

Report to: Glasgow Adult Protection Committee

Subject: Scottish Consortium for Learning Disability/ Glasgow City Council, Social Work Services, Hate Crime Project

Date: 02/04/2014

1. Purpose

The purpose of this report is to provide the Adult Support and Protection Committee with an overview of the Learning Disability Hate Crime Conference, which took place in Glasgow on 13th February 2014.

1.1 Aims of conference

- To raise awareness of disability hate crime and how it affects disabled people's lives
- Give people the opportunity to share their experiences of disability hate crime
- Bring key agencies together to produce a multi-agency action plan

2. Background to conference

2.1 In response to a report "Hidden from Plain Sight" (Equality and Human Rights Commission) and the Commission's definition of disability related harassment, The Scottish Consortium for Learning Disability (SCLD) received funding from the Scottish Government to pilot a Hate Crime Initiative across several local authorities. This project was targeted at people with learning disabilities and staff across agencies who work with people with learning disabilities.

2.2 A paper was presented to the APC in March 2013 providing the background to the work and the proposed programme of implementation. The committee endorsed the project. This project utilises Q Fusion Theatre Forum who present a play covering the topic of hate crime over five acts.

2.3 The Glasgow Hate Crime Project Steering Group was co-ordinated; members coming from a range of agencies (Appendix 1). This group provided the planning and implementation for the project and its progress. An Action Plan was developed setting out the work and timescales for the project, which included workshops followed by a multi agency conference.

2.4

- Glasgow, in collaboration with SCLD and Q Fusion arranged a full day 'facilitator workshop' for 46 staff across a range of agencies.
- The day included learning on key communication methods; staff observed the drama and gained understanding of both the Director's role and their role in maximizing participation from service users who would later attend.

- Three very successful Hate Crime Drama Workshops for service users followed, held within the Bambury Centre, which saw a maximum of 75 service users attend from across the city.

2.5 It was anticipated that 80 delegates would attend but a total of 130 delegates attended the event on the day (appendix 2). Of the 130 attendees, around half were people with learning disabilities, while others were carers and families, providers of services, social work and health professionals. Figures are approximate, as not all delegates made themselves known to the registration desk.

2.6 Details of the conference and links to additional support agencies were tweeted on the day to increase awareness of the event. SCLD provided graphic facilitation and this was effectively used to recap on the discussion and the issues raised during the conference. The conference was viewed by all as an enormous success in terms of raising awareness and recognition of the issues in a thought provoking and innovative way via the medium of drama. The event created an opportunity for delegates and senior agency representatives to discuss and explore issues. All delegates were provided with a copy of the “What to do Guide” which provides accessible information on the recognition and reporting of hate crime with suggestions on how to keep safe and prevention.

3. Conference programme

3.1 The Chair of the Adult Support and Protection Committee, Bill Gorman opened and chaired the event.

3.2 The conference programme outlined in appendix 3 included the Q Fusion drama entitled “Amanda’s Story” affording all delegates the opportunity to view the play and the powerful and interactive nature of this work.

3.3 A workshop posed a series of questions to both service users and professionals offering scope to share good practice. The morning concluded with a “question time” multi-agency panel response with the focus on the development of an action plan going forward. This ½-day event included a presentation on third party reporting-Safe to Tell.

4. Third Party reporting

The presentation delivered by Brian Scott, from Glasgow Disability Alliance and Fiona Stewart, Police Scotland provided an opportunity to learn more about third party reporting and how it supports people to report hate crime.

The key messages from the presentation included:

- Many people experience disability related harassment on a regular basis, but much goes unreported.
- People are often worried about speaking to the police. Third party reporting centres make it easier to do this as an alternative to going directly to the police.
- Display of the specific logo/sign which denotes third party reporting centres

- Staff/organisations who decide to become a third party reporting centre are provided with training

5. Workshops – discussion/feedback

Workshop 1-

The following questions were asked:

- *Did people respect Amanda's wishes?*
- *How could Amanda have acted or behaved differently?*
- *Who could Amanda have spoken to about how she felt?*
- *Did people respect Amanda's wishes?*

The responses highlighted that the interactive nature of the workshop and the way in which the audience participated empowered service users to gain confidence and understand ways in which they can stay safe.

