

¹ <http://www.cumbria.police.uk/advice-and-information/reporting-a-crime/hate-crime-and-incidents/what-is-a-hate-crime>

² Cumbria Community Safety Strategic Assessment 2011/12, Carlisle District Summary, December 2012

³ Cumbria Community Safety Strategic Assessment 2010/11, Carlisle District Summary, October 2011

- 5.7 Later in the scrutiny, in December 2013, the 2012/13 Strategic Assessment⁴ was published. According to the Assessment crime rate in Carlisle during the assessed period fell by 13.1% with a significant fall in hate crime with 54 incidents (0.5 per 1,000 population). It was not suggested, as previous years, that the Community Safety Partnership give priority to this area. However Members will argue that there is evidence that hate incidents are under reported and therefore this figure should not be taken at face value as an absolute decrease in incidents.
- 5.8 Under the Governments commitment to tackle hate crime, figures will now be reported in a way that more accurately reflects the number of offences linked to each of the five monitored strands of hate crime – race, religion, sexual orientation, disability and transgender.
- 5.9 Race hate crimes accounted for the majority of hate crimes recorded in all police forces in 2011/12 and 2012/13. The table below details the number of incidents by strand.

Hate Crime Strand	2011/12	2012/13
Race	36,016	35,885
Religion	1,622	1,573
Sexual Orientation	4,362	4,267
Disability	1,757	1,841
Gender Identity	309	361
Total	44,066	43,927

Government policy

- 5.10 “Challenge it, Report it, Stop it: The Government's Plan to Tackle Hate Crime” was launched by the Home Office in March 2012. The Plan is based on three core principles:
- Preventing Hate Crime – by challenging the attitudes that underpin it, and early intervention to prevent it from escalating;
 - Increasing Reporting and Access to Support – by building victim confidence and supporting local partnerships;
 - Improving the Operational Response to Hate Crimes – by better defining and managing cases, and dealing effectively with offenders.
- 5.11 The plan states that from all of the available research, hate crime is under reported in general and that there is a belief that under reporting is a significant issue among new migrant communities, including Asylum and Refugee communities, Gypsy, Irish Traveller and Roma communities, transgender victims and disabled victims.
- 5.12 AWAZ have recently published their Cumbria Tackling Hate Crime Action Plan 2013-15 (attached) and it suggested that the Task Group meet with representatives from AWAZ during the course of their review.

⁴ Cumbria Community Safety Strategic Assessment 2012/13 Carlisle District Summary, December 2013

Reporting of a Hate Crime

5.13 The Cumbria Constabulary website provides information on how to report a hate crime.



5.14 At the commencement of the review the following were listed on the Constabulary's website as designated Third Party Reporting Centres:

- Brampton Community Centre
- Eden Youth Work Partnership
- Action for Blind People
- Botcherby Community Centre
- Belah Community Centre
- Patteril Bank Community Centre
- Carlisle One World Centre
- Currock Community Centre
- Customer Contact Centre, Civic Centre
- HDM Spice, Brook Street, Carlisle
- Impact Housing Association
- Low Harker Dene
- Morton Community Centre
- Denton Holme Community Centre
- Outrageous
- Disability Association Carlisle
- and Eden
- Sticky Bits Cafe, LGBT HQ
- OutREACH Cumbria
- Greystone Community Centre
- Harraby Community Centre
- Riverside Housing
- SWEAT, Atlas Works
- System Group, Carlisle Airport
- University of Cumbria, Fusehill Street
- Yewdale Community Centre
- Longtown Community Centre

