

# Support to Report - Evaluation

The Advocacy Project 2016





## Support to Report Feedback

Hate crime is defined as a crime perceived as being motivated by malice or ill will towards a particular social group on the basis of their actual or presumed sexual orientation, transgender identity, disability, race or religion. Being targeted in this way is not only cruel, it can have a lasting impact on someone's confidence, physical and mental wellbeing and how they live their life.

With over 300 Third Party Reporting Centres across the country, hate crime is a priority for Police Scotland but it is currently under reported. Reporting any hate crime incident allows the police to better understand the extent of hate crime in a particular area and respond to it.

The Advocacy Project is an independent, rights based advocacy provider and conforms to the definitions of an independent provider as described in the Scottish Independent Advocacy Alliance (SIAA) Principles and Standards for Independent Advocacy organisations. The organisation was successful in a bid for funding from 'The Keys to Life Development Fund' and has established a collective advocacy group for adults with learning disabilities called the 'Support to Report' group. The adults from Greater Glasgow and Lanarkshire have come together to challenge disability hate crime and encourage organisations to 'support to report'. The group received training and mentoring which has equipped them with the skills needed to develop and deliver presentations to Third Party Reporting Centres with support from Police Scotland. They have been raising awareness of Disability Hate Crime, under reporting and delivering their charter on how best to support someone with a learning disability to report a Hate Crime. The group



delivered 23 presentations and the information gathered during the discussions and evaluation are presented in this report.

## Our Charter

### Support me to report



“Make me feel welcome”



“Take me to a quiet comfortable place”



“Don’t talk down to me”



“Believe me”



