



**Crime Reduction & Community Safety Group**

**Tilley Awards 2007**

**Application form**

Please ensure that you have read the guidance before completing this form. ***By making an application to the awards, entrants are agreeing to abide by the conditions laid out in the guidance.*** Please complete the following form in full, within the stated word limit and ensuring the file size is no more than 1MB. Failure to do so will result in your entry being rejected from the competition.

Completed application forms should be e-mailed to [tilleyawards07@homeoffice.gsi.gov.uk](mailto:tilleyawards07@homeoffice.gsi.gov.uk).

All entries must be received by noon on **Friday 27th April 2007**. No entries will be accepted after this time/date. Any queries on the application process should be directed to Alex Blackwell on 0207 035 4811. Any queries regarding publicity of the awards should be directed to Chaz Akoshile on 0207 035 1589.

**Section 1: Details of application**

Title of the project:

I-Kiosk Third Party Reporting for Homophobic Crime

Name of force/agency/CDRP/CSP:

Hounslow Community Safety Partnership

Name of one contact person with position and/or rank (this should be one of the authors):

Permjit Chadha

Senior Community Safety Officer

Email address:

[Permjit.chadha@hounslow.gov.uk](mailto:Permjit.chadha@hounslow.gov.uk)

Full postal address:

Community Safety Team

Chief Executives Directorate

London Borough of Hounslow

Civic Centre, Lampton Road

Hounslow, TW3 4DN

Telephone number:

020 8583 2483

Fax number:

020 8583 2466

If known please state in which Government Office area you are located e.g. Government Office North West, Government Office London etc:

London

Name of endorsing senior representatives(s):

Dr Ali Dizaei

Name of organisation, position and/or rank of endorsing senior representatives(s):  
Borough Commander, Hounslow Police

Full address of endorsing senior representatives(s):  
Hounslow Police Station  
5 Montague Road  
Hounslow, Middlesex  
TW3 1LB

**Please tick box to indicate that all organisations involved in the project have been notified of this entry** (this is to prevent duplicate entries of the same project):



## **Section 2: Summary of application**

*In no more than 400 words please use this space to describe your project (see guidance for more information).*

Homophobic crime is identified as a key area of work in the Hounslow Community Safety Strategy 2005-8. The strategy aims to provide specialist support and raise the profile of the crime by:

- developing specialist support
- continuing to use publicity material to raise the profile of homophobic crime
- promoting more use of self-reporting and third party reporting

The group has received funding from the Hounslow Community Safety Partnership to deliver training, produce posters, implement a cinema campaign and carry out a consultation exercise with the Lesbian, Gay, Bi-sexual and Transgender (LGBT) community exploring their experiences of homophobia and domestic violence.

Homophobic crime in Hounslow is severely under-reported. In a study completed by the West London Gay Men's Project (WL GMP) it was found that 61% of all incidents that were experienced were not reported to anyone. With the majority of people experiencing homophobic crime (74%) not seeking any support either.

The results also showed that the experiences of domestic violence and homophobic crime consultation highlighted the need to increase choices for reporting incidents.

It was believed that the use of a console in a venue where the LGBT community meets, could be a way of increasing the number of reports from the community.

A touch screen kiosk was installed in a local gay venue to allow for LGBT people to report homophobic crime and access support agencies. The online completed reporting forms are mailed directly to the WL GMP. If requested by the person reporting information is passed onto relevant support agencies including the Police.

The main intervention principles were:

- Alternative reporting methods to increase reporting of homophobic crime
- A safe environment in order to encourage more reporting
- Raising awareness to highlight Homophobic Crime
- Strengthen partnership working

The project is reviewed and monitored by the Homophobic Crime Stakeholder Group through the monthly usage reports received.

The main aim of the project was to increase the number of victims of homophobic crime reporting incidents to a third party. The project received 31 reports compared to the Police reports of 25 for the same period (2006-7). However the reports received through the kiosk have not been reported to the police therefore the kiosk has succeeded increasing the confidence of victims in reporting this crime. The level of reporting to the kiosk has provided us with a clearer picture of homophobic crime committed in Hounslow.

