

Third Party Reporting Kiosk for Homophobic Crime
1st Year Report
May 2006 – May 2007

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Background

Homophobic crime in Hounslow is severely under-reported. A study completed by the West London Gay Men's Project¹ 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.

Consultation with victims of domestic violence and homophobic crime highlighted the need to increase choices for reporting incidents.

It was believed that the use of a touch computer screen kiosk in a venue where the LGBT community meets could be a way of increasing the number of reports from the community.

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

How the intervention works

A touch computer screen kiosk was installed in a local gay venue to allow for LGBT people to electronically report homophobic crime and access support agencies.

Internet access from the kiosk is restricted to websites that are relevant to the kiosk's purpose; primarily providing links to support, voluntary and statutory agencies. The kiosk has a printing capability, so should the user require it, a printout of relevant information or contact numbers can be provided.

The software allows the third party reporting forms completed online (see appendix A. for questions) to be 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 analysed and shared in an anonymised format through the Hounslow Homophobic Crime Stakeholder Group meetings (held quarterly).

¹ 'What Do You Think' LGBT Consultation 2004, West London Gay Men's Project

Costs over one year

The funding for the kiosk was sourced by three different organisations - Hounslow Community Safety Partnership (£5,000), Government Office London (£5,000) and West London Gay Men's Project (£5,308).

The table below shows the breakdown of all costs incurred for the kiosk.

| | Cost |
|--|----------------|
| To supply kiosk (iPlus – provided by Cityspace Ltd), including delivery and installation | £6,500 |
| Exterior vinyl graphics | £210 |
| Software development and content design | £5,000 |
| Maintenance, including remote monitoring and monthly usage reports | £1,500 |
| Complete relocation of kiosk from The Birdcage Pub to The Windsor Castle Pub | £1,770 |
| To decommission | (£450) |
| To remove and re-install | (£450) |
| To cancel BT lines | (£500) |
| To install new BT lines | (£120) |
| To re-commission at new location | (£250) |
| To design and install screensaver loop | £328 |
| Total | £15,308 |

Analysis of kiosk usage and reported incidents

The following summary and analysis of kiosk usage and reported incidents runs from the period, May 2006 until May 2007. The kiosk was decommissioned for one month (August 2006) while it was moved from the Birdcage Pub in Chiswick to the Windsor Castle Pub in Hounslow. The reason for the inclusion of May 2007 is to provide a comparative 12-month analysis.

| | |
|----------------------------|-------------|
| 2006 (May-Dec) Users Total | 788 |
| 2007 (Jan-May) Users Total | 1156 |
| Grand Total | 1944 |

The table above shows the total number of users (not reported incidents) of the kiosk. These are measured as separate log-on sessions.

January 2007 was the busiest month attracting 191 users, however no incidents were submitted that month.

Throughout the year the kiosk was accessed the most on Saturdays followed closely by Sundays and Fridays. On these days the busiest time period for accessing the kiosk was between 9pm and 11pm, however when the kiosk was accessed Monday to Thursday the busiest time period was between 2pm and 4.30pm.

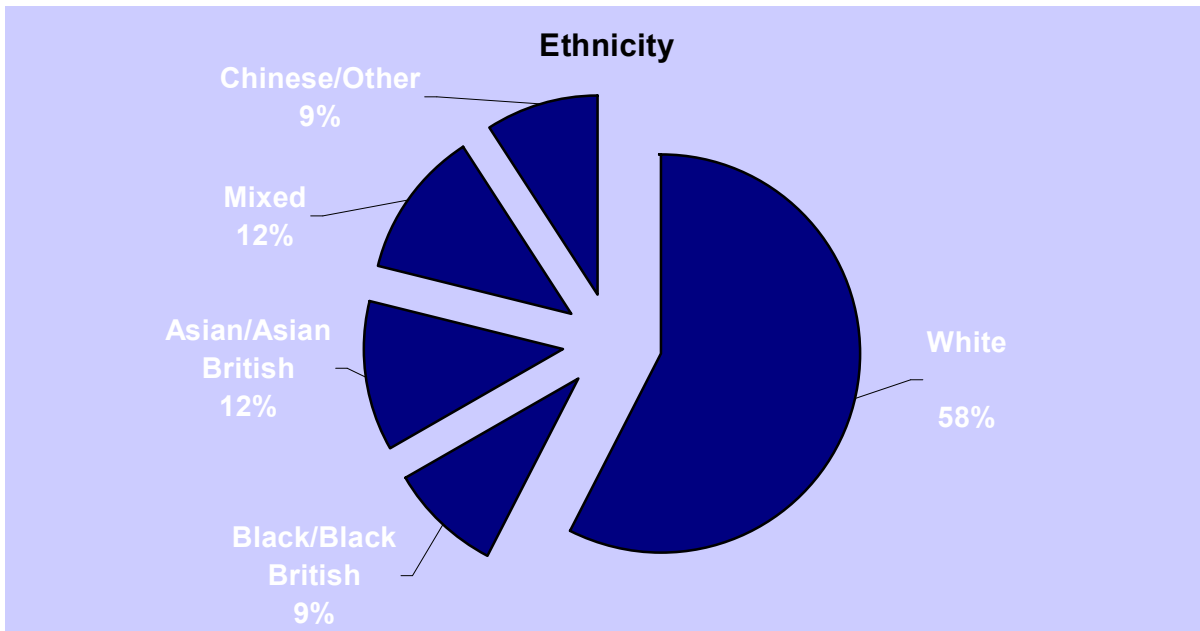
The most popular channel² accessed was the incident reporting form (this also includes forms not completed or submitted) followed by the local agencies channel, news channel and jobs channel.

