



***#WeStandTogether***

**2019**

**A summary and key recommendations from  
three events held in September and October  
2019 in Warwickshire**



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## Introduction

EQuIP and Warwickshire Police committed to hosting three We Stand Together events to engage local community groups on encouraging reports of hate offences across the county and listening to communities about the barriers they face when reporting.

In each of the last 4 years, the Warwickshire Hate Crime Annual Report has reported increases in hate crimes. Please refer to page 29 for links to the last 3 reports.

Three events were held in September and October in:

**Nuneaton**

**Leamington Spa**

**Rugby**

### Guest Speakers and Partners attending included:

Philip Seccombe, the Police and Crime Commissioner for Warwickshire  
Warwickshire Police including senior officers:

Ch Insp Lee Kemp

Ch Insp Faz Chishty

Ch Supt Daf Goddard

Officers working on the DOCO team - Design Out Crime Officers Mark English and Ian King  
Officers at the Harm Hub based at Bedworth Police  
Safer Neighbourhood Team (SNT) members from Nuneaton, Leamington Spa and Rugby

Geoff Thomas, Prevent lead at Warwickshire County Council  
Victim Support  
Community Safety team at Warwickshire County Council

EQuIP Chief Executive Junaid Hussain and team  
EQuIP Trustees: Mike Slemensek, Kal Parkash, Kulvinder Dulay

A full list of community groups and organisations represented is in appendix 1.

The events were an opportunity to share information on hate crime in each area, understand continuing issues regarding hate crime locally, what is needed at a local community level and what actions are required, engage with Warwickshire Police on how they deal with hate crime, and receive advice on how to keep community and premises safe.

Presentations from senior police, the Police and Crime Commissioner, how to keep places of worship safe from hate crimes, and an overview of hate crime profile in Warwickshire from EQuIP were included.

In addition, members of the communities attending were asked to engage in a tabletop discussion:

### **The key questions asked of community members**

Each event had tabletop discussions around these 4 key questions;

#### **Question 1**

**What type of hate crime/incidents are occurring in your area?**

#### **Question 2**

**Are there any reasons why people will not report a hate crime?**

#### **Question 3**

**What type of support would you require if you were a victim or a witness of a hate crime / incident?**

#### **Question 4**

**What type of support/activities are required to address hate crime?**

147 community members contributed across the 3 sessions and various hate related issues emerged. Some issues were consistent in all three events, and some localised variations were reported. The issues raised will be themed and feature in the new action plans that will inform the local Hate Incident Partnership Panels (HIPPS) in the North and the South.

### **Warwickshire Police Response**

In early 2020, EQuIP shared this report with its partners and Chief Inspector Zaid Khan of the Harm Hub and Domestic Abuse Unit at Warwickshire Police commented:

"As the new lead for Hate Crime for Warwickshire Police, I welcome the report's findings. We are keen to take any learning from the recommendations to improve our service delivery to victims and witnesses of hate crimes. Tackling hate crime is a priority for Warwickshire Police and all reports will be treated seriously and appropriately.

"I take on board the important concerns raised in relation to the Police response, from people who have attended these events and the force will continue to strive to make improvements.

"Warwickshire Police routinely surveys victims of hate crime and this shows that, on a rolling 12 month measure, 74% of victims are satisfied with the response from Warwickshire Police. In the last 4 months this has risen to well in excess of 80% satisfaction, following changes made as a result of feedback. This will hopefully provide reassurance to our communities that Warwickshire Police takes all reports of hate crime extremely seriously and, in the vast majority of cases, victims are satisfied with the response that they receive.

"As the new lead, I have instigated a further review of our working practices and will be bringing in additional measures to enhance the high quality of service that we already provide to the public. One such measure being the recruitment of a Hate Crime Co-ordinator.

"We will continue to strive to work with our partners, to encourage the reporting and raising awareness of hate crime and to bring positive outcome for victims."

## Background to Hate Crime in Warwickshire

Both EQuIP and Warwickshire Police have received an increased number of hate related reports over the last 12 months. Warwickshire Police received a **1% increase** to 839 reports on the previous year, whilst EQuIP has received a staggering **139% increase** to 67 reports. (It must be noted that the threshold of reporting is different between the Police and EQuIP).

The general feelings on each table was that the increase is due to increased confidence and reporting of hate crime, but there were community members that also felt there was a genuine increase of hate related crimes across Warwickshire.