### **Section 3: Description of project**

*Describe the project in no more than 4000 words (see guidance for more information in particular Section 7 - judging criteria).*

#### **Objectives of the project**

The Homophobic Crime Stakeholder group was set up to support the Crime Reduction Strategy 2003-5 and continues to support the Community Safety Strategy 2005-8. The membership of the group includes:

- West London Gay Men's Project
- Police
- Local Authority – Education, Community Safety Team, Public Health
- Hounslow Homes
- OutWest (local LGBT community support group)
- Beaumont Society (transgender support group)
- Victim Support
- Local Businesses

Homophobic crime has been identified as a key area of work in the Safer, Stronger Communities priority in the Hounslow Community Safety Strategy 2005-8<sup>1</sup>. The strategy aims to provide specialist support and raise the profile of the crime by meeting the following objectives:

- developing specialist support
- continuing to use publicity material to raise the profile of homophobic crime
- promoting more use of self-reporting and third party reporting

Over the years, the group has received funding from the Hounslow Community Safety Partnership to deliver training, produce posters, implement a cinema campaign and carry out a consultation exercise with the LGBT community exploring their experiences of homophobia and domestic violence.

A total of 265 members of LGBT community in Hounslow returned their questionnaire on homophobia and domestic violence and indicated 28.7% had been affected by domestic violence and 41.5% had been affected by homophobia.

The respondents were asked to rank in order of preference for addressing homophobic crime and the second highest was increase choices of services for reporting incidents.

#### **Definition of the problem**

Homophobic crime in Hounslow is severely under-reported. In a study completed by the West London Gay Men's Project (WL GMP)<sub>1</sub>, it was found that 61% of all incidents that were experienced were not reported to anyone. With the majority of people experiencing homophobic crime (74%) not seeking any support either.

The Hounslow Crime and Drugs audit<sub>2</sub> reports that 175 homophobic incidents were reported over the past three years (2001-2004), with the number of reports declining each year over those three years. Even with these figures Hounslow was in the top ten of London boroughs for number of reported homophobic incidents.

Hounslow's Community Safety Strategy (2005 – 2008)<sub>3</sub> aims to increase the provision of specialist support, while at the same time increasing the profile of homophobic crime across the borough. Within that the strategy sets a target of identifying one centre for third party reporting.

Although third party reporting centres have been identified, reporting levels are still low. It is believed that the use of a console or terminal in a venue where a large number of the Lesbian, Gay, Bi-sexual and Transgender (LGBT) community meet, could be a way of increasing the number of reports from the community.

A touch screen kiosk was installed in one of the local gay venues to allow for the LGBT members of the community to electronically report homophobic crime and access support agencies.

Internet access to the computer is restricted to websites that are relevant for the consoles purpose, primarily providing links to support, voluntary and statutory agencies. The kiosk has a printing capability, so should the user require it a print-out of relevant information or contact numbers can be provided.

<sup>1</sup> Community Safety Strategy 2005-8

The software allows third party reporting forms to be completed online mailed directly to the West London Gay Men's Project. If requested by the person reporting information is passed onto relevant support agencies including the Police. The reports received are shared through the Hounslow Homophobic Crime stakeholder group meetings (held quarterly).

The kiosk software also allows for a limited number of different languages for users to choose from. All relevant languages for the target community are covered as part of the package.

The kiosk is DDA compliant or 'friendly' and meets with equality standards.

Additional to the reports received through the kiosk – the manufacturing company offer a management system that provides detailed reports on kiosk usage. This can provide information on what users accessed through the kiosk as well as amount of time spent using the kiosk. All this provides invaluable information on the kiosks acceptability and usage by the community.

### **Response to the problem**

#### *Innovative Idea*

The initial idea was based on town centre information kiosk for a potential site for reporting homophobic crime. Several London boroughs use kiosks however London Borough of Hounslow did not. Therefore the group considered commissioning a kiosk for use within an existing gay commercial venue. Through our tendering process companies identified concept of kiosks had not been used for this purpose. The Hounslow Community Safety Partnership was the first in the country to develop and implement the use of an electronic mechanism to report homophobic crime.

#### *Alternative reporting methods to increase reporting of homophobic crime*

The results from *What do you think? 2004 LGBT experiences of domestic violence and homophobic crime* consultation highlighted the need to increase choices for reporting incidents. Respondents (n=265) were asked to rank in order of preference three options for addressing homophobic crime. The table below shows the proportion of all respondents ranking each option in each different place 1-3. 1 indicates the most important action and 3 the least important. The final column indicates the average rank score of each option.

