



CITY OF PLYMOUTH

Racist and Homophobic Incident Recording

Select Committee Community Cohesion and Equalities Overview and Scrutiny Panel

September 2004

'Overview and scrutiny is potentially the most exciting and powerful element of the entire local Government modernisation process. It places members at the heart of policy-making and at the heart of the way in which Councils respond to the demands of modernisation. In addition, overview and scrutiny is the mechanism by which Councils can achieve active community leadership, good governance and by which Councillors can become powerful and influential politicians.'

Office of the Deputy Prime Minister: 'The Development of Overview and Scrutiny in Local Government', September 2002

Contents

Contents	2
Preface	3
1: Summary	4
2: Glossary	5
3: Summary of Recommendations	6
4: Introduction	9
4.1 Introduction	9
4.2 Terms of Reference	10
4.3 Method of Investigation	11
5: Findings	13
5.1 Systems in Place	13
5.2 Level of Use	15
5.3 Perceived Barriers to Use	16
5.4 Preferred Systems	19
5.5 Benefits of a Council/Multi Agency System	30
5.6 Good Practice	30
6: Conclusions and Recommendations	31
Appendix 1: Systems in place within the Department for Lifelong Learning	35

Preface



“All areas should use multi-agency panels or a common monitoring system as an organised way in which agencies can work together to tackle racist incidents.”

Home Office Code of Practice on Reporting and Recording Racist Incidents

The Report of the Stephen Lawrence Inquiry not only identified serious faults in the way a specific racist murder was dealt with; it also showed that practice throughout the country on dealing with racist incidents varied considerably.

There has clearly been a need for a co-ordinated response to hate crime by the police and other agencies, and from 1 April 2000 Local Authorities have been required under the duty of Best Value to provide information on their performance on the number of racist incidents recorded by the Authority per 100,000 population.

The recording of racist and homophobic incidents is also central to Plymouth City Council's 'safer, cleaner streets' policy.

Plymouth City Council's Community Safety Partnership's Responsible Officers' Group have therefore commissioned a project plan for the establishment and implementation of an effective, multi-agency system for recording and dealing with racist and homophobic incidents together with measures to support, maintain and promote the service.

It is thought that that racist and homophobic crime is massively under-reported to statutory agencies in Plymouth. This Scrutiny Review has been examining the perceived barriers to the reporting of incidents, systems in place in agencies within Plymouth and elsewhere, and the progress towards the establishment of the multi-agency racist and homophobic incident recording system.

The establishment of such a recording system will aid the Council in its belief in racial equality and in tackling discrimination and racism in all the Council's activities.

Councillor Andy Kerswell
Chair, Racist and Homophobic Incident Recording Select Committee
Community Cohesion and Equalities Overview and Scrutiny Panel

1: Summary

- 1.1** This Review focused on investigations into reporting systems in place within statutory and voluntary organisations in Plymouth, their level of use, perceived barriers to use, systems that witnesses would like to see introduced, and the perceived benefits of a Council/Multi agency system.

- 1.2** The aim of the Review has been to examine the progress establishing racist and homophobic incident recording systems, and to make recommendations as to how they may be developed to comply with recommendations and best practice.

2: Glossary

ACPO	-	Association of Chief Police Officers
BME	-	Black and Minority Ethnic
EOMG	-	The College of St Mark and St John's Equal Opportunities Monitoring Group
GMB	-	a Trade Union covering several production and service sectors and trades
LGBT	-	Lesbian, Gay, Bisexual, Transgendered
NACRO	-	an independent voluntary organisation working to prevent crime
REC	-	Racial Equality Council
RHAVAN	-	Racial Harassment and Violence Action Network
TMG	-	The Monitoring Group

3: Summary of Recommendations

- R1. A shared statement be produced and signed up to by Plymouth City Council and partner agencies clearly stating that racism and homophobia is unacceptable and will not be tolerated, and the level of response and support that will be provided where such incidents do occur.
- R2. Plymouth City Council review its current Equal Opportunities Policy to ensure that tackling discrimination against religion, disability, race, sex and gender, sexual orientation and age is properly included.
- R3. The definition of a racist incident should be understood as “any incident which is perceived to be racist by the victim or any other person.”¹
- R4. The definition of a homophobic incident be understood as “any incident which is perceived to be homophobic by the victim or any other person.” In effect, any incident having an adverse impact on those who are or who are perceived by the perpetrator to be a lesbian, gay, bisexual or transgendered person.²
- R5. The definition of a religiously aggravated incident be understood as “any incident which is perceived to be religiously aggravated by the victim or any other person.”³
- R6. The terms “racist incident”, “homophobic incident” and “religiously aggravated incident” be understood to include crime and non-crimes in policing terms. Both must be recorded with equal commitment.⁴
- R7. A multi-agency racist, homophobic and religiously aggravated incident reporting and recording scheme be developed
- enabling reporting at locations other than police stations
 - using common procedures
 - available 24 hours a day.
- R8. The scheme should enable:
- personal reporting
 - anonymous reporting
 - third-party reporting
 - on-line reporting
- and include
- the capacity to report in languages other than English

- feedback to the victim
 - referral to relevant agencies (with the consent of the victim)
 - the ability to collate centrally depersonalised information for mapping purposes to assist in developing strategic responses.
- R9. Partner agencies should provide effective victim support and actively seek information about the needs of victims, identifying appropriate services to meet those needs. Additionally, they should strive to identify the motivation of the offender and appropriate interventions to address these wherever possible.
- R10. A protocol be established for information sharing.
- R11. The scheme be promoted in the media and elsewhere, reinforcing the statement at R1, making people aware that agencies want to be informed of incidents.
- R12. The minimum data content be adopted for the scheme for the recording of incidents as defined in the Home Office Code of Practice on Reporting and Recording Racist Incidents.
- R13. Reporting Centres should be readily accessible, easily identifiable, and might include Race Equality Groups, Lesbian/Gay/Bisexual/Transgendered (LGBT) Groups, Housing organisations, NHS Centres, Community Groups, Women's Groups, Domestic Violence Groups, Political Groups, Young People's Services, Citizens Advice Bureaux, Council offices, libraries, hospitals, education establishments and Police stations.
- R14. All Council staff receive appropriate training (and re-training); and have sufficient knowledge and sensitivity to recognise and challenge racist and homophobic attitudes. Victims should thereby develop trust in the system that they are reporting into.
- R15. Consideration be given to the common problems and solutions with inter-agency monitoring as identified in NACRO's 'Recording and Monitoring Racial Harassment', to include:
- the establishment of clear policies and procedures within each partner agency
 - publicity to raise awareness – e.g. posters and leaflets encouraging staff and the public to complete forms
 - the encouragement of staff to report all racist and homophobic incidents including witnessed graffiti or events
 - accurate recording and dissemination of trends and issues to partner agencies by the central collating agency on a regular basis.