Workshop 2-

The following questions were asked:

- *How can we encourage and support people with learning difficulties to report hate crime and disability-related harassment to the police or third party reporting centres?*
- *How can we raise awareness of third party reporting centres?*
- *Share examples of good practice of reporting bullying, or hate crime*

The responses highlighted the following:

- This workshop highlighted the need for increased use of publicity materials such as posters, radio and TV.
- That education on hate crime is vital, to encourage work in schools and additionally training for support staff in recognising the sign/changes in others.
- Information sharing on where third party reporting centres are located

6. Question Time Panel

The purpose of the Question Time Panel was to assist in the development of a multi agency action plan (see appendix 4) to tackle to hate crime issues. All participants were asked the question<

Can you identify an action your organisation could put in place to increase awareness of or prevent hate crime?"

The panel members were as follows;

- NHS Greater Glasgow and Clyde
Danny Crawford, Adult and Public Protection Advisor
- GHA Housing
Jacqueline Norwood, Neighbourhood Services Leader
- Police Scotland
Iain Arnott, Inspector

- Third Sector
Colin Menabney, Secretary, Enable Scotland
- Social Work Services
Raymond Bell, Head of Commissioning

7. Evaluation Summary

7.1 At the end of the conference participants were encouraged to complete an evaluation of the event.

Evaluation returns from the conference totalled 49 with 14 returned from service users and 35 from professional delegates (See appendix 5 a & b and Appendix 6 for Comments and Quotes reflecting on the Conference).

7.2 Key themes emerging from this were the powerful nature of the drama, and the way in which service users were empowered to change the outcomes. Additionally, the learning undertaken by service users in terms of how to stay safe and the increased awareness of professionals around third party reporting were identified.

8 . Recommendations

8.1 The Adult Support and Protection Committee is asked to note the success of the Hate Crime Project.

8.2 The Adult Support and Protection Committee is asked to agree the attached Action Plan and identify appropriate timescales and responsible link officers.

8.3 The Adult Support and Protection Committee is asked to oversee the implementation of the Action Plan.

8.4 The work of the Adult Support and Protection Committee with reference to the Hate Crime Project should be fed into the proposed multi agency Hate Crime Partnership due to be established as part of the Glasgow Community Safety Partnership.

Appendix 1

The Glasgow Hate Crime Project Local Steering Group

Membership:

- Linda Gunn, Senior Officer, Adult Services, (Chair)
- Siobhan Young, Depute Manager, Carlton Centre SWS
- Sharon McGranaghan, Depute Manager, Bambury Centre SWS
- Janice Colquhoun, Depute Manager, Southbrae Centre SWS
- Susan Forrest, Scottish Consortium for Learning Disability (SCLD)
- Pauline Kelly, Hate Crime Policy Officer, Community Safety Glasgow
- Brian Scott, Development Manager, Glasgow Disability Alliance
- Fiona Stewart, Police Scotland
- Elspeth McLean, NHS
- Steven Williamson, Glasgow Housing Association
- Nancy Keenan, the Richmond Fellowship
- Iain Cuthbertson, Quarriers
- Ron Crichton, Education
- Pauline Toner, Principal Officer, Adult Services