<b>Action</b>	<b>Rank 1</b>	<b>Rank 2</b>	<b>Rank 3</b>	<b>Average rank score (1-3)</b>
Increasing local specialist support for LGBT victims	19.2%	34.3%	26.4%	2.1
Increasing choices of services for reporting incidents	11.3%	26.8%	41.9%	2.4
Increasing quality of generic (e.g. Police) services to homophobic crime	49.4%	18.9%	11.7%	1.5

#### *A safe environment in order to encourage more reporting*

Further results from the consultation showed that members of the LGBT community had more confidence in reporting to LGBT Services/Community Groups. Victim Support and Other Voluntary organisations also received average confidence levels above the midpoint mark of 2.0 The Police and Work received average ratings just below the midpoint at 1.9.

<b>Service</b>	<b>Average Confidence rating Scale 0-4</b>
Police	1.9
Victim Support	2.3
Housing	1.3
School/College	1.4
Work	1.9

LGBT Service/community group	2.9
Other voluntary organisation	2.2

### *Raising awareness to highlight Homophobic Crime*

The report further raises issues around awareness of where or what to report. Confidence to report was a major factor highlighted throughout, whether domestic violence or homophobic crime. Building up the confidence in the community to report not only homophobic crime, which has had a degree of work initiated, but also domestic violence needs to be a key objective of future work. Campaign materials have been created that target perpetrators of homophobic crime, with the campaign having a very public and high profile. The campaign needs to have a very clear message that Homophobic Crime is not acceptable.

### *Strengthen partnership working*

The Hounslow Homophobic Crime Stakeholder Group membership is inclusive of local statutory and voluntary agencies and groups. It was recognized that more partnership needed to be achieved in order to meet the community needs. This involved extensive consultation with key stakeholders on the development and implementation of the kiosk and campaign. Resulting in commitment from all stakeholders to support those reporting via kiosk as well as conventional third party reporting mechanisms. For example the police and Victim Support have dedicated contacts for referrals of any reports. The day to day management of the kiosk and any reports is the responsibility of the WL GMP. The project has been fully supported throughout by the gay venues that have housed the kiosk.

This initiative meets requirements within local government criteria of 'developing the range of customer interfaces' as stated as part of the e-gov strategy.

### *Costs*

A business plan was draw up detailing the cost of the project. The project was funded through Government Office for London, Hounslow Community Safety Partnership and WL GMP. The total cost of the project was £13,000.00.

### *Difficulties encountered*

The project encountered three major difficulties. The first was a delay in the connection of an ADSL line which resulted in reports being completed on the kiosk but not transferred to the lead agency. The connection was installed approximately ten days after the kiosk went live. The second difficulty was in the software specifically the questionnaire where the option to give details to be referred on to support agencies was not available. Once the issue was identified the supplier rectified the problem within two weeks. Finally, the original venue (The Bird Cage – gay pub in Chiswick) in which the kiosk was located changed owners and was no longer a gay specific venue. The group approached other gay venues and successfully negotiated re-locating the kiosk to The Windsor Castle (gay pub in Hounslow West). As a result of the re-location the kiosk was not operational for some of July and the whole of August 2006.

