

**Southwark Mediation Centre**

**The Hate Crimes Project**

[hatecrimes@southwarkmediation.co.uk](mailto:hatecrimes@southwarkmediation.co.uk)

Tel: 020 7 708 4959

The Hate Crimes Project is supported and /or funded by:



Campaign Against Hate Crime



Working together for a safer London



## **Quotes about The Hate Crimes Project**

**“If the number of cases of, which is what happened in Southwark, of repeat re-victimisation, that is where a person has another incident against them, goes down from twelve to four a month, which is what happened as a result of the use of mediation, then what we are not doing is taking cases to court over and over again, and we are not leaving victims unprotected, and we are actually making a difference”**

Deputy Assistant Commissioner Rod Jarman (former Borough Commander of Southwark Police) - BBC News 24 feature on Hate Crime

**“If you can get people who are professionals at getting people together, sensitive about how they do it, and get the people who are causing the trouble to meet the people the who are suffering the harm, then its person to person contact, and suddenly, in the right circumstances, things change”**

Simon Hughes MP – North Bermondsey and Rotherhithe

## **An Overview: The Hate Crimes Project – Southwark Mediation Centre**

The Hate Crimes Project conceived in 1999, became operational in 2000 as a member of PFACTS – Police Partners And Community Together in Southwark, a multi agency approach to the rising levels of hate crime in the community. A two year Home Office Targeted Police Initiative (TPI). It was an innovative partnership approach, many said would not work. The Hate Crimes Project was one of the partners, and the only community project to work with the victims and perpetrators of hate crime. The success of this approach brought about a change of culture in Southwark. In the last 10 years throughout the UK.

**PFACTS proved to be one of the most successful Targeted Police Initiatives in the UK and was given the prestigious award of *Demonstration Status* for Best Practice by the Home Office in June 2002. The Hate Crimes Project is the only mediation project in the UK to have this commendation. The project has a high success rate.**

Since this time the project has proven its sustainability and more importantly demonstrated that mediation when used in partnership approach can be very successful in:

- **Addressing and successfully resolving long-term incidents of Hate Crime, with many parties choosing to meet and resolve the situation.**
- **Resolving volatile multi-party disputes on estates and neighbourhoods in Southwark. One of the oldest referred was 11 years old.**
- **Identifying those at risk of offending and at risk of or already engaging in hate crime. It works with Housing, Anti-social Behaviour Unit, Police, Community Wardens, Victim Support, Community groups and others.**
- **Successfully reducing incidents of repeat re-victimisation.**
- **Successfully working with young people engaged in hate crime, to challenge attitudes and beliefs that lead to hate crime. Many of them engaged in re-victimisation.**
- **Working with families and young people deemed as ‘in need’ or ‘at risk’**
- **Working with all the key agencies that that deal with hate crime. It began with one referrer - The Hate Crimes Unit. A large proportion of referrals are now also self-referrals, many repeat victims of Hate crime – previous and new users of the Hate Crimes Project and from those in the community.**
- **Working in schools – where a parent has alleged hate crime against staff/ and or other parents and / or hate crime incidents between pupils. Once case took 18 months and involved 12 agencies working in partnership to support the family. Also using trained teenage Peer Mediators.**

In 2001 The Hate Crimes Project was instrumental in stressing the need to engage perpetrators. They were vital to the reduction of Hate Crime. Also for joined up thinking across agencies for practitioners. The Hate Crimes Project came under the umbrella of *Hate Hurts* in 2004. Since this time it has made a number of recommendations to Safer Southwark Partnership (SSP) and SRB about improving and developing services.

*‘This project contributes a large number of outputs which has helped the overall programme [SRB] achieve its delivery’.* Quote from Tracy Olrod, former Campaign Against Hate Manager, [SRB] in her feedback to the Hate Crimes Partnership Board 28<sup>th</sup> April 2005.

## Research

A number of research bodies and academics from the field of crime and disorder, community cohesion and restorative justice in the UK and overseas (Hungary, Germany, Burma) have consulted the Hate Crimes Project and included it in their research.