Appendix 2 – Conference Delegate list

Attendee	Name	Job Title
Professional	Jacqui McGoldrick	Acting Service Manager South
Professional	Susan Forrest SG	Training Manager (Steering Group Member)
Professional	Eilidh Brown	Business Deliver Manager
Professional	Tommy Shields	Depute Head
Professional	Jordan Kerr	Hate Crime Officer
Professional	Michelle Neeson	Neighbour Relations Officer
Professional	Bash Sadiq	Neighbour Relations Officer
Professional	Michelle Thomson	Neighbour Relations Officer
Professional	Brian Scott SG	Development Manager
Professional	Steven Williamson SG	Neighbour Relations Officer
Professional	Iain Cuthbertson SG	Adult Learning Disability Inclusion Manager
Person with a learning disability / family carer	John Wheeler SU OPEN	Chairperson Quarriers Discovery Group
Professional	Sarah Paterson	Assitant Support & Development Manager
Professional	Eddie Wallace	Assitant Support & Development Manager
Person with a learning disability	James Nimmo	N/A
Person with a learning disability	Neil McGowan	N/A
Professional	Siobhan Young SG	Depute Manager
Professional	Martin Garry	Care Manager
Professional	Brian Douglas	Social Worker
Professional	Linda Gunn	Senior Officer
Professional	Ann-Marie McGair	Adult Carers Development Worker
Professional	Kay Kelly	Locality Manager
Person with a learning disability	David Kenneway	Unemployed
Professional	Amanda Murray	Locality Manager
Professional	Sarah Shovlin	Community Learning Disability Nurse
Person with a learning disability	Steven Crossan	N/A
Professional	Karen Mackie	SSW
Professional	Fiona Stewart	Police Constable, Safer Communities Department
Professional	Mhairi Therese Lennon	Police Officer
Person with a learning disability	Darren Conway	N/A
Person with a learning disability	Alan Cullen	N/A
Professional	Mick Gazeley	Support Worker
Professional	Paul McKee	Advocacy Worker
Professional	Mattie McLachlan	Advocacy Worker
Professional	Steven McDonald	Advocacy Worker
Person with a learning disability/family carer	Vicky Young	Steering Group Representative
Professional	Lianne Fyfe	Team Leader
Professional	Anne Brannan	Clinical Charge Nurse
Professional	Jane McGrory	Neighbour Relations Officer
Professional	Caroline O'Brien	Manager
Professional	Desmond Hattie	Team Leader
Professional	Shona Daly	Carers' Support Worker
Professional	Farida Shemsi Juma	Student Social Worker
Professional	Alasdair Illingworth	ACE Coordinator
Professional	Gary Airnes	ACE Coordinator
Person with a learning disability / family carer	Alison Hawker & John Tees	John Tees - Project Manager
Professional	Aoife Bradley	Assistant Psychologist
Professional	Louise McIntyre	Senior Support Worker
I am a person with a learning disability	William McNay	N/A
I am a person with a learning disability	Chris Furse	Senior Officer
I am a person with a learning disability	Maureen McElhinney	Local Area Co-ordinator
I am a person with a learning disability	Michelle Fairley	N/A
I am a person with a learning disability	Alan McEwan	N/A
I am a person with a learning disability	Adam Hiddleston	N/A
I am a person with a learning disability	Martin Hamilton	N/A
Professional	Sylvia Hamill	Senior Officer
Professional	Monique McCalman	Director
Professional	Lynne Cairns	Senior Officer
Professional	Iain Arnott	Police Sergeant
I am a person with a learning disability	Janice Barclay	Service user
Professional	David Fyfe	Support Worker
Professional	Alexandra Doherty	Specialist Support Worker
Professional	Janice Shilliday	Employment Support Worker
Family Carer	Jennifer Hamilton	Student Social Worker
I am a person with a learning disability	James Murray	Service User
I am a person with a learning disability	John Dolderer	Service User
I am a person with a learning disability	John O'Boyle	Service User
I am a person with a learning disability	Leslie Millar	Service User
I am a person with a learning disability	Trish McKinley	Service User

I am a person with a learning disability	Stephen Hurst	Service User
I am a person with a learning disability	Kevin Yost	Service User
I am a person with a learning disability	Stewart Higgins	Service User
I am a person with a learning disability	Irene Stewart	Service User
I am a person with a learning disability	Craig Finnie	Service User
Professional	Catherine Coleman	SU Facilitator
Professional	Anthony McAuslan	Facilitator
Professional	Stephen McGlynn	Facilitator
Professional	Laura Burton	Facilitator
Professional	Margaret Burton	Facilitator
Professional	Susan Barbour	Facilitator
Professional	Christine Denmark	Facilitator
Professional	Sharon Murray	Facilitator
Professional	John Clifford	Facilitator
Professional	Pauline Toner	Principal Officer, Adult Services
Service User	Michael McHugh	Service User
Service User	Lee McGinley	Service User
Service User	Harriet Thomson	Service User
Service User	Laura McLaughlin	Service User
Service User	Pat Duffy	Service User
Service User	Alex Patterson	Service User
Service User	Pamela Reddy	Service User
Service User	Emma Jane Johnstone	Service User
Service User	Sean McAdam	Service User
Service User	Yvonne McDowell	Service User
Service User	Paul McCue	Service User
Service User	Marie Healy	Service User
Service User	Mary Glen	Service User
Service User	Diane Hurls	Service User
Service User	Steven Mullen	Service User
Service User	Sohail Mogul	Service User
Service User	Parveen Din	Service User
Service User	Wendy Brown	Service User
Service User	Ruby Isaac	Service User
Service User	John Burns	Service User
Professional	Danny Crawford	Adult & Public Protection Adviser
Professional	Patricia Rooney	Project Manager
Professional	Rosemary Carty	Project Manager
Professional	Donna Jackson	Project Manager
Professional	Ian George	Resource Worker
Professional	Fiona Rrokaj	Specialist Occupational Therapist
Professional (Student)	Dianne Davidson	Student OT
Professional	Claire Higgins	Speech & Language Therapist
	Paul McQuilter	Unknown
	Brian McDonald	Unknown
	Evelyn McDonald	Unknown
	Angela Longmuir	Unknown
	Donna Graham	Unknown
	Veronica Connelly	Unknown
	Shulagh Caldwell	Unknown
	Jane Hamilton	Unknown
Professional	Maryam Imran	Deaf Connections
Professional	Mary Thomson	Day care Manager
Professional	Sean McKendrick	Head of service-Criminal Justice
	AnnMarie Gibson	Unknown
	Anita Low	Unknown
	Natalie MacPherson	Unknown
Professional	Jane Feeney	Enable
Professional	Karen MacKenzie	Enable
Service User	Hannah McKechnie	
Service User	Pauline Pullan	
	Paula Khan	Unknown