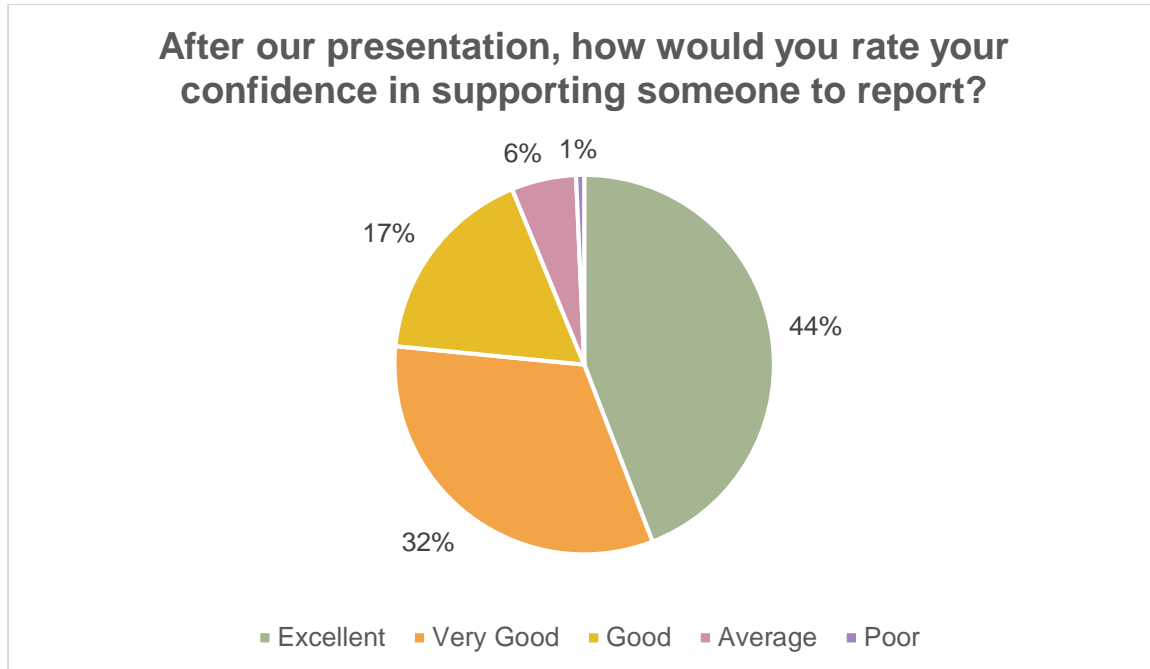
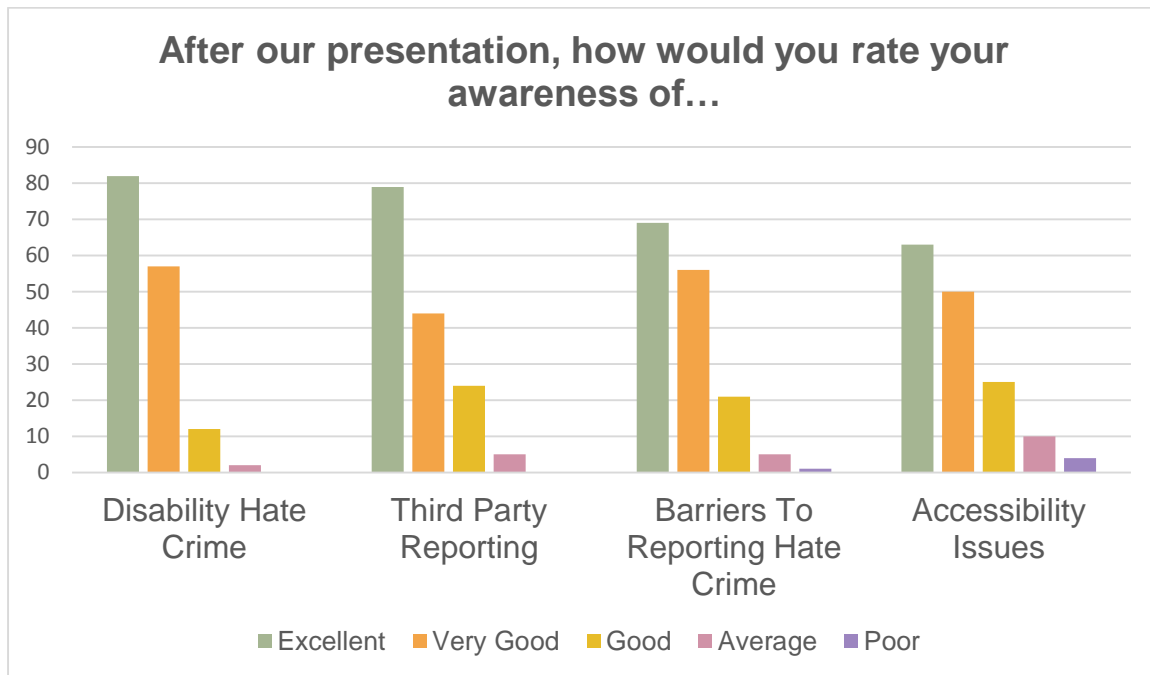
“Give me information I can understand”