- *In 2003 research conducted by Goldsmiths University into The Hate Crimes Project showed that this holistic approach reduced incidents of repeat victimisation from one 1 in 12 to 1 in 4. Many of the young people were known for anti-social behaviour but not hate crime. At that time this was previously unknown.*
- *In October 2004 The Runnymede Trust highlighted the Hate Crimes Project in its research Paper 'Preventing Racist Violence' launched in October 2005. The focus of this work was on perpetrators and prevention.*
- In 2005 Researchers from The Tavistock Institute included the work of The Hate Crimes Project in the Office of the Deputy Prime Minister's Toolkit.

## Best Practice

Those who have a remit for Crime and Disorder as well those with strategic policy making decisions throughout the UK respect the work of Hate Crimes Project for its credibility and effectiveness. It is managed by Elena Noel.

### Credibility:

- The work of its Hate Crimes Project since its conception in 2000 has received a number of Best Practice commendations for its work. They are as follows:
- **2001 Crime Concern Award**
- **2002 Home Office Demonstration Status [Only mediation project to receive this commendation in the UK]**

### Effectiveness:

- **2003 After rigorous research by the Metropolitan Police Service and Goldsmiths University , SMC was informed that outcomes contributed to 50% reduction in the reporting of Hate Crimes and reduced re-victimisation. This was featured in the media.**
- **2003 The Hate Crimes Project recognised by Safer Southwark Partnership**

### Recognition:

- **2004 Featured in BBC News 24 in which former Borough Commander Rod Jarman and Simon Hughes MP spoke highly of the work of the Hate Crimes Project**

- 2004 Hate Crimes Project included in the Association of Police Chief Manual [APCO] following a recommendation from the Home Office
- 2004 Visitation from Parliamentary Home Affairs Committee Member
- 2004 Visitation by Department of Constitutional Affairs
- 2004 Peace Week - four SMC Teenage Mediators who worked on the Hate Crimes and Housing Projects received the Borough Commander Award [Normally only given for excellent Police work]
- 2004 Hate Crimes Project, advisor to the Office of the Deputy Prime Minister in conflict resolution
- 2005 included in Metropolitan Police Authority Pan London Race Hate Crime Forum Annual Report 2004-2005 for best practice.
- 2005 Hate Crimes Project highlighted in The Runnymede Trust Research '*Preventing Racist Violence*' which focused on perpetrators
- 2005 Inclusion in the Office of the Deputy Prime Minister [ODPM] Neighbourhood Renewal Unit 'Tool Kit' for dealing with Conflict Resolution and Hate Crime
- 2006 Recognised as a Best Practice project by the National Probation Service following recommendation from the Metropolitan Police Service. The Hate Crimes Project has begun working with the National Probation Service. Prevention is a core part of the work of the Hate Crimes Project which takes a multi-agency, holistic, and intergenerational approach to tackling hate crime and raising levels of awareness in the individual as well as the community.
- 2006 The Hate Crimes Project Manager Elena Noel received an award from Southwark Tenants Council for her work in the community.
- 2006 Elena received two awards from the consultancy firm – Dupigny Consulting for the management and service delivery of the Hate Crimes Project. They awards were the Excellent Professional Service Award and the Highly Commended Certificate for Human Relations and Leadership.
- 2007 The work of the Hate Crimes Project is featured in the book *Restorative Justice – How it Works* by Marian Leibmann.
- 2007 The Hate Crimes Project highlighted in an academic paper called *Restorative Justice and Hate Crime: Addressing the Gap Between Policy and Practice* by Race on the Agenda (ROTA) presented to the United Nations in June 2007.