- R16. A commitment by Plymouth City Council to treat every employee and member of the community, including Black and Minority Ethnic (BME) and LGBT members, with dignity, respect and according to need. This should be clearly advertised (internally and externally), in order to generate trust and confidence. For example, information on support services should be prominently displayed in Council offices.
- R17. Appropriate formats for publicity be identified (for example different languages) and distributed widely within agencies and in locations that BME and LGBT people are known to frequent, such as community based organisations and places of worship.
- R18. Individuals be encouraged to report all incidents, and feel confident in the process. In order to address the problems it is of paramount importance to be transparent in all procedures (including the use of information) to gain the trust of all sections of the community.
- R19. Where there is opportunity partner agencies be encouraged to fully explain the benefit of allowing the Police to be made aware of, and where appropriate act on, all such incidents.

1 Recommendation 12 of the Report of the Stephen Lawrence Inquiry.

2 ACPO Guide to identifying and Combating Hate Crime.

3 By analogy from Recommendation 12 of the Report of the Stephen Lawrence Inquiry.

4 By analogy from Recommendation 13 of the Report of the Stephen Lawrence Inquiry.

4: Introduction

4.1 Introduction

- 4.1.1** The Overview and Scrutiny Commission agreed on 12 February, 2004 that a Scrutiny Review on Racist and Homophobic Incident Recording was to be conducted by the Community Cohesion and Equalities Overview and Scrutiny Panel.

The Community Cohesion and Equalities Overview and Scrutiny Panel resolved on 14 July 2004 that the whole Panel investigate the issue.

- 4.1.2** The members of the Panel were:

Councillor Kerswell, in the Chair
Councillor Tom Wildy, Vice Chair

Councillors Fletcher, Mrs. Ford, K. Foster, Haydon, Jordan, Dr. Mahony, Rennie, Simmonds and Stevens.

Co-opted Members

Tom Miller (former Chair of the Plymouth Magistrates Bench)
Inspector Paul Chudley, Plymouth 2020 Partnership

- 4.1.3** The Panel were assisted by:

Lead Officer	-	Peter Aley, Social Inclusion Manager
Officer Support	-	Keith Halsey, Community Safety Coordinator Sandy Teske, Corporate Consultation Officer
Administrator	-	Kevin Ross, Democratic Support Officer.

4.2 Terms of Reference

To examine progress towards establishing racist and homophobic incident recording systems.

To make recommendations as to how they may be developed to comply with requirements and best practice.

4.3 Method of Investigation

4.3.1 The Committee considered the following documentary evidence:

Brief for Project Plan commissioned by the Community Safety Partnership's Responsible Officers' Group

Best Value Indicators 174 and 175

Plymouth City Council Race Equality Scheme

Home Office Code of Practice on Reporting and Recording Racist Incidents.

ACPO Good Practice Guide for Dealing with Homophobic incidents

ACPO Guide to Identifying and Combating Hate Crime

NACRO Recording and Monitoring Racial Harassment

The Policies and Procedure of Kirklees Metropolitan Council

Neighbourhood Renewal Fund Black and Ethnic Minority Residents Qualitative Report

Commission for Racial Equality Guide to the Duty to Promote Race Equality for Public Authorities and Partnerships

Plymouth Pride Forum 'Speak Out' Survey (preliminary findings)

Systems in place within the College of St. Mark & St. John

Systems in place within the Council's Department for Lifelong Learning.

4.3.2 At the beginning of the investigation, letters were sent to the Race Equality Council, the Pride Forum, the Intercom Trust and the Monitoring Group inviting them to submit evidence in writing. Subsequent letters were sent to the Chinese Cultural Development Centre, the Islamic Centre for Plymouth & Cornwall and the College of St Mark and St John. Telephone contact was made with the GMB, the Religious and Cultural Resource Centre, and the University of Plymouth.

4.3.3 The Committee then invited a number of witnesses to give evidence in person in order to hear a wide range of views. Five evidence-taking sessions were held (on 4 and 18 August [two sessions], 2 and 15 September 2004), hearing views from:

Superintendent Peter Strawbridge - Devon and Cornwall Constabulary

- Carola Salvadori - Director, Plymouth Racial Equality Council
- Martin Ringrose - Director of Human Resources, Primary Care Trust
- Mrs. Miriam Aggiss - Plymouth Hebrew Congregation
- Haney Matani - Devon and Cornwall Refugee Support Council
- Keith Stevens - Plymouth Pride Forum
- Councillor Karen Gillard - Plymouth City Council
- Ratna Lachman
Jon McKenzie - The Monitoring Group
- Sandy Teske
Corporate Consultation Officer - on behalf of the Traveller Community

5: Findings

5.1 Systems in Place

5.1.1 Devon and Cornwall Police

For the previous eighteen months racist incidents had been recorded in the same way as crime – if reported, racist incidents were investigated in every instance. If the investigation found that the incident was not racially motivated, such incidents remained logged on the Police system as racist incidents, but separate figures were kept for those found not to be racially motivated.

The reporter of the incident received feedback including information on support services.

The Police had also introduced the 'True Vision' reporting system, the aim of which was to increase the number of people reporting hate crime. As well as being able to report crime to the Police by using information packs, crimes could be reported on-line and by third parties.

The Devon and Cornwall Constabulary had a diversity unit to oversee matters involving members of minority communities.

5.1.2 The Plymouth Racial Equality Council (REC)

The REC offered a race related casework service to Commission for Racial Equality standards, informing other agencies on a case-by-case basis should this be the wish of the client.

Reporting mechanisms had improved with the introduction of a database.

5.1.3 The College of St Mark and St John

For a long time an agreed policy has been in place for equal opportunities and to deal with any reported incidents e.g. of harassment or prejudice.

However, in response to the Race Relations (Amendment) Act 2000 and an external review of its equal opportunities practice in 2001, the College formed an Equal Opportunities Monitoring Group (EOMG) which meets about three times a year to review progress with an on-going equal opportunity action plan. The EOMG is made up of trade union representatives and other interested staff across the employment categories in the College, and students were represented on it through the Students Union. The EOMG also acted as an 'incidents watchdog' and recorded and referred any incident that may breach College policies so that immediate action may be taken.

At present no other agencies were involved in this internal process, although the College had links with a number of minority ethnic groups in Plymouth.

5.1.4 The Primary Care Trust

Systems were currently under review by the Trust. . There were different systems for internal and external incidents.

Internal complaints may be disciplinary; grievances; or whistle blowing.

All external complaints were taken very seriously and investigated, whether the incident involved staff complaining of patients or patients complaining of staff.

There was no specific system for investigating racist and homophobic incidents for external complaints.

5.1.5 The Devon and Cornwall Refugee Support Council

There were three Refugee support groups in Plymouth:

- Refugee Action
- Refugee First
- Devon and Cornwall Refugee Support Council

Devon and Cornwall Refugee Support Council was a friendly environment and encouraged approach from victims. They dealt with complaints on a case-by-case basis, tried to record all details and with the individual's consent referred to the REC or to the Monitoring Group.