Witness Sessions

Joel Rasbash, Cumbria County Council, Aftab Khan and Mohammed Dhalech, AWAZ

- 5.15 Mr Dhalech reminded the Group that the statistics for hate incidents only reflected crimes which had been reported and argued that a number of hate crimes were not recorded for a variety of reasons. AWAZ were concerned that victims of hate crime were only referred to victim support with the approval of the victim; they did not receive an automatic referral. This was an issue that the Police and Crime Commissioner had agreed to follow up.
- 5.16 Members questioned why Carlisle has the highest incident rate in Cumbria and were told that Carlisle had the highest population in Cumbria and had a large student population. Analysis of hate crime would put Cumbria as a whole in the top five of rural forces. This was as a result of the proportionality of crime against population.
- 5.17 With regard to Third Party Reporting Centres AWAZ argued that the third party reporting centres were not fit for purpose and drew the Group's attention to the evidence set out in the AWAZ report on third party reporting systems called "Reporting Hate crime in Cumbria: An Impossible Task for Victims?". The report identified that the reporting centres were advice centres and did not have the capacity to provide the necessary support.
- 5.18 Mr Rasbash felt that the City Council could learn lessons on the internal mechanisms of how staff reported prejudicial issues and where they could get advice and support. It was key to provide front line staff with support so they knew what to do when incidents occurred and that they had the back up when needed.
- 5.19 Mr Khan highlighted the Race and Religious Hate Crime Conference which had been held in Kendal on 26 February 2013 by AWAZ Cumbria, the Crown Prosecution Service and Cumbria Constabulary. The conference identified a range of issues that could be addressed through partnership working. He explained that all Districts had sent representation except for Carlisle and as a result there was no tangible action was taken by Carlisle. A workshop at the conference fed into the final Cumbria Multiagency Tackling Hate Crime Action Plan 2013-15.
- 5.20 The group discussed the City Council's event programme and agreed that more could have been done to promote awareness of hate crime issues at events. Mr Rasbash accepted that the events in the City had improved and there was a movement to make more cultures mainstream such as the Cumbria Pride night but more could still be done. The opening of a community support centre such as the LGBT opens another strand in the community. He reminded the Group that their focus should not solely be on race and that LGBT and disability are both important issues. Disability hate crimes in Cumbria are higher than the national average, with a number of disabled people not recognising the treatment they received as hate crime. This could include 'mate crime' where people befriend those with learning disabilities and then abuse their trust.

Steven O’Keefe, Policy and Communications Manager, Carlisle City Council

Cllr Jessica Riddle, Portfolio Holder, Communities and Housing

- 5.21 Members wished to know what policies and procedures the Authority had in place with regard to Equality and Diversity and in particular whether there was anything specific in relation to Hate Crime.
- 5.22 Steven informed that Task Group that the Council has in place
- Comprehensive Equality Scheme (2011) has been retained as a scheme but is no longer a statutory requirement
 - Equality Objectives (2012-15) set as part of Public Sector Equality Duty (PSED)
 - The main policy driver is the PSED which sets out our general and specific duties
 - Key personnel policies are: Code of Conduct; Equal Opportunities; various leave policies; Dignity and Respect (2007); Violence to Staff (2002)
- 5.23 The monitoring of the work to ensure compliance with the PSED forms part of the Policy & Communications Service Plan. A good example is the Equality Impact Assessment for the draft Local Plan. An annual review is the minimum goal for our monitoring; assessments are prioritised where there has been a significant change in service delivery.
- 5.24 He informed Members that policies were disseminated to staff, Members and partners mainly by Intranet and Internet. In addition modules that set out the Council’s approach are available on the e-learning site (Learning Pool). These modules are linked to induction, managers are encouraged to refresh and raise awareness with all staff throughout the year.
- 5.25 The Council has no specific policy regarding cyber-bullying, however the Council would not hesitate to act against a perpetrator. Members of staff would fall foul of the Code of Conduct, bringing the Council into disrepute through the association of employment. Members have their own Code of Conduct and would be subject to the Standards Board.
- 5.26 Cllr Riddle confirmed to the Task Group that the Council had no specific strategy in place regarding Hate Crime but does have an Equality and Diversity strategy which would cover the issue. She added that the Carlisle and Eden Community Safety Partnership does not have a hate crime strategy but that she has requested that the Partnership give consideration in their Action Plan.

DS Joanne Woods, Cumbria Constabulary

- 5.27 DS Woods outlined her background within Cumbria Constabulary. She explained that her current role was to oversee all Hate Crime in North Cumbria. The authority had changed the way in which Hate Crime was dealt with as detection rates for Hate Crime were not good but the figures were comparable against all crimes.
- 5.28 Members were informed that every officer receives a 2 hour training package on what Hate Crime is, the effects of Hate Crime and the reasons people are reluctant to report Hate Crime. —One of the reasons that people may not report incidents could be for fear of more abuse from the police or that they will not be taken seriously. It is therefore

important that the police recognise issues and incidents and know how they should be dealt with.