# Feedback from all three community events

The main areas of comments were:

## Disability related Hate Crime

Disability hate crime was identified as an issue of concern across most of the events. They included:

- People being targetted because of their disability in public places
- Neighbour harassment and abuse
- Name calling
- Fear of repercussions
- Ability to report a hate crime without fear of escalation
- Knowing that they would be taken seriously by agencies/police
- Lack of knowledge on how to report made this worse

## Verbal Abuse

Across all three events, verbal abuse seemed to have become commonplace in the last 2/3 years. Whether a young women on a bus wearing a headscarf, or older people being targeted because of their age or disability, to LGBT+ being targetted in their communities.

## Sexual Orientation related Hate Crimes

There were a significant number of hate crime testimonies from members of the LGBT+ community at the South event related to the Warwickshire Pride event and issues outside homes and in public places. Satisfaction of event attendees with the police was markedly low.

## Race/Religion/Belief Hate Crimes

The most affected strand of hate across the county still remains as race across all three events. From BME (Black and Minority Ethnic) older people, EU citizens, members of the Muslim faith, Sikh faith, Gypsy and Traveller communities.

## EU Citizens and Brexit

A number of events flagged up concerns over hate crimes and incidents targetted at EU citizens, which appears to have been escalated since the EU referendum and the Brexit negotiations over the last 3 years. Not only do EU citizens feel they are being continually targeted, they feel they do not have a rapport with the police to enable reporting. Many experience multiple issues, to the point where it is regular and almost normalised.

## Graffiti

A marked number of graffiti incidents were reported across all three events. Whilst Warwickshire Police are not the sole agency dealing with incidents, local authorities and

public agencies need to step up to the mark to tackle this increasingly threatening crime. Ten years ago far right and anti semitic or islamphobic grafitti was extremely rare, today it appears much more regularly.

### **Awareness of what a Hate Crime is**

Lack of knowledge or awareness of what a hate crime is and how to report it is still an issue across all three events.

### **Training in Schools/Young People**

All three events felt tackling education and schools at an early age was important. We need to work much more closely with schools and colleges to not only protect young people, but ensure zero tolerance to hate crimes and incidents. We need to focus on both perpetrators and victims within education settings.

### **Awareness Raising for Community Members**

Community members still feel that they need local community events and methods of reporting concerns on a one to one level. Face to face engagement at a local level still a very important need.

### **Police Response**

At all three events, police responses to hate crimes were flagged up as being insufficient at best, inconsistent, and not supportive of victims and witnesses.

### **Lack of confidence that the approach will improve**

All three events included participants who felt let down, who felt that the systems and approach to hate crimes needed to improve and that victims should not longer have to suffer alone.

A summary of the hate related issues for each event, followed by key recommendations for that specific area have been collected.



## North Event - summary of issues raised



### Hate Crimes in Your Area

Verbal abuse from moving vehicles towards pedestrians

Neighbour targets the Temple and its visitors

Race is a target

Religion and belief are targets

Attacks on Sikh Mission Centre – windows broken

Eggs thrown at Muslim community members

Vehicle damage

Women more vulnerable to verbal attacks

Eastern European are targeted

Gypsy and Traveller community is victim of online abuse

Brexit – assumptions and political views

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*Young Muslim woman (6<sup>th</sup> former) wearing a headscarf on a bus was subjected to verbal abuse and derogatory comments*

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### **Barriers to Reporting:**

- Lack of confidence to report
- Lack of education/understanding of what a hate crime is
- Lack of positive outcomes/evidence to prove an offence
- Peer pressure from family members not to report
- Not reporting as don't want to be seen as a victim
- Get used to it – so regular that it's become normalised
- Feel nothing will get done
- Cultural differences – Polish and East Europeans don't report
- 'nothing that can be done'
- Hard to measure harm if it's not physical
- Don't want to relive the incidents
- Fear of intervention (seen as a grass/snitch)

### **Support Needed;**

- Financial punishment for offenders
- Support groups/counselling and training would be welcome
- Community focused training / workshops
- Want to be heard
- Kept updated

Funding to help deter hate incidents at religious buildings/sites

Visits to community groups

Educate children through schools

Public feel fobbed off

Empower people

Hate crime champions

Use of term 'victim' is disempowering – people don't want to be labelled victim

Don't appear to be any consequences to being caught

### **Activities Required:**

Police attendance at events in community that break down barriers

Media campaigns

Positive case studies/stories/outcomes

Training and awareness raising

National discourse and language being used is an issue. Islamophobia and anti-Semitism affect us all.