- 2007 The Hate Crimes Project highlighted and highly commended in Southwark Council Campaign Against Hate Crime Final Evaluation Report by an external consultancy. Benchmarked against 15 other funded SRB6 funded projects.
- 2007 The Hate Crimes Project featured in the South London Press - 'Breaking Down the Walls of Hate'.
- 2008 Elena spoke at the following *Westminster Briefing* events members of Parliament, and those in policy called '*Rooting Out Hate Crime in Local Communities: Implementing The Racial and Religious Hatred Act*' and '*The National Community Safety Plan 2008-11: Delivery Through Effective Partnership*' organised by The House Magazine.
- 2008 Elena in partnership with Race on the Agenda - ROTA and London Probation successfully delivers a pilot training on using Restorative Justice to tackle Hate Crime based on Dr Theo Gavrielides 'Restoring Relationship Project' research. Article in the Restorative Justice Consortium magazine *Resolution* - Summer edition.
- 2008 The Hate Crimes Project was chosen as a member for the London Probation Community Advisory Panel – LpCAP, a multi-disciplinary body who aims are to practice explore and policy that tackles crime and disorder in London's communities, and to make hate crime policy for London.
- 2008 The Elena Noel, Manager of the Hate Crimes Project chosen as member of the Transformative Justice Panel Forum (TJF) - A London wide initiative based at Race on the Agenda (ROTA). It aims to reduce crime and its impact on groups that experience high victimisation levels whilst adopting a specific focus on hate crime.
- 2008 Elena and the success of the Hate Crimes Project and Keib Thomas who inspired Elena, is featured in New Start magazine (August 29<sup>th</sup>) which focuses on regeneration, economic development and sustainable communities.
- 2008 (October) at the Justice Awards, Elena's work on the Hate Crimes Project was a runner-up in the Outstanding Commitment to Diversity category. She received her Highly Commended award from Rt Hon Baroness Scotland. A press release from the London Criminal Justice Board to the media and other crime reduction agencies described Elena as an 'Inspirational Individual'.
- 2009 (April) Elena was part of a Home Office team of advisors delivering training on Community Engagement to the Turkish National Police, Army and Coastguards Service in Ankara, Turkey, on the European Union Turkey Twinning Project.

- **DECEMBER 2009 - EUROPEAN TURKEY TWINNING PROJECT -** The Home Office informed Elena that legislative changes were now taking place in Turkey, and that the Community Engagement Training that took place in April 2009 and its outcomes contributed significantly to this successful outcome.
- **HATE CRIMES PROJECT 10<sup>th</sup> ANNIVERSARY.** Dr Theo Gavrielides – Chief Executive of Race on the Agenda (ROTA) a partner agency marked this special milestone by holding an event in its honour at the House of Commons, hosted by Simon Hughes MP and. A special commemorative lunch was held by Southwark Mediation Centre at Avonmouth House for the community, funded by The London Probation Service, a partnership agency.
- **2010 Article in the South London Press ‘A Decade of Achievement’** about the success of the Hate Crimes Project, The Voice, Community Action Southwark Magazine about the 10 years of successful work achieved by the Hate Crimes Project.
- **2010 SUSSEX POLICE** begun hate crimes piloting for low level instances - based on the success of the Hate Crimes Project - the fourth police force in the UK to date.
- **The best practice work of the Hate Crimes Project has been highlighted in the latest recently published book on hate crime ‘Hate Crime - Concepts, Policy, Future Directions’ - Neil Chakraborti. (Chapter 11) written by an Oxford academic Mark Walters on hate crime.**
- **2010 Elena Noel informed by Association of Chief Police Officers (ACPO) that the Hate Crimes Project will be highlighted as Best Practice in the revised edition of the ACPO Manual which guidance to all in the criminal justice field.**
- **2010 – Hate Crimes Project gave consultancy to the Home Office and Ministry of Justice of the use of Restorative Justice to tackle Hate Crime in communities.**

#### The Media

The continued success of the Hate Crimes Project has featured in the Media – local and national – BBC News 24, BBC Radio 5, ITV News, Ben TV, South London Press, The Transformative Justice Forum magazine, The Restorative Justice Consortium magazine, Southwark News, Southwark Council and Safer Southwark Partnership publications.