- 5.29 Furthermore a training package for external organisations is also being developed.
- 5.30 Cumbria Constabulary are currently reviewing Hate Crime operational procedures. The Action Plan identifies the roles from the call taker to the officer at the scene and the FIM (Force Incident Manager) ensures the appropriate actions are taken.
- 5.31 Members were interested as to the levels of incidents in the District and were informed that there has been an increase but it is not clear whether that is due to better reporting and more awareness or more crime. DS Woods informed the group that Government figures show that 3 out of 5 crimes are not reported.
- 5.32 DS Woods told Members that in Cumbria between April 2012 and September 2012 there were 100 Hate Crime incidents and between April 2013 and September 2013 there were 216 incidents. In North Cumbria between April 2012 and September 2012 there were 28 Hate Crime incidents. Between April 2013 and September 2013 there were 51 incidents. Of the 51 incidents between April 2013 and September 2013 11 people were charged.
- 5.33 DS Woods informed Members of the how incidents could be dealt with, particularly low levels incidents whereby a session could be set up with the victim and the perpetrator. An example was given to the Task Group of some children under 10 years old who were making fun of a lady with tics. Some level of action was needed so Officers explained to them how their behaviour affected the family. DS Woods was not sure if such an incident would have been reported 10 years ago. Now the Police encourage people to report such incidents.
- 5.34 The Constabulary has an Equality and Diversity Officer who works with third party reporting centres which have been renamed Hate Incident Reporting Centres. There are currently 40 centres in Carlisle but that is currently under review*.
- 5.35 DS Woods said that the Council could help by highlighting campaigns and working in schools and community groups and to encourage people to report incidents on behalf of the victim.
- 5.36 With regard to victim support, a victims' 10 point pledge is still in place and victims support packs are available from victim support groups. A police officer attends to the victim providing immediate support and suggesting support from family until victim support contact the person.
- 5.37 ***Follow – up information received 22nd January 2014** *The review of the reporting centres has been completed and all those recommended for removal are being informed this week. Those centres that are to remain must attend mandatory training to retain reporting centre status, once this has been completed the list will be available for the task groups reference. The timeline for this to be completed is 10th March 2014.*

Following a review of our hate incident reporting centres (formerly third party reporting centres) we wish to retain all the community centres as part of the scheme. All centre managers will soon receive a letter inviting them to attend refresher training. There will be

three sessions available in Carlisle and it is a requirement that all centres attend one of these inputs if they wish to continue offering this service.

The Constabulary aim to re-launch the scheme in March and would appreciate if the Council would also actively promote the service.

5.38 As of 12th March 2014 all Community Centres with the exception of Longtown have attended training and will be listed as reporting centres.

5.39 DS Woods has moved roles and the new Hate Crime Investigation Manager for North Cumbria is now DS Peter Proud.

Officers from Carlisle City Council

Jill Gillespie – Customer Services Manager, Jim Messenger - Licensing Manager, Phil Gary – Neighbourhood and Green Spaces Manager, Scott Burns – Environmental Health Manager

5.40 *Members wanted to know how the various services in the Council advance quality and foster good relations that is tackling prejudice and promoting understanding among diverse communities. They were given a variety of examples from officers including:*

5.41 The Green Spaces Team promotes tolerance by identifying what intolerance may look like is training sessions and Equality and Diversity sessions. Procedures are in place that mostly deal with antisocial behaviour and graffiti. In the case of graffiti officers photograph the graffiti and if it is racially motivated it is logged and reported to the police. There has been some success in identifying the perpetrator through the name on the graffiti.

5.42 Tolerance is promoted by good practice eg Licensing Act. Julie Dodd from Cumbria Constabulary helps with minority groups by helping them to complete application forms etc if English is not their first language.

5.43 Licensing staff have all attended awareness training and also run disability awareness training for all taxi drivers.

5.44 Environmental health refreshed their Equality Impact Assessment last year. Officers from the service attend police problem solving groups.

5.45 Customer Contact staff practice zero tolerance on a day to day basis. The Contact Centre is a reporting centre for Hate Crime and the Customer Services Manager has regular contact with officers from the Constabulary including their Equality and Diversity Officer. The Civic Centre also hosts a police front counter service.

5.46 Officers were less certain about the training requirements for staff and were unsure when the last round of Equality Training took place. *“There were a lot of courses but that was a while ago”*. Members of the Task Group agreed that this was also the position with regard to Member training and did feel that more training was required.

5.47 Officers did not believe that the annual appraisals was the appropriate time to remind staff of their obligations as to Equality and Diversity and that it could be monitored centrally if courses were provided.

5.48 The Licensing Manager explained to the Task Group the procedure for the registration and regulation of Taxi drivers. He explained that that drivers could be taken before the Regulatory Panel and their license removed or suspended. Again training was raised, and it was acknowledged that this did not include anything specific to Hate Crime.