### **North key recommendations for North Warwickshire, Nuneaton & Bedworth**

- Raise public awareness using different methods
- Raise awareness amongst vulnerable people and groups in Warwickshire
- Raise awareness and training in education settings, especially schools and colleges in Warwickshire
- Vary the type of support offered, including translation for people who speak little or no English, women's only support and face-to-face engagement is preferred.
- Better promotion of 'how to report' hate crimes, including the possible consequences of the crime and prosecution process
- More regular community-based events that are accessible for all. The 'Cake not Hate' event looks like a good idea, but only running it in the North or South of the county bring barriers to engagement
- Police response times and consistent approach to hate crime reports is fundamental to restoring faith in community members to report hate crimes

- Support religious and faith buildings to deter hate crimes
- Work with agencies to tackle graffiti quickly especially on public buildings
- Online abuse must be tackled
- Media campaign with positive outcomes
- Empower community members – hate crime champions community focused training and workshops

## Central Event - summary of issues raised



### Hate Crimes in Your Area:

Graffiti, swastikas on religious buildings and elsewhere

Polish/East European, anti-Semitic graffiti

EU citizens as victims of hate crime – they don't report and are getting the blame for everything

Reports of Anti-Social Behaviour (ASB) often not purely ASB but hate crime elements unreported as such

90-year-old being targeted because of their age – stones thrown at property

Young people abusive to people in a specific housing estate.

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*"I wish I had never come here to live"*

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East Europeans and those owning property are often victims of hate crime, car damage, ASB and abuse in the street. Learning disability – being hounded by neighbours so become a recluse as a result

Anonymous post and dog faeces through post-box

Disabled person target of verbal name calling in town centre

Targeting mobility scooter users

Anti-religious graffiti

Graffiti on bus shelters

Older people being targeted by local children. Asian lady feels being targeted because of her race and seen as easy target

### **Barriers to Reporting:**

Lack of outcomes for repeat victims (victims of hate can often be on a regular basis, not one-offs. This means they feel the element of targeting makes them feel more vulnerable)

If told nothing happens, then people won't report

Reluctance to make an issue and relive experience

Repercussions

Fear of reprisals

Repeat incidents and fear of intervention

Lack of knowledge of what a hate crime is underlies lack of reporting

Avoid label as victim – some people dislike this term

Fear of not being taken seriously

Belief that nothing will be done due to no response in the past

Feeling like they don't have enough evidence for something to come from it – likelihood of a positive outcome is limited

Language barriers

Too scared to go to police

Managing to get through to the police

### Support Needed:

Police response – no to police car on doorstep – highlights crime taken place and who the witness is

Fear of repercussions so need support and discretion from police

Counselling services

Feedback as to what's been done to make changes

Targeted feedback to different groups e.g. young people, religious groups, community groups, older people

An individual supporter for each community

### Activities Required:

Process? – what happens when

What can I expect?

Ask victim what they want, not say this is the only option

Start young – schools at very young age – primary

Code of behaviour for schools – enforce it and follow up – can't let it go

Multicultural sessions

More education and awareness raising

### Central key recommendations – Rugby Borough

- Disability hate crime is disappointingly regular and varied. Need more active support for people with a disability to feel safe.
- Issue for EU citizens both as recipients of hate crimes and incidents and their lack of reporting
- To address the continued issues regarding race and religion, continue to support established BME groups through regular engagement and support
- To offer better support to older people, a targeted approach to engage and support older people is required to raise awareness of hate crime and how they can report
- Targeted approach to raising awareness is needed, specifically schools and youth clubs to target children and younger people
- Work with agencies to tackle graffiti quickly especially on public buildings

- Community engagement on a regular basis
- Raise awareness and training in education settings, especially schools and colleges in Warwickshire.



## South Event - summary of issues raised



### Hate Crime in Your Area:

LGBT+ community experiencing a wide range of hate crimes including:

- Online abuse and graffiti
- Violent assaults
- Vandalism of Warwickshire Pride signage

Disability hate crime. A family member shared her experiences of on-going harassment and abuse of her family by neighbours in which she felt police response was inadequate. This family are now receiving ongoing support from EQUIP.

Disability – verbal abuse, financial exploitation, perceptions and assumptions made

Brexit – specific abuse to EU citizens from Portugal, Romania, Bulgaria, Poland

Religious hate crimes – increased attacks on Muslim community, bad press towards Muslims

Offensive graffiti

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*“People said to me – do you not want to go home – meaning India”*

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Online abuse

Violent assaults in town centres

Death threats

Targeted harassment of individual at their home

Broken glass placed to cause physical damage, going through bins, arson of garage door, broken windows

Incidents when driving – targeted abuse of driver on local roads as BME

### **Barriers to Reporting:**

Some people view hate crime as a minor crime

Rarely hear positive news/arrests

Define hate crimes / hate incidents to ensure community awareness

Even when it happens people are reluctant to say anything

Cultural barriers

Vulnerable people – how do they report?