User demographics

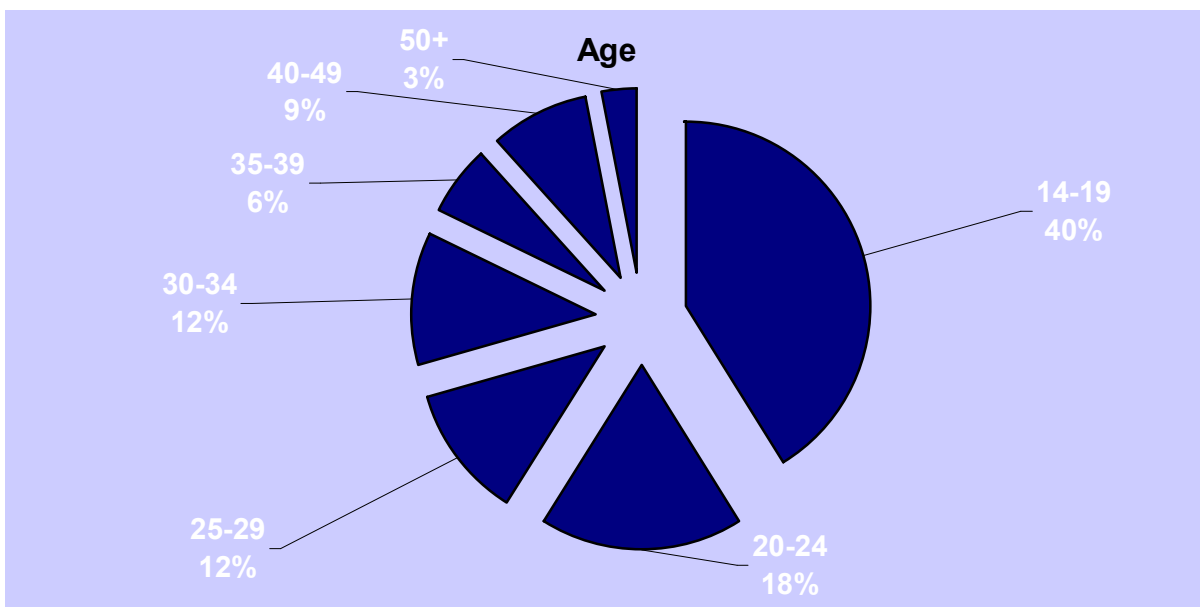
The following information is a breakdown of the kiosk user demographics (those who submitted an incident report form only).

The total number of reported incidents made via the kiosk is 34.