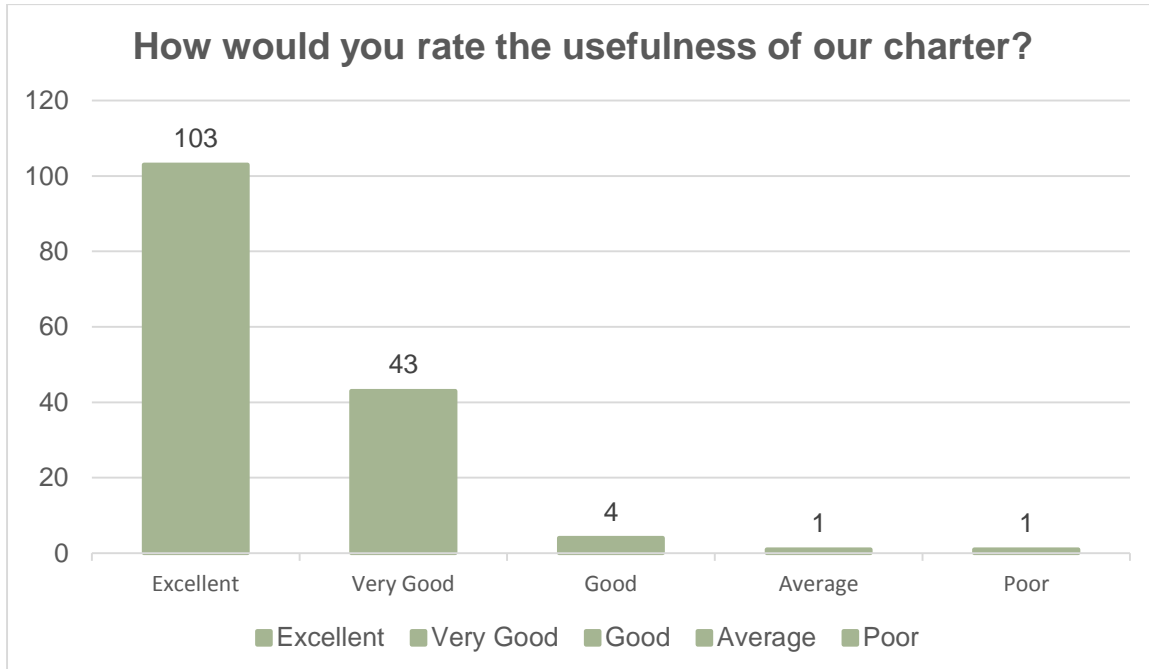
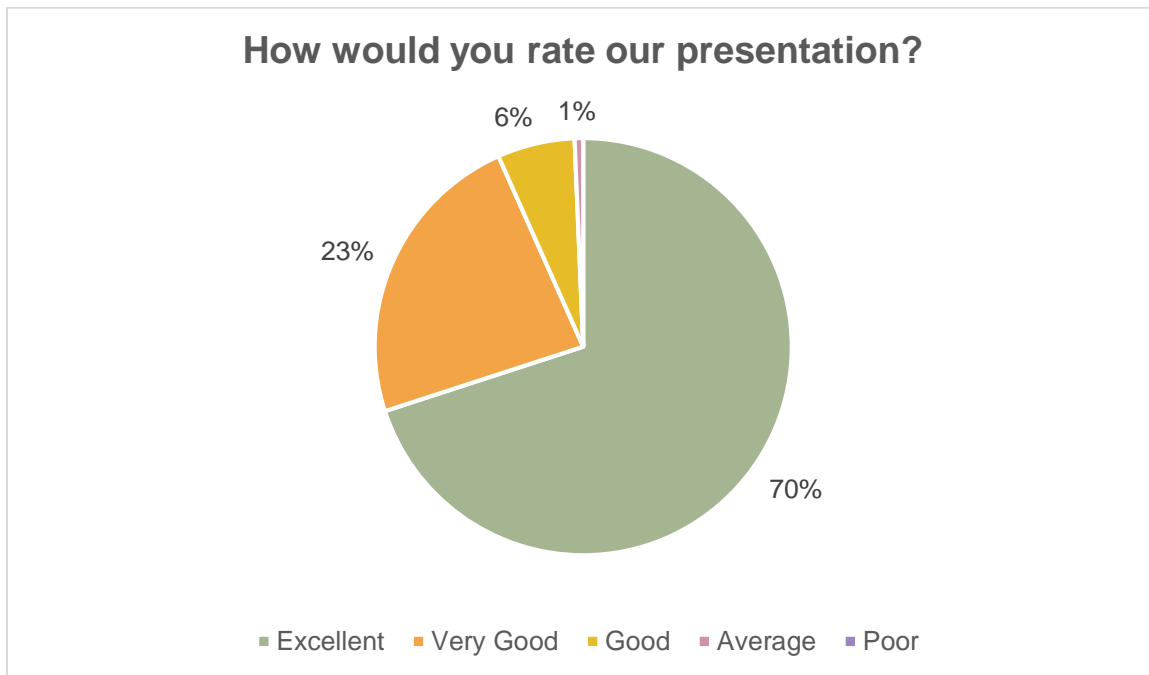
“Let me know what happens next”



