



Title: Filling in the Blanks: LGBT Hate Crime in London

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Date published: 2008

Funding body: The City Parochial Foundation, the Metropolitan Police Service, and the Metropolitan Police Authority

Document available to download at: <http://www.galop.org.uk/projects/filling-in-the-blanks/> (accessed July 2011)

SCS topic headings: Personal Safety; Safety in Public Spaces; Safety of Vulnerable Groups; Partnership Working

This document is a REVIEW of personal safety processes, contexts, interventions, and approaches.

Summary of the intervention's aim

This extensive and thorough report aims to increase understanding about the nature of homophobic and transphobic hate crime, and the options for victims to report their experiences and receive support.

The research stemmed from a recognition that a significant majority of LGBT hate incidents go unreported to the police, but may be either formally reported or informally described to the LGBT voluntary sector. Despite the voluntary sector holding this vital information, it was unclear to what extent the information was shared, either within the sector or with the police.

This potentially important untapped resource may help establish levels and patterns of non-police reporting and perhaps identify some of the reasons why members of the community do not approach the police. In turn such information may enable the Metropolitan Police Service to identify key strategies to encourage greater levels reporting through the development of more appropriate responses to this type of crime.

The research had a variety of aims:

- to gain an insight into the range and nature of LGBT hate incidents in London
- to create a shared language in the LGBT voluntary sector on LGBT hate incidents
- to increase collaboration within the LGBT voluntary sector on LGBT hate crime, including sharing information on incidents
- to systematise the recording of information among partners, whilst also being responsive to the needs of each organisation
- to create a new set of data on LGBT hate crime and analyse the range and nature of incidents, comparing this data to MPS data where possible
- to find out what services exist for victims of LGBT hate incidents, particularly for reporting incidents, and to discover the extent to which these services meet need.

Outcomes

- The authors heavily utilise quantitative data sources to discuss contexts and scenarios. The different types of data collected by various organisations is discussed alongside what data is missing, to inform conclusions about LGBT incident reporting and approaches made in response.
- The research highlights a lack of strategic response to the reporting of homophobic and transphobic hate crime in London, and the ways in which this has led to uneven, and sometimes ineffective, service provision.
- The statistical analysis reveals differences between the types of cases that are reported to LGBT voluntary sector organisations, as opposed to the Metropolitan Police Service.
- The research emphasises the ways in which LGBT organisations can work together to standardise and share information, and the ways in which this joint working is reliant on appropriate resources to be effective.
- Recommendations are made about effective methodologies to record and share information and data.

Summary of evaluation conclusions

Filling in the Blanks is presented in five chapters:

1. Establishes a context for the report by reviewing previous research on homophobic and transphobic hate crime which establishes the low levels of reporting.
 2. Discusses the methods used in the various project phases.
 3. Presents the findings of the mapping exercise and discusses where there are gaps and areas for improvement for service provision in London.
 4. Discusses the action research phase, with learning for organisations wishing to work in partnership and recommendations for how to further increase the sharing of information.
 5. Presents the statistical analysis of over 700 cases reported to the LGBT voluntary sector partners, and compares them to over 8,000 cases reported to the MPS over a five year period.
- A mapping exercise illustrated that a significant proportion of otherwise unreported homophobic and transphobic hate incidents are either informally 'told' or more formally reported to a range of agencies and organisations across London. A lack of shared language and terminology relating to both hate crimes, and methods of reporting inhibits shared understanding and action.
 - The majority of agencies do not have a system for recording information, leading to a missing data and an inhibited understanding of homophobia and transphobia. Even where information is recorded, it tends to be retained by the individual organisation with no shared recording systems and no method for wider dissemination.
 - All researched organisations were operating with restricted resources, for various reasons. As a result, as well as the different remits and focus of the organisations, LGBT organisations are more likely to agree to minor additions to their existing data collection rather than use a separate system to record data, with some LGBT organisations being able to collect more data than others.
 - The authors highlight the ways in which relatively small changes to existing monitoring systems used by LGBT voluntary organisations can lead to more detailed data being collected on hate crime. However, the fact that changes to the way voluntary organisations record data do not necessarily lead to an increase in the number of cases being reported but do result in more consistent data being collected about incidents.

- It takes considerable time to implement and sustain a joint initiative to gather data on hate crime because of insecure funding and staffing within the LGBT voluntary sector. The goodwill of LGBT organisations themselves cannot be relied upon, as they do not have the capacity to collect/collate data alone.
- The analysis of quantitative data (gathered from phase 3 of the research, see section below) reveals a number of key patterns, revealing some of the ways in which different sections of the LGBT communities experience homophobic and transphobic hate crime.
- LGBT organisations play a vital role in providing alternative routes for reporting experiences, and getting appropriate advice and support, and that without these services some victims would simply not report at all.
- Victims and organisations providing victim support often encounter problems in contacting the police e.g. out of date information on websites, phone numbers that don't work, and no central place listing reporting options.
- Emphasis appeared to be focused on increasing the numbers of incidents reported, rather than focusing on outcomes sought by victims and ensuring that reports are properly followed up.

How the evaluation gathered information for findings and conclusions

The research was approached in three phases:

1. To map the range of reporting and support services targeted at victims of homophobic and transphobic hate crime in London.

A range of methods were used to get a broad picture of the range of services and how they work e.g. internet searches and phone surveys. The full chapter on the mapping exercise gives details of the types of third party reporting schemes which exist, and some of the challenges faced in trying to ensure they are effective.

2. To create a collated dataset of incidents reported to each organisation (a period of partnership working between the three organisations,).

A working partnership between Galop, Stonewall Housing and London Lesbian and Gay Switchboard was established, enabling the three organisations to improve and increase the amount of

information that they were able to collect on incidents experienced by their clients. A project worker worked with each organisation to develop tailored recording and monitoring systems using common language and categorisation. This enabled data sharing and comparison.

3. Analysing collected data and, where possible, comparing with Metropolitan Police Service data.

An in-depth statistical analysis of the data which had been collected during the partnership phase (2), in addition to some historical data from Galop which was added to the dataset.

The voluntary sector dataset was made up of over 700 cases. It was analysed, where possible, to comparable data from the Metropolitan Police Service, to discover any relevant differences in the types of cases that were being reported within the voluntary sector. This analysis differs from traditional survey data, in that it reflects actual cases which were reported to LGBT organisations, as opposed to asking a survey sample about any experiences they may have had.

Appendices include a full reference list of data sources used in the report to inform the researchers, as well as a glossary of terminology used.

Further details about the SCS evaluation of this report are available on request. Please contact info@scsn.org.uk

Date added to the SCS website: July 2011 (DH)