Fear of repercussion on us and people around us

Don't want to draw attention to themselves

Communities too scared to report (due to repercussions)

Where do we report in confidence?

LGBT+ told crime element couldn't be proven therefore nothing can be done

Getting worse in last 2/3 years

Hate crime – lack of knowledge about what it is exactly

Local area is judgemental so don't want to go through hassle of reporting

Crime website would pinpoint on map as a crime hotspot so is it anonymous on statistics?

**Support Needed:**

Do people know their rights?  
EQuIP one to one support is needed  
People going into schools  
Not make you feel like the victim/feel at fault  
Regular updates from police  
Confidence in police officer taking report

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*Most recent experience was negative. I was not taken seriously, and police officer's attitude made it worse. His attitude of it being 'inconvenient' was not reassuring.*

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Consistency in response

**Activities Required:**

Training sessions  
Target young people / children in schools / colleges  
Hospital staff are sometimes a first point of engagement/contact for vulnerable people – train them  
Women's only  
Education at primary level  
Publication of positive results to show consequences of committing hate crime  
People need to know who to contact  
Attending community groups / events  
More engagement and consistent approach  
Rural areas have only limited resources to report hate crime and police to follow up incidents/crimes  
Offer of video statement by person affected by hate crime would help

LGBT+ police liaison officers were promised but never happened

Safe Neighbourhood Team (SNT) to visit LGBT+ support groups

Barriers to reporting – court action puts people off but could be an intermediary role

Victims might not be factual – the police want evidence, but the victim has a different perspective. A personal statement would be better

### **South key recommendations – Warwick & Stratford District**

- Need for more effective engagement and support for groups that are targeted i.e. BME groups, Eastern Europeans, LGBT+ people, people with a disability.
- Raise awareness amongst vulnerable groups
- Community-based events
- Media campaign with positive outcomes
- Work with agencies to tackle graffiti damage especially in public places
- Reluctance to report
- True anonymity in reporting hate crimes
- Confidence in police responding to hate crimes
- Rural areas need just as much support
- LGBT+ police liaison officers and SNT to visit LGBT+ support groups

# Key Recommendations

## Awareness Raising

- Raise public awareness using different methods and amongst vulnerable people and groups in Warwickshire particularly BME, disability, LGBT+ and EU citizens
- Plan for training in education settings, especially schools and colleges in Warwickshire
- Media campaign with positive outcomes
- Issue for EU citizens both as recipients of hate crime and incidents and their lack of reporting

## Engaging with Communities

- Vary the type of support offered, including translation for people who speak little or no English, women's only support and where face-to-face engagement is preferred.
- More regular community-based events that are accessible for all
- Empower community members – hate crime community champions
- Support religious and faith buildings to deter hate crimes
- To address the continued issues regarding race and religion, continue to support established BME groups through regular engagement and support
- To offer better support to older people, a targeted approach to engage and support older people is required to raise awareness of hate crime and how they can report

## Reporting Mechanisms

- Better promotion of 'how to report' hate crimes including the role of the police and different agencies
- Police response times and consistent approach to hate crime reports is fundamental to restoring faith in community members to report hate crimes
- True anonymity in reporting hate crimes

## Improvements

- Work with agencies to tackle graffiti quickly especially on public buildings
- Online abuse must be highlighted and tackled

- Disability hate crime is disappointingly regular and varied. Need more active support for people with a disability to feel safe.
- Confidence in police responding to hate crimes
- Rural areas need just as much support
- LGBT+ police liaison officers and SNT to visit LGBT+ support groups

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## APPENDIX 1

### **Organisations and Community representatives attending**

Baitul Ehsan Ahmadiyyah Mosque (Leamington Spa)

Barnardo's

Citizens Advice

Coton Neighbourhood Watch (Nuneaton)

Department for Work and Pensions (DWP)

EQuIP (Equality and Inclusion Partnership)

Gujarati Cultural Association (Rugby)

Leamington Spa Town Council

Making Space

Neighbourhood watch

New Bilton Community Association

North Warwickshire Neighbourhood Watch

Nuneaton and Bedworth Borough Council

Nuneaton Mosque & Muslim Society

Nuneaton & Bedworth Neighbourhood Watch

Office for Warwickshire Police & Crime Commissioner

Rugby Borough Council

Rugby Chinese Society

Rugby Disability Forum

Rugby Sikh Community Centre

Rugby Indian Association

Rugby West Indian Association

Satkaar Group

Shree Krishna Mandir (Leamington Spa)

Shri Guru Teg Bahadar Gurdwara (Nuneaton)

Sikh Mission Centre (Nuneaton)

Stratford District Council

Victim Support

Warwick District Council

Warwickshire Community and Voluntary Action (WCAVA)

Warwickshire County Council

Warwickshire Fire & Rescue Service

Warwickshire Police

Warwickshire Pride

West Mercia Police (Alliance representative)

YMCA (Coventry & Warwickshire)



## APPENDIX 2

### Tabletop Discussions - North Event

Detailed responses from each of the tabletop discussions. Items in **BOLD** were reinforced comments from everyone on each table.