Appendix 3



Hate Crime and Disability
A conference for disabled people living in Glasgow



Date: Thursday 13th February 2014



Time: 10.00am – 12.30pm

Venue: Thistle Hotel, Robert Burns Suite, Cambridge Street, Glasgow, G2 3HH (Registration from 9.30am)

This conference will:

- **Raise awareness of disability hate crime and how it affects disabled people's lives**

- **Give people the chance to share their experiences of disability hate crime**
- **Bring people and organisations together so that we work out how to tackle disability hate crime**

Who should attend?

- ✓ **People with learning disabilities**
- ✓ **Carers and families**
- ✓ **Providers of services**
- ✓ **Social work and health professionals**

Hate Crime and Disability
A conference for disabled people living in Glasgow
Thursday 13th February 2014
Robert Burns Suite, Thistle Hotel, Glasgow G2 3HH
Programme

- 10.00 am Welcome and Introductions
- Mr Bill Gorman, Convenor, Glasgow Adult Support and Protection Committee**
- Service User –Mr John Wheeler**
- 10.10 am Who do I turn to? (Amanda's story)
- Q Fusion Forum Theatre**
- 10.30 am Workshop 1- (Discuss Amanda's story)
- 10.50 am Feedback from Workshops
- 11.20 am Third Party Reporting- Brian Scott, Glasgow Disability Alliance and Fiona Stewart, Police Scotland
- 11.30 am Workshop 2 - share examples of good practice of reporting bullying, or hate crime /raising awareness
- 11.45 am "Question Time" Multi Agency panel response
- 12.05 pm Promotion of easy read guide on Disability Hate Crime
- 12.10 pm Feedback from graphic facilitator
- 12.30 pm Close and Lunch

**Appendix 4- Single/Multi-Agency Area Development Plan
March 2014**

Action agreed	Intended Outcome	Lead Person/ Agency	Date for Completion	Indicator (Evidence that outcome has been achieved)
1. Commit to tackle Hate Crime	<ul style="list-style-type: none"> • Looking to gather the hearts and minds of the general public 	Police Scotland		
2. Launch Hate Crime Awareness Campaign - commencing 24th February 2014	<ul style="list-style-type: none"> • This campaign aimed at the public will include the radio as a means of communicating and increasing awareness of hate crime. 	Police Scotland		
3. Network with other organisations to develop/increase third party reporting	<ul style="list-style-type: none"> • Police are aware that many people would rather go to an agency to report Hate Crime. 	Police Scotland		
4. Establish a Cyber Crime Unit	<ul style="list-style-type: none"> • Police are able to identify and follow through on –line hate crime • Good at gaining evidence and 	Police Scotland		

	prosecuting			
5. Establish Hate Crime as a Corporate Priority-	<ul style="list-style-type: none"> • Understand and respond to the impact of hate crime • Established third party reporting sites within Patient information Centres • Trained staff to support service users who disclose experience of hate crime 	GGCNHS		
6. Launch a Hate Crime Policy and accompanying guidance to increase staff awareness of hate crime and how to report it	<ul style="list-style-type: none"> • Partnership working with Community Safety Services, to ensure staff are more informed and confident in responding to experience of hate crime • Have developed robust ways of capturing intelligence of hate 	GGCNHS		