Pam Eland, Sticky Bits Cafe (LGBT HQ) & Christine Kearsse, Chair of Cumbria Pride

5.49 Members were informed that the LGBT (Lesbian, Gay, Bisexual and Transgender) centre opened in July 2013 and provides a home for charities offering advice, help and training, and a base for the police where people can report problems and hate crimes.

5.50 Pam and Christine told Members that the Police approached them to use some space in the building which was welcomed. Members were shown the reporting form which could be completed by staff at the centre or the person making the report. The form could be completed anonymously and pre-paid envelopes are also supplied. They were informed that although it is easier to report incidents more publicity is required to raise awareness, let communities know that certain behaviour towards them is unacceptable and to improve tolerance.

5.51 With regard to hate incidents against the LGBT community, Members were informed that as a group they were not prepared to “put up with it” anymore. They wish to raise awareness, to be integrated and accepted and to promote equality in the city.

5.52 Members were informed that work place abuse was common and that people are afraid that they may loose their job if they complain.

5.53 Pam and Christine believe that Cumbria is very behind the times in that everything is done by the community. Events could be held in the City, eg Pride, which could be very lucrative to the District but more support and resources are required.

Stephen Carter, Manager, Yewdale Community Centre

5.54 Members wanted to visit a Community Centre which was listed as a Third Party Reporting Centre in order to see how, or indeed if, members of the public were made aware of the status of the centre and how they would be dealt with if they wanted to make a report of a hate incident.

5.55 Members noticed on approach to the Centre that there were no signs or poster to direct or notify the public that this was a Reporting Centre.

5.56 The Manger of the Centre, Stephen Carter, informed Members that he had been in post for around 2 years and did not know, until approached by the Task Group, that the Centre was a Third Party Reporting Centre. He had talked to his peers in other Community Centres in the district and found he was not the only one in this position and would put on the agenda of a future Community Centre Managers meeting.

5.57 The reception at the Community Centre was not always manned, however Yewdale is currently piloting a Touch Screen kiosk for the City Council whereby anti social behaviour can be reported and it is suggested that consideration be given to including a mechanism on the kiosk to get advice and report Hate Incidents.

Sheila Gregory, Chief Executive Officer, Mencap Carlisle

- 5.58 Sheila informed the Task Group that with regard to hate incidents against people with disabilities, it was generally professionals who would make a report and Mencap are to launch a promotion in March 2014 to encourage reporting of incidents by the general public. Members were told that sometime the victim is unaware that they are being abused and that cyber bullying against people with learning disabilities is a big problem. A website giving advice on staying safe online - for people with learning disabilities and those who support them is available at www.safernet.org.uk
- 5.59 Sheila informed the Task Group of how she has worked with Stagecoach in order to identify abuse on buses and how drivers deal with incidents. She gave examples of an incident whereby two people with profound learning disabilities were being talked about by the people behind them on a bus, but they didn't understand that this was not appropriate. Another example was given of another person being abused and shouted at as they were walking down Botchergate. This incident was reported to the Police by a member of the public.
- 5.60 The Task Group were informed of the Safe Places Scheme, which was launched on 10th January 2014 by Cumbria Police. Vulnerable people can seek help at the "safe place" should they be confused scared, lost or bullied. Staff are trained to assist anyone who uses a Safe Place and training is available to individuals offering advice on how to keep safe whilst out and about. Safe Place cards are available to individuals and can be used as a communication tool when seeking support.



- 5.61 In Carlisle, Carlisle Mencap Opportunities Shop in St Cuthbert's Lane and Carlisle Mind Shop in Bank Street are recognised Safe Places.
- 5.62 Members were informed about the rise in Mate Crime which vulnerable people are befriended by someone who uses the relationship to exploit or abuse them. The ARC Safety Net project (www.arcsafety.net) was set up in 2009 to research the issue of mate crime, raise awareness, deliver training, and develop resources and local protocols.
- 5.63 Sheila informed the group that Mencap are making a DVD on Hate Crime and it is suggested that this should be watched by all Members when available.
- 5.64 Sheila spoke to the Task Group about people's views on disability and how this changed over time. For example older people were brought up with a completely different view

than today and that when they were younger people with disabilities were segregated and institutionalised.

- 5.65 People need to recognise behaviour of those with disabilities, they cannot help it if they look or behave differently. Sheila gave an example of a man who became very depressed because he was stared at all of the time. There had been a positive change in attitude towards the physical disabled which could be attributed to the Paralympics, but more tolerance, awareness and understanding of those with learning disabilities was still needed.