#### **Q1 WHAT TYPE OF HATE CRIME/INCIDENTS ARE OCCURRING IN YOUR AREA?**

Spoke about 'music' Punjabi. Youths imitate the music verbally towards members of the community

Verbal abuse from moving vehicles towards pedestrians. This happens to members of the Muslim community

Use of racist and xenophobic terms targeted at individuals regardless of their cultural heritage. Often brushed off but still offensive.

Neighbour targets the Temple – swearing at ladies attending the temple. Complains at noise/light. Reported numerous times – now stopped reporting

Words/behaviour (Weddington Road)

Mainly **RACE** interest marker

Religion and belief system

Attacks on Sikh mission centre – windows broken

#### **VERBAL**

Eggs thrown at Muslim community

Vehicle damage, types damaged, scratched

Car parking, blocking (Sikh Centre)

Women more vulnerable (especially verbal)

Young people bullied /hate crime

People shouting abuse out of windows

Eastern European (race issues)

Social media comments are 24/7

Everywhere

Racial

Homophobia

Gypsy and travellers

Brexit – assumptions - political views

Graffiti

Bus incident (young Muslim woman (6<sup>th</sup> former) wearing headscarf subject to verbal comments)

#### **Q2 ARE THERE ANY REASONS WHY PEOPLE WILL NOT REPORT A HATE CRIME?**

Lack of confidence to report

Lack of education/understanding what a hate crime is

Lack of positive outcomes/evidence to prove an offence

Peer pressure from family members not to report

Cultural, religious tolerance, not wishing people to see them as victims

Language barrier

Not serious enough

Used to it, normalised

Where to report?

Bedworth – don't drive

101, 999 EQuIP

### **PEOPLE ARE NOT CONFIDENT TO REPORT**

Raising awareness [reporthatenow.com](http://reporthatenow.com)

People are scared

### **FEEL NOTHING WILL GET DONE!**

'not a big deal'

Language barriers

Understanding of what a hate crime is

Cultural differences – e.g. polish and east European don't report

'nothing that can be done'

Fear of repetition / reprisals

Negative view of policing

Apathy

Hard to measure the harm if it's not physical

Don't want to relive the incidents

Fear of intervention (grass/snitch)

### **Q3. WHAT TYPE OF SUPPORT WOULD YOU REQUIRE IF YOU WERE A VICTIM OR A WITNESS OF A HATE CRIME / HATE INCIDENT?**

As a witness, I would want to ensure there is support in place for the victim

Financial punishment for the offender

Support groups, counselling and training would be welcome

Want to be heard

Kept updated

Confidence that something is being done

To meet local officers regularly

Funding to help deter hate incidents at religious sites

### **1 TO 1 SUPPORT IS IMPORTANT**

CAPS messaging

### **VISITS TO COMMUNITY GROUPS**

Promote [www.reporthatenow.com](http://www.reporthatenow.com)

WCC, NBBC social media, better promotion of support

Educate children through schools

Community focused training/workshops

Outcomes – please promote cases where people have been punished

### **PUBLIC FEEL FOBBED OFF**

Some women only sessions to support females

Language barriers  
 Knowing it's not just for 'big crimes'  
 Education and awareness – schools  
 Workplaces  
 Community groups  
 Empower people  
 Hate crime champions  
 Use of term victim is disempowering – people don't want to be labelled and that underlies why people don't report  
 Don't appear to be any consequences to being caught!

#### **Q4 WHAT TYPE OF SUPPORT/ACTIVITIES ARE REQUIRED TO ADDRESS HATE CRIME**

Educating – going into communities, explain hate crime, how to report and what support mechanisms are available

Schools

Awareness (translation/support)

Leaflets for parents

Police attendance at key events

Media campaigns – social media

Training sessions

Youth women engage

Schools

Young people

#### **POSITIVE CASE STUDIES / STORIES**

Positive news (always negative!)

Business owners need training

Train stations, bus

Multi-faith event / community / social / **COHESION**

Great 'Cake not Hate' but it's in the south

Creative projects needed

Education – colleges/groups etc

Community events that break down barriers between community / police

Integration (inclusion)

'remove the labels and adjectives'

Change of attitudes – not just words

Need to understand patterns of bad behaviour

Report on bus – CCTV, times and route

still worth reporting

every report valued

graffiti and tagging – is there a pattern or one off?