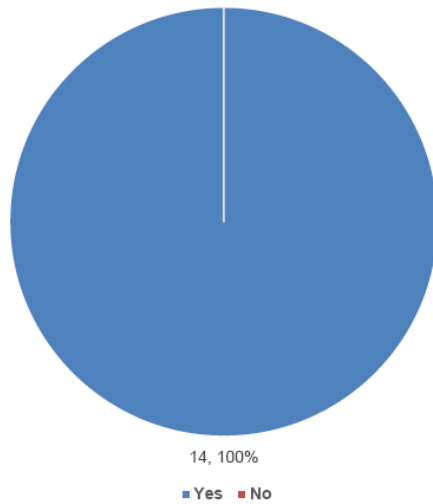
	crime incidents and work with partners to understand patterns and respond appropriately			
7. Explain in easily understood language/pictures what third party reporting is to service users/members	<ul style="list-style-type: none"> • ENABLE will become a third party reporting centre • ENABLE ensures that service users understand that hate crime is a crime and recognise the third party reporting logo • ENABLE works with partners to increase awareness of what hate crime is and that such crime has consequences 	ENABLE 3 rd Sector		
8. Undertake a programme in schools to increase awareness	<ul style="list-style-type: none"> • Work to change attitudes 	ENABLE 3 rd Sector		

with pupils of what it feels like to be bullied				
9. Deliver a training programme to increase awareness of hate crime	<ul style="list-style-type: none"> • 350 members of staff will be provided with Hate crime Awareness training- will become third party reporting centres • Relationship Officers deal with hate crime-look after 40,000 properties • Both Housing Officers and Neighbourhood Relationship Officers will be involved • Hate Crime is dealt with as category A- most serious category of anti-social behaviour 	Glasgow Housing Association & Cube Housing Association		
10. Commit to work in partnership with Police Scotland and Strathclyde Fire and	Information and intelligence exchanged about Hate Crime	Glasgow Housing Association & Cube Housing Association		

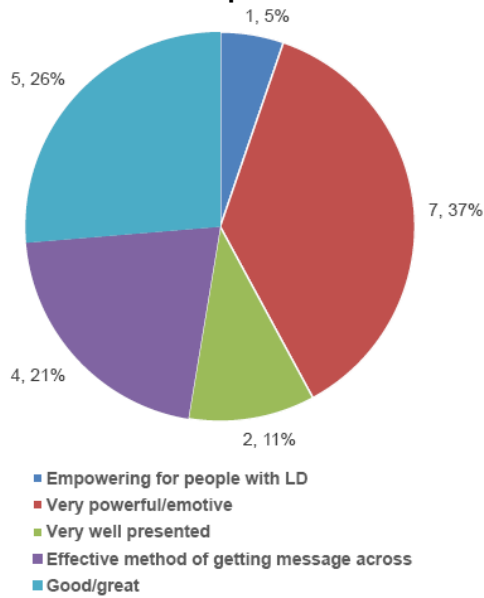
Rescue Services				
11. Develop a culture of zero tolerance of hate crime	<ul style="list-style-type: none"> • Dialogue with service users over what needs to happen to be in control 	GCC (Social Work Services)		
12. Examine contractual arrangements with social care providers to ensure contractors have an awareness of hate crime and how to report it	<ul style="list-style-type: none"> • Providers have an awareness of hate crime and how to recognise and report it. 	GCC (Social Work Services)		
13. Embed hate crime awareness into our Adult Support and Protection training	<ul style="list-style-type: none"> • Staff will know how to recognise hate crime and report it • Service users will be supported to report hate crime 	GCC (Social Work Services)		

Appendix 5A - Professionals evaluation

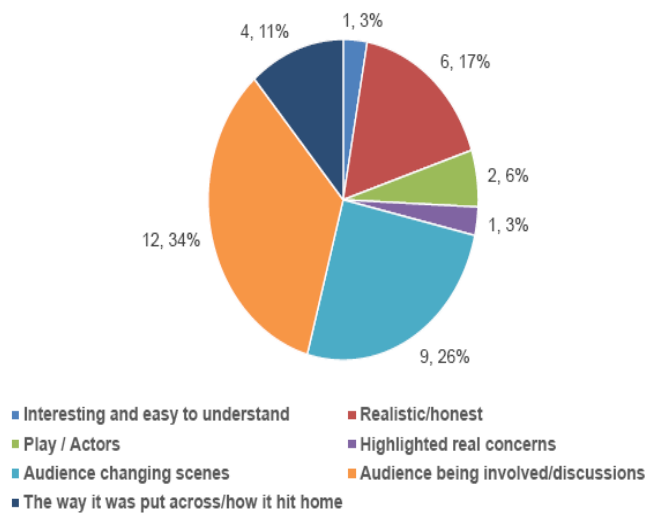
Did you like the theatre workshops?