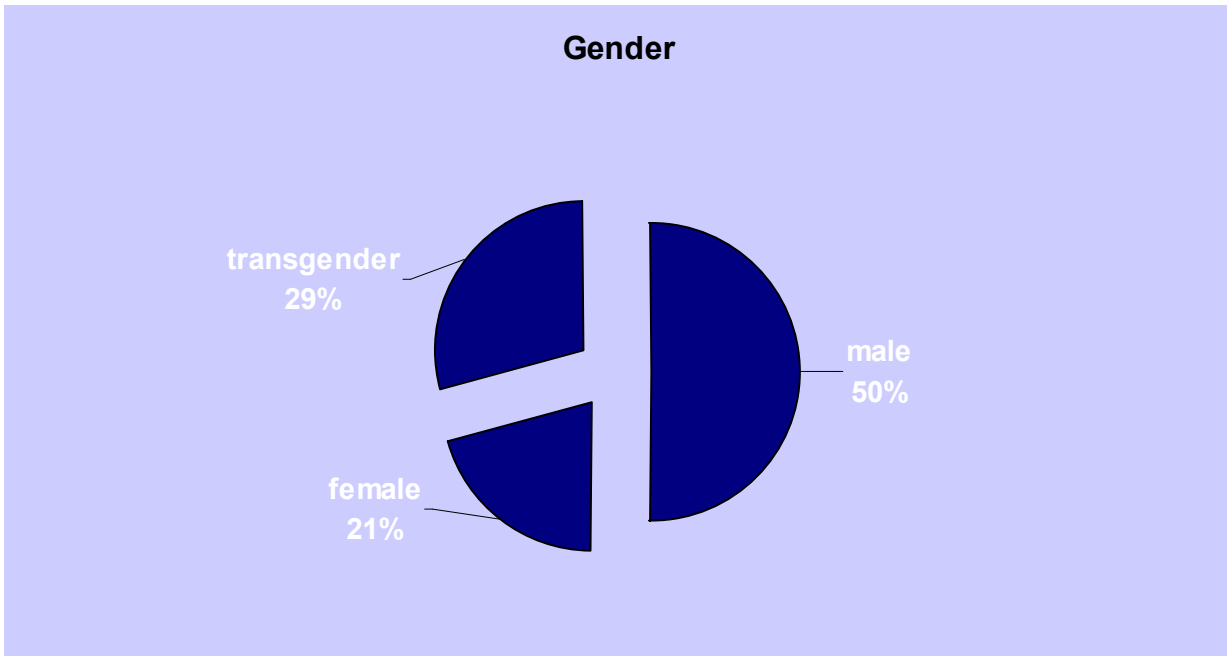
² A channel is a collection of pages that together provide a service within the kiosk interface.



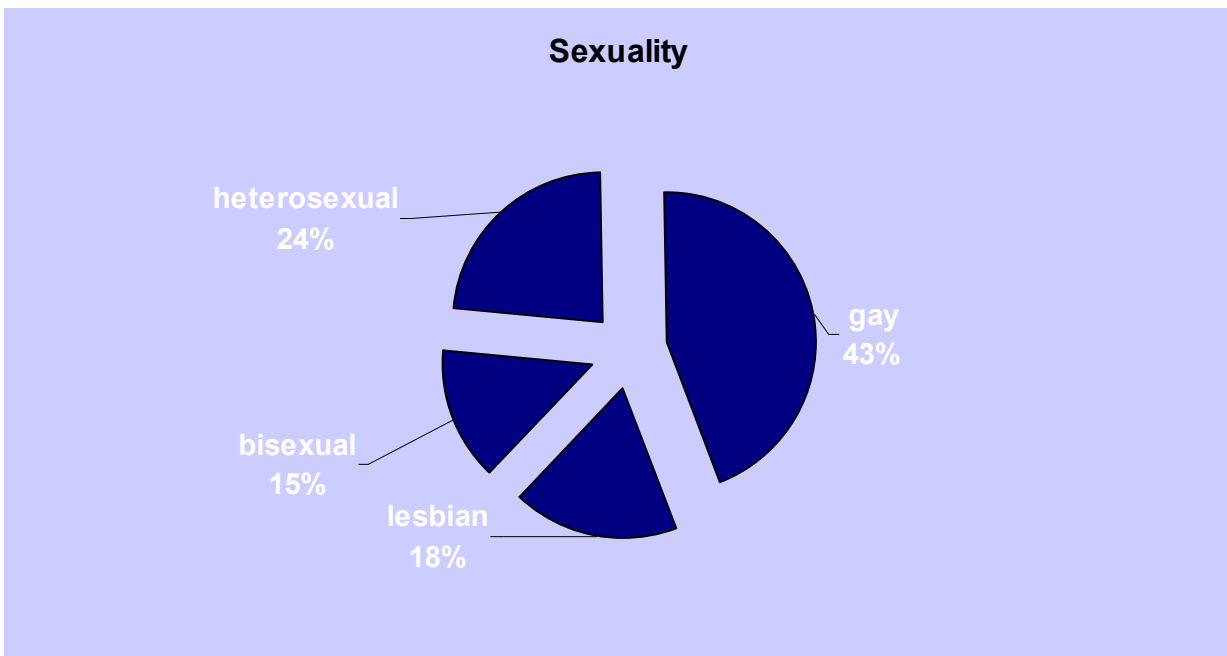
The number of incidents reported by white people was 20, 4 by Asian/Asian British, 4 by Mixed, 3 by Black/Black British and 3 by Chinese/Other.