National discourse and language being used is an issue now.

Political leadership on Islamophobia and anti-Semitism affects us all  
BME still limited trust and confidence to report.

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## APPENDIX 3

### Tabletop Discussions - Central Event

Detailed responses from each of the tabletop discussions. Items in **BOLD** were reinforced comments from everyone on each table.

#### **Q1 WHAT TYPE OF HATE CRIME / INCIDENTS ARE OCCURRING IN YOUR AREA?**

Graffiti – swastikas

Polish/East European racist graffiti on pavements, bus tops, garden walls/fences – not random, could be tags - Star of David graffiti

Since 2016 New Bilton is much more crowded, Houses of Multiple Occupation (HMO)'s - rent by room.

East Europeans victims of hate crime – don't report amid atmosphere of tension – getting blame for anything and everything

RBC Community wardens - Reports of Anti-Social Behaviour – often not ASB but hate crimes and wont report as that. Meet police and victim support regularly to ensure victim gets support.

Throw stones at property – 90-year-old being targeted because of their age

Kids abusive to people on estate

East Europeans own property – often victims, car damage 'I wish I had never come here'

ASB and abuse in street – branded – culture clash. Often shift work so if finish work at 7am so have a beer at home time - drink on street – provokes reaction

Gladstone Green pocket park – swastika on new allotment raised bed. Tags on seats

Client with learning disability – being hounded by neighbours' boy to girl – recluse as a result

During past 2 years

Sexual orientation – Benn ward

Mode of dress – Benn Ward

Racial / religious conflict – Benn Ward

Online abuse re; religion/gender i.e male makeup artists experiencing issues from religious groups/members.

Media is a big part

Kids – tribal about school attend – still turf war

Anonymous post and dogshit through post box

Disablism – town centre (verbal name calling)

Vandalism – various anti-religious graffiti and other issues in the Brownsover area

Verbal abuse (cultural) town centre

Throwing of items at home address – Murray Road

Issues occurring in/near Lidl on Bilton Road

Abusive language written on bus stops/walls in Brownsover

Abusive language being used at people during school pick up / drop off times in Brownsover

Children knocking on lady's door and running away shouting 'Chinese' – Graham Road

Brownsover Grasmere Close – cars used as intimidation method (potentially age)

Racist name calling – a regular occurrence

Elderly people being targeted by children playing 'knock-a-door-run'. Asian lady feels she is targeted because of her race, seen as an easy target.

Dryden Walk – a neighbour staring through letterbox

Disability Forum – youths taking advantage of people on mobility scooters (town centre)

Family members experienced issues in Stoke-on-Trent, being called a 'monghole'

## **Q2 ARE THERE ANY REASONS WHY PEOPLE WILL NOT REPORT A HATE CRIME?**

Outcomes – for repeat victims

If told nothing happens, then people won't report

some feel waste of police time and don't want to bother reporting

not apathy but reluctance to make an issue and relive experience

Repercussions

Knowledge of what is a hate crime is underlying lack of reporting

Embarrassment

Banter! – not being taken seriously, hateful banter that crosses the lines does not get dealt with, becomes normalised.

Accept as everyday life (normalised...)

Avoid label as victim – some people dislike this term

Repeat incidents and fear of intervention

Fear of not being taken seriously

What difference will it actually make?

Fear – negative view of police because of previous experience with police in the country of origin

Belief that nothing will be done due to no response in the past

Not serious enough to report to police - Just name calling

Lack of knowledge of hate crime

Afraid of knowledge of hate crime

Afraid of repercussions

Fear of reprisals

Fear of the incident not being taken seriously if reported afterwards

Feeling like they don't have enough evidence for something to come from it – likelihood of a positive outcome

Reducing language barriers

lack of witnesses reporting

No confidentiality – lack of trust in protecting identity/ personal details

Not knowing if its serious enough  
 Managing to get through to police  
 Too scared to go to the police

### Q3 WHAT TYPE OF SUPPORT WOULD YOU REQUIRE IF YOU WERE A VICTIM OR A WITNESS OF A HATE CRIME / HATE INCIDENT?

To be believed and supported  
 Until happens to you, you can't assess how it affects you  
 Want an outcome and to keep up to date  
 Police car on doorstep – NO - No uniform of any kind  
 Fear of repercussions – need undercover and discretion from police  
 Don't raise expectations  
 Knowledge of how to report / where to report – signposting to various organisations  
 Counselling services good option  
 Provide training for communities re hate crime  
 Feedback as to what's been done to make changes  
 Positive outcomes made public verbal / written / online communication  
 More community representation  
 Targeted feedback to different groups E.g. young people, religious groups community groups, older people  
 Changing mindsets through communication  
 Emotional support – mental health  
 Community support  
 An individual supporter for each community  
 Confidentiality  
 Listening skills  
 Feedback / updates  
 Tailored support (place of contact)  
 Schools