5.1.6 Plymouth Pride Forum

A reporting system had not been established. Callers reporting incidents were always advised to contact the Police Diversity Team.

The Intercom Trust (based in Exeter) provided support lines.

5.1.7 Councillor Gillard reported that there were no sensible reporting systems within Plymouth City Council.

5.1.8 Plymouth Hebrew Congregation

The Congregation:

- reported serious incidents immediately to the Police
- reported serious incidents immediately to the Community Security Trust, a nationwide Jewish group who monitor incidents and work closely with the Police
- alerted all members when an incident occurred in order to increase vigilance.

5.1.9 The Monitoring Group (TMG)

TMG provided an emergency helpline available 24 hours a day, every day of the year. Specifically the aims of the Freephone Helpline were:

- to provide immediate access to confidential advice and telephone support to victims of racial and domestic violence across the country, 24 hours a day, 365 days a year
- to provide access to support to victims of racial harassment in their own language where possible
- to intervene in emergency situations by seeking help from statutory agencies where the caller's personal safety is at risk
- to provide access to volunteers to visit victims who are in personal danger where possible
- to act as a gateway for callers to local agencies and support networks where they exist
- to help train and support other agencies and support networks to provide a good quality service for victims of racial harassment.

5.1.10 The Traveller Community

The Community were of the view that any racist incidents tended to be minor and infrequent. If there was a major incident they preferred to deal with it themselves, as previous experience of asking the Police for help had not been positive.

5.2 Level of Use

5.2.1 Devon and Cornwall Police

The level of usage of the Police systems was increasing but it was thought that there remained a substantial under-reporting. At present there were several hundred incidents reported per year – it is estimated that this could be multiplied by 8 to 10 to match the actual number of incidents.

For the next 5 years it would be a healthy sign if figures of reported crime increased.

5.2.2 The Racial Equality Council

The REC were of the view that racist and homophobic crime is massively under-reported in Plymouth. Moreover, there was no stated multi-agency definition of a racist/homophobic incident.

5.2.3 The Primary Care Trust

The Trust had received very few complaints of racism/homophobia, but suspected that this did not reflect the true picture. It was felt that staff may wish not to make a complaint – they were used to a level of abuse and were more readily prepared to accept it.

However, staff were encouraged to feel more comfortable in reporting, and there was a system for third party reporting.

5.2.4 The Devon and Cornwall Refugee Support Council

The Council felt that that incidents were under-reported.

5.2.5 Plymouth Pride Forum

The Forum were of the opinion that the level of reporting was low.

5.2.6 The 'Speak Out' survey revealed that:

- 45% of those surveyed who experienced abuse, violence or harassment did not report these incidents to the Police
- 15% reported some of the incidents
- 7% reported all of the incidents
- there was no response from 33%.

5.2.7 The Hebrew Congregation

The Congregation reported only serious incidents.

5.2.8 TMG

During the past year TMG had received 4959 calls from across the country and answered 4557 of these calls. The number of the calls to the Helpline during the past two years had been relatively steady at around 300 calls each month, with some signs of an increase during the previous six months.

TMG felt that there was significant under-reporting of incidents to the statutory services, which the police acknowledged to be a particular problem that had also been highlighted in a number of published research reports.

5.2.9 The Traveller Community

The Community preferred dealing with incidents themselves.

5.3 Perceived Barriers to Use

5.3.1 The perceived barriers to use of the Police were:

- lack of trust in the Police
- victims felt that reporting may be an unpleasant experience – that they will be dealt with insensitively
- concern re. confidentiality
- unwillingness to attend Court
- communication barriers – some (for instance asylum seekers) may not understand the role and position of the Police
- language barriers

- cultural reasons – elders who typically rely on younger family members to translate may be unwilling to so rely for reasons of pride and dignity.

5.3.2 BME clients who used the REC Case Work Service consistently said that they had no confidence in statutory agencies to deal with incidents effectively, and perceived all Plymouth statutory agencies to be institutionally racist.

Other perceived barriers to use were:

- if individuals experienced racist language/jokes on a daily basis, it was difficult to know at which point to report it
- staff in all statutory agencies were not properly trained. This led to a lack of trust – individuals did not trust the system they were reporting into
- services were not always accessible. For example, in a survey a majority of the Chinese community had not heard of Social Services, partly due to translation problems

5.3.3 Patients within the Primary Care Trust reported that patients did not seem to see many barriers to making a complaint.

Very few complaints had been received from staff concerning racist and homophobic incidents by patients, but it was suspected that this did not reflect the true picture: it was thought that staff may wish not to make a complaint as they were used to a level of abuse and were prepared to accept it.

With respect to internal processes, there was great sensitivity about racism and homophobia. The fact that staff must provide written and verbal evidence in front of a Panel was thought to have a deterrent effect.

5.3.4 Devon and Cornwall Refugee Support Council felt that the barriers to reporting were:

- a lack of trust – many refugees were from societies where they had received ill-treatment from the Police
- individuals can be more intimidated after reporting incidents
- a perceived lack of response
- a low level of understanding of the problems faced: this needed to be tackled by training.

5.3.5 The ‘Speak Out’ Survey revealed the following reasons for not reporting incidents:

- it was thought Police would not be very sympathetic/ wouldn’t be bothered.
- couldn’t remember details
- “It was kids”
- hard to prove
- it would waste a lot of time victims were not prepared to waste on abusers

- victims ignore verbal abuse
- fear of parents involvement and lack of support
- too afraid
- felt embarrassed

Common themes in responses were:

- not thinking incident was serious enough to report
- feeling that incidents would not be taken seriously

The Survey revealed that respondents felt that the following would most stop/discourage them from reporting incidents to the Police:

- 49% - thought crime would not be taken seriously by the Police
- 47% - potential homophobic or transphobic reaction
- 33% - police disclosing sexual identity to others
- 31% - others finding out LGBT identity as a result of press/courts
- 27% - concerned LGBT identity recorded/stored
- 26% - having to disclose sexuality/transgender to officer
- 23% - no chance of talking to an officer of preferred sexuality
- 19% - possibility of being charged with crime e.g. cottaging
- 9% - other

Other reasons given were;

- police may aggravate the situation
- being judged
- repercussions on self and LGBT community by the perpetrator
- in some cases there was little they could do.

The extent of the response in almost all the fields demonstrated the very many fears that LGBT community members had around reporting.

- 5.3.6** Managers in Plymouth City Council were not seen as sympathetic to LGBT people, and staff did not feel that they could be open. Victims could be treated as trouble-makers.
- 5.3.7** Because people felt at ease when using their own system, the Hebrew Congregation found no real barriers to the use of their system.
- 5.3.8** TMG demonstrated effective use of its services – they were victim centered, accessible 24 hours a day, friendly and could demonstrate key changes in policy and legislation through their work.

TMG's regional conference "The Future of Race Relations in the South West" had highlighted the need for an increase in victim-support services and the failure of statutory organisations in meeting their obligations under a raft of legislative duties to BME individuals and communities experiencing racial harassment and violence.

There were issues of trust in the statutory services.