# Evaluation Results



# Evaluation Results





- “The presentation has raised awareness of these issues. I feel more confident in assisting anyone who comes into the library. Good to hear this from people first-hand with practical situations.”
- “I will be more confident in recognising and reporting any hate crime.”
- “I didn't know that hate crime could be reported. I am now aware and feel confident in supporting someone to report.”
- “I will revisit concerns I have of a specific service user with their key worker.”
- “I will actively encourage the reporting of any hate crime from this point on.”

Respondents also reported a greater understanding of the issues faced by disabled people, especially in regards to day-to-day discrimination.

- “I didn't realise how frequently disabled people were experiencing these crimes.”
- “I will not ignore/dismiss people's concerns of discrimination, unhelpfulness, aggression or victimisation.”
- “Awareness of how small actions can have a huge effect on the person concerned.”
- “To be more mindful and conscious of hate crime, no matter how "small" or "insignificant" it may seem.”
- “Made me aware of what people are experiencing every day. To be more aware of these issues and of any instances in my workplace.”

A few of the respondents also indicated that they would be looking at how to make their organisation's materials more accessible as a result of the presentation.

- “Thinking about how important it is to make people's rights known, and to make information accessible!”
- “Easy-read information for people.”
- “Hopefully help people with disabilities more appropriately.”
- “Look at our policies, leaflets, etc. to ensure they are suitable.”



Many respondents indicated that they would be sharing what they had learned at 'Support to Report' with friends and colleagues, as well as encouraging staff members to undergo further training.

- "It has given me more awareness and I will give a briefing to my staff to be more aware."
- "I will pass what I have learned today on to other members of my team."
- "Make all my family and friends more aware."
- "Treat everyone the same. We are all human. Will teach my children what I have learned today."
- "Will encourage staff to undergo training. Find out more about 3rd party reporting."

For a small number of respondents it had highlighted their organisation's need to provide training or think about how to share the information gained from the 'Support to Report' presentation

- "As an organisation we need refresher training regarding hate crime and reporting it."
- "Publicising this more widely will be a challenge for the Association."
- "It has made me more confident but I would like more training from the police as well."





## In Conclusion

In the first phase of our project we offered our session to Third Party Reporting Centres that deliver services for everyone not specific groups within the community, for example Housing Associations, Citizens Advice, Victims Support etc. During these sessions the discussions and evaluations indicated that some of the staff in these organisations were not very familiar with the concept of Third Party Reporting Centres or the need to provide support and/or information in a more accessible way for people with a learning disability. Many staff were new to their organisation, had been transferred or had not received training in third party reporting or disability awareness. This feedback has helped to inform the next phase of our project.

Phase two of our project will see our 'Hate Crime Ambassadors' delivering workshops for service users, raising awareness of hate crime and the support available to report it. We will also be delivering workshops for staff about third party reporting in the community, eliminating the need to go to a police station or a reporting centre to report hate crime. The workshops can be delivered alongside Police Scotland third party reporting training or a refresher, to ensure staff are confident in using the reporting form. We will offer this opportunity to organisations that are part of the network of support people have which enables them to live independently in their community. In these organisations many of the staff have built up a trusting relationship with their service users and they understand their communication support needs, making them the ideal person to support someone to report a hate crime. Our 'Hate Crime Ambassadors' will also undergo third party reporting training and be able to offer support to their peers regarding reporting a hate crime.

For people with a learning disability and their staff, increased hate crime awareness and knowing about the support available to report improves the likelihood of a victim coming forward. Our project and others are working towards encouraging everyone to stand up to hate crime.