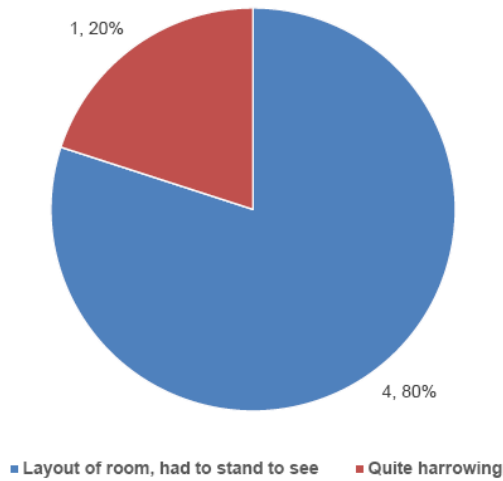
Did you like the theatre workshops? Comments



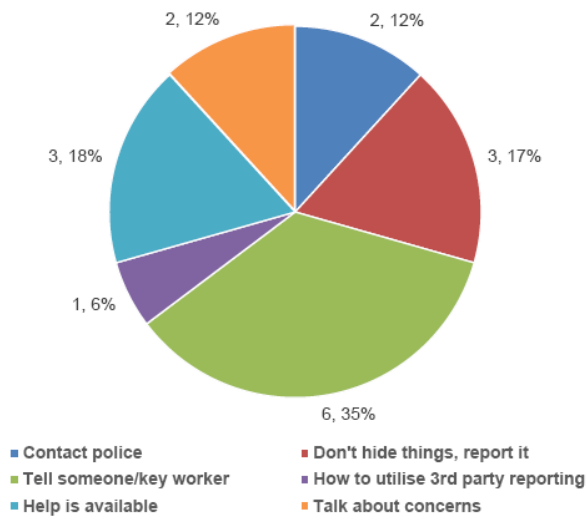
What did you like about the theatre workshops?



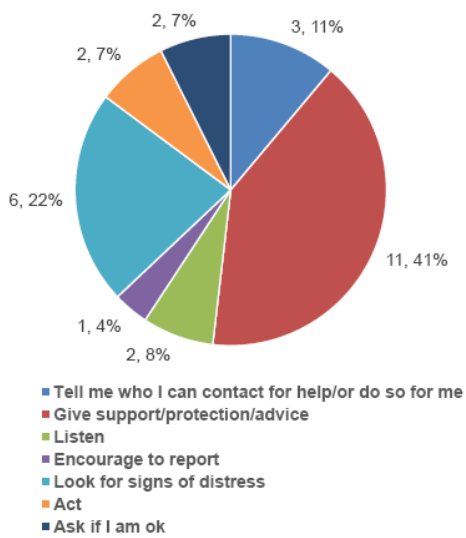
What did you not like about the theatre workshops?



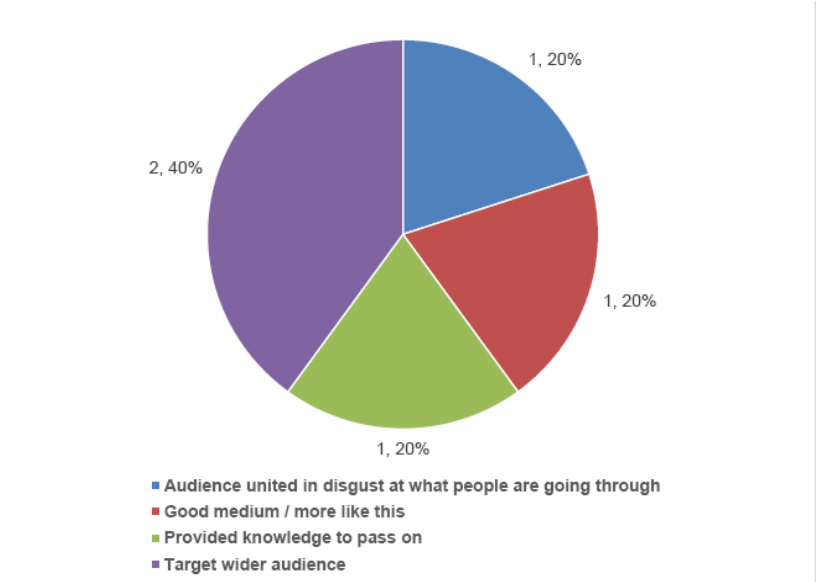
What have you learned about keeping yourself safe?



What can other people do to keep you safe?