5.3.9 The Traveller Community preferred dealing with incidents themselves, as previous experience of asking the Police for help had not been positive – the Police either would not or could not help. They felt that even if the response from the Police were improved they would still be cautious about reporting incidents as this would draw attention to them, which they would prefer not to do.

5.4 Preferred Systems

5.4.1 The ‘Speak Out’ Survey revealed that respondents had indicated that the following would help/encourage victims to report incidents to the Police:

- 64% - specialist Lesbian/Gay/Bisexual/Transgendered liaison/community officer
- 32% - Police/LGBT Community Forum
- 15% - reporting through a third party who is not a police officer
- 29% - talking anonymously or in confidence to a police officer
- 30% - development of Police anti-homophobia policy
- 8% - no special arrangements necessary
- 4% - other.

5.4.2 ‘True Vision’ system

The Devon and Cornwall Police reported that there was a place for non-Police involvement as was in place in the ‘True Vision’ system. In their judgment anybody who had contact with the public should have sufficient knowledge and sensitivity to recognise and challenge racist attitudes. This would have a great impact, and would be of especial significance within schools.

5.4.3 A transparent multi-agency approach

Such an approach was favoured by the REC, who felt it would be a starting point in building trust with groups experiencing daily discrimination and harassment. Processes, systems and support mechanisms needed to be agreed through a multi-agency approach with appropriate funding to ensure that any service is accessible. Any development of a system should build on good practice already in place in other parts of the UK.

It was felt that a culture-change was needed within Plymouth City Council; and an induction and a positive media strategy needed for asylum seekers.

The multi-agency approach should be researched and funded and placed on top of existing systems. There was a need for third party reporting and it needed to be clear that people could report incidents anonymously and with a minimum of form-filling.

It should also be clear that Agencies want to be informed of incidents.

There should be different levels of reporting – e.g. people should be able to report an incident even where they do not want anything more done about it.

A multi-agency recording system would also be favoured by the College of St Mark & St John, who would welcome direct liaison with the Council with their own EOMG.

Plymouth Pride Forum felt that a multi-agency system would be a benefit but each person taking calls must receive adequate training and re-training. It was important that trust and confidence was built, that Plymouth City Council was LGBT friendly and advertised as such with a high profile, for instance with posters in Council buildings.

The Forum felt that a multi-agency system could reach more people but there was a risk of confusion, duplication and information being lost or crossed over. It was therefore important that the system have a flat structure.

5.4.4 Increased networking

The Devon and Cornwall Refugee Support Council advised that there needs to be more networking between agencies to exchange experience.

5.4.5 Transparent and open reporting system within Plymouth City Council

Councillor Gillard would like to see an open and transparent reporting system within Plymouth City Council, which was not open to abuse.

Councillor Gillard believed that there needed to be a change in culture in the Council, which must become LGBT friendly. All Councillors and managers should receive homophobia awareness training.

Any reporting system should be guided by Central Government Guidelines and good practice from other authorities.

5.4.6 Hot-line to the Police

The Hebrew congregation would welcome the introduction of a hot-line to a specific designated Police officer.

5.4.7 Racial Harassment and Violence Action Network

TMG proposed the establishment of the Racial Harassment and Violence Action Network (RHAVAN) as an effective multi-agency response to tackling racist incidents taking place in Plymouth. The model drew on best practice models

and was designed to create a coherent joined-up victim-led framework which tackled racial harassment and violence effectively.

TMG through its Rural Racism Project therefore proposed to be the lead-agency in developing a new partnership approach, which represented the 'optimum model' for a credible and successful cross-county strategy on tackling racist violence and harassment.

TMG believed that such an infrastructure should be located firmly within the current legislative framework of the Crime and Disorder Act and local area Crime Reduction and Community Safety mechanisms, and should take into account additional related organisational responsibilities under the Race Relations Amendment Act.

TMG considered this to be in line with Recommendation 70 of The Stephen Lawrence Inquiry report:

"That in creating strategies under the provisions of the Crime & Disorder Act or otherwise, Police Services, local Government and relevant agencies should specifically consider implementing community and local initiatives aimed at promoting cultural diversity and addressing racism and the need for focused, consistent support for such initiatives."

In order to ensure a mainstreaming approach which had a 'buy-in' from key stakeholders, TMG proposed that the Plymouth Community Safety Partnership should take ownership of this work and make it a priority.

The key elements of the proposed RHAVAN framework would involve the following:

1. A coherent city-wide Multi-agency Partnership Network

All local authorities had specific duties and responsibilities for 'dealing with racist incidents' under the primary legislative framework of the Crime and Disorder Act and the Race Relations Amendment Act. In addition, the 'Best Value' process identified specific 'performance indicators' concerning racist incidents.

The Home Office Code of Practice on Reporting and Recording Racist Incidents, issued in response to Recommendation 15 of The Stephen Lawrence Inquiry Report, applied to all statutory, voluntary and community groups and provided clear guidelines for establishing effective procedures for the reporting and recording of racist incidents, and ensuring that action is taken to help victims of racism and deal with perpetrators appropriately.

A range of individual organisations would have various responsibilities for dealing with racist incidents, providing support services to victims and/or dealing with perpetrators. All or most of those below were likely to be involved in and/or would benefit from participating in RHAVAN, at some level:

- Local Authorities:

Housing, Education, Social Services, Community Education Services and Youth Services Departments, etc

- Criminal Justice Agencies:
Police, Crown Prosecution Service, Probation Service, Magistrates and Crown Courts, Prisons, etc
- Voluntary/Community Organisations:
Victim Support, Citizens Advice Bureaux and other advice centres, Plymouth Racial Equality Council, Refugee Support Groups, local council for voluntary service, ethnic and religious minority groups/networks etc
- Other Agencies:
Connexions, NHS providers, Housing Associations, tenants groups and residents associations, religious bodies/faith groups, trades unions etc

2. Common Racist/Religious Incident Reporting and Recording systems

Recommendation 12 of The Stephen Lawrence Inquiry Report defined a 'racist incident' as being:

"any incident which is perceived to be racist by the victim or any other person"

It was understood that all criminal justice agencies, local authorities, and public service organisations had now universally adopted this definition. However, there would appear to be some evidence of a narrowing of the definition to fit into a criminal justice model and through general initiatives on 'hate crime' and 'anti-social behaviour'. It was to be highlighted that Recommendation 13 of The Stephen Lawrence Inquiry Report was:

"that the term 'racist incident' must be understood to include crimes and non-crimes in policing terms. Both must be reported, recorded and investigated with equal commitment."

Agencies should therefore be committed to recording both crimes and non-crimes as racist incidents. Racist incidents were not recorded only to provide statistics at a local level, but to identify victims to allow them to be offered appropriate support. Racist incident reporting also enabled intelligence to be gathered which helps to identify crime reduction/community safety measures, and focus resources on particular areas of concern and need.