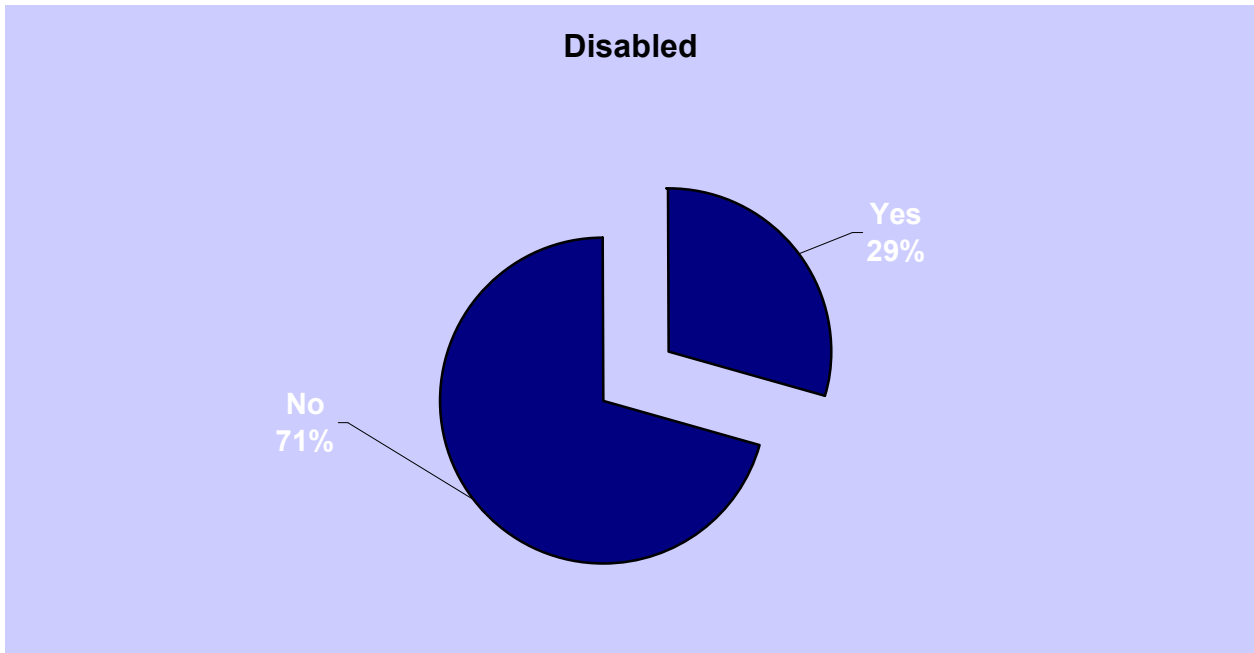
The number of incidents reported by people aged 14-19 was 14, 6 by 20-24, 4 by 25-29, 4 by 30-34, 2 by 35-39, 3 by 40-49 and 1 by 50+.



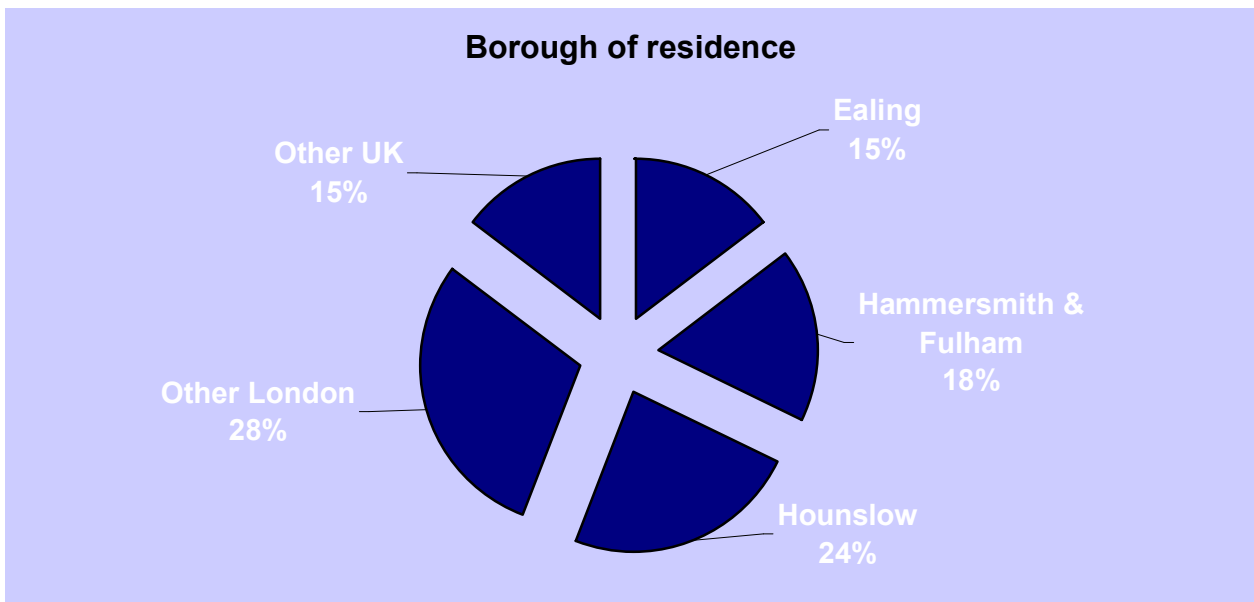
The number of incidents reported by males was 17, by females 7 and by transgender 10.