*If you require further information about **The Hate Crimes Project** or hate crime related matters or you have a situation to refer, contact*

**Elena Noel – Hate Crimes Project Manager** by email:

**[hatecrimes@southwarkmediation.co.uk](mailto:hatecrimes@southwarkmediation.co.uk)**

**Tel: 020 7708 4959**

**Mobile 07904 120689**

**Fax: 020 7708 5568.**



# Hate Crime

Hate Crimes raises legal, ethical, moral, social issues and dilemmas.

## **Hate Crime:**

An incident motivated by the race or sexuality of the person who is victimised, or the perceived race or sexuality.

- *Happens by individuals and in clusters.*
- Ongoing repeat victimisation – sometimes for years – eggs, spitting, name calling, damage to property etc
- Parties feel isolated and afraid.
- P1 stops calling the Police. The incidents continue.

**Incidents:** The message: **'You are not welcome here'**. The psychological impact of this long lasting and far reaching on individuals and families. Damage to property or the fear to go out or injury may affect ones ability to earn a living, care for their family. Families are afraid, angry, feeling abandoned, high levels of anxiety. **I want to live in peace...** And then they encounter YOU...Sandal wearing, Peace loving, do-gooding liberal ...**The Police can't protect us...how can you?** Mediation is about the fourth agency encountered.

**Role of the Mediator:** Engaged in a continuous process of risk assessment, assessing, reviewing of the individuals involved. Simultaneously working with the many parties involved, more intensively in the first, having regular ongoing contact and reducing this as appropriate. Parents have an important role in supporting their children in the process, and in any agreements made.

The mediator in this context has many roles - being future focussed, playing 'Devils Advocate', encouraging self reflection and most importantly keeping the process balanced by remaining and being perceived by the parties as impartial - essential to fostering good relationship with the parties. The mediators are also aware of the visual and verbal manifestations of stress, and also of change.

Empowerment, critical reflection, support and self-awareness and empathy can play a part in the process. Remaining Client Centred is key when working with issues of disadvantage. It is important to keep clients aware of the process and the remit of mediation.

**Their ownership of the process is essential.**

# ***Southwark Mediation Centre***

## **Mediation:**

Is a process by which an impartial third party [mediator] intervenes in a dispute.

The mediator's role is to use a sequence of steps to guide people in dispute to a resolution, which they identify, select and agree to.

## **Mediation Principles:**

The principles of mediation serve to encourage open, honest communication and create a climate in which two sides can work together. The process of mediation helps conflicting parties to:

- Define the issue of the problem
- Identify and express their own feelings, fears and reservations of others
- Express their interests and needs
- Define areas of agreement and disagreement
- Generate a variety of realistic and do-able options for action
- Evaluate the likely effects of all actions on each other
- Negotiate and agree on all action

The aim of the process is not to assess blame since parties most of the time, share responsibility for the difficulties they experience. The unique feature of mediation is one that often permits everyone to emerge as a winner.

## **Role of an effective Mediator:**

- An effective mediator must possess the capacity to remain **impartial** and **neutral**
- The mediator's aim is to **empower** clients to reach an agreement where terms are both acceptable to both
- The mediator has to appreciate and **understand** the clients feelings and fears
- The clients want someone to **assist** them no matter how **long it takes**
- The clients must feel that the mediator has **clearly heard** their account of the problem
- The mediators must be able to convince or persuade the clients to demonstrate **flexibility**
- The mediator must add fresh ideas or perspective to the situation/problem to contribute to the discussion

# ***Types of Mediation***

## ***Direct Mediation***

Where the parties in dispute *meet* at a mediation session to discuss and explore ways of resolving their difficulties. This is a very structured session with '*Ground Rules*' to avoid any potential '*Jerry Springer*' moments! Any agreements made may be written or verbal. If written – both parties may wish to sign it as an act of goodwill. It is not legally binding.

If the parties involved do not have fluency in English a translator can be present and any written agreements can be translated.

## ***Indirect Mediation***

Where the parties choose *not to meet* but wish to resolve their difficulties. The Mediators will try to obtain 'positive points' and ways of resolution by visiting both parties. This may take a number of visits.

A translator can be involved at the request of those involved.