### ***Evaluation of the intervention***

#### *Outcomes*

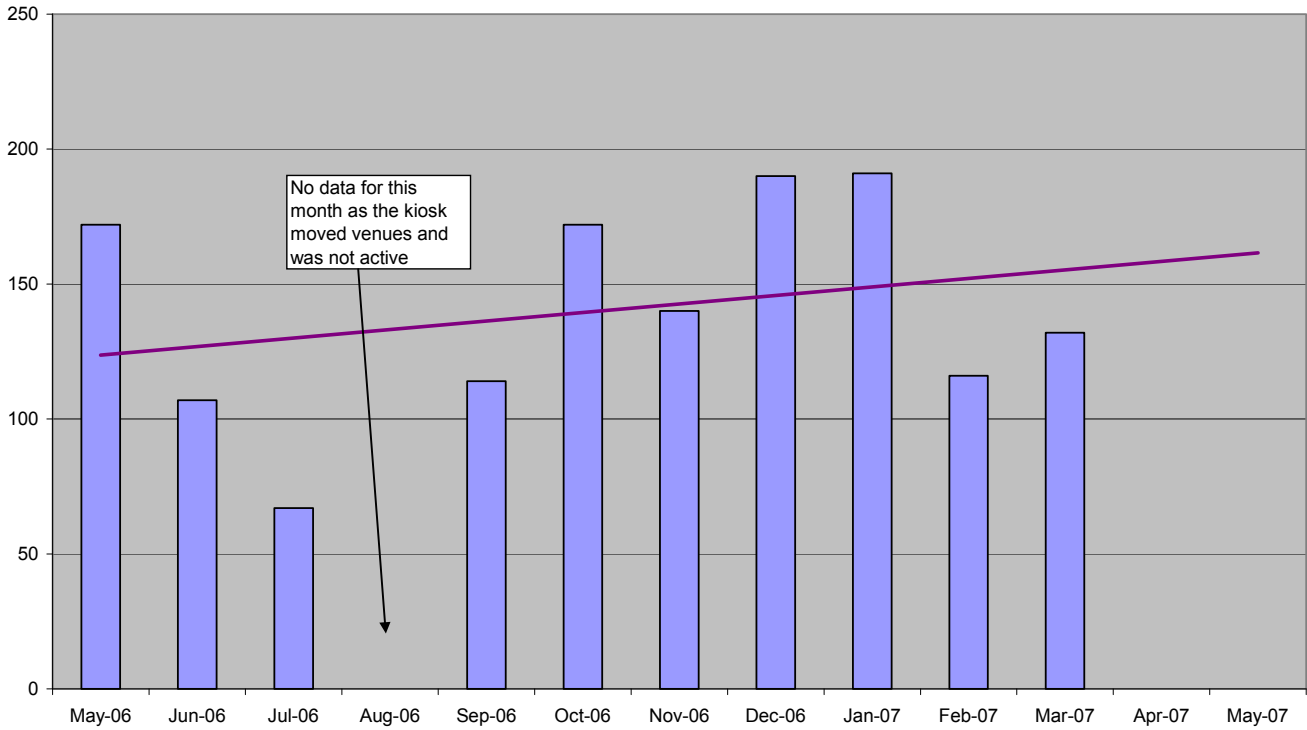
The main outcomes of the project were:

- Increased reporting through alternative method
- Better support service for victims
- Increased partnership working

#### *Review mechanism*

The project is reviewed and monitored by the Homophobic Crime Stakeholder Group through the monthly usage reports received. The chart below outlines the total number of users per month.