The number of incidents reported by gay people was 15, by lesbians 6, by heterosexuals 8 and by bisexuals 5.



The number of incidents reported by people who considered themselves to have a disability was 10 and no disability was 24 ('type of disability' was not requested on the reporting form).



The number of incidents reported by people who live in Hounslow was 8, by Ealing residents 5, by Hammersmith & Fulham residents 6, by Other London residents 10 and by Other UK residents 5. The kiosk is located in Hounslow at the Windsor Castle Pub.

Comparative analysis

| Type of Incident | Perpetrator | | | | | | Grand Total |
|-------------------|-------------|---------------|-------|---------|----------|----------------|-------------|
| | Ex-partner | Family member | Other | Partner | Stranger | Work colleague | |
| Domestic Violence | 1 | | 2 | 6 | 1 | 1 | 11 |
| Homophobic Crime | | 2 | 11 | 1 | 6 | 3 | 23 |
| Grand Total | 1 | 2 | 13 | 7 | 7 | 4 | 34 |

The table above shows the breakdown of type of incident reported (Homophobic Crime or Domestic Violence) in relation to the perpetrator of the incident.

23 were noted as Homophobic Crime and **11** as Domestic Violence incidents. The current partner of the victims perpetrated 55% of the total Domestic Violence incidents. The ex-partner of the victims perpetrated 9%, 'other' perpetrated 18% whilst stranger and work colleague also both perpetrated 9%.

The total of the Homophobic Crime incidents perpetrated by someone known to the victim was 26% (including family members, partners and work colleagues). The remainder (74%) were perpetrated by a stranger and 'other' (not specified).

| Age | Where incident took place | | | | | Grand Total |
|-------------|---------------------------|--------------|--------|--------|------|-------------|
| | Home | Public venue | School | Street | Work | |
| 14-19 | 4 | 3 | 1 | 2 | 3 | 13 |
| 20-24 | | 1 | | 5 | | 6 |
| 25-29 | 1 | 1 | | 1 | 1 | 4 |
| 30-34 | 1 | | | 3 | | 4 |
| 30-34 | | | | 1 | | 1 |
| 35-39 | | 1 | 1 | | | 2 |
| 40-49 | 2 | | | 1 | | 3 |
| 50+ | 1 | | | | | 1 |
| Grand Total | 9 | 6 | 2 | 13 | 4 | 34 |

The table above shows the breakdown of where the incident took place in relation to the age of the victim.

38% of 14-19 year olds recorded the incident happening to them at home or school.

83% of 20-24 year olds recorded the incident happening to them in the street or public venue, compared to 75% of 30-34 year olds.

66% of 40-49 year olds recorded the incident happening to them at home, compared to 100% of 50+ year olds.

| Incident involved | Where | | | | | Grand Total |
|-------------------|-------|--------------|--------|--------|------|-------------|
| | Home | Public venue | School | Street | Work | |
| Emotional | 3 | 1 | 1 | | 1 | 6 |
| Financial | | 1 | | | | 1 |
| Physical | | | | 4 | | 4 |
| Property | | 2 | | | | 2 |
| Sexual | 2 | | | | | 2 |
| Stalking | | 1 | | 2 | 1 | 4 |
| Verbal | 4 | 1 | 1 | 7 | 2 | 15 |
| Grand Total | 9 | 6 | 2 | 13 | 4 | 34 |

The table above shows the breakdown of where the incident took place in relation to the type of incident.