## **Other outcomes:**

MAP - **Multi-agency Approach** - When mediation and another agency have worked jointly to achieve resolution.

Resolved with intervention - **Where the situation calms as a result of contact with the mediators – before Direct or Indirect Mediation is employed or during.**

Processed Elsewhere - **Where the referral is processed back to the referring agency.**

Processed Elsewhere: Legal - **Where the parties no longer want Mediation to be involved due to taking the legal route.**

Explored Mediation - **Where the parties have been informed of the mediation process and various beneficial options; and have decided not to participate.**

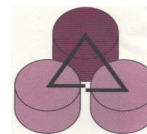
# Types of Incidents

- Arson
- Loud Music
- Racial Abuse
- Homophobic Abuse
- Physical Assault
- Verbal Threats
- Verbal Abuse
- Spreading of rumours
- Human / Animal faeces smeared or deposited on property
- Religious Harassment
- Spitting (by individual or groups)
- Egg Throwing
- Damage to car and property
- Domestic Refuse being deposited on property
- Anonymous threatening letters
- Anti-social activities by large groups of children or individual children
- Anti-social activities by large groups of adults or individual adults

***These incidents were mainly referred to SMC by Southwark Police, Housing, Southwark Anti Social Behaviour Unit, community groups, self referrals and others.***

***Many of these incidents are multi-party and have been in existence for longer than a year. Other agencies may of have had some involvement during this time.***

This and the following mediation agreements are typical of the agreements that can be reached in hate crimes situations. Both agreements are real. The identities have been changed to protect the parties concerned.



## **MEDIATION AGREEMENT (PARENTS)**

### **Southwark Mediation Centre**

This agreement was made between:

Mr and Mr Magreb  
33 Selton Close  
SE16

Mrs and Mrs Anderson  
62 Selton Close  
Rd SE16

**The Mediators present were: Elena Noel and David Walker**

Both Parties wanted each other to know / agreed the following:

- Mr and Mrs Magreb and Mr and Mrs Anderson want to live peacefully as neighbours.
- Mr and Mrs Anderson and Mr and Mrs Magreb want to support their children (Richard Anderson and Rashid Magreb) in their agreement made, to peacefully resolve their difficulties.
- Both parties agreed not to involve others (friends, neighbours etc) in this situation and to keep it between themselves.
- If Mr and Mr Magreb have been disturbed by any incidents by the children of the Anderson's family, Mr Magreb will approach Mrs Anderson to discuss the matter. Mrs Anderson agreed to respond in an appropriate manner and to apologise if necessary.
- If Mrs Anderson is not at home Mr Magreb will leave a message for her to contact him.
- If Mrs and Mrs Anderson have been disturbed by any incidents by the children of the Magreb family, Mrs Anderson will approach Mr Magreb to discuss the matter. Mr Magreb agreed to respond in an appropriate manner and to apologise if necessary. Mr Magreb agreed that only he and not any other family member will communicate with Mrs Anderson. If he is not at home Mrs Anderson will leave a message and he will contact her on his return.

Both parties agreed to let their families know that this has been agreed.

- Mr and Mrs Anderson wanted Mr and Mrs Magreb to know that if their children have misbehaved they will be appropriately punished with privileges being removed. They do not discipline their children in front of others.
- Mr and Mrs Magreb wanted Mr and Mr Anderson to know that if Rashid has misbehaved he will be disciplined. He also accepts that in regards to Rashid he may not be aware of the whole situation and that Rashid may have been involved in activities he is not aware of.
- Both parties agreed to trust the Mediators as they had met both boys.
- Both Mr and Mrs Anderson and Mr and Mrs Magreb wanted to know if there were other children inciting their children to misbehave. Both agreed to pass this information onto the Mediators will contact the parties concerned.