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6. Conclusions

- 6.1 First and foremost the Task Group would like to thank those who have participated in this piece of work. Although the group were disappointed that hate crime is an issue in the District they were heartened by the professionalism of those who work to support those people who are victims of hate crime.
- 6.2 The recently published Cumbria County And Districts Community Safety Strategic Assessment Technical Report 2012-13 stated *"In the last year numbers of [hate] crimes have fallen in Cumbria; this is true for all districts with the exception of Copeland where numbers have increased. Carlisle district had the greatest fall in the number of offences."* However evidence suggests that Hate Crime is underreported and any drop in crime levels, should not be taken as a decline in incidents.
- 6.3 The Strategic Assessment is based on the number of police recorded incidents only and does not provide a narrative of lived experience of people affected by hate crime. Voluntary and Community sector organisations' supporting victims/witnesses' of hate crime suggests that majority of victims of hate crime in Carlisle are suffering in silence. 61.2% of the people participated in the research conducted by University of Central Lancashire (UCLAN) as part of the Cumbria Disability Hate Crime project have reported *"being in fear of becoming a victim of disability hate crime"*. Only 18.2% reported a hate crime to the police, where as 60.6% said they had/would report a hate crime to a relative or family member, (Cutter and Bellis, 2012:5, 8).
- 6.4 The Task Group would like the Carlisle and Eden Community Safety Partnership to give consideration to including Hate Crime in their 2013/14 Partnership Plan in order to develop a partnership approach to the promotion of fostering good relations and to encourage reporting of incidents. The Group will be making a recommendation to this effect.
- 6.5 Alongside this recommendation the Task Group would also like to recommend that the City Council's Executive consider how the Authority can raise awareness of hate crime, including how their events programme can be used to foster good relations.
- 6.6 Members were concerned that despite no representative from the Authority attended the Race and Religious Hate Crime Conference in Kendal in February 2013 which was held by AWAZ Cumbria, Crown Prosecution Service and Cumbria Constabulary. A comprehensive action plan has been produced following the conference and the Task Group recommend that the Executive give consideration to how Carlisle City Council can help meet the aims and objectives of this plan and also ensure that a representative is sent to future events.
- 6.7 AWAZ also have produced a report on Third Party Reporting Systems in Cumbria which Members of the Task found useful to their work. The report concludes that online hate crime reporting arrangements are *"inadequate and dated"* and that staff within the Third Party Reporting Centres *"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"*.

- 6.8 Members visited two reporting centres during their review – Sticky Bits Cafe (LGBT HQ) and Yewdale Community Centre. It was clear to Members that there was an inconsistency of knowledge even between these two centres and Members are reassured that the review of the reporting centres has now been undertaken by Cumbria Constabulary which will concentrate on more quality than quantity. All Community Centres are to be retained as hate incident reporting centres and Members have been informed that centre managers will receive a letter inviting them to attend refresher training. There will be three sessions available in Carlisle and it is a requirement that all centres attend one of these inputs if they wish to continue offering this service. The Task Group are not clear what the centre's minimum quality standards for service delivery for victims/witnesses and people affected by hate crime.
- 6.9 The Constabulary aim to re-launch the scheme in March and have stated that they would appreciate if the Council would also actively promote the service.
- 6.10 The Task Group heard from a variety of Managers from the City Council and was extremely impressed to hear from the officers how the services within their remit promoted Equality and Diversity. However the Group were concerned that Equality and Diversity training for staff and Members was no longer available in house and will be making a recommendation that this is re introduced. Training for staff should be compulsory and Group Leaders should be asked to require their Members to attend.
- 6.11 The Task Group heard about the increasing number of people who are victims of cyber-bullying, particularly those people with learning disabilities and how there are websites to advise people on keeping safe online. Members would like to see the Authority promote these tools and also would like to see a policy to inform the staff and members what to do if they are cyber bullied and what measures can be taken against staff who partake in cyber bullying.
- 6.12 The Task Group would also like to Members to view the DVD which is being produced by Mencap and suggest that an informal Council session is used for this. It may be useful to devote a whole session to Hate Crime and give consideration to inviting a representative from Cumbria Constabulary to attend to inform Members on incidents in the District and how Members can encourage their constituents to report all incidents of abuse.
- 6.13 If the recommendations of the Task Group are accepted by the Executive, then they will provide a reminder or basis for awareness by the staff and the members that the Council requires to join the Constabulary in increasing public knowledge of this type of crime, how and where it should be reported and that those public agencies' attitude is that it is unacceptable behaviour that should not be tolerated in a civilised society.