50% of emotional abuse took place in the home.

100% of physical abuse took place in the street.

100% of damage to property occurred in a public venue.

100% of sexual abuse took place in the home.

50% of stalking incidents took place in the street, 25% at work and 25% in a public venue.

47% experienced verbal abuse in the street, 26% in the home, 13% at work, 7% in a public venue and 7% at school.

| Ethnicity | Where reported | | | | | | Grand Total |
|---------------|-------------------|-------------|-------|--------|----------------|----------------|-------------|
| | LGBT organisation | No-one else | Other | Police | School teacher | Victim Support | |
| Asian | 1 | | | 2 | | 1 | 4 |
| Black | 2 | 1 | | | | | 3 |
| Chinese/Other | | 2 | 1 | | | | 3 |
| Mixed | 1 | 2 | | | 1 | | 4 |
| White | | 12 | 2 | 4 | 1 | 1 | 20 |
| Grand Total | 4 | 17 | 3 | 6 | 2 | 2 | 34 |

The table above shows the breakdown of where the person reported the incident to in relation to their ethnicity.

100% of Asian people reported the incident to an organisation (50% to the Police, 25% to an LGBT organisation and 25% to Victim Support).

33% of Black people did not report the incident to anyone (the remainder reported to an LGBT organisation).

66% of Chinese/Other did not report the incident to anyone, similarly 50% of Mixed and 60% of White people did not report the incident.

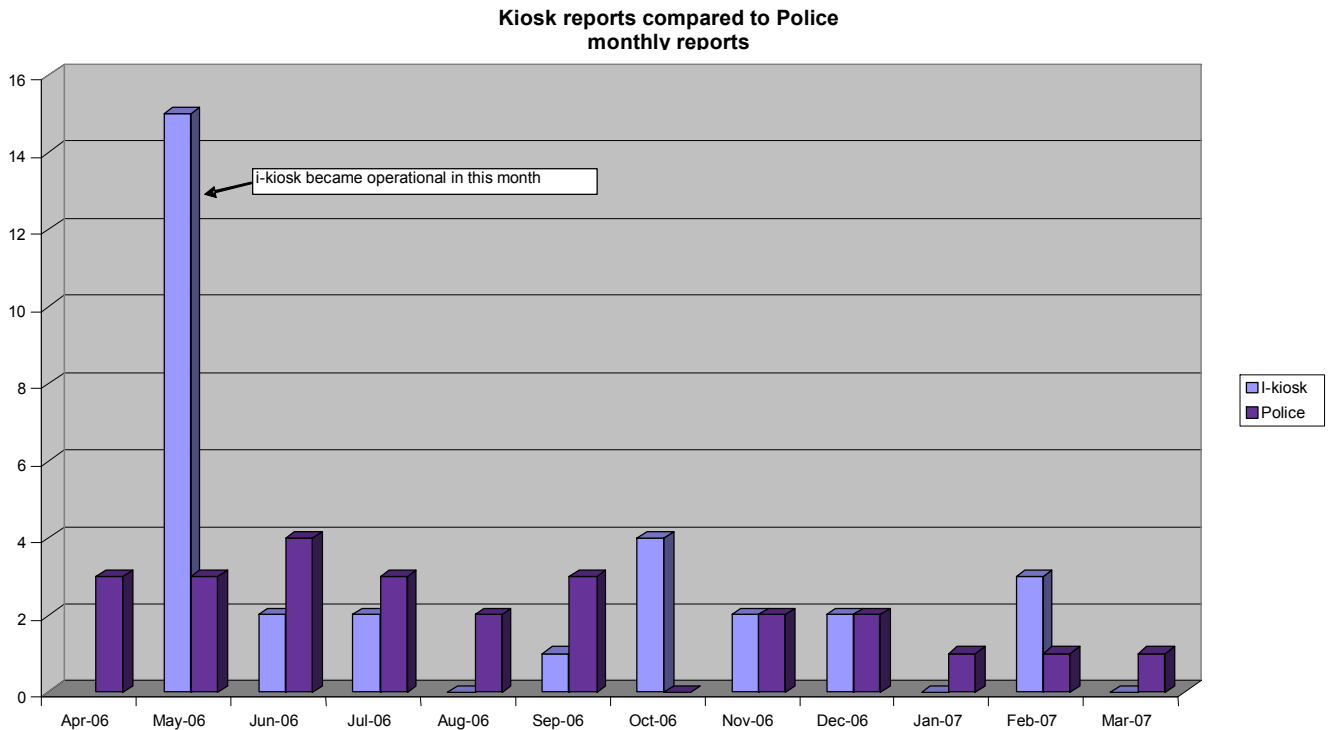
| Age | Police Aware | | Grand Total |
|-------------|--------------|-----|-------------|
| | No | Yes | |
| 14-19 | 7 | 6 | 13 |
| 20-24 | 2 | 4 | 6 |
| 25-29 | 2 | 2 | 4 |
| 30-34 | 3 | 2 | 5 |
| 35-39 | 1 | 1 | 2 |
| 40-49 | 3 | | 3 |
| 50+ | | 1 | 1 |
| Grand Total | 18 | 16 | 34 |