### Q4 WHAT TYPE OF SUPPORT/ACTIVITIES ARE REQUIRED TO ADDRESS HATE CRIME?

Process? What happens  
 What can I expect – may say no so what other support available – options  
 Ask victim what they want, not say this is only option  
 Restorative justice – victim led  
 Positive outcome can't reinforce negative outcomes  
 Start young - schools at very young age – primary  
 Respect  
 School – firm stand – **code of behaviour** ... enforce it and follow up. Can't let it go  
 Fear of what can do – intervention  
 Different age groups react differently  
 Combine education with parents  
 Local media sharing – positive views, creating awareness – education

Engaging with people through community events  
 People need to take responsibility for their own learning.  
 Community based workshops  
 Training in primary schools to treat everyone as you would like them to treat you  
 More education for communities and in schools  
 Drop in sessions  
 Bringing different communities together  
 Multicultural drop in sessions  
 Music projects  
 Food can help bring folk together  
 Work with local media to raise awareness  
 Spokesperson for each community / area  
 Neighbourhood watch could be more involved in Rugby  
 Raise awareness  
 Better support from council  
 Public buildings

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## APPENDIX 4

### Tabletop Discussions - South Event

Detailed responses from each of the tabletop discussions. Items in **BOLD** were reinforced comments from everyone on each table.

#### **Q1 WHAT TYPE OF HATE CRIME/INCIDENTS ARE OCCURRING IN YOUR AREA?**

Pride - online and graffiti  
 Disability - verbally abused; exploited financially; perception and assumptions made.  
 Brexit - leads to isolation, specific abuse towards Portuguese and eastern Europeans (Romanian, Bulgarian, Polish etc).  
 Religious hate crime - Increased attacks on Muslim community, Bad press towards Muslims...  
 Graffiti - Clemens Bridge not being removed for a long period.  
 Antisemitic graffiti - Rushmore Street playground  
 Muslim targeted in media – This fuels hate  
 Outreach Warwick – people with learning difficulties receiving hate crime in Warwick – where is confidential 'reporting'  
 Difficult to report hate crime in Warwick  
 Not serious enough  
 Low level??  
 The whole picture  
 Communities are too scared to report? (due to repercussions)  
 Where do we report in confidence?

Where is the info to show where to report?

Offensive graffiti in Cape Road, Lyttleton Road

Abuse online is getting worse

Alternative dress – people get targeted for dressing differently

Way we dress (Lillington / town centre)

Even when it happens people are reluctant to say anything

People said to me – do you not want to go home meaning India

Graffiti in Warwick

Verbal abuse

Online abuse

Violent assaults in town centre (town centres include Stratford, Leamington, Rugby, Shipston)

Death threats happened this year

Broken bottle placed on driveway and footpath deliberately

Going through bins

arson – set garage door alight - reported to police

broken windows – home

vandalism to pride signage leading up to their annual event

regular and repeated hate crimes

damage to park sign in Warwick

incidents when driving – targeted abuse of driver on local roads as BME. At traffic lights – especially young people

Some older people have narrow mindset

## **Q2 ARE THERE ANY REASONS WHY PEOPLE WILL NOT REPORT A HATE CRIME?**

Serious crime gets reported

Some people view hate crime as minor crime

No results/outcomes!

Rarely hear positive news/arrests

Lack of knowledge (Hate Crime / Hate Incidents)

Define hate crime / hate incidents community awareness?

Raise awareness so people can identify Hate Crime / hate incidents

Isolated (so people don't know)

Language barriers

Cultural barriers / social norms

Vulnerable – how do they report?

Even if we say anything they carry on and do it

Fear of repercussions on us and people around us

Doesn't want to report themselves but would encourage others to report

People want to fit in don't want to isolate themselves / draw attentions

People just get used to it / accepting of it

Won't be taken seriously



Nothing will be done  
 LGBT – told crime element can't be proven therefore nothing can be done  
 Results in even more underreporting  
 Getting worse last 2/3 years  
 Report to Warwickshire Pride but not to police  
 Scared to report – may not be out [as LGBT+] and could be outted by reporting  
 Hate Crime – what is it? lack of knowledge  
 Identify as hate crime  
 Don't want to make any trouble – repercussions  
 Local area is judgemental – hassle to report  
 Crime Website would pinpoint on map as crime hotspot so is it anonymous on statistics?