The Anti-Terrorism, Crime and Security Act 2001 amended sections of the Crime and Disorder Act 1998 and introduced a new range of 'religiously aggravated' offences. In practice therefore, agencies should now effectively be extending existing reporting and recording systems to include 'religious' as well as 'racist' incidents.

"All areas should use multi-agency panels or a common monitoring system as an organised way in which agencies can work together to tackle racist incidents."

Home Office Code of Practice on Reporting and Recording Racist Incidents

The Home Office Code of Practice identified the 'minimum data' that should be recorded to deal with racist incidents. The overall purpose of minimum data content was to ensure consistency. A number of agencies would have already devised 'racist incident reporting forms' to record minimum data and these should be revised to include 'religious incidents'.

TMG Rural Racism Project was currently developing a number of victim-centered racist/religious incident reporting, recording and monitoring systems which it believed would be appropriate for the aims and objectives of RHAVAN and participant 'reporting centres'. It was proposed that all participating organisations/stakeholders would use an agreed common reporting form for capturing 'minimum data' on racist and religious incidents, in line with the Home Office Code of Practice and related data protection guidelines.

The RHAVAN incidents report forms (supported by detailed guidance notes on their use) would be collected centrally, analysed and the information used to improve practical and policy responses to racist and religious incidents.

3. Accessible Racist Incident Reporting Centres

"That all possible steps should be taken by Police Services at a local level in consultation with local Government and other agencies and local communities to encourage the reporting of racist incidents and crimes. This should include: the ability to report at locations other than police stations; and the ability to report 24 hours a day."

The Stephen Lawrence Inquiry Report - Recommendation 16

A principle aim of RHAVAN would be to implement Recommendation 16 of The Stephen Lawrence Inquiry Report by establishing a local network of 'racist incident reporting centres' throughout the county, particularly in remote rural areas. A Racist Incident Reporting Centre would be a place where a victim (or witness) may go to report an incident and receive confidential support, advice and depending on the type of agency approached, action to deal with the problem.

It was anticipated that 'reporting centres' would vary from small voluntary organisations through to large statutory bodies. Agencies would be able to act as 'reporting centres' alongside their other functions, such as community centres, housing offices, advice centres, places of worship, health centres youth centres etc.

Agencies participating in RHAVAN would agree to become 'reporting centres' by signing a Partnership Agreement. They would then be able to display a 'registration certificate' so that service users would be publicly aware of this additional role and function. Agencies acting as 'reporting centres' would not be expected to perform activities/provide services outside the normal scope of their responsibilities other than adopt a victim-centered approach, listen, record details on an agreed reporting form, and provide initial information regarding the options available to the victim (or witness). Where an agency could (or should)

take positive action this would be carried out in accordance with their policies and procedures and only with the agreement of the victim.

TMG Rural Racism Project had already undertaken some initial developmental work in this area. In partnership with Citizens Advice South West, work was already in hand to assist all Devon CABx to become 'racist incident reporting centres'. Similar initial development work was ongoing with the Plymouth Islamic Centre and a number of youth service providers and voluntary organisations, who had expressed their interest in becoming 'racist incident reporting centres'

"The agency that has the first contact with the victim or witnesses reporting a racist incident should respond in a sensitive way that shows an understanding of how victims of racist crime may feel. Training should be provided for those people who will have the first contact with victims."

Home Office Code of Practice on Reporting and Recording Racist Incidents

It would be essential that 'racist incident reporting centres' provided a consistent response to all victims. Frontline staff who received/took reports of racist incidents would be adequately trained as part of the process of registration as a 'reporting centre'. As a minimum, 'racist incident reporting centres' would be able to provide trained staff to respond appropriately to initial contact with victims. Some reporting centres, because of their particular roles would be able to offer more in terms of support and action for victims, and detection of and/or action against alleged perpetrators.

TMG would draw on its extensive experience in this area and provide relevant and effective training direct to key personnel in organisations committed to active participation in RHAVAN 'racist incident reporting centres'. This training would be tailored to the specific requirements/needs of 'front-line workers/first contacts' with victims. It was likely that this training would focus on an improved awareness/understanding of racist incidents and their impact on peoples' lives, the importance of dealing with victims in a sensitive non-judgmental manner, prioritising the immediate needs of victims, and providing effective advice and support.

In partnership with Citizens Advice South West, TMG had already delivered a number of training courses, containing the above elements, for 'front-line workers/first contacts' in Devon-based organisations, which included the Exeter Islamic Centre, Devon Racial Equality Council, Refugee Action, Citizens Advice Bureaux and youth service providers.

4. Effective Victim Support Services

RHAVAN would establish an effective victim support infrastructure. TMG Rural Racism Project proposed to establish/ develop a range of specialist victim support services as a core element of RHAVAN, to include:

- A 24hr Emergency Freephone Helpline:

TMG currently operated a national 24-hour Freephone Emergency Helpline, which was being consolidated and developed. During the previous year, around 800 calls were made to the helpline from people living in the South West. The majority of these calls originated from people in Devon and Cornwall.

The aims the TMG 24hr Freephone Helpline were:

- a) To provide immediate access to confidential advice and telephone support to victims of racial and domestic violence across the country, 24 hours a day 365 days a year.
- b) To provide access to support to victims of racial harassment in their own language where possible.
- c) To intervene in emergency situations by seeking help from statutory agencies where the caller's personal safety was at risk.
- d) To provide access to volunteers to visit victims who are in personal danger where possible.
- e) To act as a gateway for callers to local agencies and support networks where they exist.
- f) To help train and support other agencies and support networks to provide a good quality service for victims of racial harassment.

TMG paid staff and the team of trained volunteers who help them to manage the service take calls to the Emergency Helpline. The person taking the call took details of the caller, established the nature of the problems they were facing, and assessed whether the caller's safety was at risk. The caller was then given advice on their rights, a course of action was outlined to help them resolve their situation, and information on local agencies that may be able to assist them during office hours was provided. If the caller's safety were at risk, staff would make calls on the victim's behalf to the police and/or local authority. The callers received follow up calls to ensure that the quality of service provided met their needs and expectations

- Information and Advice Services:

“It will be useful to produce an information leaflet for victims of racist incidents detailing what help is available locally and providing contact details that the victim can use. That leaflet should be available from all agencies which might be contacted by victims.”

Home Office Code of Practice on Reporting and Recording Racist Incidents

TMG had already produced a detailed ‘Victims Handbook’ which it proposed to review/update and ‘localise’ for people and organisations in Plymouth. The

handbook would provide victims with comprehensive information and initial advice in a number of areas, including:- information about racist incidents and dealing with emergencies; guidance on incident recording and reporting; information on the role of key agencies and their responsibilities for dealing with racist incidents and guidance on how to contact them; information on victims rights relating to incident investigations and actions against perpetrators; information on independent legal remedies available to victims; details of locally available advice and support agencies, etc. TMG proposed that the 'Victims Handbook' should be made available at all RHAVAN 'racist incident reporting centres' and at other information points.