The table above shows the breakdown of whether the Police were made aware of the incident in relation to the age of the person reporting it.

There is a fairly even split between people reporting the incident to the Police and people not reporting the incident, across all age groups with the exception of 100% of 40-49 year olds not reporting.

The Police were not made aware of 53% of all reported incidents and were made aware of 47% of all reported incidents.

Out of all the reported incidents where people had previously not made the Police aware, still none were prepared to leave their contact details with the kiosk.



The table above shows the level of reports received by the kiosk in comparison to the reports received by the Police for the period May 2006 to March 2007. The most reports submitted was in May 2006 (15 reports) – this was the first month the kiosk was in operation.

Discussions and recommendations

The following are discussions derived from the kiosk data only and the recommendations proposed for further work to tackle homophobic crime are to be decided by Hounslow Homophobic Crime Stakeholder Group.

It is clear that there is still a high percentage of homophobic incidents being perpetrated by strangers to the victim (74%) and while domestic violence in LGBT relationships is evidenced through the kiosk reports and should be addressed, the continued focus of a poster campaign highlighting homophobia rather than domestic violence appears valid.

Recommendation:

- **To maintain the focus of the poster campaigns on homophobia.**

Just over half the reported incidents were made by White people with the other half split fairly evenly between Black, Mixed, Chinese/Other and Asian ethnicities. Current campaign work reflects this dispersal in terms of imagery and also how the campaign is distributed to agencies supporting ethnic minority communities.

Recommendation:

- **To maintain the current campaign distribution, reflecting the proportionate representation of ethnicities within the LGBT community.**

The number of incidents perpetrated by 'Other' is 13, which is a high percentage of the total incidents reported (38%).

Recommendations:

- **To add further categories to the question of whom the person (or people) involved in the incident were.**
- **Alternatively, to add a space to manually type in the identity of the perpetrator.**

A high percentage (31%) of 14-19 year olds reported that the incident took place at home. Although none of these incidents were domestic violence incidents perpetrated by a family member, it is established that incidents are occurring between young partners.

Recommendation:

- **To provide further training for teachers, to be aware of domestic violence among young people and the support services available to them.**

Males who reported incidents made up exactly half of those submitted, with transgender reporting just under a third and females the remainder. While the anti-homophobia campaign imagery portrays males and females, it does not currently portray transgender people.

Recommendation:

- **To include a greater representation of transgender people and a more visible inclusion of anti-transphobia in future campaign work.**

The majority of people who reported incidents were gay and lesbian, however one quarter identified themselves as heterosexual. This highlights the fact that heterosexual people are also victims of homophobia. Out of the 14-19 year olds, 30% identified himself or herself as heterosexual, however it should be taken into account the possibility of some of this age group being uncomfortable with their sexuality and not wanting to identify as gay, lesbian or bisexual at this stage in their life.

Recommendation:

- **To add the category ‘Other’ to the sexuality question for those people not wanting to identify as gay, lesbian, bisexual or heterosexual.**

It is evident that people from other boroughs across London accessed the kiosk in Hounslow, highlighting the potential opportunity for more kiosks to be successfully stationed in other venues across West London.

Recommendation

- **To assess the suitability of other venues to house other kiosks in West London.**

The majority of incidents being perpetrated on 20-24 and 30-34 year olds occurred in the street.

Recommendation:

- **To make these age demographics more aware of the possible threats posed to them, using outreach work as a tool to do this and involving the Police.**

There are also clear correlations between where the incident occurred and the type of incident perpetrated. This is useful in tackling specific types of homophobic incidents. 100% of the physical abuse incidents took place in the street along with nearly half of all reported verbal incidents. These are the most obvious overt forms of homophobia.