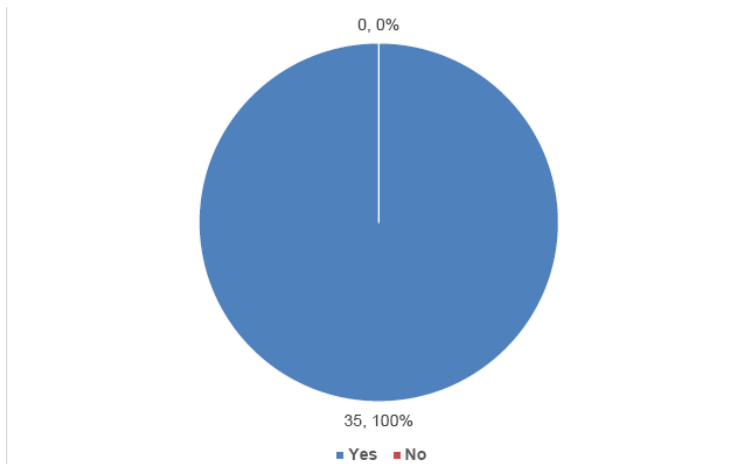


Is there anything else you would like to tell us?

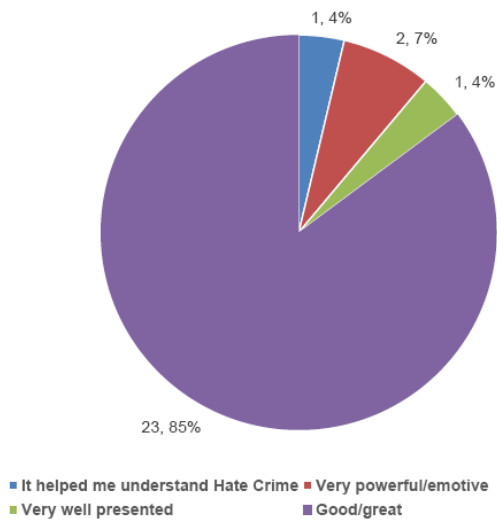


Appendix 5B Service User Evaluation

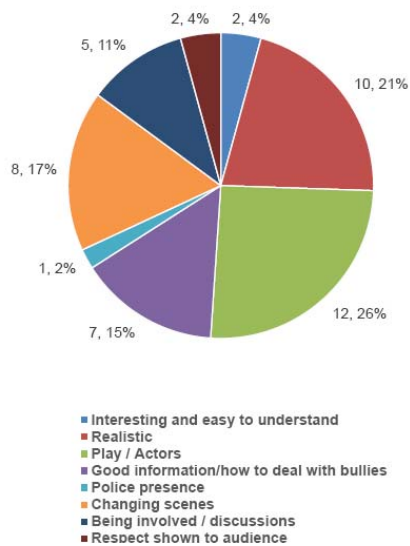
Did you like the theatre workshops?



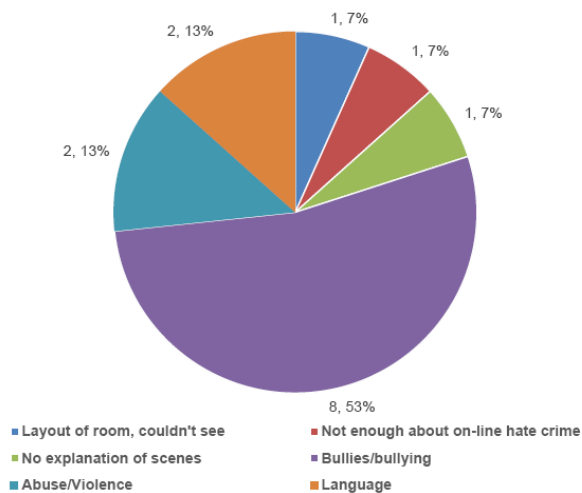
Did you like the theatre workshops? Comments



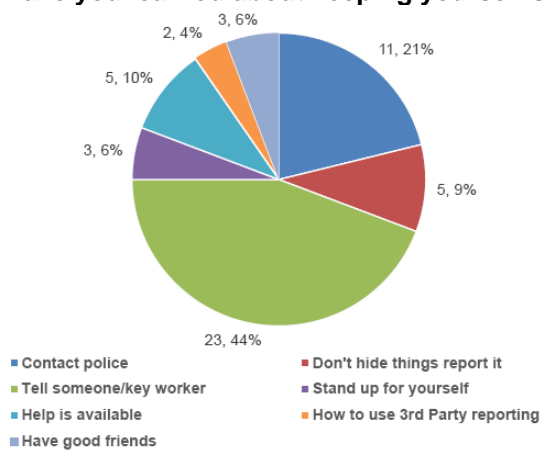
What did you like about the theatre workshops?