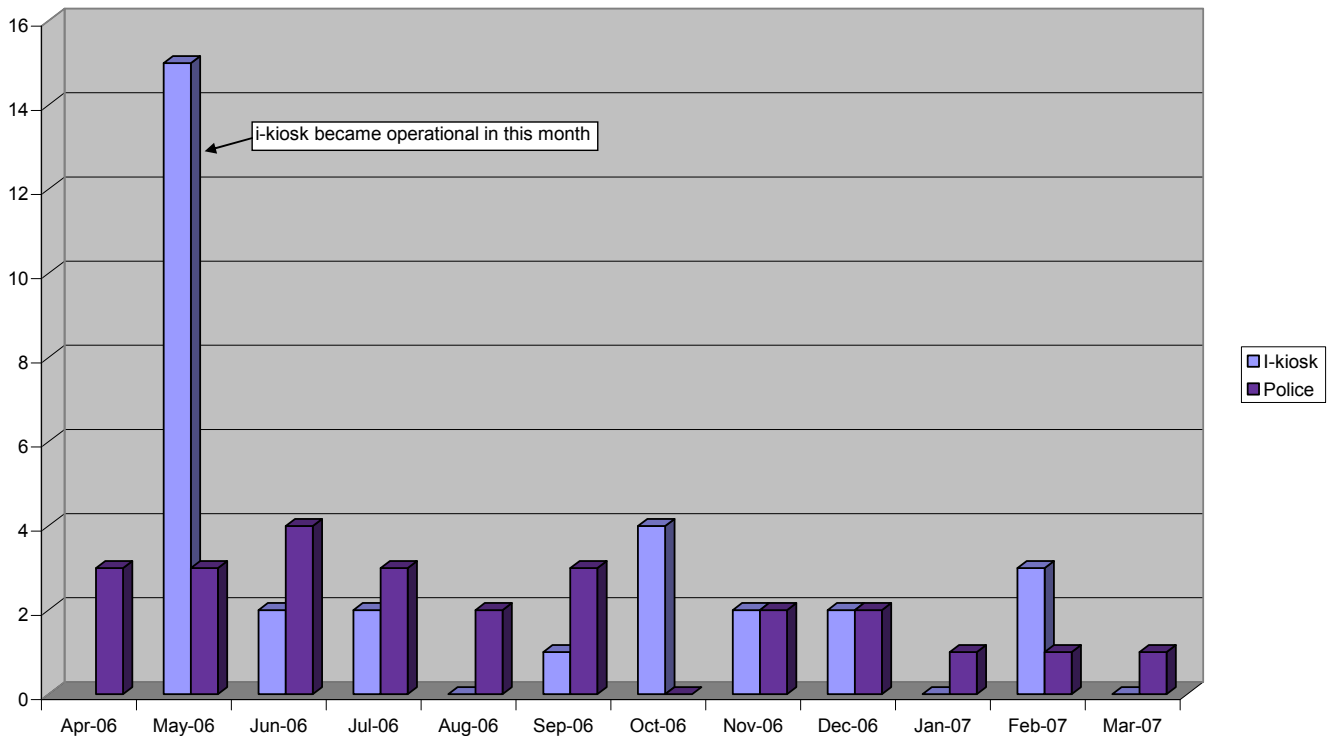
### Total Users of the Kiosk



### Number of reports to the Police and i-kiosk.

The table shows the level of reports received by the i-kiosk in comparison to the reports received by the Police for the period 2006 to 2007.

### i-kiosk vs Police monthly reports



### *Sustainability and transfer*

The kiosk itself lends itself to branding and advertising, as well as the possibility of services and businesses advertising on the screen, either as pop-ups or through screensaver options. It is the intention to sell this space to cover the maintenance costs of the project. The i-kiosk has attracted interest from other London boroughs and the Metropolitan Police Service. However the project which includes the publicity campaign has further interest from agencies across the UK for example, Cornwall Primary Care Trust. Therefore the group is considering the potential of seeking funding (potential funding source has been identified) to promote the project across London. Further transferability of the reporting questionnaire through the general network of i-kiosks in London for Hate Crime pending appropriate funding sources.

### *Increase support for victims*

As a result of the i-kiosk the work with Victim Support was strengthened. Victim Support worked to identify funds for a specific LGBT victim support worker. Unfortunately they were unable to secure funds. The group decided that they would fund Victim Support to provide a specialist service for Hounslow residents experiencing homophobic crime. The newly created post is widely advertised through the publicity campaign mentioned above which has resulted clearly defined referral pathways between agencies meaning victims are supported more effectively.

### **Conclusion**

The main aim of the project was to increase the number of victims of homophobic crime reporting incidents to a third party. The project received 31 reports compared to the Police reports of 25 for the same period (2006-7). However the reports received through the kiosk have not been reported to the police therefore the kiosk has succeeded increasing the confidence of victims in reporting this crime. The level of reporting to the kiosk has provided us with a clearer picture of homophobic crime committed in Hounslow.

**Section 4: Endorsement by Senior Representative**

*Please insert letter from endorsing representative:*



**Hounslow Police Station  
5 Montague Road  
Hounslow, Middlesex  
TW3 1LB  
Tel: 020 8247 6101  
Fax: 020 8247 6190  
ali.dizaei@met.police.uk**

27/04/07

To Whom it May Concern,

Tilley Award – I-Kiosk for Homophobic Crime

I am currently the joint chair of the Hounslow Community Safety Partnership and fully endorse the application submitted to the Tilley Awards 2007 by the Homophobic Crime Stakeholder Group outlining the work of the i-kiosk.

Yours sincerely

A handwritten signature in black ink, appearing to be "Ali Dizaei". The signature is stylized with a large, sweeping horizontal stroke at the bottom and a vertical stroke on the left.

Dr Ali Dizaei  
Borough Commander  
Hounslow Police

On behalf of the Hounslow Community Safety Partnership

**Checklist for Applicants:**

1. Have you read the process and application form guidance?
2. Have you completed all four sections of the application form in full including the endorsement from a senior representative?
3. Have you checked that your entry addresses all aspects of the judging criteria?
4. Have you advised all partner agencies that you are submitting an entry for your project?
5. Have you adhered to the formatting requirements within the guidance?
6. Have you checked whether there are any reasons why your project should **not** be publicised to other police forces, partner agencies and the general public?



7. Have you saved you application form as a PDF attachment and entitled your message 'Entry for Tilley Awards 2007' before emailing it?

Once you are satisfied that you have completed your application form in full please email it to [Tilleyawards07@homeoffice.gsi.gov.uk](mailto:Tilleyawards07@homeoffice.gsi.gov.uk). Two hard copies must also be posted to Alex Blackwell at Home Office, Effective Practice, Support & Communications Team, 6th Floor, Peel Building (SE Quarter), 2 Marsham Street, London, SW1P 4DF.