TMG Rural Racism Project was also currently developing a range of information and advice leaflets for a number of 'groups', which it identified as being acutely disempowered, isolated, and vulnerable to repeat victimisation. These included:- parents/carers of black and minority ethnic children and young people experiencing racist incidents in/at schools/colleges; members of the black and minority ethnic business community who experience racist incidents in/at food retail premises; Gypsies and travellers; members of religious minority communities facing increased hostility and abuse; Black and minority ethnic university and language school students; asylum seekers and refugees. TMG proposed that this range of information leaflets should be made available at all RHAVAN 'racist incident reporting centres' and at other information points.

In addition to printed information for victims of racial harassment, TMG recognised that 'live information and advice sessions', outreached into local communities were essential in the process of improving access to services for so-called 'hard to reach groups'. In partnership with Citizens Advice South West and others, developmental work was already in hand for TMG Rural Racism Project to provide both local 'drop-in' and 'by appointment' advice surgeries at Devon CABx, Exeter Islamic Centre and Exeter University. It was proposed to develop 'information and advice surgeries' as a key element of RHAVAN.

- Specialist Casework and Advocacy Services:

Models of 'best victim-centered practice' nearly always involved referral to a specialist agency or making victims immediately aware of the local availability of specialist victim support service providers.

TMG believed that the acute and complex needs of the victims of racist violence and racial harassment were best met via experienced specialist agencies with a proven track record in the field. (Similar 'best practice models' existed for other types of crime victim groups. For example, in relation to domestic violence, agencies such Women's Aid were recognised as specialists in the field and Rape Crisis Centres were recognised as being specialists for meeting the needs of and working with victims of sexual violence.)

TMG Rural Racism Project had been set up and funded to provide and develop a range of specialist support services for victims of racist violence and

harassment, including casework and advocacy services. It was understood that no other agency currently provided a similar range of services in Plymouth.

It was believed that the current TMG casework model provided the most effective specialist victim-centered service that was currently available in Plymouth and it was proposed to increase the capacity of and develop these services via the RHAVAN framework

It was to be highlighted that the 2001 Census data identified that Chinese people were the largest minority ethnic group in Plymouth and that in TMG's experience locally, public service organisations constantly referred to this particular community as being "the most hardest-to-reach group".

In 1999, TMG established a specialist self-organised project to meet the specific needs of the Chinese community facing racist attacks and harassment. Called 'Min Quan', this project was unique in that no other specialist service existed to help Chinese victims of racist incidents 'Min Quan' had highlighted the almost total absence of effective support and advocacy services for Chinese victims of racial harassment who do not speak English. The majority of the victims who approached Min Quan have faced racist violence for many years but with nowhere to turn to for support or help. TMG Rural Racism Project was currently working with Min Quan to maximise the services available for Chinese people in Plymouth, and the region as a whole.

- Victim Support Groups & Networks:

Considerable evidence existed which highlighted the levels of social exclusion, isolation, disempowerment, and vulnerability of Black and minority ethnic people living in rural areas, especially those who face racist violence and harassment. TMG believed that establishing and developing self-organised, self-help victim support groups and networks in local areas best addressed these negative factors, and had a direct impact on 'qualities of life'.

TMG Rural Racism Project considered development work to establish support groups for Black and minority ethnic young people who had experienced racist incidents at school/college and a network for their parents/carers as a priority. Likewise the need for a county-wide support network for victims of racist incidents taking place in/at food retailers outlets (those working in takeaways and restaurants, etc) was also critical.

RHAVAN/TMG Rural Racism Project would be responsible for establishing self-organised victim support groups and networks through the county. It was anticipated that these would, with effective support and investment, be able to provide a critical and essential contribution to local crime auditing and crime reduction/community safety strategy planning processes. The existence of such groups/networks would also increase 'consultation capacity' for public service organisations with responsibilities for dealing with racist incidents.

5. Racist/Religious Incident Data and Information Sharing

The Stephen Lawrence Inquiry Report highlighted the urgent need for all agencies to working together in sharing information about racist incidents taking place in their local areas. The Inquiry Report made a specific recommendation:

“That there should be close cooperation between police Services and local Government and other agencies, including in particular Housing and Education departments, to ensure that all information as to racist incidents and crimes is shared and is readily available to all agencies.”

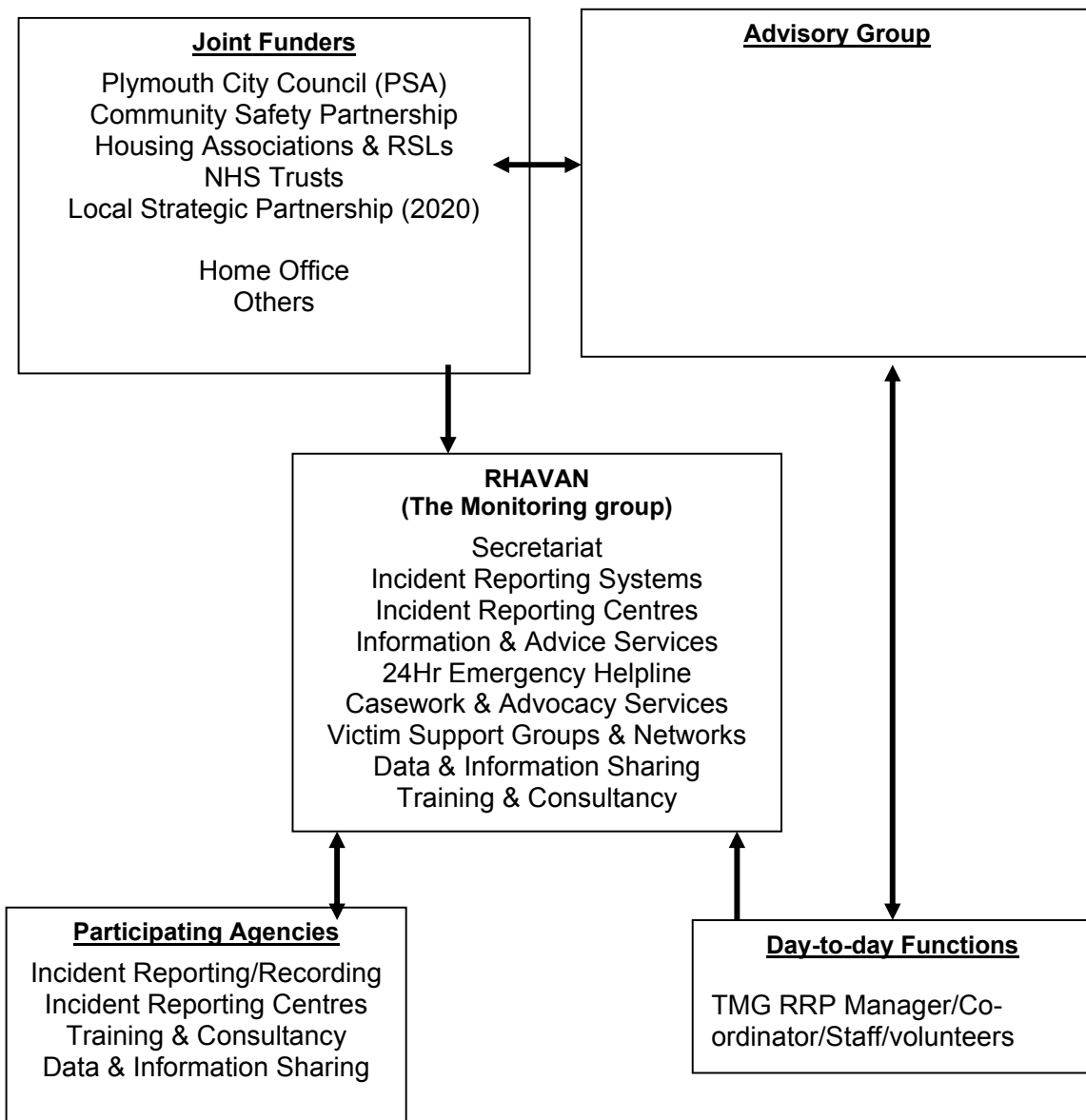
The Stephen Lawrence Inquiry Report - Recommendation 17