### **Q3 WHAT TYPE OF SUPPORT WOULD YOU REQUIRE IF YOU WERE A VICTIM OR A WITNESS OF A HATE CRIME / HATE INCIDENT?**

Doorstep info (for those who are isolated)  
 Online (young people)  
 Face to face engagement (regular)  
 EQuIP 1-2-1 is needed  
 Do people know their rights?  
 Knowledge of support and what can be done  
 Being told / where to go where to report, or How?  
 Preventative advice work with the victim  
 People going into schools  
 Investigate why they are doing this  
 See the effect on you  
 Take you seriously  
 Not to make you feel like the victim / feel at fault  
 Regular updates  
 Not follow up request to follow up  
 Police seen to help / may be first time dealt with police  
 Confidence in police officer taking report  
 Most recent experience negative, not taken seriously and attitude made it worse  
 'inconvenience' not reassurance that taken seriously  
 Consistency in response  
 Diverse representation of appropriate groups/committees  
 More diversity in great and good

### **Q4 WHAT TYPE OF SUPPORT/ACTIVITIES ARE REQUIRED TO ADDRESS HATE CRIME?**

Training sessions - at community centres, POW (Places of worship), Media channels, ethnic radio stations (to target BME), BBC C&W, Touch FM  
 Ethnic TV in day care and community centres could be an effective way to raise awareness.  
 Education project - target young children in schools /college students  
 Hospital - radio, vulnerable people are listening – often you reach your target audience.

Hospital staff are sometimes a first point of engagement/contact for vulnerable people.  
Women's only self-defence, beauty/pamper sessions - raise awareness at the same time  
Consequences of community hate crime  
Media campaigns  
Info to target a specific audience  
Education at primary level – influence people at an early stage (right & wrong)  
Publication of positive results to showcase punishments of committing hate crime  
Good news stories / success  
More police walking around / presence / friendlier approach required  
People who they can contact / know local officers  
NHW meetings / stickers around know people are watching  
A huge need to go into schools  
Attending community groups / mixed group events  
Tell victims stories e.g. Sophies law people remember a story encourage people to report  
Good to have [cake not hate] events, but need these events more often  
More engagement and consistent approach  
Meaningful discussion and conversation rather than one off  
Schools – kids need to be made aware 3/4/5 years' time they need to be knowledgeable about what's acceptable (HSC)  
Hotspots - go into schools  
Targeted to local area  
Change language  
Understand and tackle underlying reasons  
Rural area – limited resources to report hate crime and police to follow up incidents/crimes  
Offer of video statement option would help.  
Police follow through. For example, 3 – 4 years ago LGBT liaison officers were promised, but this has never happened.  
SNT would attend LGBT groups – this has not happened.  
Community engagement is not taken seriously – a serious lack of engagement from police and council staff.  
LGBT officer link could assist in understanding perspective of person experiencing hate – would they need to be LGBT themselves? Other police forces do that, and it works well.  
Genuine inclusivity does exist in police, but need to open up more  
Barriers to reporting – court action puts off, but could be intermediary role  
Reluctance to report – fear of confrontation  
Diversity not just for the brochure  
Repeat perpetrators get away with it if don't report – need that community insight / intelligence  
Negative experience with the police i.e. Huffing and puffing police officer was no good to anyone  
Deo scrutinise at police SNT Inspector level so if gaps then that gatekeeping not working

F word and T word is offensive – need police officers to understand that terminology.  
Pronouns, non-binary terms – genuine need for equality and diversity training for police officers

Victims might not be factual – but police want evidence, but the victim has a different perspective. A personal statement.

## Key Hate Crime Reports in Warwickshire

Warwickshire Annual Hate Crime Report 2019 (2019) Warwickshire County Council, found at: <https://safeinwarwickshire.files.wordpress.com/2019/10/warwickshire-hate-crime-annual-review-2019-20-8.pdf>, Accessed: 26 October 2019.

Warwickshire Annual Hate Crime Report 2018 (2018) Warwickshire County Council, found at: [https://www.reporthatenow.com/uploads/ck\\_files/Warwickshire%20Hate%20Crime%20Annual%20Review%202018-19%20Compressed%20\(2\).pdf](https://www.reporthatenow.com/uploads/ck_files/Warwickshire%20Hate%20Crime%20Annual%20Review%202018-19%20Compressed%20(2).pdf), Accessed: 26 October 2019.

Warwickshire Annual Hate Crime Report 2017 (2017) Warwickshire County Council, found at: <https://apps.warwickshire.gov.uk/api/documents/WCCC-1014-290>, Accessed: 26 October 2019.

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