Recommendation:

- **To tackle these types of homophobia through work that highlights the potential dangers of being on the street – including information about the risks of jeopardising personal safety through the use of drugs and alcohol.**

66% of the 40-49 year olds and 100% of the 50+ year olds reported the incident as domestic violence. None of these incidents of domestic violence were reported to the Police. All the domestic violence incidents reported through the kiosk in these age demographics were gay men.

Recommendation:

- **To focus further domestic violence work towards older people.**

All of the Asian people who submitted a report had previously reported the incident to another organisation. A third of Black people had not reported the incident to anyone, similarly over two thirds of Chinese/Other, one half of Mixed and two thirds of White people had not reported the incident. From the kiosk reports it may be deduced that there is a lack of confidence or fear felt by victims to report incidents of homophobic crime.

Recommendations:

- **To consult with the LGBT community to determine whether there is any fear to report incidents of homophobic crime.**
- **To include a space on the report form allowing the user to input why they are unwilling to leave their contact details and not happy for them to be passed onto the Police.**

100% of 40-49 year olds did not report the incident to the Police. This suggests that there may be a specific older generational assumption about the Police having homophobic attitudes towards LGBT people.

Recommendation:

- **To secure further input from the Police, particularly by visiting gay venues, to help generate a change in attitude of certain LGBT people towards them.**

The number of incidents being reported via the kiosk has reached a plateau. The largest numbers of reports were submitted in May 2006, around the time of the launch party and initial press releases. Specific outreach sessions have been scheduled in order to do this at the Windsor Castle Pub, as well as in other gay venues across West London. The aim is to access people who might not otherwise have had prior knowledge of the kiosk and its location.

Recommendations:

- **To facilitate further campaigning and press interest to help raise the profile of the kiosk and encourage more people to report incidents.**
- **To deploy further outreach sessions to generate publicity about the kiosk.**

Nearly 2000 users have accessed the kiosk, highlighting the success of the project in its first year. It has been a valuable reporting tool, particularly for those who may not have reported such incidents to the Police previously and allowed them to do so anonymously. There is potential for the development of the kiosk as explained in these recommendations and the capacity to provide the LGBT community with more information, tools and confidence to tackle homophobic crime in Hounslow.

Appendix

A. Reporting form questions

The following questions and multiple-choice answers make up the reporting form. Before being able to proceed to the next screen the client must provide an answer to each question.

1. What type of incident are you reporting?

(please report each individual incident separately)

- a) Domestic Violence
- b) Homophobic Crime

2. What did the incident involve? (tick all that apply)

- a) Verbal abuse/assault
- b) Physical abuse/assault
- c) Sexual abuse/assault
- d) Assault on property
- e) Emotional abuse
- f) Financial abuse
- g) Stalking

3. When did the incident occur?

- a) Within last week
- b) Within last month
- c) Within last six months
- d) Within last year
- e) Over a year ago

4. Where did the incident occur?

- a) At home
- b) In the street
- c) In a public venue (pub, shop, library, gym etc)
- d) School / college / university
- e) Work

5. Who was the person (people) involved?

- a) Partner
- b) Ex-partner
- c) Family member
- d) Stranger
- e) Work colleague
- f) Flat or house-mate
- g) Any other

6. Have you reported this incident to any other person or agency?

- a) Police
- b) Victim Support
- c) School teacher / tutor
- d) LGBT organisation

- e) No-one else
- f) Other

7. Have you sought further help / advice?

- a) No – don't need any
- b) No – would like some help / advice (please leave contact details)
- c) Yes – everything is fine now
- d) Yes – I need more help / advice (please leave contact details)

8. Do you want the Police to be aware of this report?

- a) Yes (a copy of this report will go to the local Police Community Safety Unit)
- b) No

9. How old are you?

- a) 14-19
- b) 20-24
- c) 25-29
- d) 30-34
- e) 35-39
- f) 40-49
- g) 50+

10. Are you?

- a) Male
- b) Female
- c) Transgender

11. What is your sexuality?

- a) Gay
- b) Lesbian
- c) Bisexual
- d) Heterosexual

12. Do you consider yourself disabled?

- a) Yes
- b) No

13. What is your chosen religion?

- a) Christian
- b) Jewish
- c) Hindu
- d) Sikh
- e) Muslim
- f) Humanist
- g) Buddhist
- h) Rastafarian
- i) None
- j) Other

14. What is your ethnicity?

- a) White
- b) Black or Black British
- c) Asian or Asian British
- d) Mixed
- e) Chinese or other ethnic group

15. Where do you live?

- a) Ealing
- b) Hammersmith & Fulham
- c) Hounslow
- d) Other London
- e) Other UK