Central incident data collection, monitoring, analysis and information sharing would be a critical component of RHAVAN. TMG was currently developing a comprehensive database, which would be directly linked to ‘minimum data’ with incident reporting forms. It was proposed to produce statistical data and ‘evidence’ reports for all participants in RHAVAN and others concerned with or responsible for dealing with racism.

These detailed reports would aim to provide an accurate and reliable picture on the level and pattern of racist/religious incidents taking place within local ‘districts’ and in the county as a whole. Reports would be designed to provide important baseline information for local area crime audits, crime reduction/community safety planning mechanisms etc, and would assist individual organisations and current partnerships to prioritise both policy and resources towards the areas of need.

TMG Rural Racism Project currently produced a ‘Monthly Digest’ containing information on rural racism and local racist incidents, which had already been made public by press and media organisations. These Digests, which highlight a range of issues, were viewed as being a useful tool to challenge the local ‘no problem here’ attitude and raise awareness of the prevalence of racism in the region. It was proposed to make these monthly Digests available to all RHAVAN participants.

TMG’s outline structure for Plymouth RHAVAN was as follows:



5.5 Benefits of a Council/Multi Agency System

- 5.5.1** A Council/Multi-agency system would be more likely to be used by those who are deterred by a Police based system.
- 5.5.2** Some 15% of Plymouth's population is Black/Minority Ethnic or Lesbian/Gay/Bisexual/Transgendered. If Police can increase its sources of Intelligence by 15%, this would be of clear benefit to all of the City's population.
- 5.5.3** A multi-agency system would enable all agencies to adopt a consistent approach.
- 5.5.4** It could reach more people and would lead to a greater measure of rapport and trust.
- 5.5.5** The establishment of a coherent city-wide framework would for the first time provide victims of racist and homophobic incidents with a consistent response irrespective of where they live within Plymouth.

Participating organisations particularly statutory bodies, would benefit from an increased capacity to meet some of their primary responsibilities towards victims of racist and homophobic incidents and members of minority ethnic communities.

Overall, all organisations would benefit by being able to demonstrate publicly that they have taken on board the key issues identified in research reports and events highlighted above, and that they are making a positive response to the key recommendations of The Stephen Lawrence Inquiry Report.

5.6 Good Practice

The Committee considered:

- the multi-agency hate incident recording scheme used by Kirklees Metropolitan Council
- the systems in place within the Council's Department for Lifelong Learning (appendix 1 refers).

6: Conclusions and Recommendations

- 6.1** There needs to be a stated, multi-agency understanding of the definition of a racist/homophobic/religiously aggravated incident:

R3. The definition of a racist incident be understood as “any incident which is perceived to be racist by the victim or any other person.”

R4. The definition of a homophobic incident be understood as “any incident which is perceived to be homophobic by the victim or any other person.” In effect, any incident having an adverse impact on those who are perceived by the perpetrator to be a lesbian, gay, bisexual or transgendered person.

R5. The definition of a religiously aggravated incident be understood as “any incident which is perceived to be religiously aggravated by the victim or any other person.”

R6. The terms “racist incident”, “homophobic incident” and “religiously aggravated incident” be understood to include crime and non-crimes in policing terms. Both must be recorded with equal commitment.

- 6.2** The Home Office Code of Practice, drawn up in response to recommendation 15 in the Stephen Lawrence Report, advises that all areas should use multi-agency panels or a common reporting system, enabling reporting at locations other than police stations, 24 hours a day;

- 6.3** Plymouth City Council is required under the duty of Best Value to provide information on its performance on the number of racist incidents it records. This, and the recording of homophobic incidents are central to the Council’s ‘safer, cleaner streets’ policy;

- 6.4** In order to reflect the new range of ‘religiously aggravated’ offences introduced by the amendment of sections of the Crime and Disorder Act 1998 by the Anti-Terrorism, Crime and Security Act 2001, any scheme should include religiously aggravated offences:

R7. A multi-agency racist, homophobic and religiously aggravated incident reporting and recording scheme be developed

- enabling reporting at locations other than police stations
- using common procedures
- available 24 hours a day.

R12. The minimum data content be adopted for the scheme for the recording of incidents as defined in the Home Office Code of Practice on Reporting and Recording Racist Incidents.

R15. Consideration be given to the common problems and solutions with inter-agency monitoring as identified in NACRO's 'Recording and Monitoring Racial Harassment', to include:

- the establishment of clear policies and procedures should be established within each partner agency
- publicity to raise awareness – e.g. posters and leaflets encouraging staff and the public to complete forms
- the encouragement of staff to report all racist and homophobic incidents including witnessed graffiti or events
- accurate recording and dissemination of trends and issues to partner agencies by the central collating agency on a regular basis.

R10. A protocol be established for information sharing.

6.5 It became apparent during the course of the Review that racist and homophobic incidents are under-reported:

R18. Individuals be encouraged to report all incidents, and feel confident in the process. In order to address the problems it is of paramount importance to be transparent in all procedures (including the use of information) to gain the trust of all sections of the community.

6.6 From evidence supplied by a number of witnesses (including the Police Service), it was clear that that the chief barrier to the reporting of racist and homophobic incidents was a lack of trust in the agencies that people were reporting into:

R1. A shared statement be produced and signed up to by Plymouth City Council and partner agencies clearly stating that racism and homophobia is unacceptable and will not be tolerated, and the level of response and support that will be provided where such incidents do occur.

It was therefore felt that it was important:

- a) to enable people to report incidents in environments in which they feel comfortable:

R8. The scheme should enable:

- personal reporting
- anonymous reporting
- third-party reporting
- on-line reporting,

and include

- the capacity to report in languages other than English
- feedback to the victim
- referral to relevant agencies (with the consent of the victim)
- the ability to collate centrally depersonalised information for mapping purposes to assist in developing strategic responses.