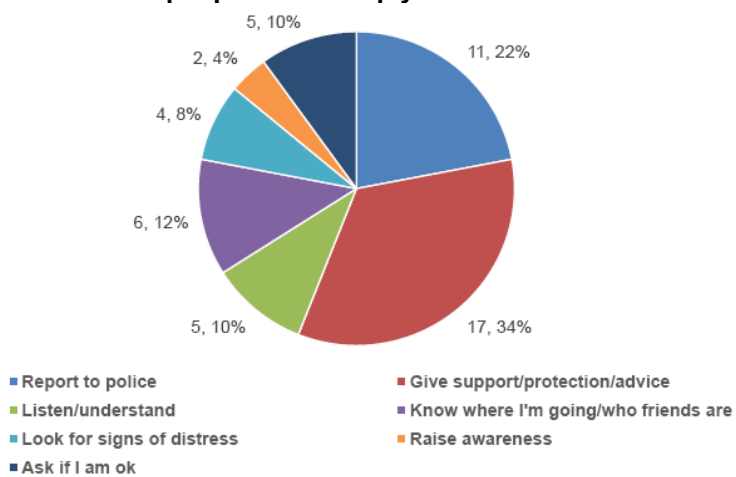
What did you not like about the theatre workshops?



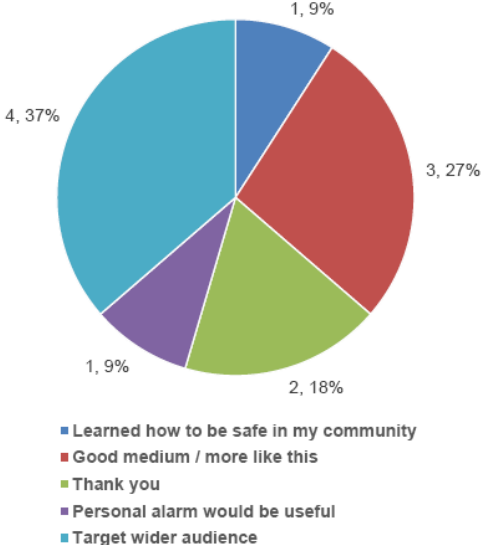
What have you learned about keeping yourself safe?



What can other people do to keep you safe?



Is there anything else you would like to tell us?



Appendix 6

QUOTES FROM THE CONFERENCE

Service users liked

"Liked to get to change the play"

"Speaking out is good"

"Policeman came"

"Good bags with plenty of information"

"Liked the story and how it changes to better outcomes"

"Very visual and easy to understand"

"The show, the actors and the respect shown to us all in the room"

"Great involvement from people with learning disabilities and professionals"

"I liked how it was used through discussion to demonstrate advice and solutions, involvement was very good"

"Brilliant performance"

Service users did not like

"Room too crowded, could not fully see play or actors"

Have you learnt something new about keeping safe?

"I enjoyed the play and learned a lot on how to stay safe in my community"

"Speak out more and remember to stand up for yourself, there are people out there who can help"

"To keep good friends and to let people know where you are going and who with"

"I learned to tell my mum when something happens"

"More aware of who I have as friends"

"take an alarm if needed"

"To speak out-to my parents, or support worker"

Is there anything else you would like to tell us?

"Perhaps more information could be given before each scene as sometimes a little confusing, bus, home?"

"Could have been more about "on-line" Hate Crime"

"I'd like to say thank you"

Professionals said:

"Do something-Not nothing"

"Excellent, very powerful message"

"Very worthwhile morning, there should be more events like this to increase knowledge of hate crime and third party reporting"

"Very powerful and emotive"

"The truth behind the play: threats, abusive language and friends taking advantage"

"The interactive nature and the fact that powerful language was used"

Recognition of the clues which might suggest someone is experiencing bullying /hate crime-how to offer someone the tools to feel safe and how I can facilitate understanding in others.

"The actors handled sensitive issues very well, highlighting different situations"

"More information on third party reporting and how to utilize the network"

"Highly effective method to make information accessible and understandable"

"Was very powerful for people with learning disabilities, very real and hard hitting"

“The interaction between the actors and the audience was very good, gave the opportunity for people to make the decisions”

“The honesty of the script and the fact that feedback from the floor was incorporated into the script”

“Great involvement from people with learning disabilities and professionals”

“Very visual and easy to understand”