This agreement was made on the 1 October 2001

This agreement is not legally binding and reached without prejudice

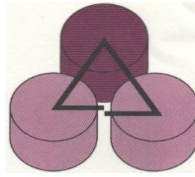
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**Mr and Mrs Magreb - Parents**

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**Mr and Mrs Anderson - Parents**

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## **Southwark Mediation Centre**

### **MEDIATION AGREEMENT (YOUNG PEOPLE)**

This agreement was made between: Richard Anderson and Rashid Magreb on the **11<sup>th</sup> October 2001**

The Mediators present were: **Elena Noel and David Walker**

The following was agreed:

- **Richard and Rashid want to sort things out.**
- **Richard and Rashid not to give dirty looks or to spit.**
- **Rashid to look the other way if he sees Richard.**
- **Richard to look the other way if he sees Rashid.**
- **If on the bus Richard will go upstairs and Rashid to stay downstairs.**
- **Rashid to tell to sister Amina and Saida not to give dirty looks or aggravate fight with Richard.**
- **Richard agreed to tell brother James to walk away if he sees Rashid.**
- **Rashid wanted Richard to know that he did not want to fight him.**
- **Rashid when out with sister will tell her 'Don't do that' if provoked to fight.**
- **Richard and Rashid agreed cussing can be hurtful.**
- **Rashid agreed not to use racial cussing.**

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**Richard Anderson**

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**Rashid Magreb**

*This agreement was reached without prejudice and is not legally binding*

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## **Hate Crimes Project - Feedback from Clients**

**‘They helped quite a lot to resolve the situation so that we could come to an understanding...It can help so that little arguments don’t get big...’**

*Child Black African aged 15 years experiencing racial abuse in Rotherhithe*

**‘They helped us in different ways...they were very helpful and friendly. They should be more people like them in this world...Thank you Mediation!!!’** Child aged 12 years experiencing racism in Rotherhithe

**‘Nobody could deal with this issue until you came along. Now the children are talking. My children can come out now and play without being harassed. The young people are even waving hello rather than hauling abuse...the constant feedback over the phone (from the Mediators) was very helpful...’***Parents experiencing racial harassment in Bermondsey*

**“Thank you for your skilful and professional approach...I found your approach supportive and reassuring...”** Mr B - experiencing homophobia in Peckham

**‘I would recommend your service to anyone...thanks Southwark Mediation Centre for the help...’***Council Tenant White UK – Rotherhithe, allegedly racially harassing White UK tenant*

**‘Almost everyone involved in this harassment was touched by Elena and she always gave me feedback...’**  
*Council Tenant Black African – Rotherhithe experiencing group assault.*

***‘I think the mediators were just absolutely brilliant...’****Tenant Black African – Camberwell who experienced racial abuse and assault from Asian and White neighbours.*

**‘Both mediators were very professional and were good at what they did...’***Housing Association Tenant – East Dulwich White Jewish involved in racial remarks and noise.*



# SOUTHWARK MEDIATION CENTRE

## REFERRAL FORM - HATE CRIMES PROJECT

### **Referral Process**

This form is for incidents that have been reported as CULTURAL DIFFERENCES, RACE, LGBT, FAITH of the parties reporting or perceived as this by your agency.

Tell the parties concerned that there is a centre which specialises in resolving disputes, and that a worker is available to visit them to explain the scheme. Always tell them you will be making a referral.

Fill in the referral form below and fax / send it to the Centre ~ the fax number is **020 7708 5568** or **email: hatecrimes@southwarkmediation.co.uk**

### **First Party**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Tel No:(home) \_\_\_\_\_ (work) \_\_\_\_\_

### **Second Party**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Tel No: \_\_\_\_\_ (work) \_\_\_\_\_

### **Nature of Dispute**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### **Health and Safety Issues**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Name of Referrer** \_\_\_\_\_

### **Agency/ Organisation:**

CAD/ CRIS No (If applicable) \_\_\_\_\_

Date: \_\_\_\_\_ Tel No: \_\_\_\_\_

Fax No: \_\_\_\_\_

**Please complete this form and return it to: SOUTHWARK MEDIATION CENTRE, 92 CAMBERWELL ROAD, SE5 OEG. Telephone: 020 7708 4959 Fax: 020 7708 5568 Email: hatecrimes@southwarkmediation.co.uk**