R13. Reporting Centres should be readily accessible, easily identifiable and might include Race Equality Groups, LGBT Groups, Housing organizations, NHS Centres, Community Groups, Women's Groups, Domestic Violence Groups, Political Groups, Young People's Services, Citizens Advice Bureaux, Council offices, hospitals, education establishments and Police stations.

- b) to generate trust and confidence in the reporting system:

R11. The scheme be promoted in the media and elsewhere, reinforcing the statement at R1, making people aware that agencies want to be informed of incidents.

R14. All Council staff receive appropriate training (and re-training); and have sufficient knowledge and sensitivity to recognise and challenge racist and homophobic attitudes. Victims should thereby develop trust in the system they are reporting into.

R17. Appropriate formats for publicity be identified (for example different languages) and distributed widely within agencies and in locations that BME and LGBT people are known to frequent, such as community based organisations and places of worship.

R9. Partner agencies should provide effective victim support and actively

seek information about the needs of victims, identifying appropriate services to meet those needs. Additionally, they should strive to identify the motivation of the offender and appropriate interventions to address these wherever possible.

c) to generate trust and confidence in Plymouth City Council:

R16. a commitment by Plymouth City Council to treat every employee and member of the community, including BME and LGBT members, with dignity, respect and according to need. This should be clearly advertised (internally and externally), in order to generate trust and confidence. For example, information on support services should be prominently displayed in Council offices.

R2. Plymouth City Council review its current Equal Opportunities Policy to ensure that tackling discrimination against religion, disability, race, sex and gender, sexual orientation and age is properly included.

d) to generate trust and confidence in the Police Service:

R19. Where there is opportunity, partner agencies be encouraged to fully explain the benefit of allowing the Police to be made aware of, and where appropriate act on, all such incidents.

Appendix One – Systems in Place within the Department for Lifelong Learning

Department for Lifelong Learning

Reported Racial Incidents - Monitoring Form (Rsfl)

INCIDENT DETAIL

School _____ School _____ Ref _____

Location of incident _____

Time/day/date of incident(s) _____

Details of incident _____

PART B VICTIMS' DETAILS

Name _____ Age _____

Gender Female ___ Male ___ School Year _____

Contact details _____

Has he/she previously been a victim of racism? Yes ___ No ___

Ethnicity (Please indicate the victims ethnic categories from one of the following)

Black	White	Asian	Arab	African	Caribbean	Bangladeshi	Chinese	Indian	Pakistani	Traveller	Mixed Race

Other (please specify): _____

Was there more than one victim? Yes ___ No ___

If yes please supply details on a separate Rsfl form.

PART C PERPETRATORS' DETAILS (where these are known)

Gender Female _____ Male _____

Ethnicity Please indicate the victims ethnic categories from one of the following:

Black	White	Asian	Arab	African	Caribbean	Bangladeshi	Chinese	Indian	Pakistani	Traveller	Mixed Race

Other (please specify): _____

PART D INCIDENT DETAILS

Please indicate the nature of the incident occurred within each of the following categories:

- | | | | |
|--------------------------|-------|--------------------------|-------|
| 1. Offensive literature | _____ | 8. Threatening behaviour | _____ |
| 2. Arson | _____ | 9. Other | _____ |
| 3. Physical assault | _____ | (Please specify) | _____ |
| 4. Damage to property | _____ | | |
| 5. Graffiti | _____ | | |
| 6. Verbal abuse | _____ | | |
| 7. Malicious phone calls | _____ | | |

PART E ACTION TAKEN (Please circle)

- | | | |
|--|-------|-------|
| 1. Detailed investigation e.g. interview with alleged perpetrators | _____ | |
| 2. Referral to another agency e.g. Police, REC, Health | _____ | |
| 3. Mediation (if negotiating with both parties to resolve the situation) | _____ | |
| 4. Removal of graffiti | _____ | _____ |
| 5. Disciplinary action (something less than exclusion) | _____ | _____ |
| 6. School exclusion | _____ | _____ |
| 7. Advice | _____ | _____ |
| 8. Victim Support | _____ | _____ |
| 9. Preventative work | _____ | _____ |
| 10. Other (Please specify) | _____ | _____ |

PART F ADDITIONAL INFORMATION (comments/additional notes)

Declaration

This section should be read by the victim and or the victim’s parent/guardian before a signature is requested.

The information contained in this form will be held confidentially and may be held on computer and used to identify repeat offenders and victims.

These forms are used by schools’ and the Local Education Authority.

Where appropriate, and with the victims permission, details contained in this form may be passed to other agencies who should be aware of the incident. E.g. Police, Race Equality Council, Health Service and Plymouth City Council.

If you do not wish for any other agency to receive any part of this form, please tick the relevant box below. Similarly, as complaints are often best resolved through a multi-agency co-operation you may wish for another agency to be informed of this incident.

I do not wish for my details to be passed to any other agency

I _____ (Victim)

I _____ (on behalf of) _____ (Victim)

Consent to Plymouth City Council receiving details of this incident and passing them to other agencies as appropriate.

Date _____

Details of recorder

Name _____

Position in School _____

Contact Number _____

Date _____

REPORTING RACIAL INCIDENTS

GUIDANCE NOTES

DEFINITION

The following definition should be used when recording a racial incident

A racist incident is any incident which is perceived to be racist by the victim or any other person

The purpose of the form is to:

work towards the elimination of discrimination, promote equal opportunities and good relations between people from different racial groups.

The racial harassment incident monitoring form (Rsf1) must be completed for all incidents reported, regardless of the context in which the harassment occurs. Racial harassment must be reported using one of the following methods:

- ◆ Grievance Procedure/Disciplinary
- ◆ The School's Compliments & Procedure
- ◆ Violence at Work Policy and
- ◆ Department for Lifelong Learning complaints/reporting procedures

The Rsf 1 form must be completed in addition to any other relevant reporting forms.

Department for Lifelong Learning

RACIST INCIDENT CENTRAL MONITORING FORM

The purpose of this form is to gather information centrally on the number of racist incidents that occur in Plymouth schools. Schools have been written to, providing them with a proforma for the recording of incidents. A report will be provided to the Council **but schools will not be named nor recognised from the data provided.**

Please could this form be filled in and returned to **Christina Smale** at Windsor House. The figures collated below should relate to the academic year 2003/04.

1. **SCHOOL NAME:**-----

2. **TOTAL NUMBER OF RACIST INCIDENTS:** -----

3. **NUMBER OF TYPES OF ACTION**

WITH THE PERPETRATOR

WITH THE VICTIM

A - _____	F - _____
B - _____	G - _____
C - _____	H - _____
D - _____	I - _____
E - _____	J - _____

4. **NUMBER OF TYPES OF INCIDENT**

- A) Verbal Abuse -----
- B) Refusal to co-operate with another pupil or adult -----
- C) Abuse of personal property -----
- D) Violence -----
- E) Graffiti -----

5. Which ethnic groups were the perpetrators from? -----

6. Which ethnic groups were the victims from? -----

7. Any other comments: -----
